



plentiful
people and food, connected

PROVIDER

Onboarding Handbook

Your complete guide to getting started with Plentiful

Table of Contents

1. [Welcome to Plentiful](#)
2. [Your Onboarding Journey at a Glance](#)
3. [Stage-by-Stage Guide](#)
4. [Setting Up Your Account](#)
5. [Running Your First Service](#)
6. [Support & Resources](#)

CHAPTER 01

Welcome to Plentiful

Everything you need to know before your first service

What Is Plentiful?

Plentiful is a free tool that helps you manage your pantry distributions from start to finish. It works by giving you an easy-to-use digital account where you can check neighbors in, send direct messages to clients, and run reports — replacing paper lists and manual tracking entirely. It works for all pantry types, whether you run walk-ins, reservations, or something in between.

NOTE

Plentiful is 100% free for pantries and neighbors. No subscription fees, no per-visit charges, and no data plan required for neighbors who book by SMS.

How can I get started?

Ready to see it in action? Schedule a free demo at

<https://calendly.com/plentiful-support/plentiful-food-pantries-learn-more>

What You Can Do with Plentiful

Feature	What It Does for Your Pantry
Appointment Scheduling	Neighbors book time slots online, by app, or by texting your pantry's Plentiful number.
Digital Check-In	Tap one button to mark a neighbor as served — no paper lists, no manual data entry.
Automated Reminders	Plentiful sends SMS reminders to neighbors before their appointment, reducing no-shows.
Walk-In Support	Easily add same-day walk-ins alongside scheduled appointments in one view.
Reporting & Exports	Download visit summaries, household data, and service stats for grants and planning.
Multi-Language	Neighbors can interact in their preferred language; Plentiful supports multiple languages.
TEFAP / AIQ Support	Built-in support for federal intake requirements — configurable to your program type. Only available in CO, MT, NJ, NY, and TX.

Is Plentiful a Good Fit for Me?

Plentiful works for pantries of all sizes and setups. Whether you serve 20 neighbors a week or 200, run by appointment or walk-in, have a full staff or just a handful of volunteers — Plentiful was built with you in mind.

If any of these sound familiar, Plentiful is probably a great fit:

- You're spending too much time on paper sign-in sheets or manual tracking
- You want better data for reporting to your food bank or funders
- You're looking for a simpler way to manage your distributions
- You want to reduce no-shows and long lines on service day

What Do I Need to Get Started?

Not much! Here's all you need:

- An open mind!
- A phone, tablet, or computer with internet access to run your pantry account
- An email address for your pantry or main contact
- About 30 minutes for your Getting Started Call

That's it. Plentiful is free, there's nothing to download or install, and your Plentiful team member will walk you through everything. Most pantries are up and running within a week or two.

Don't have a tablet or reliable internet at your pantry? Let us know — we may be able to help with equipment or point you in the right direction. Just mention it when you connect with your Plentiful team member.

Ready to see it in action? Schedule a free demo at
<https://calendly.com/plentiful-support/plentiful-food-pantries-learn-more>

CHAPTER 02

Your Onboarding Journey

Five stages from discovery to ongoing success

Most providers come to Plentiful through a food bank connection, while others find us through a workshop, website, or word of mouth. Regardless of how you arrive, every provider moves through the same journey.

Stage	What It Is	Duration	Required?
0 — Demo	See Plentiful in action with a personalized demo account built around your pantry.	45 min	Optional (encouraged)
1 — Getting Started Call	Fine-tune your account, review your schedule, and build your implementation plan with a Plentiful team member.	30 min	Required
2 — Guided Practice	Practice checking in neighbors live over Zoom with a Plentiful team member observing and supporting.	30 min	Optional (encouraged)
3 — Readiness Check	A quick final check-in 1–2 days before your first distribution to confirm everything is ready.	15 min	Optional
4 — Ongoing Support	Help guides, email support, and the Plentiful team are always available after go-live.	Ongoing	Optional - always available

TIP

We recommend scheduling your Getting Started Call and your first Guided Practice Session at the same time — you can always reschedule if needed. Guided Practice sessions are unlimited, so use as many as you like!

CHAPTER 03

Stage-by-Stage Guide

What to expect at each step of your onboarding

Stage 0: The Demo Optional

45 minutes · Zoom · Optional

Purpose: See Plentiful built around your pantry — so you can picture yourself using it day-to-day.

What to expect:

- Overview of Plentiful tailored to your pantry's setup
- Walkthrough: neighbor profile, booking a visit, check-in view, reporting, messaging
- Q&A — no-phone check-in, customizing intake, languages, and cost

- Scheduling your Getting Started Call and Guided Practice before the call ends

 [Click here to schedule a Demo call](#)

Stage 1: Getting Started Call ★ Required

30 minutes · Zoom · Required

Purpose: Your first real hands-on session. You'll leave with a live, configured account and a clear plan to go live.

What to expect:

- Review and fine-tune your account: schedule, service type, TEFAP/AIQ settings
- Confirm your schedule is created and published
- Walk through the basics: signing in, checking people in
- Set a target go-live date and schedule a Guided Practice session if not already booked

 [Click here to schedule a Getting Started call](#)

Stage 2: Guided Practice Session Optional

30 minutes · Zoom · Optional (unlimited, strongly encouraged)

Purpose: Practice a full service run with a Plentiful team member observing in real time — without the pressure of a live service.

What to expect:

- Practice checking in neighbors using the platform
- Test your devices and equipment (tablets, phones, internet connection)
- Confirm volunteer training and share training videos if needed
- Sessions are unlimited — schedule as many as your team needs

 [Click here to schedule a Guided Practice Session](#)

Stage 3: Go-Live Readiness Check Optional

15 minutes · Zoom · Optional

Purpose: A quick final check-in 1–2 days before your first distribution. Confirm everything is in place.

What to expect:

- Confirm you can sign in and your schedule is published
- Confirm devices are ready and volunteers are trained
- Answer any last-minute questions
- Review support channels: help guides, support@plentiful.org

 [Click here to schedule a Go-Live Readiness Check](#)

Stage 4: Ongoing Support Optional

15 minutes · Zoom · Optional

Purpose: Ongoing account support in case you need some extra help!

What to expect:

- Contact us via the Support tab, email, or schedule a call!
- Ask us about logging into your account, how to use features, reporting, and more.

CHAPTER 04

Setting Up Your Account

Step-by-step configuration before your first service

1

Log In to Your Account

Visit <https://pantry.plentifulapp.com/login> to log in anytime.

2

Review Your Pantry Profile

Go to “My Pantry Settings” and confirm your address, contact info, service hours, and any neighbor-facing notes (e.g. “Bring a reusable bag” or “Entrance on Main St.”).

Tip: Clear, accurate notes help neighbors arrive prepared and reduce questions on service day.

3

Create or Confirm Your Service Schedule

Navigate to the “Schedule” tab to set up your recurring schedule. Choose the day, hours, slot length, and maximum capacity (if offering reservations).

Choose your service type: Reservations, Pre-Registration, or First-Come First-Serve.

4

Publish Your Schedule

Once your schedule looks correct, make sure it is published so neighbors can see it. Your Plentiful team member will confirm this with you during the Getting Started Call.

Tip: Schedules are visible to neighbors — double-check your services are accurate including any anticipated schedule changes.

5

Configure TEFAP / AIQ Settings

If your pantry participates in federal programs like TEFAP, your Plentiful team member will help you turn on the correct intake settings during your Getting Started Call.

Tip: Let your Plentiful contact know upfront if you have TEFAP or other compliance requirements.

6

Test Your Devices

During your Guided Practice Session, test all devices you plan to use (tablets, phones, computers). Confirm your internet connection is stable for the check-in dashboard.

Tip: A tablet or Chromebook works great for check-in — ask your team member about equipment if needed.

Running Your First Service

What to do on service day, step by step

Before Service Begins

1

Log In to the Dashboard

Visit <https://pantry.plentifulapp.com/login> and sign in. Open today's service on the "Next Service" tab.

2

Review the Service

Confirm the time and date are correct before checking neighbors in.

3

Set Up Your Check-In Station

Position your device at the entry point. Keep the check-in screen visible so staff can tap quickly as neighbors arrive.

Tip: The Plentiful dashboard works on any browser — no app download required for staff.

During Service

4

Check In Each Neighbor

Click on "Add Visitor" when they arrive. Find the neighbor (search by name, contact info, or ID). If you offer reservations, be sure to click "Serve" once they have received their food.

5

Add Walk-Ins (for reservations only)

For neighbors without appointments, tap "Add Visitor", search for their profile, and add them to an open reservation slot.

TIP

Handle No-Shows

Neighbors who don't arrive remain on the roster and are automatically marked as no-shows at the end of the service window.

After Service

6

Review your Reports

Go to the "Reports" tab and review total visits, check-ins, walk-ins, and no-shows for the month and service. This data is saved automatically.

7

Export If Needed

Use Clients → Export to download your client list with profile info you may need for food bank, funder, or federal reporting.

Service Day Quick Checklist

- ☐ Log in to <https://pantry.plentifulapp.com/login> before service begins
- ☐ Open today's service under "Schedule" and confirm the date and time at the top of the screen
- ☐ Check-in screen visible at the entry point
- ☐ Tap "Add Visitor" and type in the neighbor's name, contact info, or ID and click on the pop up profile
- ☐ Add neighbors to an open slot for any unscheduled neighbors (reservations only)
- ☐ After service: review report section
- ☐ Export data if needed for reporting or grant requirements

CHAPTER 06

Support & Resources

Where to find help before, during, and after go-live

Getting Help

Channel	Best For	How to Reach
Email Support	Account questions, setup issues, feature help	support@plentiful.org
Help Guides	Step-by-step how-to articles for common tasks	https://plentiful.org/pantries
Guided Practice	Live practice before go-live — unlimited sessions	https://calendly.com/plentiful-support/plentiful-guided-practice-session
Ongoing Support Call	30-min call for post-launch questions or issues	https://calendly.com/plentiful-support/30-minute-support-providers

Quick How-To Guides

The following step-by-step video guides are available at plentiful.org/support:

Guide	Link
TEFAP Support Setup	plntfl.app//Plentiful-TEFAP-Support
Creating a Line-Based Service	plntfl.app//creating-a-line-based-service
Creating a Reservation-Based Schedule	plntfl.app//creating-a-reservation-based-schedule

Adding Visitors to a Service	plntfl.app//Adding-visitors-to-a-service-on-Plentiful
Exporting Neighbor Data	plntfl.app//export-neighbor-data-on-Plentiful
Provider Registration Walkthrough	plntfl.app//Plentiful-for-Providers-Registration
Rescheduling / Cancelling a Service	plntfl.app//rescheduling-or-canceling-a-service

Common Questions

Q: I haven't received my Plentiful invitation email.

A: If you were invited to an account, check your spam/junk folder for "Plentiful Invitation." If it's not there, email support@plentiful.org and your team member will resend it. You can also go to <https://pantry.plentifulapp.com/login> and follow the reset password instructions.

Q: A neighbor says they booked but I don't see them on the service schedule. (reservations only)

A: Search their name in the Neighbors tab. Verify the date and pantry — they may have booked for a different day or registered under a different phone number.

Q: How do I change the capacity for a single service day? (reservations only)

A: Service Schedule → Select the date → Edit → Update max slots → Save. This only changes that one occurrence — your recurring schedule is unaffected.

Q: How do I cancel or reschedule a service day?

A: Service → Find the date → click on the 3 dots → "Delete Service" To make edits to start and end time, follow the same steps but click on "Edit Service". We'll also send an automatic message to anyone who was scheduling to let them know of the cancellation!

Q: How do I pull a report for a grant or food bank?

A: Reports → review people served number by month or Clients → Export. The export includes information in neighbor profiles.

Q: What if a neighbor doesn't have a smartphone?

A: Neighbors can book, modify, and cancel appointments by texting your pantry's Plentiful SMS name to 756-879 — no app or internet required. You can find your Plentiful SMS name under the "My Pantry Settings" tab.

How can I get started?

Ready to see it in action? Schedule a free demo at
<https://calendly.com/plentiful-support/plentiful-food-pantries-learn-more>

TIP

Questions or feedback? Reach out anytime at support@plentiful.org. We're always happy to help.