

Frequently Asked Questions



Your online source for groceries when in need.

How can I access My Pantry Express?

My Pantry Express is accessible online at www.mypantryexpress.org anytime and anywhere you have internet connectivity—whether from your desktop or mobile device.

How often can I order groceries from My Pantry Express?

You can order weekly through My Pantry Express, however, there is a maximum capacity on the number of orders we can fulfill at this time, each week.

If we reach the capacity, you will not see a pick-up option for that week; instead you will be directed to select a pick-up location the following week.

What are the pick-up locations for this Pilot?

You can select from two different sites:

1. Walmart Waukegan - 3900 Fountain Square Pl, Waukegan, IL 60085 on Tuesdays and Wednesdays from 1 p.m. to 2:30 p.m.
2. Forrestal Elementary – 2833 Washington Ave. Great Lakes, IL 60088 on Wednesdays from 4:30 p.m. to 5:15 p.m.

What are the deadlines to place orders?

You must submit an order 3 week days (by **8:00 AM**) before the day you would like to pick up through the on-line ordering system at www.mpantryexpress.org.

SUN	MON	TUES	WEDS	THURS	FRI	SAT
		Walmart Waukegan Pick Up	Walmart Waukegan Pick Up	Orders DUE by 8AM for Walmart Waukegan (Tu)	Orders DUE by 8AM for Forrestal Elementary	
			Forrestal Elementary Pick Up		Orders DUE by 8AM for Walmart Waukegan (Wed)	

How do I know my order was submitted?

After you submit your order, an email confirmation will be sent to the email address you entered at checkout. Please keep it for your records until you pick up your order.

If you don't receive an email confirmation within 24 hours of placing your order, please check your junk or spam email folder. If it is not anywhere in your email account, please contact 630.443.6914 or support@mypantryexpress.org

For any other questions or concerns, please contact My Pantry Express Customer Service 630.443.6914 | support@mypantryexpress.org
www.mypantryexpress.org

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Can I select from pickup times or locations other than what is offered in the calendar?

Not at this time. Various pickup locations are currently being tested (retailer, school, community center), and are subject to change.

If the pickup times and/or locations currently offered do not work for you, please visit Northern Illinois Food Bank's website at www.SolveHungerToday.org/GetHelp to locate the Food Pantry or feeding site nearest you.

What happens if I am running late or "miss" my pick-up time? Can I still get my groceries?

We would greatly appreciate any heads up if your ability to pick up your order changes! Please contact 630.443.6914 or support@mypantryexpress.org for any questions or concerns regarding your order.

Can I change my pickup location after ordering?

No, please choose the pickup location and day you are able to pick up from, we are not able to change your pickup options or reschedule your order, after it has been submitted.

Will there be pickup reminder communications sent to me?

We will email and text with a reminder. Please contact 630.443.6914 or support@mypantryexpress.org for any questions or concerns regarding your order.

What do I need to bring with me to pick up my groceries?

Please bring your order confirmation number. It can be found right before the item details of your order in the confirmation email you will receive after submitting your order.

Order #5325 (October 3, 2019)		
Product	Quantity	Price

Do I need to bring shopping bags with me?

You do not need to bring shopping bags for your groceries, we will have groceries bagged and ready to go, just make sure you have enough open space in your vehicle for your groceries.

How many items can I include in my order?

Each item offered has an ordering limit that is listed on the website when they order. You should keep in mind the size of your orders and ensure you have the capacity in your vehicles to accommodate the order.

What information will be collected when people log in?

At this time, we're collecting your name, phone number, email and zip code. At times we may ask if you'd be willing to participate in a survey or focus group to evaluate the program. This is optional.

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