



Market Express Guide

Thank you so much for your interest in our new portal order system. We hope that this will create an alternate way for anyone to shop in our market and pickup without the hassle of waiting in line during our limited market hours.

We are still in the process of finalizing the website and pickup process so please let us know *any* thoughts you have about your experiences so we can continue to improve.

If you experience any issues that require assistance, please contact Laura at laura.woon@kerrstreet.com or at 905-845-7485 extension 206.

What is Market Express?

Our **Market Express** is a new way of shopping at the Kerr Street Mission Market. By using **Market Express** you can do your shopping at home and pick up during a five-minute time slot later in the week, you can avoid waiting in line to receive a number and then select your food.

Can I pick up Choose Fresh?

Yes, by selecting “yes” at the bottom of the order page when you begin shopping, Choose Fresh will be packed for you and available with your pickup.

Can I shop in-person and complete an online order later in the week?

No, market use is limited to one time per week. Once you have picked up for the week you are no longer eligible to shop in the market for that week. The following week you are eligible to shop or pick up.

If I try Market Express but I want to go back to shopping in person, can I do that?

Yes, you can switch from our traditional market to Market Express week by week, as long as you only shop once a week.

Picking Up Your Order

Picking Up Your Order

Confirmation: After placing your order, please ensure the following:

- You have received a confirmation email with your appointment time.
- You have reviewed your order on the **Order History** page for accuracy.
- You have not shopped at the market during the week of your pickup. (Visits reset on Sunday, so if you shopped on Saturday morning, you can pick up on Tuesday afternoon.)

Arriving at Kerr Street Mission:

- Park in the designated parking lot in front of the building for your pickup. If that spot is taken, please use an alternative space within our available parking. Be mindful not to block other cars, even for a few minutes.
- Arrive during your five-minute time slot. We may not be able to accommodate early or late pickups.
- Present your **Member Card** and **Choose Fresh Card** (if applicable) to the volunteer at the lobby desk. The volunteer will verify your appointment and mark your visit in our system mark your pickup on our **Choose Fresh tracker** before retrieving your packed items.
- Choose Fresh items will be kept cold during pickup. The volunteer may need to pull these items from the refrigerator.

Your order will have an order form attached. Please take a moment to review any notes left by the team while packing your order.

Important:

- Please refrain from leaving unwanted items with the volunteers or ask for replacements, as the market is closed during pickups.
- If you encounter any issues after placing your order, please contact Laura at laura.woon@kerrstreet.com or at 905-845-7485 extension 206.
- **Note:** Missing a packed order may affect your ability to use the online order feature in the future.

Lets Get Started!

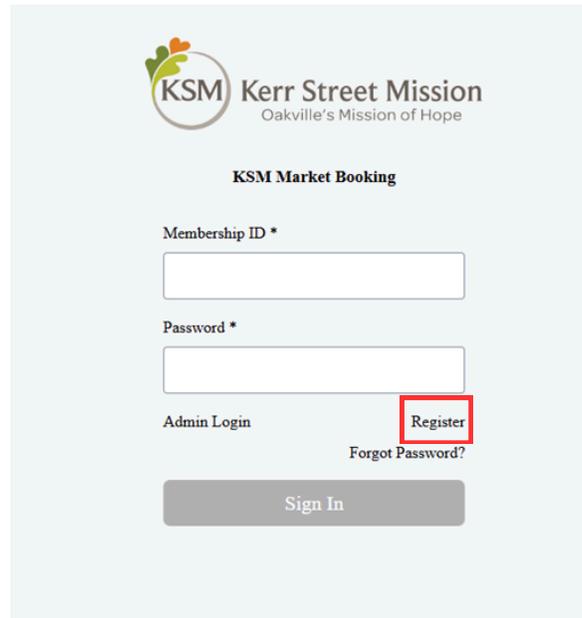
The Online Web Portal:

You can access the online web portal here: <https://market.ksmreferrals.net/>

The portal is accessible on desktop or mobile devices. We'll cover the desktop site first, to see mobile, scroll to the "Mobile Site" heading further in the document.

Registering your account

- From the main login page, click on "register" at the bottom right-hand corner of the login screen

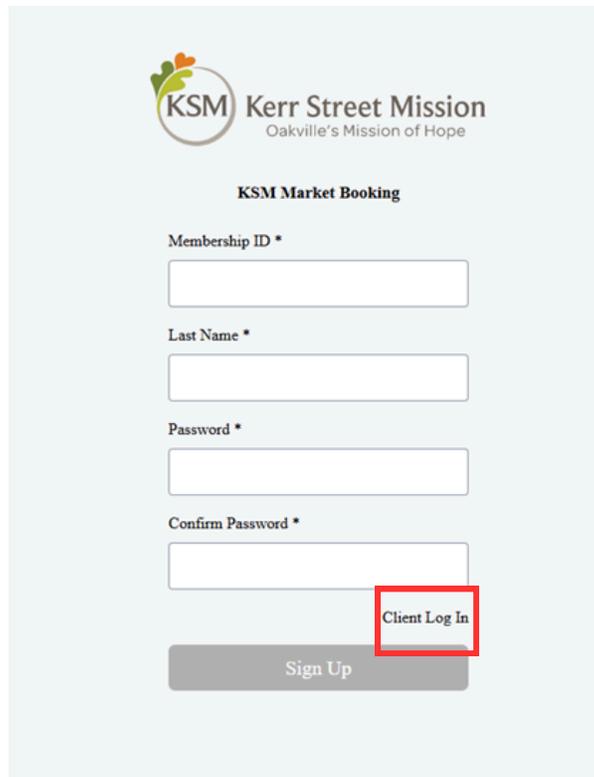


The screenshot shows the KSM Market Booking login and registration interface. At the top left is the KSM logo with the text "Kerr Street Mission" and "Oakville's Mission of Hope". Below this is the heading "KSM Market Booking". There are two input fields: "Membership ID *" and "Password *". Below the password field are links for "Admin Login", "Register" (highlighted with a red box), and "Forgot Password?". At the bottom is a "Sign In" button.

- Enter your membership ID and Last Name then create a strong password to enter the portal. Use a combination of letters and numbers to create a password that is unique to the site. Click "Sign Up" to finish registering.
 - Your membership ID is the 7 numbers on the back of your KSM Membership Card as shown in the photos below. It is also listed on your Choose Fresh Card.
 - If you do not know your member ID, please contact Laura at laura.woon@kerrstreet.com or at 905-845-7485 extension 206 and we will find it for you!



- If you receive an error message when you enter your details, please enter your **first** name and try again.
- Please contact us if you have any trouble signing in



The image shows a registration form for the KSM Market Booking system. At the top left is the KSM logo, which consists of a stylized green and orange plant icon next to the letters 'KSM'. To the right of the logo, the text reads 'Kerr Street Mission' and 'Oakville's Mission of Hope' below it. The form title is 'KSM Market Booking'. Below the title are four input fields, each with a label and an asterisk: 'Membership ID *', 'Last Name *', 'Password *', and 'Confirm Password *'. At the bottom right of the form is a button labeled 'Client Log In', which is highlighted with a red rectangular border. At the bottom center of the form is a grey button labeled 'Sign Up'.

Home Page

You are now in the main page of the portal. Here are some of the features you can access from this page:

Welcome to Kerr Street Mission Online Market Portal

This system is designed to make accessing support from Kerr Street Market easier and more efficient. By utilizing this portal, you can now conveniently order perishable and non-perishable food, Choose Fresh packages, and essentials from our market without having to wait in line. In addition to placing your weekly orders, you will find valuable monthly updates and information about our programs. Together, let's stay connected and informed as we work towards building a stronger, more supportive community.

Helpful Information:

Registration Deadline:

Registration for the Choose Fresh program closes on the 25th of each month for the following month. Please ensure you bring your Membership card and Choose Fresh card (or an email confirming payment) when picking up your weekly order.

Parking Reservation:

A parking spot will be reserved for "online order pick-up only," but the availability is not guaranteed. Kindly arrive on time to utilize your reserved spot and collect your package promptly.

Product Availability:

While we strive to fulfill your orders exactly, please understand that substitutions may be necessary for certain items.

Quantity Allocation:

The quantity of items provided is determined based on the number of individuals in your household. Please see the Front Desk if you have any questions.

Delivery Option:

Delivery services are available to qualifying clients only. For more information, please contact our Family Services Department.



Next Choose Fresh Deadline

February 25, 2025

Choose Fresh Registration

- **Translation (Green Box):** Use the drop-down menu at the top right of the page to translate the site into a variety of languages.
- **Helpful Information & FAQs (Orange Box):** Take a moment to read through the detailed information that explains how to order and collect food from the market.
- **Choose Fresh Deadline (Yellow Box):** View the deadline for the Choose Fresh program each month.
- **Choose Fresh Website (Purple Box):** Click here to register for the Choose Fresh program and access Choose Fresh Monthly on the KSM website.
- **Account Information (Black Box):** Select this menu to change your password or log out of your account.
- **Navigation (Blue Box):** From the home page, you can easily navigate to the Market, Order History, and Announcements pages.

Shopping

- From the main page, select the **Market** button at the top of the page.
- Select a pickup location from the drop-down menu. Currently we offer pick up at Kerr Street Mission or Home Delivery. Delivery is **only** available to clients who have been approved by Family Services, other delivery orders will be canceled. If you think you qualify for this service, please contact us to discuss further.

- Click “Proceed Order with Selected Location” to select your location.

© 2024 Kerr Street Mission
 485 Kerr Street, Oakville, ON, L6K 3C6
 (905) 8457-4852 ext. 206 | foodserviceadmin@kerrstreet.com

Disclaimer: Though we strive to provide the best product possible we at Kerr Street Mission cannot guarantee to have the exact item as displayed on our website. In instances where the exact product is unavailable we seek to give the closest replacement to help fill in these gaps. With the use of this ordering system the client recognizes that the items Kerr Street Mission Provides are donation based and are thus subject to change without notice. The client also recognizes that the best before dates for products upon pick up may be close or at expiry, or items such as but not limited to cans may have some cosmetic damages (dented cans, ripped bags, etc). In Signing up to this program the client authorizes these arrangements.

- Once you have saved your location, you will be taken to a calendar page to book a time slot for your pickup. Please note that pickups are available:
 - Tuesday 4-6 pm
 - Thursday 3-6 pm
- Days that are available are highlighted with blue circles as seen in the screen shot below.
- Click on the timeslot that you can attend and select “Next” to move to the order page.

Select a Date & Time

January 2025

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time zone
 Eastern Time - US & Canada (2:09pm)



Kerr Street Mission
Kerr Street Market Express

🕒 5 min

📍 485 Kerr Street, Oakville, ON, L6K 3C6

Note:

- Book only one spot per week.
- You can not change the pickup location once you complete your order.

[Cookie settings](#)

Select a Date & Time

Thursday, January 23

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Time zone
🌐 Eastern Time - US & Canada (2:20pm) ▼

3:20pm

Next

3:25pm

3:30pm

3:40pm

3:45pm

3:50pm

3:55pm

4:00pm

4:05pm

New Order Page

You can now begin building your order. From the order page you can begin selecting items for your pick up. From this page you can select your **Market Items**, **Choose Fresh**, and add **Clarifying Notes**

← Back to Home

NEW ORDER

Your Pickup Location:

Kerr Street Mission, 485 Kerr Street, Oakville, ON, L6K 3C6

Choose Your Food Market Items:

Produce



Would you like to pick up Produce?

Yes No

Dairy



Would you like to pick up Dairy?

Yes No

Meat



Would you like to pick up Meat?

Yes No

Produce, Dairy, and Meat Selection:

- **Produce:** Our availability of produce changes weekly. Please select "Yes" or "No" to indicate if you'd like to receive produce. We will include a variety based on availability. If there are specific items you would like to add or exclude, please note them in the Notes section.
Note: While we will do our best, we cannot guarantee that requested items will be included, as availability changes daily.
- **Dairy:** Milk is received monthly from our supplier and will be included when available. If no milk is available, we will try to substitute with another dairy product (e.g., yogurt, cream, cheese, etc.).
- **Meat:** We typically offer a variety of halal meats and prepackaged foods. Please specify any dietary preferences or halal requirements in the notes.
- **Bread:** Bread is not available for selection on the order page, but it will be offered during pickup. We'll do our best to provide a good variety of bread options for you to choose from.

Adding Non-Perishable Market Items to Your Order:

1. **Select Your Preferences:**

Each market item has two drop-down menus for customization. For example, for *Canned Vegetables*, you can select:

- **Preference 1:** Beans
- **Preference 2:** Carrots, Corn, Mixed Vegetables, or Peas

2. If you'd like to reset your preferences, click the "Clear" button.

3. **Selecting Your Preferences:**

- Choose **Preference 1** for your top pick (e.g., Carrots).
- For **Preference 2**, you can select a backup (e.g., Mixed Vegetables) in case the first option is unavailable.

We will do our best to pack your first and second preferences based on availability, but keep in mind that our inventory is donation-based and may vary each week.

4. **Opting Out of Specific Items:**

If you don't want any items from a particular category, leave both preferences unselected. This ensures no items from that category will be included in your order.

Canned Vegetables



Preference 1

Clear

Beans

Preference 2

Carrots

What if your item is not available?

Skip item

Random item

Choose Fresh: If you have purchased Choose Fresh and will be picking up your Choose Fresh with your order, please select the Choose Fresh option at the top of the page, seen in the green box below.

Preference 2

Select item

What if your item is not available?

Skip item Random item

Choose Fresh:

Are you picking up Choose Fresh?

Yes No

Notes:

Notes Section:

Once you've selected all the items you'd like from the market shop, scroll to the bottom of the page to find the **Notes** section. This is where you can provide specific details about your order.

For example, if you've selected "Yes" for Meat, Dairy, or Produce, you can specify which items you'd like included or excluded from your order.

Feel free to add as many clarifications as needed in this section to help us fulfill your preferences.

Notes

Meat - Halal chicken drumsticks
Condiments- ketchup, mustard, or bbq sauce rede

When you have selected all your items, your Choose Fresh, and written any required notes, click the "Save Order" button to confirm your order for the week.

Confirming your Pickup:

To confirm your pickup, enter your name and email into the details page and select "Schedule Event"

- You must have an email to create an appointment



Kerr Street Mission
Kerr Street

🕒 5 min
📍 485 Kerr Street, Oakville, ON, L6K 3C6
📅 1:10pm - 1:15pm, Tuesday, December 17, 2024
🕒 Eastern Time - US & Canada

Note:

- Book only one spot per week.
- You can not change the pickup location once you complete your order.

[Cookie settings](#)

Enter Details

Name *

Email *

Any Update or Question:

By proceeding, you confirm that you have read and agree to [Calendly's Terms of Use](#) and [Privacy Notice](#).

Schedule Event

powered by Calendly

Congratulations! You have made an order!

After you confirm your pickup, you will see a page stating “you are scheduled”, you will also receive an email confirmation including the date and time for your pickup.

✔ You are scheduled

A calendar invitation has been sent to your email address.

Kerr Street

👤 Kerr Street Mission

📅 10:15am - 10:20am, Friday, December 6, 2024

🕒 Eastern Time - US & Canada

📍 485 Kerr Street, Oakville, ON, L6K 3C6

Order History

- After confirming your order, you will be directed to the **Order History** page. You can also access this page anytime from the navigation bar at the top of every page.
- The **Order History** page will show all your past and upcoming orders. To view or edit any of your orders, simply click on the "Booked" squares.

- *Please note:* Editing is not allowed within 48 hours of the scheduled pickup time.

Date	Start Time	End Time	Choose Fresh?	Status
November 28, 2024	6:40 PM	6:45 PM	Yes	BOOKED
November 29, 2024	10:20 AM	10:25 AM	Yes	BOOKED
November 30, 2024	10:20 AM	10:25 AM	No	BOOKED
December 6, 2024	10:15 AM	10:20 AM	No	BOOKED

- After placing your order, please review your **Order History** for accuracy. If you notice any issues, you can use the “Edit” feature to update your order.
- If the issue persists, please contact us so we can resolve it and ensure the system is working correctly for everyone.

Back to Order History

ORDER DETAILS BOOKED

Edit Order Cancel Order

Date	Time	Choose Fresh Pick up
January 28, 2025	4:00 PM to 4:05 PM	Yes

Notes
None

Preferences

Produce	Dairy	Meat	Canned Fish/Meat
No	No	No	#1: None #2: None Item Fallback: Skip

Canned Fruits	Canned Vegetables	Kraft Dinner/Instant Noodles	Soup
#1: None #2: None Item Fallback: Skip	#1: None #2: None Item Fallback: Skip	#1: Instant Noodles #2: Kraft Dinner Item Fallback: Skip	#1: Mushroom #2: Mushroom Item Fallback: Skip

Mixed Beans	Sides	Tomato Products	Rice
#1: None #2: None Item Fallback: Skip			

Pasta	Snacks	Breakfast Cereal	Drinks

Booked Order Options:

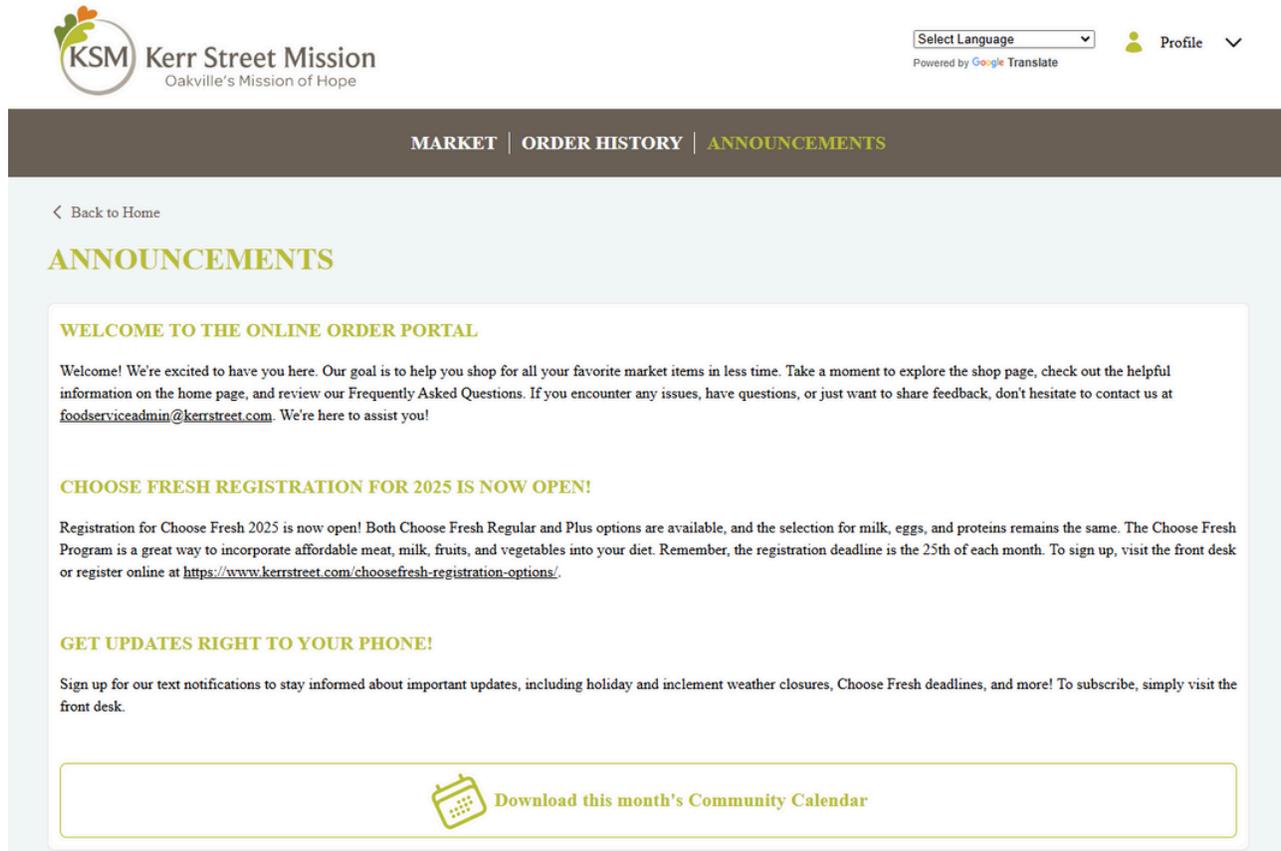
From the **Booked Order** sheet, you have the following options:

- **Edit Order (Green Box):** Click here to edit your order on the shop page and resubmit it.
- **Cancel Order (Red Box):** Click here to cancel your pickup for the order.

- **View Order Status (Purple Box):** View the status of your order (Canceled, Completed, Booked). *Note: Only "Booked" orders will be prepared for pickup*

Announcements

- The announcements page is where you can find announcements about market express and also the Kerr Street community.
- There is also a link to each month's community calendar

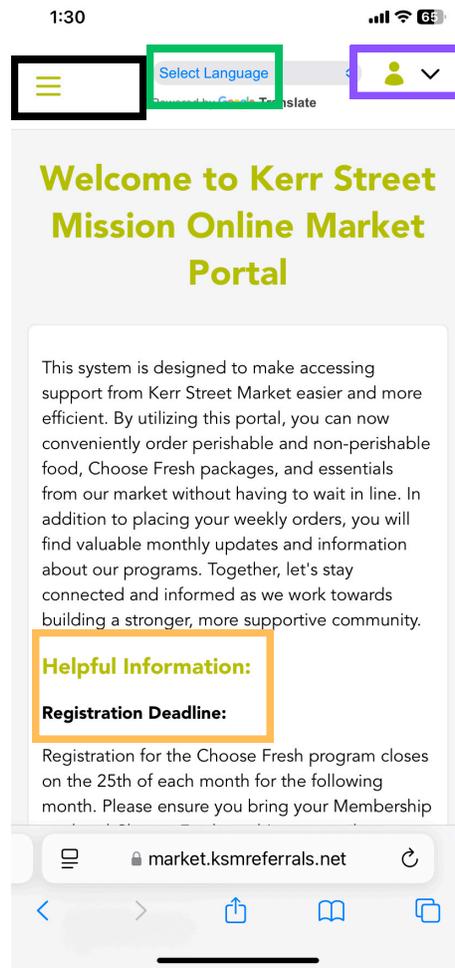


The screenshot shows the Kerr Street Mission website's Announcements page. At the top left is the KSM logo with the text "Kerr Street Mission" and "Oakville's Mission of Hope". To the right is a language selection dropdown and a profile icon. A navigation bar contains "MARKET", "ORDER HISTORY", and "ANNOUNCEMENTS". Below the navigation bar is a "Back to Home" link. The main heading is "ANNOUNCEMENTS". The content includes three sections: "WELCOME TO THE ONLINE ORDER PORTAL" with a welcome message and contact info; "CHOOSE FRESH REGISTRATION FOR 2025 IS NOW OPEN!" with details about the registration deadline and options; and "GET UPDATES RIGHT TO YOUR PHONE!" with a sign-up instruction. At the bottom is a button with a calendar icon and the text "Download this month's Community Calendar".

Mobile Site

The mobile site looks a little bit different to the desktop portal. Lets take a look!

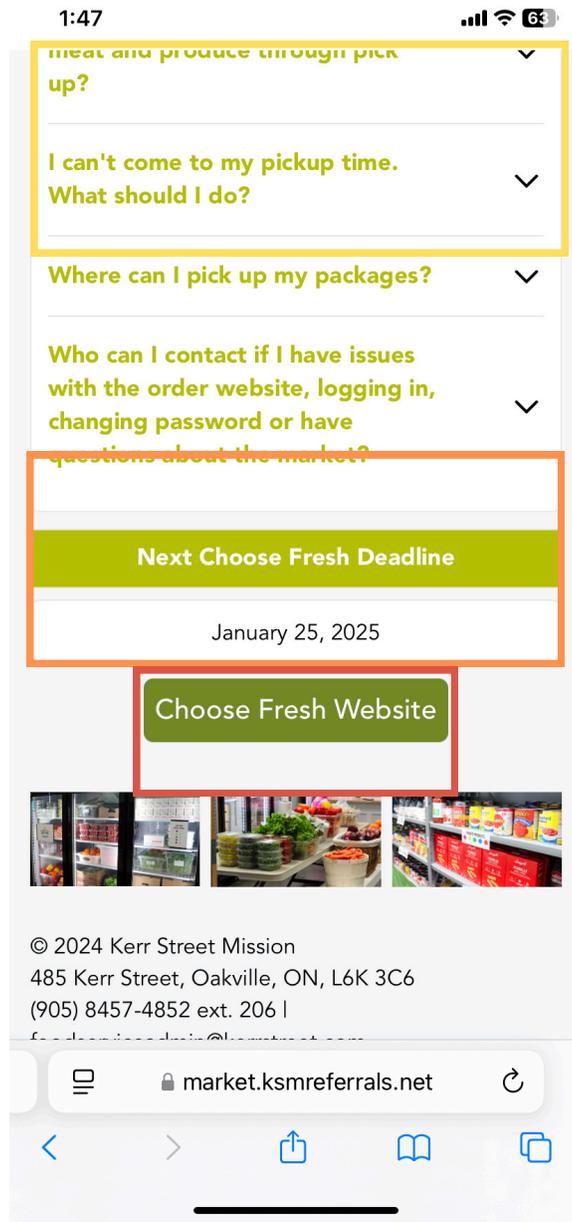
Home Page



- **Translation (Green Box):** Use the drop-down menu at the top right of the page to translate the site into a variety of languages.
- **Helpful Information & FAQs (Orange Box):** Take a moment to read through the detailed information that explains how to order and collect food from the market.
- **Choose Fresh Deadline (Yellow Box):** View the deadline for the Choose Fresh program each month.
- **Choose Fresh Website (Red Box):** Click here to register for the Choose Fresh program and access Choose Fresh Monthly on the KSM website.
- **Account Information (Purple Box):** Select this menu to change your password or log out of your account.
- **Navigation (Black Box):** From the home page, you can easily navigate to the Market, Order History, and Announcements pages.

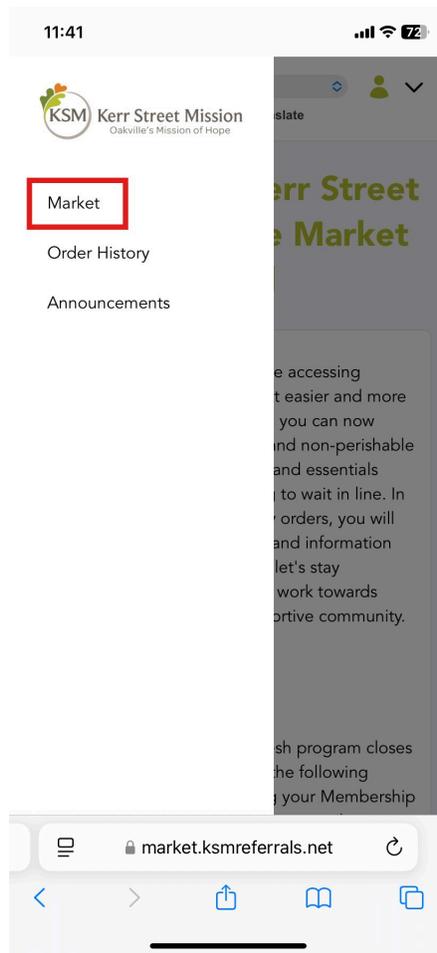
Home Page (Part 2):

Scroll past Helpful Information to see the FAQ Section and Choose Fresh information.

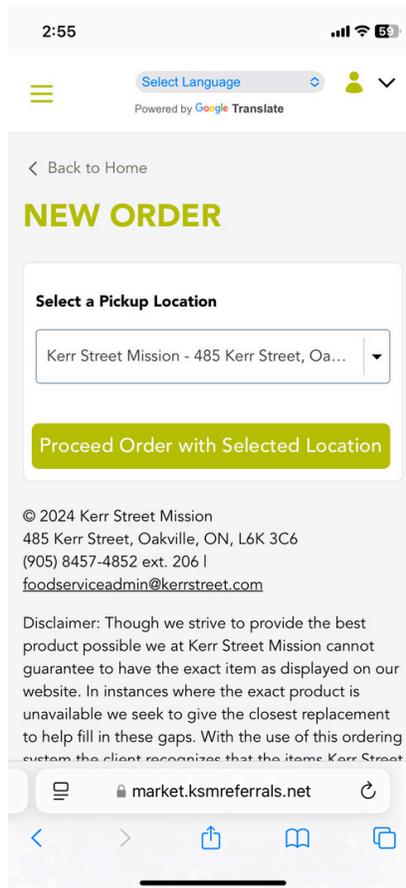


Shopping

- To access the Market from the home page, click on the stack of three lines in the upper lefthand corner. Tap the “Market” button to access the online store.



- Select a pickup location from the drop-down menu.
- Select a day and time from the menu, tap next to be taken to the shop page and begin building your order.
- Select a pickup location from the drop-down menu. Currently we offer pick up at Kerr Street Mission or Home Delivery. Delivery is **only** available to clients who have been approved by Family Services, other delivery orders will be canceled. If you think you qualify for this service, please contact us to discuss further.
- Click “Proceed Order with Selected Location” to select your location.



- Once you have saved your location, you will be taken to a calendar page to book a time slot for your pickup. Please note that pickups are available:
 - Tuesday 4-6 pm
 - Thursday 3-6 pm
- Days that are available are highlighted with blue circles as seen in the screen shot below.
- Tap on the timeslot that you can attend and select “Next” to move to the order page.

NEW ORDER

Please Note:

- Please book only 1 pickup per week
- Unclaimed items will not be held for later pickups
- Failure to pick up your order within

[SHOW MORE](#)

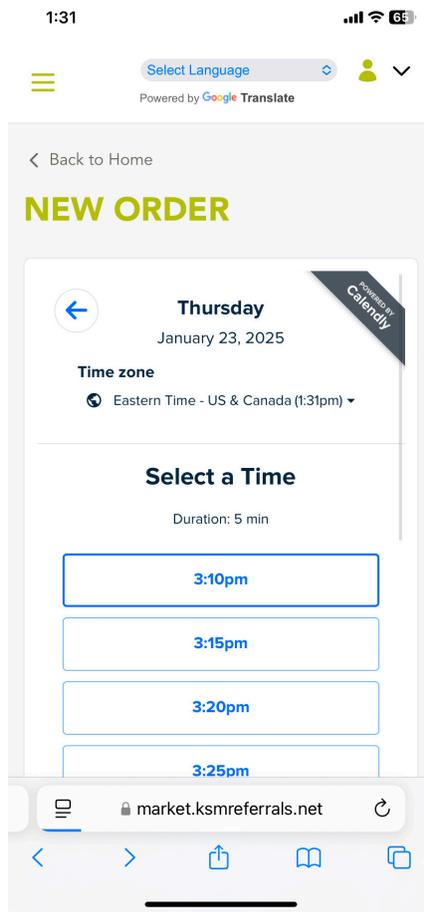
Select a Day

< February 2025 >

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

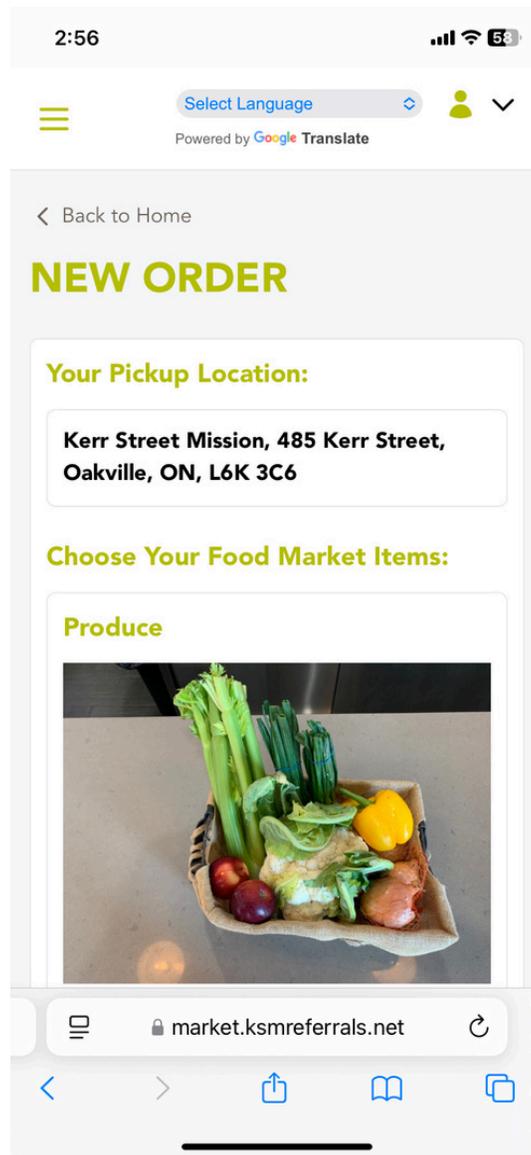
Time zone

🌐 Eastern Time - US & Canada (2:56pm) ▾



New Order Page

You can now begin building your order. From the order page you can begin selecting items for your pick up. From this page you can select your **Choose Fresh, Market Items**, and add **Clarifying Notes**



Produce, Dairy, and Meat Selection:

- **Produce:** Our availability of produce changes weekly. Please select "Yes" or "No" to indicate if you'd like to receive produce. We will include a variety based on availability. If there are specific items you would like to add or exclude, please note them in the Notes section.
Note: While we will do our best, we cannot guarantee that requested items will be included, as availability changes daily.
- **Dairy:** Milk is received monthly from our supplier and will be included when available. If no milk is available, we will try to substitute with another dairy product (e.g., yogurt, cream, cheese, etc.).
- **Meat:** We typically offer a variety of halal meats and prepackaged foods. Please specify any dietary preferences or halal requirements in the notes.
- **Bread:** Bread is not available for selection on the order page, but it will be offered during pickup. We'll do our best to provide a good variety of bread options for you to choose from.

Canned Vegetables



Preference 1

Clear

Beans

Preference 2

Carrots

What if your item is not available?



Skip item



Random item

Adding Non-Perishable Market Items to Your Order:

1. Select Your Preferences:

Each market item has two drop-down menus for customization. For example, for *Canned Vegetables*, you can select:

- **Preference 1:** Beans
- **Preference 2:** Carrots, Corn, Mixed Vegetables, or Peas

2. If you'd like to reset your preferences, click the "Clear" button.

3. Selecting Your Preferences:

- Choose **Preference 1** for your top pick (e.g., Carrots).
- For **Preference 2**, you can select a backup (e.g., Mixed Vegetables) in case the first option is unavailable.

We will do our best to pack your first and second preferences based on availability, but keep in mind that our inventory is donation-based and may vary each week.

4. Opting Out of Specific Items:

If you don't want any items from a particular category, leave both preferences unselected. This ensures no items from that category will be included in your order.

Choose Fresh (Red Box): If you have purchased Choose Fresh and will be picking up your Choose Fresh with your order, please select the Choose Fresh option at the top of the page, seen in the green box below.

2:56

CONDIMENTS 1 2 3

Preference 1 Clear

Select item

Preference 2

Select item

What if your item is not available?

Skip item Random item

Choose Fresh:

Are you picking up Choose Fresh?

Yes No

Notes:

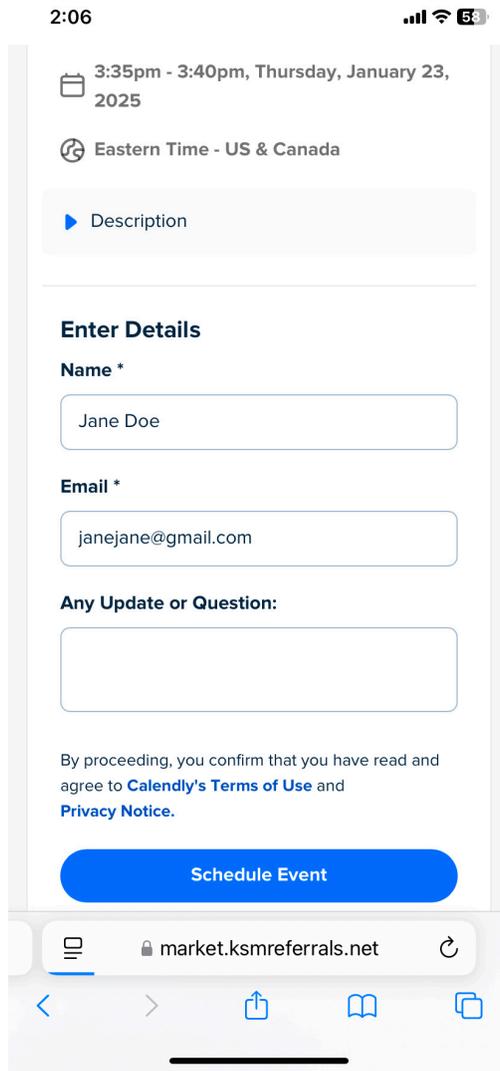
market.ksmreferrals.net

- Continue selecting items from drop down lists and selecting “Skip Item” or “Random Item” for each selection
- Once you reach the end of the page, select “Save Order” to continue.

Confirming your Pickup:

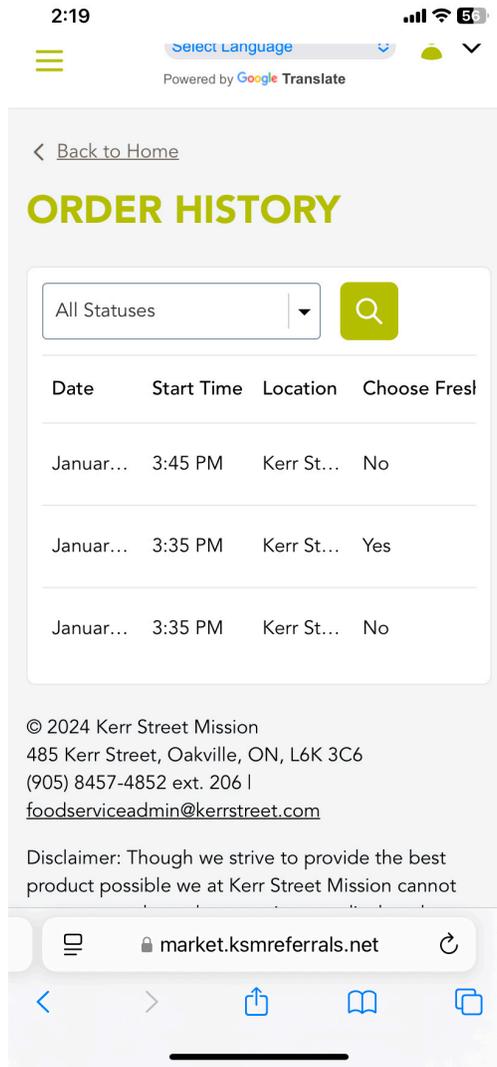
To confirm your pickup, enter your name and email into the details page and select “Schedule Event”

- You must have an email to create an appointment

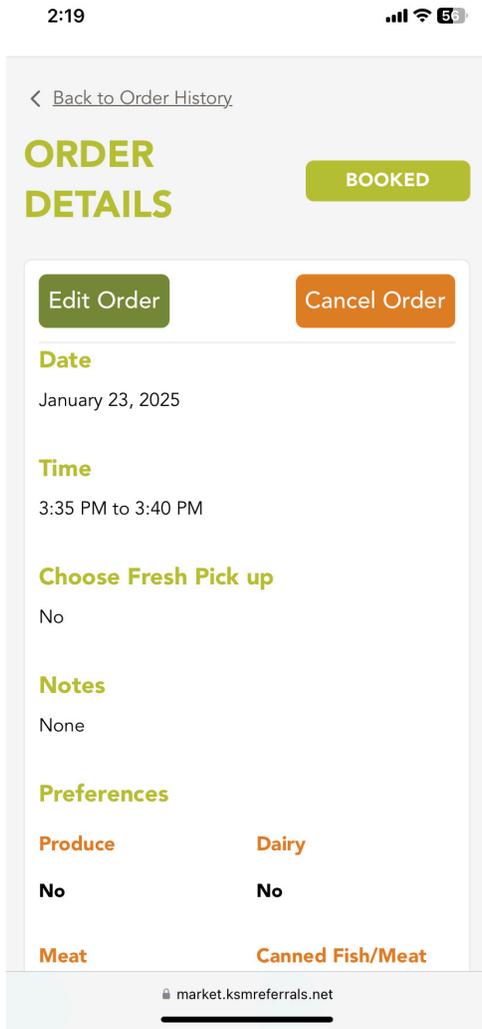


Order History

You can access your order history from the menu icon (stack of three lines at the top right of the page) and tap “Order History” tap any order to view, edit, or cancel the order.



- After placing your order, please review your **Order History** for accuracy. If you notice any issues, you can use the “Edit” feature to update your order.
- If the issue persists, please contact us so we can resolve it and ensure the system is working correctly for everyone.



Booked Order Options:

From the **Booked Order** sheet, you have the following options:

- **Edit Order (Dark Green Box):** Click here to edit your order on the shop page and resubmit it.
- **Cancel Order (Orange Box):** Click here to cancel your pickup for the order.
- **View Order Status (Light Green Box):** View the status of your order (Canceled, Completed, Booked). *Note: Only "Booked" orders will be prepared for pickup*

