

ONLINE FORM: Order for Food and Supplies

A QUICKSTART GUIDE FOR LEADERS

Note: The terms *stake* and *ward* refer also to districts and branches. The terms *stake president* and *bishop* (and references to their counselors) refer also to district presidents, branch presidents, and their counselors.

You can now use the new Welfare Services website to order food and supplies from the bishops' storehouse. There are four basic steps in the process: initiating, preparing, approving, and fulfilling the order.

1. INITIATE	2. PREPARE	3. APPROVE	4. FULFILL
<p>Initiator meets with recipient, initiates an order, and assigns it to a preparer</p> <p>INITIATOR:</p> <ul style="list-style-type: none"> • Bishop • Bishop's counselor • Relief Society president 	<p>Preparer meets with recipient, prepares an order, and submits it for approval</p> <p>PREPARER:</p> <ul style="list-style-type: none"> • Relief Society president • Bishop • A member approved by the bishop 	<p>Approver approves order; recipient and preparer are notified electronically</p> <p>APPROVER:</p> <ul style="list-style-type: none"> • Bishop • Bishop's counselor (by exception, with subsequent bishop review) 	<p>Patron fills the order at the storehouse</p> <p>PATRON:</p> <ul style="list-style-type: none"> • Recipient • Authorized representative

Before you can access the online system, you must first:

- Have an LDS Account. This is the same account you use to access LDS.org, FamilySearch.org, and other Church websites. Your LDS Account must be associated with your membership number. If you need an LDS Account or if you need to associate your account with your membership number, go to ldsaccount.lds.org. For help, go to ldsaccount.lds.org/help.
- Be designated as an authorized unit leader (bishop, branch president, Relief Society president, or bishop's or branch president's counselor) in your ward or branch MLS system. *Or you must be designated as an order preparer by your bishop or branch president.*

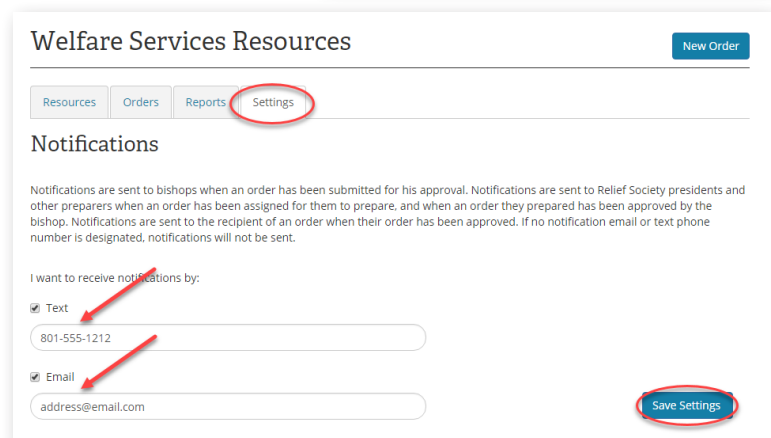
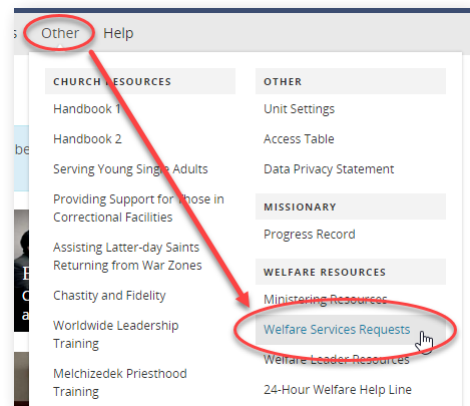
Accessing the System

As a leader in your ward or branch, you may be familiar with the Leader and Clerk Resources section of LDS.org. When you are signed in to this website, you can navigate to Welfare Services Resources by clicking **Other** and then **Welfare Services Requests**.

You can also access Welfare Services Resources directly by going to WelfareServices.lds.org.

Settings

The first time you sign in to Welfare Services Resources, you should click the **Settings** tab and set your notification preferences. The system will text or email you according to the contact information you provide. Be sure to click the **Save Settings** button.



Viewing In-Process Orders

The Orders tab shows you the orders in process for your unit. The orders are grouped by their status in the sequence of the process flow.

1 This section allows you to enter a key word (such as a recipient name or an order number), a date range, and/or a status value to search for current or filled orders. Enter search values and then click **Apply**.

2 The Orders in Process list shows orders for your unit that have been initiated but not yet fulfilled by a storehouse. Click an order in the list to see the order detail.

STATUS	RECIPIENT	PREPARER	INITIATED	PREPARED	APPROVED	ORDER
Initiated	[Redacted]	[Redacted]	23 Sep 2016	-	-	-
Assigned for preparation	[Redacted]	[Redacted]	23 Sep 2016	-	-	-
Needs approval	[Redacted]	[Redacted]	23 Sep 2016	18 Sep 2016	-	-
Needs approval	[Redacted]	[Redacted]	23 Sep 2016	23 Sep 2016	-	-
Ready to be filled	[Redacted]	[Redacted]	23 Sep 2016	23 Sep 2016	23 Sep 2016	0000004728
Ready to be filled	[Redacted]	[Redacted]	23 Sep 2016	23 Sep 2016	23 Sep 2016	0000007527

Initiating a New Food Order

Start the food order process by clicking the **New Order** button at the top of the page.

Preparing a Food Order

For help in filling out the individual fields in the Food Order Setup section, click the help icons.

To set up an order, you must specify information about 1 the recipient and 2 the order preparer. You may also select a 3 pickup location if your storehouse provides bulk order deliveries in your area. You can pass comments to 4 the preparer and approver or to 5 the storehouse and recipient.

If you will not be preparing the order yourself, click 6 the **Assign to preparer** button. This will send a notification to the preparer specified above and will give him or her access to this order.

If you are preparing the order yourself, during a family-needs visit you should evaluate the family's resources and select 7 the items to be included in the order. If you do not have a mobile device to take with you, you can use a printed copy of the form as a worksheet and then enter the form information online later. (For instructions regarding the family-needs visit, see *Handbook 2: Administering the Church* [2010], 9.6.1.)

Item	Qty Ordered	Item	Qty Ordered	Item	Qty Ordered
Beef chunks	14.4 oz	Catsup	24 oz	Beef roast	3.75 lb pkg
Beef stew	14.4 oz	Honey	15 oz	Chicken	3 lb pkg
		Raspberry	20.5		
Total 0					

If the order is being prepared by someone other than the bishop, once the order is complete and ready for the bishop's review, the preparer should click 8 the **Submit for approval** button. The bishop will receive a notification, based on his settings, to review the order.

Approving a Food Order

Once the order is prepared and submitted for approval, the bishop (or his counselors if he is absent) can review and adjust quantities if desired. When the order is ready, the bishop or one of his counselors should click 9 the **Approve** button at the bottom of the order form. This action creates an order number and sends notifications, if they were requested, to the

preparer and recipient. The status of the order is now “ready to be filled.” The storehouse can fill the order when the recipient presents the order number.

Getting Help

Some fields have a pop-up help link that shows field-specific information. This is indicated by the ⓘ icon. Click the icon to see the information.

More general website help is available through the Help link in the gray menu bar at the top of each page. Clicking this link will display a list of help topic sections in the Help Center.

If you require further assistance, please email us at WelfareServicesSupport@ldschurch.org or call the Welfare Help Line at 1-855-LDS-HELP (1-855-537-4357).

