



DISH Food Pantry Smart Choice User Guide



Smart Choice Picture Guides located on pages 2-6

- If you are a student, fill out the [DISH Intake Form](#). For faculty/staff, please click [here](#). Once we verify your Bunker Hill student/faculty/staff status, you will receive an email within 1-2 business days with your Shopper ID and PIN.
- Log into Smart Choice and enter your assigned Shopper ID and PIN. On the home page, you will see several categories: fruits, vegetables, dairy, proteins, grains, and hygiene. By clicking on each category, you will be able to see what items are available.
- On the home page, you will see your points balance on the top right-hand corner. Students have 35 points per month, and faculty/staff have 30. Points are refreshed on the first of every month and do not rollover. You may make 2-3 orders per month, but please try to make each order at least 5-6 items.
- When you are ready to add an item to your cart, click on the item and select the quantity you would like and select “add to cart.” Each item has a short description, a point assignment, and a limit per month. This is to ensure that our inventory stays consistent and so that we have enough for everyone. For example, you are only able to select one of each hygiene product per month.
- When the item is added to your cart, you will see it on the right-hand side of your home screen. Once you have finished selecting the items for your cart, click on the “checkout” button on the bottom right hand side of the screen.
- Once you click the green “checkout” button, you will be able to select your preference pick-up on the Chelsea or Charlestown campus. Use the gray arrows to navigate between the two locations. The lockers are available all day, afternoon, and evening during the week. The lockers are also open on Saturdays until 3pm (both locations). ***Please note that our delivery system has been discontinued as of September 2022.***
- Once you make your selection and select a time, you will receive a confirmation email. The food pantry coordinator will text you to confirm your pick-up and send along additional instructions on how to use the lockers.
- Thank you for using the DISH Food Pantry! Please see below for a list of Frequently Asked Questions. If you need additional assistance using the Smart Choice software, please do not hesitate to email dish@bhcc.edu or call 617-228-2045. We are here to make this experience easy and efficient for you!



Picture Guide for Smart Choice

- **Step 1:** Visit bhcc.edu/dishfoodpantry and click on the registration link

The DISH Food Pantry serves current students, faculty, and staff at Bunker Hill Community College. In order to access the DISH, you must first register.

[Student Registration for the DISH](#) ▶

[Faculty/Staff Registration for the DISH](#) ▶

Returning user? [Log into Smart Choice](#) Ⓢ

- **Step 2:** Wait for an email from Food Pantry Coordinator with your Shopper ID & PIN
- **Step 3:** Visit Smart Choice (link will be in email from coordinator) and type in your Shopper ID & PIN
- **Step 4:** Click through each category to see what items are available in the DISH Food Pantry

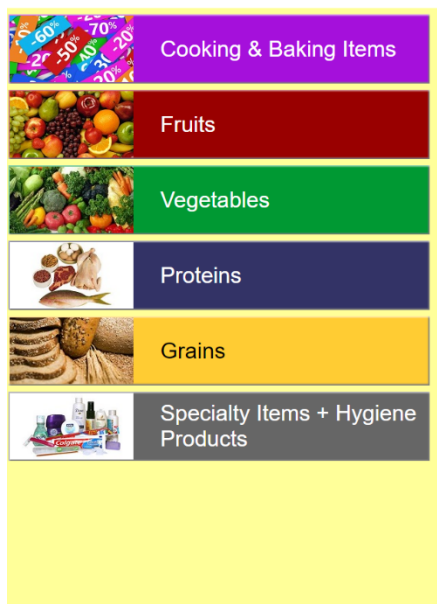


Shopper ID:

PIN:

[Click Here to Login](#)

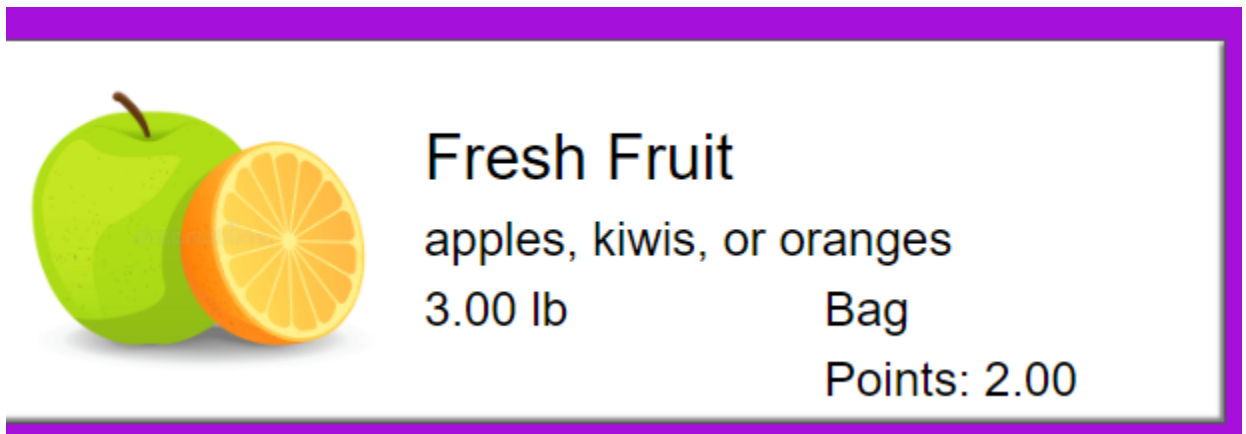
[Forgot Shopper ID/PIN?](#)



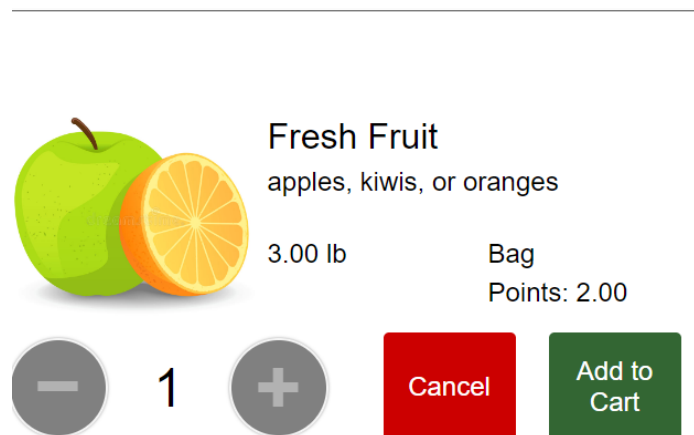
Points Balance **35.00**
 Cart Points **0.00**
Count Points



- **Step 5:** View each item. Every product has a name, short description, picture, how much it weighs, and how many points it is.

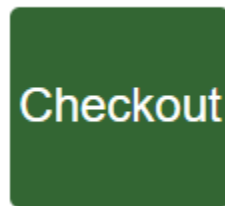
A product card for 'Fresh Fruit' with a purple border. It features an image of a green apple and an orange slice. The text reads: 'Fresh Fruit', 'apples, kiwis, or oranges', '3.00 lb', 'Bag', and 'Points: 2.00'.

- **Step 6:** Click “Add to Cart” to add the item to your order.

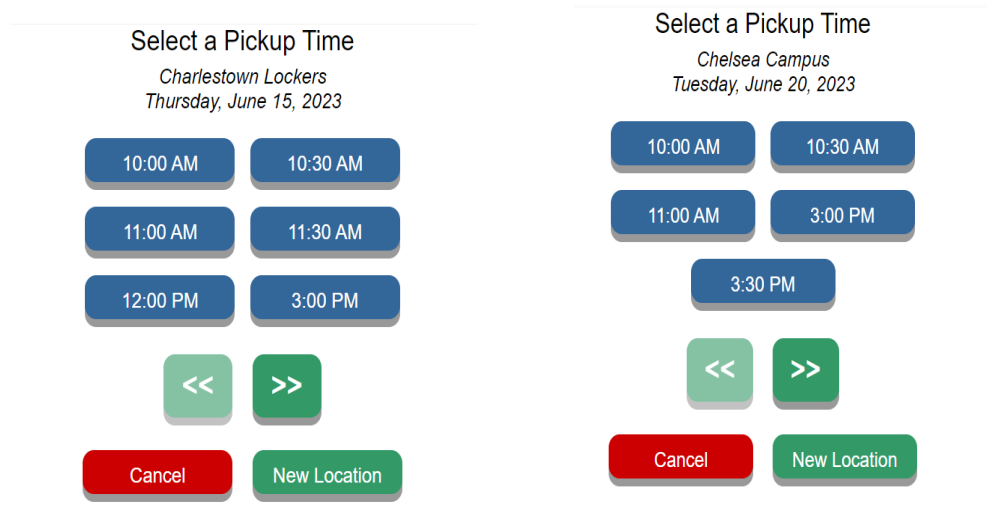
A product card for 'Fresh Fruit' showing quantity controls. It includes a minus button, the number '1', a plus button, a red 'Cancel' button, and a green 'Add to Cart' button. The product details are: 'Fresh Fruit', 'apples, kiwis, or oranges', '3.00 lb', 'Bag', and 'Points: 2.00'.



- **Step 7:** Once you have added all the items that you would like, click the green checkout button in the bottom right hand side.



- **Step 8:** Select a location, day, and time for pick-up! We offer pick-ups on the Chelsea and Charlestown campus. Use the gray arrows to navigate between locations.



- **Step 9:** Wait for a text from the Food Pantry Coordinator on the day of your pick-up to confirm
- **Step 10:** Visit DISH & Dash Lockers and pick up your order! You will receive a text and an email from Parcel Pending with the pick-up code.



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Frequently Asked Questions

- Is the DISH Food Pantry open for walk-ins?
 - Yes! We are open Monday-Thursday, 11am-3pm on the main campus (C-104, SGA Office) and 3-7pm in the G-Building lounge. We also have office hours in the Chelsea Campus. Check our website for the most updated hours.
 - Stop by for a snack, frozen meal, and other items. No registration or identification needed!
 - In addition to offering walk-in hours and pantry pick-ups, our staff is available virtually and able to assist students with getting connected to local food resources in their communities. Email dish@bhcc.edu for more information.
- Does the DISH Food Pantry deliver?
 - Unfortunately, due a staffing shortage with our delivery partner, we have discontinued our home delivery program effective September 2022. We encourage all who are able to come to campus and pick-up their order from our refrigerated lockers. You are able to make 2-3 orders per month in the case that you are taking public transit and cannot carry the entire order at once.
 - If you are unable to pick-up an order, please email dish@bhcc.edu for additional information.
- How many points do I have per month?
 - Current BHCC students receive 35 points per month, and faculty/staff receive 30. These points will be automatically loaded onto your Smart Choice account on the first day of every month
 - Please note that the points do not rollover. For example, if you do not use all your points for one month, they will not be available the following month.
- I have a large family at home. Am I able to get more points per month?
 - We understand that the pandemic and subsequent inflation has caused increased hardships on our students and their families. If you and your family need additional points, please contact the DISH Coordinator at dish@bhcc.edu for assistance. Each request will be evaluated on a case-by-case basis.



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- What types of products are available in the DISH Food Pantry?
 - We offer a variety of non-perishable items, fresh refrigerated and frozen products, and hygiene items. Each item's point value is based upon serving size and quantity of items available. Your points stretch far—most items are between 1-3 points and will last you for a while!
- What if an item in my order is not what I expected, or I'm missing an item?
 - If you receive your order and find an item(s) are not what you expected, please do not hesitate to contact us immediately. We are happy to refund your points or figure out another solution. Additionally, if you are missing an item, please let us know!
 - Please note that the DISH Food Pantry distributes some items that are past the "best-by" or "use by" date. These items will be labeled in Smart Choice so that you are aware before you choose. Many times, food items are still considered good and safe to eat past the packaged "best-by" date. Please visit the USDA Website for more information.
- Can you help me apply for SNAP (Supplemental Nutrition Assistance Program, also known as food stamps?)
 - While we do have information in the DISH about SNAP, please contact the Single Stop Office at singlestop@bhcc.edu for assistance with the application.