• 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 one business day 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 6 categories: fruits, vegetables, dairy, proteins, grains, and hygiene. By clicking on each category, you will be able to see what items are available in each category.

• Also on the home page, you will see your points balance on the top right-hand corner. Students have 20 points per month, and faculty/staff have 15. You may use all your points in one visit, but we recommend that you spread them out over the month. Please be aware that many of our items are canned goods, and using all of your points in one visit could result in a transportation challenge, as we do not offer carts or additional assistance. Points refresh on the first day of every month and do not rollover.

• 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 point assignment, a limit per visit, 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.

• You will be provided with a few different options for pick-up times. Please note that we require at least an hour to fill orders, so plan accordingly! You are able to place an order up to 3 days in advance.

• Once you select your pick-up time, you will receive an email with your order number and pick-up time. When you come to the DISH Food Pantry (B100) at your assigned pick-up time, your order will be waiting for you in one of our red baskets.

• 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 feel free to come into the DISH Food Pantry when it is open, or email/call us! (dish@bhcc.mass.edu, 617-228-2045).
Smart Choice Frequently Asked Questions

- How many points do I have per month?
  - Current BHCC students receive 20 points per month, and faculty/staff receive 15 points per month. These points will automatically be loaded onto your Smart Choice account on the first day of each month.
  - Please note that these points do not rollover. For example, if you do not use your points for one month, they will not carry over to the next month.

- I have a very big family. Why do I only get 20 points?
  - In order to maintain equity and ensure our inventory does not run out, every student receives the same amount of points. If you find yourself needing additional food, please visit this link for a list of food pantries in the Greater Boston area.

- What other items are available at the DISH Food Pantry?
  - Thanks to our generous community partners, we are able to offer some additional items at the pantry on a first-come, first-serve basis. Frozen meals from Food for Free are available daily—limit 2 per person, per day.
  - On Mondays and Wednesdays after 11:30am, Food Link will drop off donations of bread from local grocery stores and bakeries. These items will be “take what you can use.” Please only take the items that you know you will use, and leave the rest for others.

- What if an item in my order is not what I expected?
  - If you pick up your order and find that the item is not what you expected, please see the front desk staff. They will be able to replenish your points or retrieve another item for you. However, this transaction MUST happen before you leave the DISH Food Pantry, so please check your items before you leave to ensure you are happy with them.

- The non-perishable items are nice, but I would like more fresh fruits/vegetables. Where should I go?
  - For the fall semester, the DISH Food Pantry will only be distributing non-perishable items. If you would like more fresh items, please visit the monthly Mobile Market or visit this link to learn about Farmer’s Markets in the area.

- 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 visit the Single Stop Office on campus for assistance with the application.