
online ordering instructions



STEP BY STEP

(without registration)

- 1) Go to www.lssfoodpantries.org.
- 2) Choose your preferred language by clicking on the correct green box.
- 3) Sign in with your Shopper ID and pin number. *If you do not have a Shopper ID and pin, please see page 2 of this document for registration instructions.
- 4) Read the important information in the lightbox and then click **"Continue."**
- 5) Review your point balance at the top of screen.
- 6) To start ordering, click on a food group on the left side of the screen.
- 7) Click an item to add to your cart; use the arrow bars to scroll through pages.
- 8) Select the quantity to order and click **"Add to Cart."**
- 9) To choose another item, use the arrow bars to scroll through pages.
- 10) Click **"Main Menu"** to choose another food group.
- 11) To change items in your cart, click on an item and click **"Remove Items"** or **"Change Quantity."**
- 12) When you are finished shopping and all points are used, click **"Checkout."**
- 13) Choose your pickup location by clicking the arrows.
- 14) The date will default to the next available date for that pickup location. If that date doesn't work for you, please choose another pickup location. Click **"Select."**
- 15) Choose a pickup time.
- 16) A confirmation screen will appear. Please check for accuracy, then print and bring with you to the pickup or take a screenshot of it on your phone.
- 17) **IF YOU HAVE GIVEN US AN EMAIL**, you will also receive an email confirmation.



online registration steps

STEP BY STEP

- 1) Go to www.lssfoodpantries.org.
- 2) Choose your preferred language by clicking on the correct green box.
- 3) Click **“Not enrolled? Sign up Now.”**
- 4) At the New User Registration page, choose the size of your household including yourself in the drop down box.
- 5) Fill out all the address, phone and email fields with your current information. **PLEASE NOTE EMAIL ADDRESS IS REQUIRED.** If you don't have an email address, call **1-877-LSS-MEAL** for assistance.
- 6) Fill out the name, birth date and gender fields for **EACH** member of your household.
- 7) Once complete, click **“Register.”**
- 8) You will see a confirmation screen with a **“Shop Now”** button. Click on it to start shopping. Refer to the Online Ordering Steps flyer for more information.
- 9) You will also receive an email with your Shopper ID and pin number. You will need that information to order food in the future. Please keep it in a safe place.

ordering FAQs

Where do I get a Shopper ID?

If you have shopped at an LSS food pantry before, the pantry staff should have given you a shopper ID. If you have not shopped with us before, you can register on the website, but you must have an email address.

I don't have my Shopper ID. How can I get it?

Please call the Help Desk at 877-LSS-MEAL.

What is the website address to order food?

The website address is www.lssfoodpantries.org.

How are the points allocated?

The points are based on your family size.

I've added (lost) family members. How can I change my point total?

Please call the Help Desk at 877-LSS-MEAL.

Can I order personal care items?

Yes, if we have them available, they are under the "Other" category on the Main page.

Can I order cleaning products?

Yes, if we have them available, they are under the "Other" category on the Main page.

Can I order diapers?

Yes, if you have a child under four in your immediate family and if we have them available, baby items are under the "Other" category on the Main page.

Why are there no fresh produce options?

You will receive fresh produce, meat, dairy and other perishable items at the distribution based on availability.

What is the Talk With Staff button for?

This button allows you to send a note to our Food Pantry staff with your order.

What is the Special Diets button for?

The Special Diets button allows you to search for items that are appropriate for certain diets, such as low fat, low salt, vegetarian, or allergies such as peanuts or eggs.

Why are certain foods fewer points than others?

We are committed to healthy eating, so we've made certain healthier options worth fewer points to encourage healthier choices.

How far in advance can I place my order?

You can place an order one week before your preferred pickup date.

I used to come once per week? How can I get produce weekly?

You can only visit a pantry distribution once per month. You will receive fresh produce at your pick-up date. If you would like to receive produce at other times during the month, please review our produce distribution schedule on our website. Mid-Ohio Foodbank also hosts produce distributions. You can find that schedule on their website.

What will I do when I arrive at the distribution? Do I need to bring anything?

Please bring with you your confirmation page or email and the ID of the primary shopper. When you arrive, you will check in at the registration table. Volunteers will guide you through the distribution process.

Can I change or cancel my order/ pickup location/ date?

Please call the Help Desk at 877-LSS-MEAL.

Nutritional Symbol Key

Allergens:



Milk



Eggs



Fish



Crustacean Shellfish



Tree Nuts



Peanuts



Wheat



Soybeans

Special Diets:



Kosher



Vegetarian



Vegan



Low Sodium



Sugar-Free



Low Cholesterol



Gluten-Free



Lactose-Free