

P2 Commonly Asked Questions

Will the P2 training be available?

Yes, on our PWW page there will be a link to the P2 training video, the PDF slides from the training, and other resources.

What is the statistic I'm putting in?

Each month we would like your total number of unduplicated individuals served.

Ex:

- If Sam comes to your Agency one time during the month you would count Sam as one individual.
- If Sam comes to your Agency four times during the month you would only count Sam as one individual.
- If Sam comes to your Agency once during the month and has three additional people in their household they are receiving food from you for, you will count Sam as four individuals.

How many orders can I have submitted at a time?

You can have 2 orders at a time. Once your order is released it will allow you to order again.

When will orders be released?

Orders are released 3 business days before the order is picked up/delivered.

Will the information from Primarius transfer over to P2?

Yes, on September 2, 2022, at 1pm we will start the process of transferring the data from Primarius to P2

P2 Commonly Asked Questions

Can I still place orders in the current Primarius website?

Yes, you can place orders until September 2, 2022, at 1pm. Any order that is submitted after that time will not be transferred to the new system and will be canceled.

When will the new PWW site be active?

We are hoping for a smooth data transition, if everything goes well the new PWW site will be ready Saturday, September 3, 2022.

The minimum order for frozen product is 40 lbs. Can I order 20 lbs. of beef and 20 lbs. of chicken?

No, minimum orders are based on items. You would need to order 40lbs of beef and 40lbs of chicken to meet the minimum.

FOOD ORDERING TIPS

Do you know the two biggest mistakes made when ordering food?

ORDER MINIMUMS BY PRODUCT

- Refrigerated Product - 20 Pounds
- Dry Product - 30 Pounds
- Frozen Product - 40 Pounds



Items Offered by the Pound vs. Case

Minimum Order Requirements

Items often have minimum order requirements. If the minimum is 40 pounds, you can't order 20.

Partners frequently forget to double-check if what they are ordering is being offered by the pound or case. Instead of ordering 40 pounds of potatoes they order 40 cases which equals nearly 2,000 pounds!