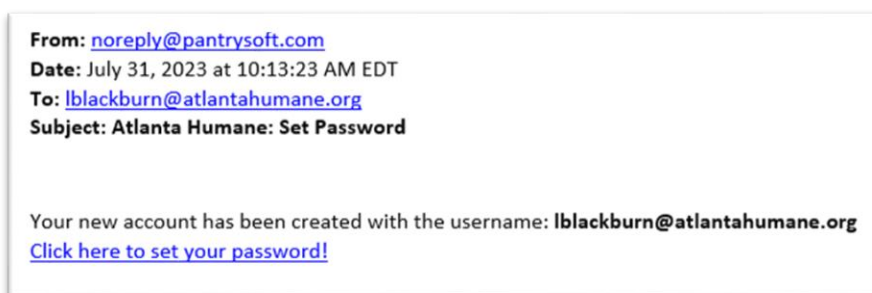


PantrySoft Portal – Initial affiliate walk-through

Each affiliate organization is set-up with one PantrySoft profile. This profile allows you to select an appointment and pre-order available donations. Some miscellaneous donations will only be available to browse and choose in-person during your pick-up appointment window.

1. Setting your account Password

A Community Initiatives team member will create your organization's PantrySoft profile. After the profile is created, you will receive an email asking you to set your password:



Follow instructions in this email to set your password.

Your password:

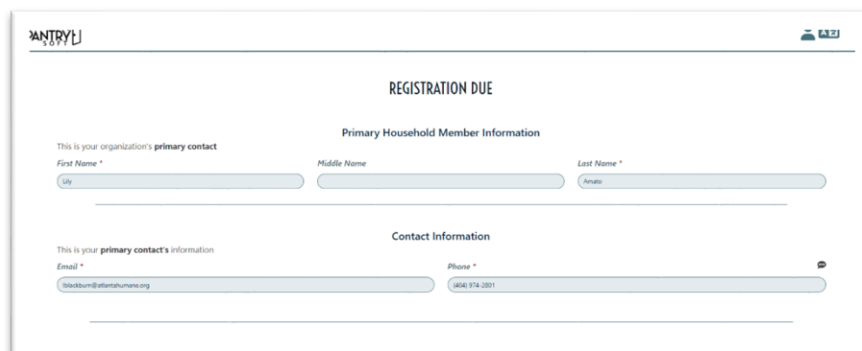
Must be at least 8 characters long

Must include both upper- and lower-case letters

Must include at least one number

2. Registration

Once you set your password, you will automatically be taken to a registration page:



PANTRYSOFT

REGISTRATION DUE

This is your organization's primary contact

Primary Household Member Information

First Name * Middle Name Last Name *

This is your primary contact's information

Contact Information

Email * Phone *

lblackburn@atlantahumane.org (404) 974-2001

The screenshot shows a registration form with a 'Demographics' section. This section contains two input fields: 'Number Of Cats Your Agency Cares For Each Month *' and 'Number Of Dogs Your Agency Cares For Each Month *'. Below these fields is an orange button labeled 'SAVE AND CONTINUE'.

Confirm your organization's primary contact information and provide the information in the **"Demographics"** box in the lower right hand of the page.

Animal rescues/shelters: this is the average number of dogs/cats in your care each month.

Food pantries/community orgs: this is the average number of dogs/cats you serve each month.

Neighborhood Ambassadors: this is the average number of cats you care for/TNR each month.

This registration information will be requested quarterly upon log-in, so you can update the number of animals in the future.

Next, you will automatically be taken to the appointment scheduling page. You can stop here if you're not ready to make an appointment and place an order or skip ahead to the "Scheduling an Appointment" section if you'd like to give it a try.

3. Logging into your profile

Go to:

<https://app.pantrysoft.com/login/atlantahumane>

This will take you to the sign-in page:

The screenshot shows the login page for the Atlanta Humane Society. At the top left is the '150 Years atlanta humane society' logo. The page title is 'ATLANTA HUMANE SOCIETY'. Below the title are two input fields: 'Username:' and 'Password:'. The 'Password:' field has an eye icon to its right. Below these fields is a red 'LOGIN' button. At the bottom, there are links for 'Forgot Password' and 'Forgot Username'.

Enter your username and password to login.

Your username is your email

Your password is what you set previously

4. Scheduling an Appointment

150 Years
atlanta humane society

Select a visit time to pick-up donations from 2200 Norcross Parkway, Suite 260, Norcross GA

SCHEDULE A VISIT For What Type Of Visit? Online Portal Scheduling

< August 2023 >

August 11, 2023	Friday
9:00am - 9:30am	1 Slots +
9:30am - 10:00am	1 Slots +
10:00am - 10:30am	1 Slots +

Select an available appointment by clicking on the 'plus' sign beside the date and time slot you'd like to reserve. The visit date and time selected here is for the desired pickup appointment at the appropriate AHS location.

Appointments must be reserved at least 3 days in advance.

Appointments can be reserved up to 2 weeks from the current date.

You can reserve up to one appointment every 14 days.

Select a visit time to pick-up donations from **2200 Norcross Parkway, Suite 260, Norcross GA.**

Have a question? Submit a [PantrySoft Help Ticket](#) and our team will be in touch soon!

SCHEDULE A VISIT

For What Type Of Visit?

Online Portal Scheduling

CCP/NAP

For Neighborhood Ambassadors: Select the visit type of "CCP/NAP" as pictured above.

5. Visit Interview Question

150 Years
atlanta humane society

Please answer the visit interview question below before proceeding to the storefront where you will select items. If you have additional comments or feedback, include them here.

Comments And Feedback

Visit Interview Questions

Have You Completed Story Reporting?

☐ Yes, I Have Submitted A Picture And Story About Donations Received From My Last Visit
(Tinyurl.Com/AHSstorytellingform) *

SAVE AND CONTINUE

Now that your appointment is scheduled, there is a required **"Visit Interview Question"**.

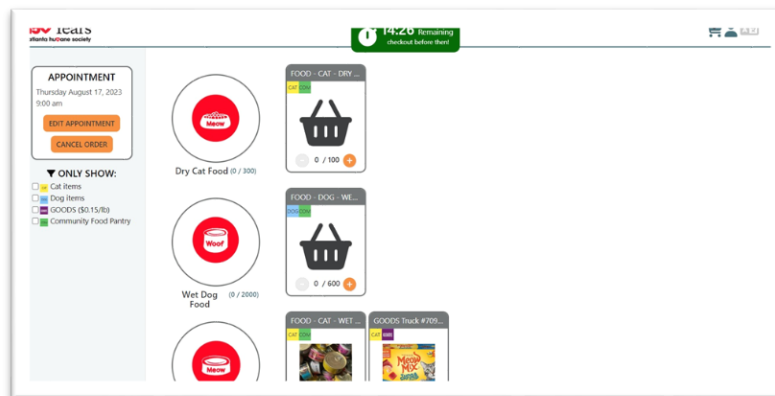
This visit interview question will be completed each time you log-in.

"Have you completed story reporting?" is a reminder to complete the brief storytelling form (Tinyurl.Com/AHSstorytellingform). We are working to gather high-quality photos and stories of animals impacted by donations to show donors the difference they're making in the community.

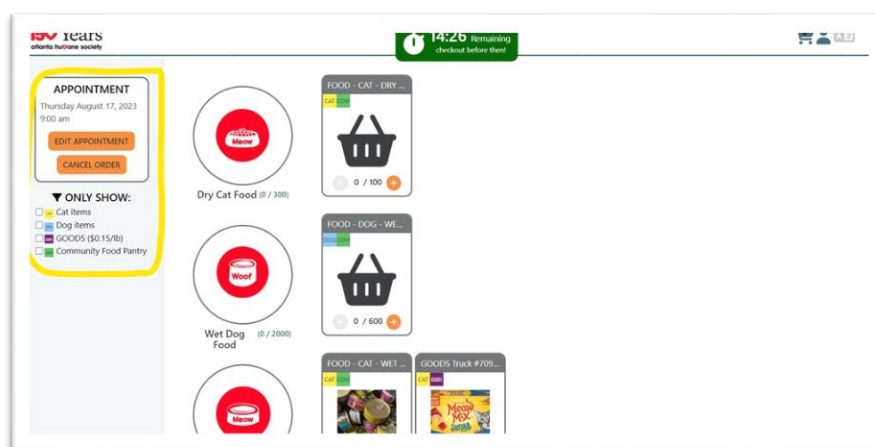
For your first log-in, click the checkbox to respond 'Yes' and click "Save and Continue" to proceed to the next page.

For Neighborhood Ambassadors: Click 'Yes' on this question and click "save and continue" to continue to the next page. (You can ignore the story reporting.)

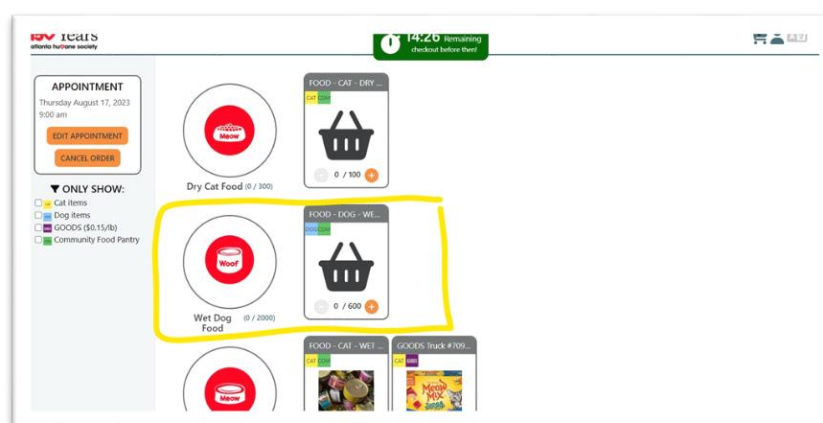
6. Navigating the Storefront



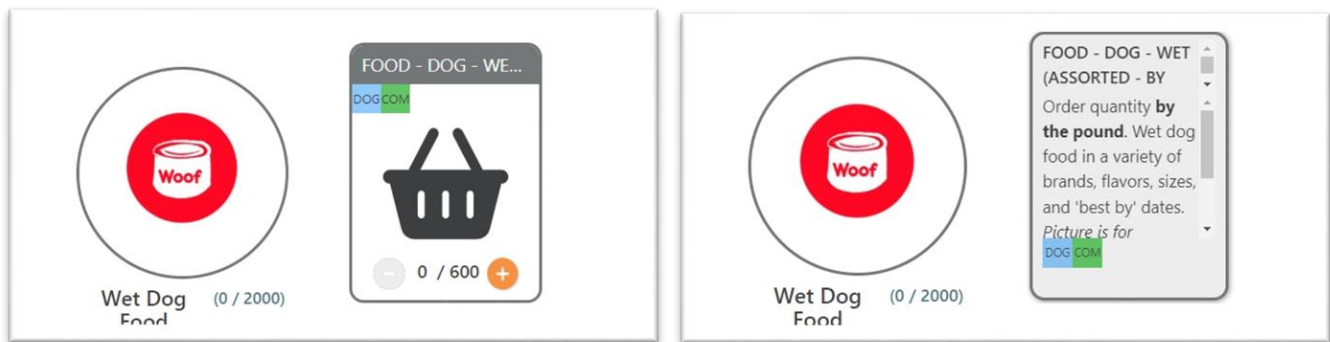
The storefront shows donations available to select for pick-up.



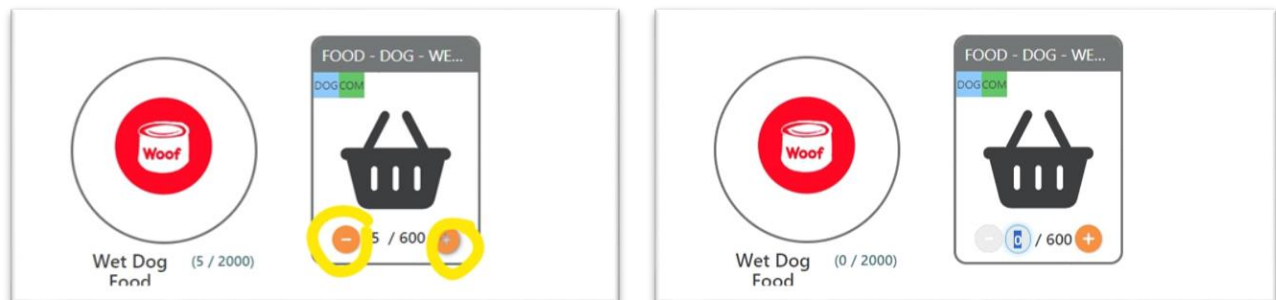
The left-hand banner on your screen displays your selected appointment (which you can edit or cancel from this screen), as well as tags you can use to filter which available donations you're looking at (more on tags later).



Donations are grouped by categories, and the category is indicated by the picture and label at the start of each row. All the items belonging to this category appear as cards that extend to the right from the category/row label. You may need to use the orange navigation arrows on the row to scroll to see all available items in a category, and scroll down in your browser to see all the available categories.



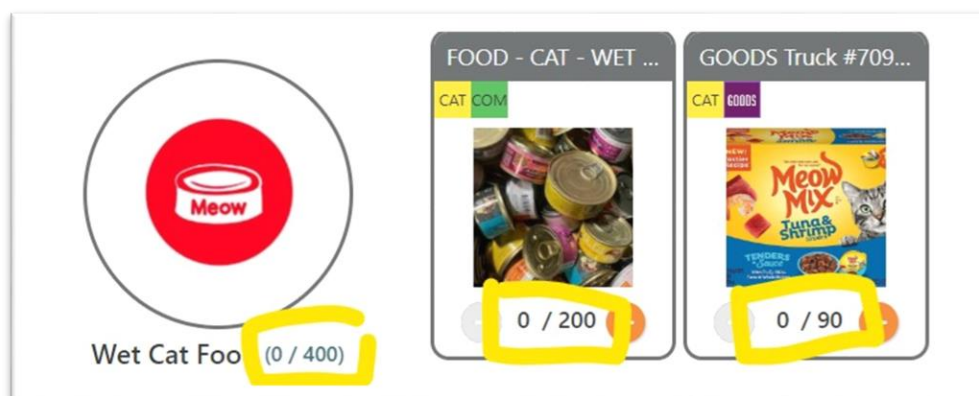
Each item card has a title (hover over the title to see the full text if it's cut off), picture, and limit displayed on the front. Cards may have a colored tag in the upper left-hand corner, too. If you click on the card, it will flip around to show more details on the item. You may need to scroll to see all the item details.



If you want to add that item into your cart, use the 'plus' or 'minus' buttons on the card to increase or decrease the amount of that item in your cart. Refer to the details on the back of the card to determine if you are ordering by the pound or item/case/quantity.

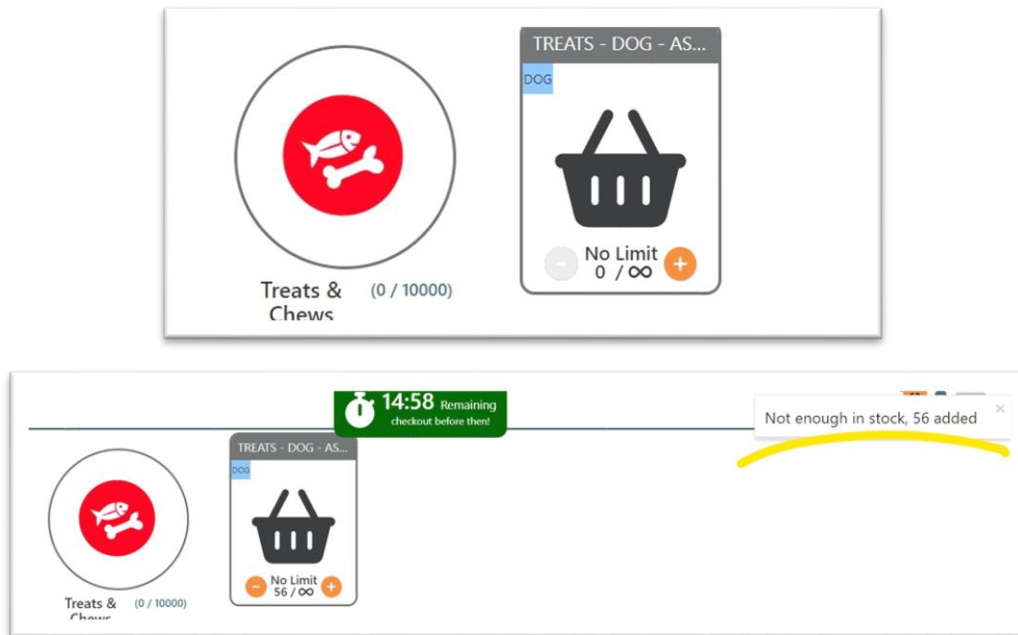
You'll want to be sure to know if you're adding 100 pounds of food or 100 fifty-pound bags of food!

When ordering large amounts, you can also use your cursor to click onto the number showing order quantity, and manually enter the number there.

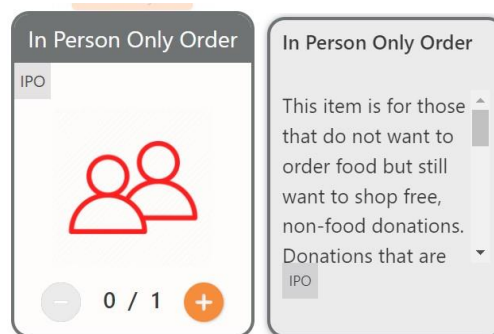


There are limits to how many/much of each item you can order, as well as overall limits in a donation category. These limits are indicated as the second number in the (#/#) displayed at the bottom of each card, and next to the category label on each row.

For example, you may be limited to 90 pounds of GOODS Meow Mix wet cat food, but able to order 400 pounds from the Wet Cat Food category. That means you could order 90lbs of GOODS Meow Mix, and 310lbs of other types of wet cat food.



An infinity sign indicates that there is no limit on this donation, and you can order up to the total quantity we have in stock. The total number/quantity of an item in stock is not displayed, but you will receive an error message if you order more than we have in stock.

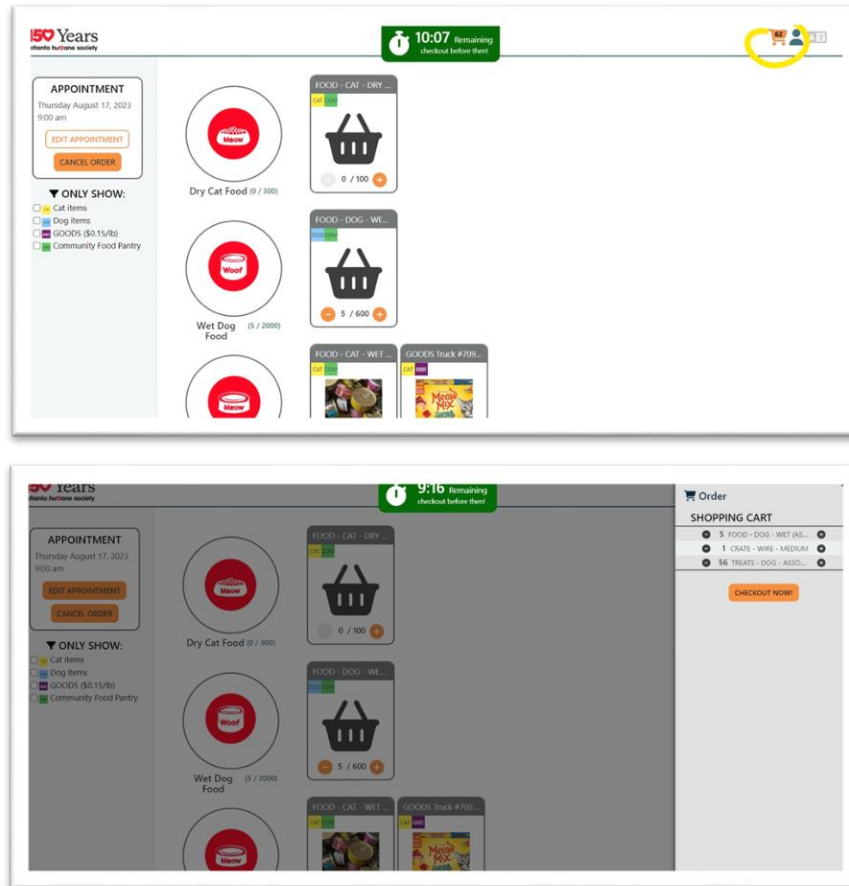


"IN-PERSON ONLY ORDER" item: this item allows you to reserve an appointment without ordering any specific donations. At your appointment time, you will arrive at the warehouse and be able to browse the miscellaneous donations (pet clothing, shampoos, toys, etc.). Please note: miscellaneous donations are distributed on a first-come, first-serve basis. There is a chance that there will be no miscellaneous donations available when you arrive for your appointment.

If you want items like pet food, make sure to pre-order it on PantrySoft! Pet food is in high demand and we cannot guarantee it will be available to add last-minute if you decide you want some when you arrive to an 'IN-PERSON ONLY ORDER' appointment.

For Neighborhood Ambassadors: You should be able to select the NAP tag. This will show you all the items you can add to your order. If an Item does not have the NAP tag, then it will not be an item that we can distribute to you.

7. Checking out



When you have selected all the items you'd like to pick up at your appointment, click the shopping cart icon in the upper right-hand corner of the page. This will open a banner on the right-hand side of the page showing all the contents of your cart.

Order

SHOPPING CART

-	1	NAP - Dry Kitten Food	+
-	1	NAP - Kitchen Scale	+
-	2	NAP - Cat Carrier	+
-	1	NAP - KMR/Formula	+
-	1	NAP - Bottle Feeding It...	+

Comment

Pickup location: Roswell
Martha is approved to pickup on my behalf

CHECKOUT NOW!

For Neighborhood Ambassadors only: PantrySoft defaults to appointments at the Norcross warehouse. If you'd like to pick up your supplies from one of the other AHS locations or if there is someone approved to pick up on your behalf, please list the location and/or approved representative's name in the Comments section.

Click the "Checkout now!" button and you will be taken to the confirmation page.

10v years
atlanta humane society

LOGOUT

8/17/2023 9:00 AM

YOUR ORDER HAS BEEN SUBMITTED! THANK YOU!

	Item	Quantity
Crates & Housing	CRATE - WIRE - MEDIUM	1
Treats & Chews	TREATS - DOG - ASSORTED (BY THE POUND)	56
Wet Dog Food	FOOD - DOG - WET (ASSORTED - BY THE POUND)	5

EDIT APPOINTMENT **EDIT ORDER** **CANCEL ORDER**

This page shows the appointment day and time, and all the items that you'll be picking up at the appointment.

You can edit or cancel your appointment up to 2 days before your appointment time by logging into your account.

If it is within 2 days of your appointment and you need to cancel or make changes, please contact our warehouse coordinator Justin Pierce at jpierce@atlantahumane.org.

For Neighborhood Ambassadors: If you need to change anything about your order within 2 days of your appointment window, please contact Mavis or Raevin via the GroupMe NAP channel or via email.

Congratulations! You have successfully scheduled your first appointment and placed your first order. Feel free to log out or close the browser window. We'll see you at the warehouse at your scheduled time!

8. Appointment reminders

You will receive an automated appointment reminder email from noreply@pantrysoft.com 48 hours before your appointment.

You can log-on to PantrySoft at any time to view your current appointment & order details.

9. Item Tags

We use items tags to both make certain items easier to find, and to manage the visibility of certain items (items belonging to a certain program or available only to pre-qualified affiliates). Here are some common tags and what they mean:



CAT: Cat items – we use this tag to make it easy to spot out cat-only donations



DOG: Dog items – we use this tag to make it easy to spot out dog-only donations



RX: Prescription – this is an exclusive tag that will only be visible to organizations with a veterinarian on staff.



GOODS: GOODS (\$0.15/pound) - this is an exclusive tag that will only be visible to organizations who are qualified recipients for Greater Good Charities GOODS program. GOODS program restrictions apply to these donations, and additional steps may be required before pick-up.



COM: Community Food Pantry – this is an exclusive tag that will only be visible to approved community food pantry organizations. Donations tagged as Community Food Pantry can only be used for community distribution.



NAP: Neighborhood Ambassador Program: this is an exclusive tag that will only be visible to those in the Neighborhood Ambassador Program. Items in this tag can only be distributed to Neighborhood Ambassadors.