



Frequently Asked Questions (FAQs)

How can I access Gleaners2Go?

Gleaners2Go is accessible online at www.gleaners.org/gleaners2go from your desktop or mobile device.

How often can I order groceries from Gleaners2Go?

You can order weekly. 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?

To see the current pickup times and locations visit the site and type in your zip code.

What are the deadlines to place orders?

You must submit an order up to 2 days before the day you would like to pick up through the online ordering system.

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 email g2g@gleaners.org or call 317-644-3009 for any questions or concerns regarding your order.

Can I change my pickup location after ordering?

Please contact g2g@gleaners.org for any questions or concerns regarding your order.

Will there be pickup reminder communications sent to me?

Each person can choose how they will be receive reminders: text, email and voicemail. We highly recommend choosing all three options so you don't miss picking up your order.

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

Neighbors should bring their order confirmation number and the name the order was placed under.

Do I need to bring shopping bags with me?

No.

Will the shopping list always be the same every time I order?

No, the shopping list may not always be the same. Item size and brands may be different than the picture as well as from prior orders. Gleaners is committed to providing a variety of items but product availability may vary based on our current inventory.

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 and weight of your orders and ensure you have the capacity in your vehicles to accommodate the order.



OrderAhead is a partnership between Gleaners Food Bank of Indiana and Feeding America. For any other questions or concerns, please email g2g@gleaners.org or call 317-644-3009.