Plentiful

Plentiful: Guide for Pantries

Helping pantries distribute more food to more clients in less time.
Shorter lines, faster service.
It's that simple.

Last Modified: October 2019
Created: September 2017

Table of Contents

Plentiful

Overview of Platform

The Plentiful application is designed to help you serve your clients more efficiently and reliably.

A few benefits that you, as a food provider, may enjoy from adopting this platform may be:

- Easily managing client check-in during service periods
- Having a single place to manage client appointments and service schedules
- Making client intake easier and with more accurate data
- Establishing a means of communication directly with clients
- Keeping a list of family members in a digital file
- Automatically generating reports for clients who have been served

Clients could benefit from adopting this platform by:

- Making appointments easily via text/app
- Getting up-to-date service schedules
- Communicating directly with food providers
- Locating food providers and finding which best suits their needs

*dependent on food provider self-selected service options

Plentiful is designed to be flexible, so you can run operations in whichever way you choose. Whether your operation is large or small, you can choose to utilize Plentiful in whichever way supplements your current process and maximizes your ability to serve clients.

Need Help?

Plentiful is easy to use, but some areas may be tricky.

We hope this booklet will be an excellent reference and may help you with your usage of Plentiful!

If you experience an issue that is not in this booklet, contact Darren Jones at Darren@plentifulapp.com.

Plentiful

Services

Plentiful has two service platforms: First-Come First-Served and Reservations Based.

First-Come First-Served

First-Come First-Served food pantries force clients to stand in line and can only digitally check clients in the order they arrive.

This setting does not provide much change to the large crowds or the opening rush.

Reservation Based

Reservation-Based food pantries evenly distribute client visitation throughout operating hours. Clients are scheduled to visit your pantry at a designated time, which can be chosen by the pantry or client.

Reservations help alleviate large crowds and eliminate the opening rush.

Getting Started

Sign-In to Plentiful
1. Go to pantry.plentifulapp.com.
2. Go to the top-right hand corner and click [Sign-In].
3. Insert your information: [Username] [Password].
4. Click [sign-in].

Forgot Password
1. Click [Forgot Password] below the sign-in section (look under password).
2. You will enter your email address on the designated line and click [Send Email].
3. You will open your email and click on the word [here] to open the link to reset your password.
4. Type in your password and click [Save].

Plentiful

Navigating Plentiful

We provide an easy to read menu which can be accessed anytime at pantry.plentifulapp.com. This menu can be viewed on all devices: laptops, tablets, and cell phones. Let's explore the different menu options.

Menu Option Description of Option

👥 Next service	Open your next pantry service date
📅 Schedule	Select a specific pantry service date
📇 Clients	See a full list of all your clients
✉️ Messaging	Send a text message to your clients
📋 User Management	Control who has access to Plentiful
🏢 My Pantry Settings	Access information about your pantry
👤 My Account	Modify your monthly billing (not for NYC)
📊 Statistics	Find out about your monthly services
❓ FAQs	More information about Plentiful
💬 Support	Send us an email for more help

Plentiful

Visual – Client Check-In

\+This section shows you how to check-in new and returning clients to the food pantry.
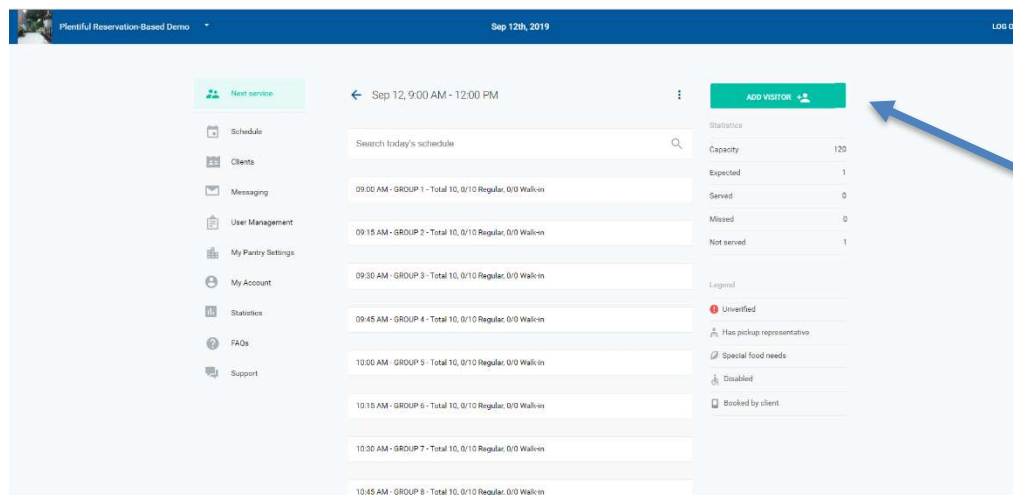
Step 1:
Click on [Add New Visitor].

Step 2: You can search for clients by Cell Phone Number, First Name, Last Name, or (NEW) ID Number.

HINT: Clients do not need a cell phone number to be entered in Plentiful.

Step 3: Check at the bottom of the box for corresponding names, numbers, birthdays, etc.

If the information is correct, click on the name.

If it says "No Results" you will need to fill in the fields.

Step 4: Once the fields are all filled in, click [Add Visitor].

HINT: You only need to enter in a name and household size. All the other fields are optional.

Congratulations!

You have just added a visitor to your schedule!

If you have Reservations, follow the steps on the next page.

If you do not have Reservations, continue to your next visitor.

Plentiful

Step 1:

Find your client in today's service.

Once you find your client, click [Serve]. This checks-in your client for today's service.
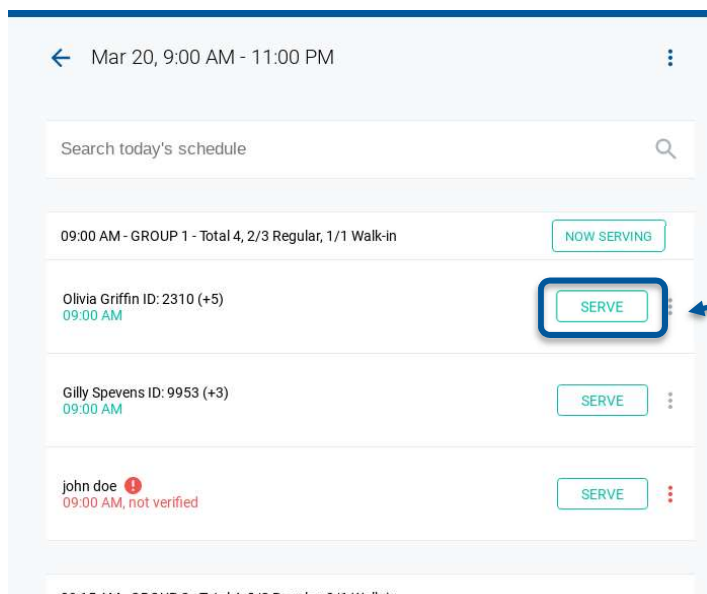
Step 2:

Two buttons will appear next to the client's name.

To schedule their next visit, click [Create Next Appt].

Go to Step 3 if you wish to schedule their next visit.
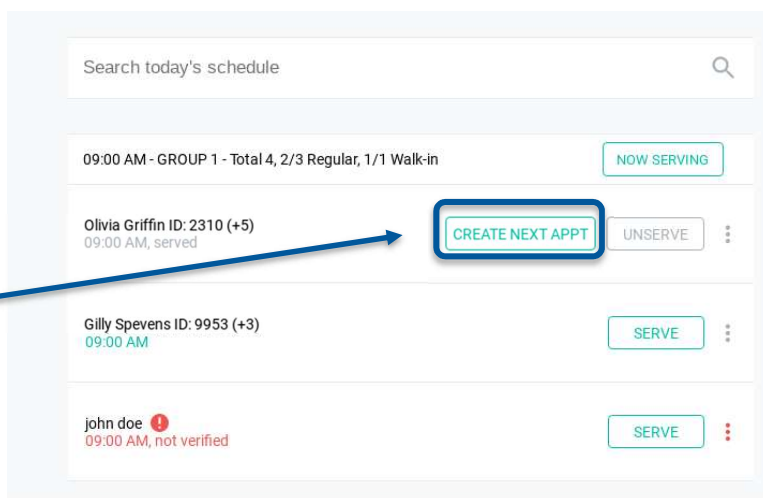
Step 3:

A window will pop up showing you the next available times and dates for your client to visit. Use the green arrows to choose a different date.

Click on the time that works best for the client and click [Ok].

This is based on your frequency settings and schedule.

Plentiful
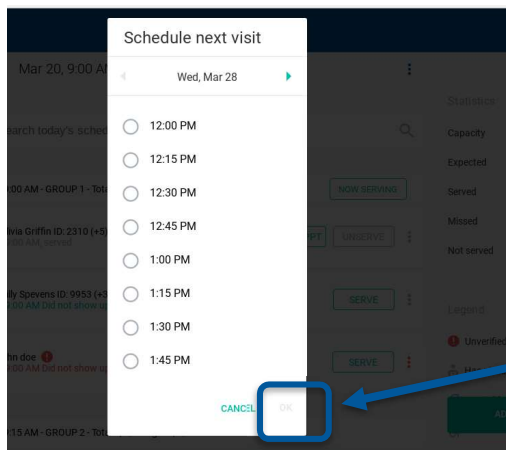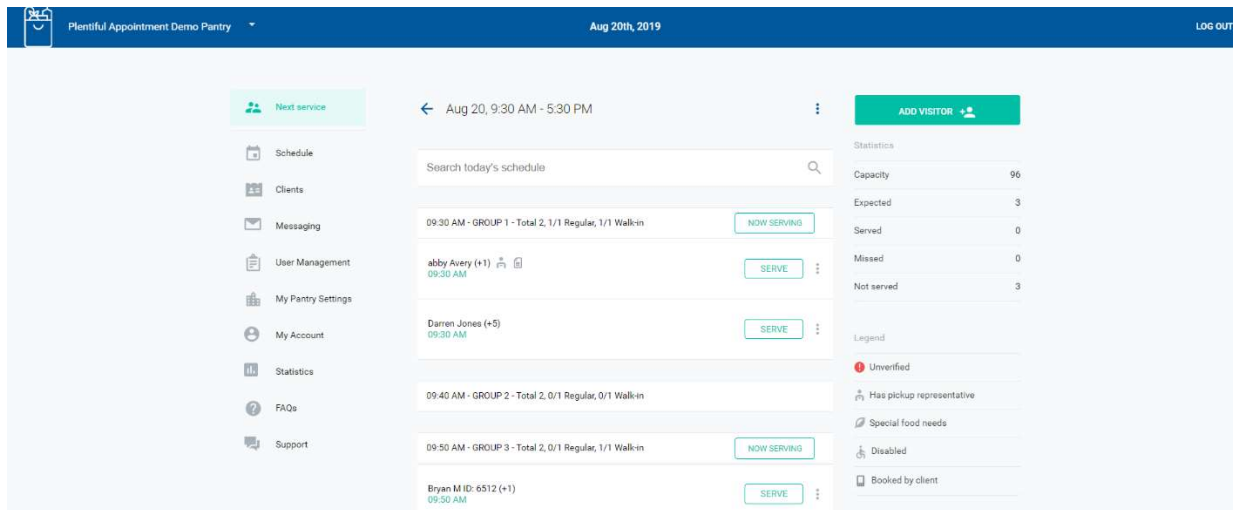
We will send them a confirmation text.

Password Reset

Passwords are hard to remember! Below you can learn HOW to reset your password when you do not remember!
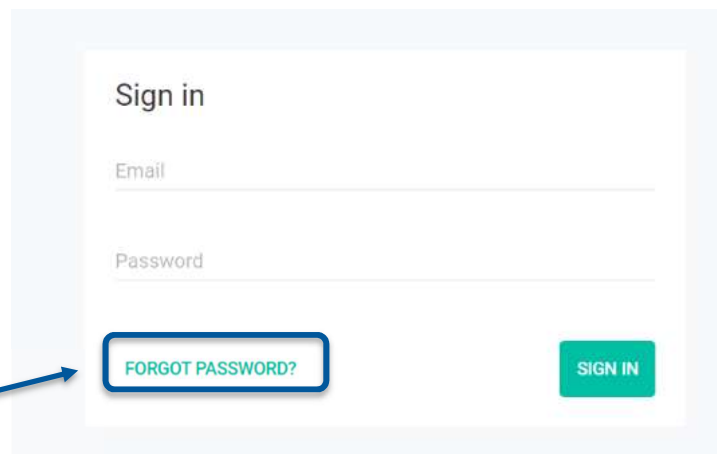
Click the link that says [Forgot Password?] when you go to Sign-In.
Enter your password and click [Send Email].
Check your email (inbox, junk, and spam) for an email from Plentiful. The email will give you the next steps!

Plentiful

Client Check-In

Plentiful makes it very easy to check-in clients! Once they have visited your food pantry, you can pull up their information for consistent, fast data on their household composition.

Searching Methods

Plentiful revolutionizes how pantries check-in clients! You can search for them by their: phone number, first or last name, or ID Number.

Phone Number

Fastest way to find your clients. It will only reveal those who have the cell phone number you type.

First Name

Alternative way if a client does not have a phone number. First Names can help you find clients. This is not suggested if they have a popular first name.

Last Name

Alternative way if a client does not have a phone number, and has a very popular first name. This can be tricky if their last name is popular.

ID Number

(Optional) The newest way to search for clients. You have full control over the number, style, and length of the ID Number, and you can select who gets them.

HINT: If your new to ID Numbers, birthdays are an easy and memorable way to start. It's an easy method for everyone to remember!

EX: MMDDYY or 010119

Plentiful

This section describes how to check-in new and returning clients to the food pantry.

Check-In: Getting Started for Both New and Returning Clients
1. On the left-hand menu, click [Next Service].
   a. It should bring your next working day dashboard.
   b. To the right of the [Next Service] button, you will see the date followed by the time.   **Example:** [Sep 18, 9:30 am - 3:00 pm]
2. Go to the bottom right-hand corner and click [Add Visitor].
3. A white box will pop-up on screen (see below). Here, you can add both new and returning clients.
   a. The next section will explain how to check-in clients.

Add new visitor   ✕

Reservation Time: Thu, Sep 12   Subscribe to SMS
9:00 AM   English

Phone number   Date of birth

First name   Last name

Zip code   ID #

Additional household members (not including head of household)

Children (ages 17 & below):   –   0   +

Adults (ages 18-64):   –   0   +

Seniors (ages 65+):   –   0   +

ADD VISITOR   Clear

Plentiful

Check-In New Clients

1. To start check if the client has a cell phone.
2. **If yes**, enter their cell phone number in the [Phone Number] field.
    a. Scroll to the bottom of the screen to see if a name appears below the box.
    b. **If yes**, click on their name at the bottom of the screen and click [Add Visitor].
    c. **If no**, continue at step 3.
3. Enter all their information in the designated fields.
    a. For their birthday, enter in the format: MM/DD/YYYY.
4. Once all the fields are complete, click [Add Visitor].

Check-In Returning Clients

1. To start check if the client has a cell phone.
2. **If yes**, enter their cell phone number in the [Phone Number] field.
3. **If no**, enter in a first or last name.
4. Scroll to the bottom of the screen and look for their name. It should say their full name, cell phone number, and date of birth.
5. Click on their name. All the fields in the above section will auto populate.
6. Click [Add Visitor]. They are now added to the service.

Check-In for Reservation-Based Food Pantries

1. Find your client in your service schedule.
    a. **HINT:** Below the operation date and time, you can search for the client's name in the schedule.
2. Click [Serve] to check-in your client for today's service.
3. **If you want to schedule their next visit,** you can click [Create Next Appointment] to give them a date and time to come in.
    a. If you do not schedule their next visit, they will receive a text message when they are eligible for another visit.

Client Profile & Information

Every client gets their own profile where you can add additional and optional information. You can always change or edit a client's information through their profile. Let's dive deeper below.

Client Information

On the [Next Service] screen, each client may have a number, symbols, and three dots next to their name. Such as:

To the right is a legend for the symbols next to each name:
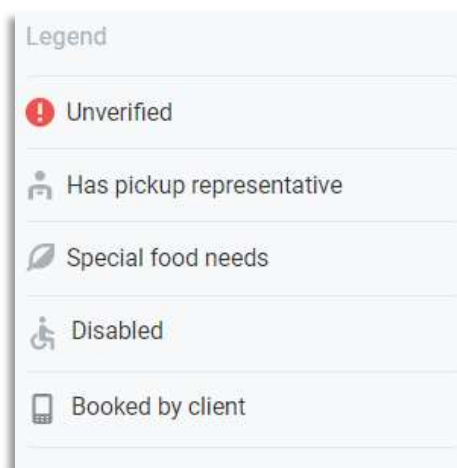
Client Menu Options

Reschedule your client's reservation. *(Reservations Only)*

Mark clients who have not shown up for a reservation. *(Reservations Only)*

If you go back to a previous service, you can edit their household size.

Open your client's profile to make any changes or check any information.

Send a private message to this client.

Find out how your client was added to the schedule today.

Update Client Information

Client's information tends to change, whether it is a new address, new phone number, or a change in the household size (new baby or their little one is off to college). You can always update or change the information.

Access Client Profile Via Service Schedule
1. Find your client in today's schedule.
2. Click on the 3 dots to open the vertical menu.
3. Click on [Go to Profile].
4. You have accessed your client's profile!

Access Client Profile Via [Clients] Section
1. Click on the magnifying glass at the top of the [Clients] Section.
2. Type in either a first or last name.
   a. The computer will start filtering out specific names in the section.
3. Once the client is found, click on their first name.
4. You have accessed your client's profile!

Edit Client Information
1. Once you have accessed your client's profile, scroll up and down to find the section you'd like to enter.
2. Begin editing the information that is correct.
3. Once you are finished, scroll to the bottom of the screen and click [Save Client Details].

Delete Client
1. Open your client's profile.
2. Scroll to the bottom of the screen.
3. Click [Delete], which is located to the right of the [Save] button.

Client Verification

This section describes how to customize your pantry's verification process using Plentiful. You can increase the accuracy of your monthly statistics by creating a personalized verification dates and listing all household members.
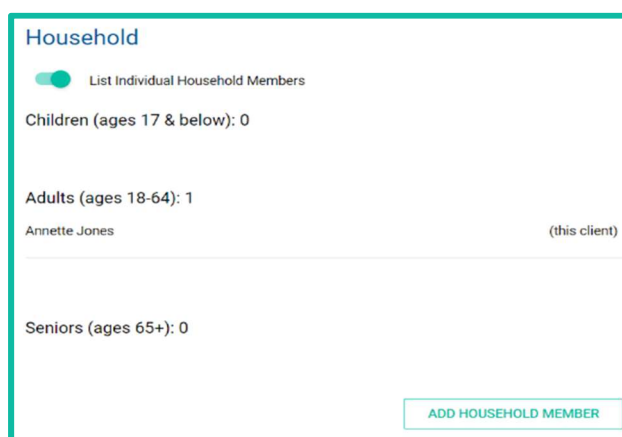
Verifying Clients

1. Find your client in today's schedule.
2. Click on the 3 dots to open the vertical menu.
3. Click on [Verify], highlighted red.
4. A box will pop-up revealing the client's information. Enter the date you plan to re-verify your client.
5. Once completed, click [Yes, Verify]. You can [Go to Profile] to make any changes.

Listing Additional Household Members (Opt-In)

1. Open [My Pantry Settings] and scroll to [Advanced Features].
2. Click the button next to [Enable household groups].
3. When finished, click [Save] at the bottom of the screen.
4. Now, you must opt-in each client to begin listing additional household members.

Listing Additional Household Members (Add Members)

1. Open your client's profile.
2. Click on the button next to [List Individual Household Members].
3. When the [Add Household Member] button appears in the bottom right corner, click on it (see image below).
4. Now, add their information.
   a. **Note**: Clients cannot share cell phone numbers. Cell phone numbers are not required, but birthdays are.
5. When finished, scroll to the bottom and click [Save Client Details].

Reservations

The best way to maximize Plentiful and reduce client wait times is to upgrade to our most advanced software: Reservations! Here is how you can upgrade on your own!

Upgrade to Reservations

How to change Settings on Plentiful

1. On the left-hand menu, click [My Pantry Settings].
2. Scroll down to [Service Set-Up] under the [Location] portal.
3.   Just below [Day of the Week], change the service type from First Come, First Served to Reservation Based for each service you plan to do Reservations.
4. Enter in the information to set how many clients can come in every few minutes.

Look at the image below as a reference.

Increasing or Decreasing Reservations

1. Open [My Pantry Settings] and scroll down to [Service Set-Up].
2. To increase the number of clients you will serve per group, just type in a number in the designated area.
3. Scroll to the bottom of the page and click [Save].

Time Your Pantry Opens

Service Setup

First Service   REMOVE

Day of the Week of Service

Day of week   From   To

Time Your Pantry Closes

Service type
Reservation Based

TOTAL clients per reservation block

people are allowed every   .

Walk-In's Per Group   Number of walk-in slots per group

ADD SERVICE

Frequency of your reservation blocks?

Plentiful

Tips to Get Started with Reservations

Change is always challenging. Remember: With consistency, Plentiful Reservations can provide long-term benefits. Follow this guide to ease the process and remember these 4 Easy Steps:

1. **Inform**
2. **Train**
3. **Soft Launch**
4. **Hard Launch**

1. **Inform** your clients

   Let them know the date of the transition, along with any rules you have in place.
   NOTE: Give your clients at least a 2-month head's up.

2. **Train** your Volunteers

   Train your volunteers to be comfortable of this change. Set-up mock services, and check-in each other.

3. **Soft Launch** (Reservations Settings)

   a. Check-in clients using Plentiful Reservations. Remember to either schedule their next service or remind them to schedule future services.

   b. Recruit an extra volunteer to help with training

   c. Remind your clients the first day will take a little longer and to be patient. (lite refreshments may help ease any tension!)

4. **Hard Launch** (Implementing Reservations)

   a. Begin serving your clients at their designated Reservation time before serving those who do not have a Reservation.

   b. Start check-in with GROUP 1. Call them in by name and hit [Serve].

   c. Once GROUP 1 has been seen, serve some of your "Walk-Ins."

   d. Call GROUP 2 when it's their time.
   (Ex. GROUP 2 = 2:15 PM. Call them at 2:15 PM)

   > *Remember* to schedule their next visit or remind them to independently schedule their next visit.

Plentiful

Scheduled Services

Plentiful can make scheduling your pantry easier! Simply delete dates you plan to be closed (holidays, personal days, etc.), and create new dates for any "off-pantry" distributions. Below are some instructions to help you get started!

Example: Your pantry is open every Monday. This month, you plan to close the last Monday for a holiday. Make sure you delete that scheduled service, so clients will not schedule themselves or show up when no-one is there.

Navigating Between Months
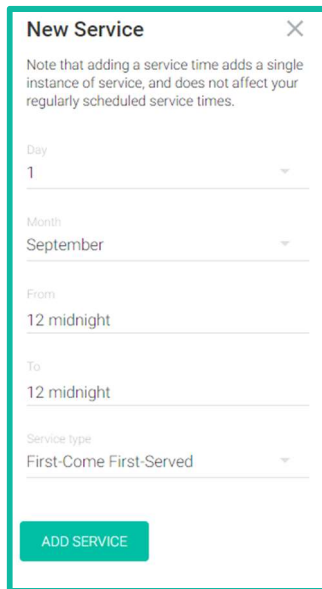
1. On the left-hand menu, click [Schedule].
2. In the middle of the screen, you will see the following:
   a. Month Year
   b. Previous/Next Month (With Arrow pointing left or right)
   c. Circles with a day of the week followed by number [Operating Dates]
3. Click the arrows at the top towards the top to choose a different month (Image Below).

◀ FEBRUARY   APRIL ▶

4. Above the arrows, you can see the current Month and Year (ex: January 2019). The dates below are correlated to that month and year.
5. Below, you will see all the scheduled services for that month in the following format:
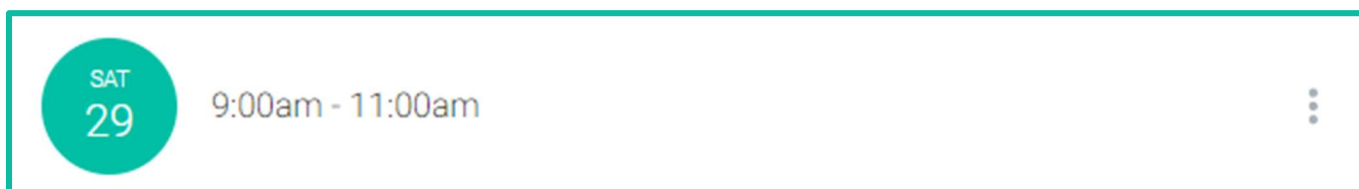
SAT
29   9:00am - 11:00am   ⋮

Adding a Scheduled Service

New Service   ✕

Note that adding a service time adds a single instance of service, and does not affect your regularly scheduled service times.

Day
1

Month
September

From
12 midnight

To
12 midnight

Service type
First-Come First-Served

ADD SERVICE

1. On the left-hand menu, click [Schedule].
2. Go to the bottom right hand corner and click [Add Service]. A [New Service] screen will pop up (See image to the left).
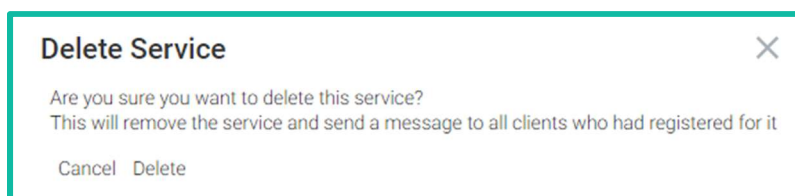3. Select the day and month you would like to have an additional service.
4. Where it says "From" and "To," select the times you will start serving food to clients - "From" and select the closing time of your pantry for the day - "To."
5. Now pick either "First Come First Served" or "Reservation Based." To understand the difference between the two, go to page 3 for more information.
6. Once everything has been updated, click [Add Service].

Deleting a Scheduled Service

1. Follow steps 1-5 under [Navigating Between Months] on page 18.
2. Once you find the specific date you would plan to close, click the three dots on the right-side of the box.
3. A menu will open with three options. Click [Delete Service].
    a. An alert will open confirming your request to delete service (See Image Below).
    b. Click [Delete] again to confirm.
4. You have just deleted a service! If Clients were scheduled to come in, they will receive a text message from us informing them their Reservation has been cancelled and they will need to select another service for themselves using either Plentiful App or Plentiful SMS.

Delete Service   ✕

Are you sure you want to delete this service?
This will remove the service and send a message to all clients who had registered for it

Cancel   Delete

Plentiful

Messaging

Plentiful strives to bring your pantry to the 21st Century by creating innovative ways to connect with your clients. An estimated 80% of food pantry clients in New York City have a cell phone, or immediate access to a cell phone. With Plentiful, you can send text messages to your clients about service updates.

How to Message Your Clients

1. Click on [Messaging] on the left-hand menu.
2. Click on [Compose] on the bottom right hand corner of the screen.
    a. You will be directed to a new screen where you will create a new message.
    b. You will be able to send a message to a designated group of clients or volunteers who have visited within the last 61 days.

HINT: In the field that says [To:], you can select a designated group to message (see image below-left).
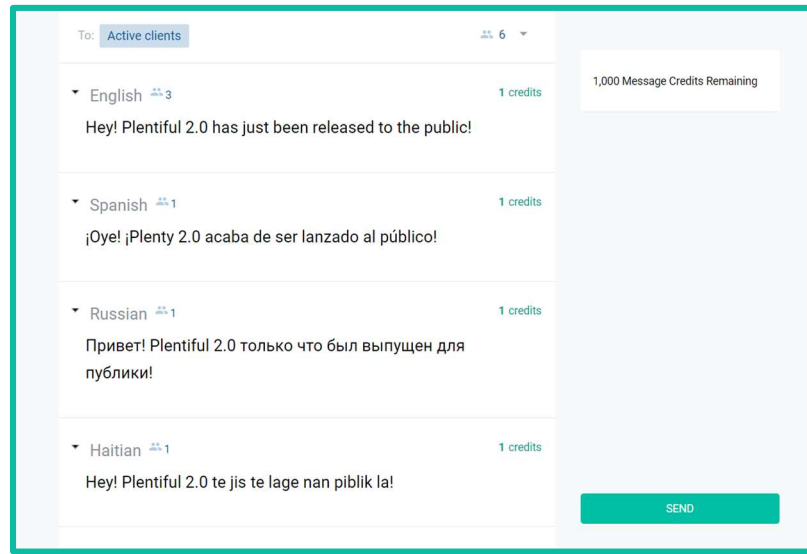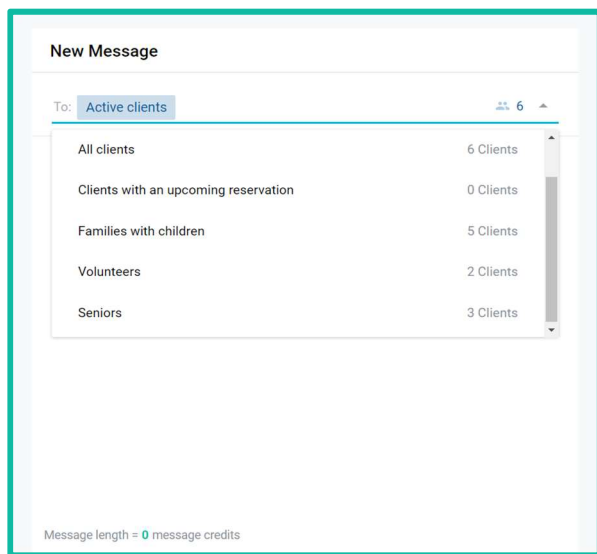
3. Once you finish typing the message (and selected the groups you need to message), click [Next] at the bottom right hand corner of the screen.
4. Plentiful will show you all the designated languages your clients speak.
5. Click [Send] to send the SMS to your clients.

You will see a confirmation message to confirm it has been sent.

Plentiful

Household Groups Integration

Plentiful can list household members for each client.

Opt-In to Enable Household Groups

To get started, open [My Pantry Settings] and scroll to the bottom of the page to [Advanced Features]. Click [Enable household groups], see below. Don't forget to click [Save] at the bottom of the screen.
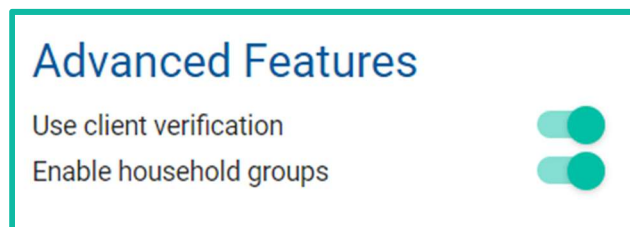
Opt-In Each Client to Enable Household Groups

1. Open your client's profile and scroll down to [Household].
2. Click on the button next to [List Individual Household Members] to enable this setting for your client.
3. Now, click [Add Household Member], in the bottom right corner to add additional members.
    a. Similar process to [Client Check-In].
4. When finished, scroll to the bottom and click [Save].

NOTE:

Cell phone numbers cannot be entered into more than one profile.

Cell phone numbers are not required, but birthdays are.

CLIENTS: Book A Reservation - Text In

1. Text "Menu" to (726-879).
2. They will receive a text consisting of a menu.
   a. To navigate the menu, respond with the corresponding number next to each option.
      i. **Example:** Have your client text "1" to book a reservation.
      ii. They will receive a text listing four food pantries who have reservations available.
3. Continue responding with the corresponding number to continue navigating the menu.
4. Your client will receive a confirmation message after: making reservations, changing their language, cancelling a reservation, etc.
5. If your client made a reservation, they will receive a confirmation text containing:
   a. The pantry's name
   b. The date and time of their reservation
   c. Options to change or cancel their reservation
6. They will also receive a reminder message 72 hours and 3 hours prior to their reservation.

CLIENTS: Book A Reservation - With Automated Message from Pantry

1. Your clients will receive a message from Plentiful letting them know when they are eligible to revisit your food pantry.
   a. Under [My Pantry] settings, you can adjust when clients are eligible to make their own reservation under: [How Far in Advance Reservations Can Be Made].
2. They will respond with "1" to book the first available reservation or "2" to make pick a time.
   a. If they press "2," they will need to respond with the corresponding number to book a reservation.
3. They will receive a confirmation stating the address, date, and time of their reservation.

NOTE: Clients do not need to respond to keep their reservation.

Plentiful

Statistics

Plentiful automatically provides you with your monthly count so you can report it to Feed NYC or your funders.

People Served

This bar graphs show you how many household members were served by day.

Households Served

This bar graphs show you how many clients were served by day.

Check-ins by ZIP Code

A heat map of where your clients, who visited this month, reside.

Active Clients by ZIP Code

A heat map of where your clients, who visited in the last 90 days, reside.

New Active Clients

A bar graph of how many new clients have visited your pantry this month.

Visit Frequency This Year

A bar graph of how often your clients visit your pantry this year.

Booking Method

A pie chart showing you how clients are scheduled for reservations.

How to Get Here

1. Go to pantry.plentifulapp.com.
2. Click on [Statistics].
3. That is, it. You have accessed your monthly household service count to share with Feed NYC.

HINT: We provide easy-to-read graphs and heat maps which can be used to share with Board Members, Donors, Sponsors, ETC. These graphs are provided to improve the quality of your service.
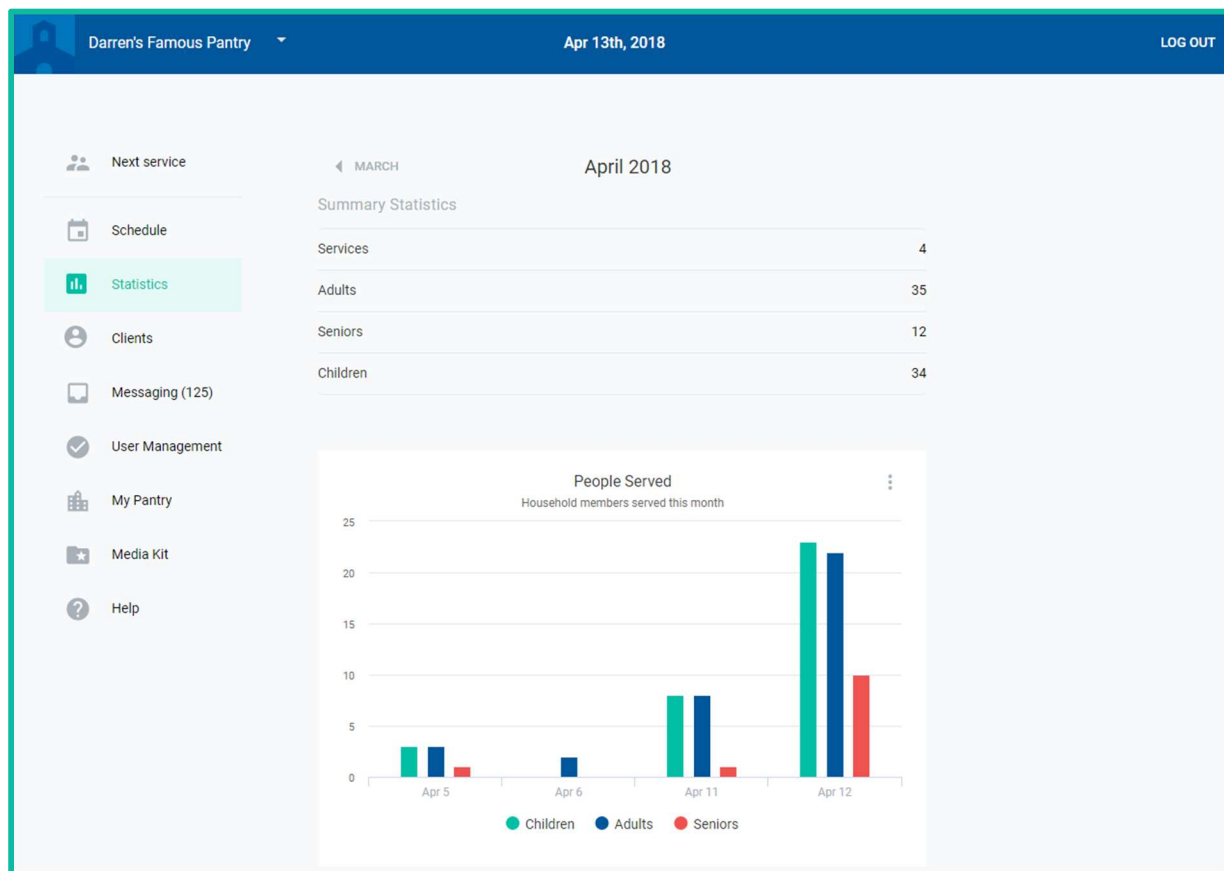
My Pantry Settings

[My Pantry Settings] shows your pantry's operation information. Here, you can edit and update your location and service times.

Location

Let clients know where your food pantry is located, and who they can contact

Service Set-Up

Create service dates and times, along with creating reservation groups

Details and Conditions

Modify your client visitation

To increase or decrease how often your clients can visit or make a reservation, please feel free to change the frequency to:

No restrictions

Day

Every 7 days

Calender week

Every two weeks

Calendar month

Every four weeks

Amenities

Client Choice – Let clients know they can choose their own food

Distributes food based on household size – You distribute according to household size

Indoor Waiting Area – You have an area indoors for clients to wait

Seating Area Available – Seats can be provided to your clients when they come

Speaks [Spanish, Chinese, Russian] – You have staff that can speak these languages

Other – You provide other amenities for your clients

SNAP benefits enrollment – Your clients can register for SNAP at your pantry

Advanced Features

Use Client Verification – Clients must go through an internal certification process on a custom date

Enable household groups – List all the members of a specific household

Tips for Success

1. Always have hardware fully charged at the start of service.
2. Do not be afraid to reach out to your Client Adoption Specialist for any help or questions.
3. Always remember login information.
4. Work with all your volunteers at your pantry to maximize the quantity and quality of people who are familiar with the system.
5. If you have a question and no one can answer it, please refer to our FAQ section on our website: https://www.plentifulapp.com/faq.
6. Have at least two staff or volunteers available to check-in clients using Plentiful, on the first few days.

Support

For more help, please contact:

Darren R. Jones

347-395-3703

Darren@plentifulapp.com

Client Adoption Lead

Please leave a detailed Voice Message when calling, so we can get back in touch with you as soon as we can.

Plentiful

Notes

_____

_____

_____

_____

_____

_____

_____

_____

_____