Agency Services / Orders & Customer Service

eHarvest Ordering Guide

http://eh.midohiofoodbank.org

Dear Agency-

Welcome to Mid-Ohio Foodbank online ordering. Whether you are a new Agency Partner or have been using eHarvest for years, this guide to online ordering will provide you with step by step instructions and helpful tips for placing online orders. We hope this valuable tool will make your eHarvest experience easy and efficient.

If you have questions about placing your order please contact the Orders Department: 614.317.9426. We will be happy to assist you.

Together we will build a hunger free and healthier community.

Best regards,

Ann L. Miller-Tobin
Order & Customer Service Manager
PH: 614.317.9426
amillertobin@midohiofoodbank.org
GUIDE TO ORDERING ON eHarvest

GETTING STARTED

1. Request Password: If you are a new agency and are ready to start using eHarvest, you need to request a password by emailing the Orders and Customer Service Manager at amillertobin@midohiofoodbank.org.

   [Note: If you are an existing agency and need to have your password changed please email your request to the Orders and Customer Service Manager: amillertobin@midohiofoodbank.org]

2. Access Website: Once you have your password you can log onto the website. The Web address for eHarvest is: http://eh.midohiofoodbank.org

   TIP: Bookmark the eHarvest link to your favorites bar for fast and easy access.

Please note the following message regarding browser requirements for eHarvest use: If you are using a browser other than the supported ones listed below, we cannot guarantee all site features will be compatible.

A. Site Requirements

   1. Visitors need to use a supported browser (LISTED BELOW).
   2. JavaScript must be ENABLED on your browser
   3. Cookies must be ENABLED on your browser

B. Supported Browsers/Versions

   1. Internet Explorer (IE) 5.0 and greater
   2. Netscape 7 and greater

3. Login: Your Log in Screen will look like this:

   - Login: Your Agency ID number, without any preceding zeroes.
   - Password: Password received via email from the Orders & Customer Service Manger.
     (email: amillertobin@midohiofoodbank.org for a new password, or password re-set.)
   - Ordered by/Picked up: Your first name.
   - Once the above information is entered click the 'Login' button to go to the Home Screen for eHarvest online ordering system.
**eHarvest Note/Tips**

- *The website is synchronized once a day at approximately 7:10 am. The synchronization takes about 10-15 minutes; therefore, the website will be unavailable for login or placing orders during this time. You will see a notification at the top of the screen telling you eHarvest is currently under routine maintenance.*

- *If you receive an Error Message after clicking ‘Login’ and or you are unable to enter the site please call the Orders & Customer Service Department at 614.317.9426.*

Once you have successfully logged into eHarvest you will find the Home Screen. Please take a moment to check out the **Important Information** section. Here you will find announcements, order closing date changes, links to Agency Zone, Feeding the Mind Newsletter, Food Safety training schedules and other useful items.

The Home Screen is also where you will select your **Pickup** or **Delivery** date, view the shopping list, and enter your stats. See the color and number coded picture below for more detail.

1. The links found at the top of the screen allow you to **View Shopping List:** click the link to see what is currently available. **View Current Order:** allows you to view your shopping cart. **Food Pantry Stats:** allows you to enter your Stats online. **Note: Stats are due by the 10th day of each month.**

2. As a new agency, please check to ensure your Agency Billing Information is current. If you need to make changes to this information, please call the Orders Department at 614.317.9426.

3. In this area of the Home Screen you will find important information, updates, statistics forms, eligibility guidelines, upcoming MOF training classes, Feeding the Mind newsletter, and more. Please take a moment to familiarize yourself with this screen. If you have any questions call the Orders Dept. 614.317.9426.
START YOUR ORDER

How to Start a New Order: If you are a **Pickup Agency** *(Agencies who Pick up at the Mid-Ohio Foodbank warehouse 3960 Brookham Drive Grove City, OH.)*

⇒ Make sure “Pickup” is visible in the first box. Next you must select your **date** and **time** using the drop down boxes as pictured below:

Note: eHarvest automatically defaults to the *next* available pickup date. If you do not see the date you want in the drop down list then it is **no longer available**. Please choose a different date.

⇒ **Reasons why the date is not available:** Mid-Ohio might be closed for a special event, it’s a Holiday or all of the time slots are filled and we do not have any more availability for that day/date. Please choose a different date.

Note: If the time you want is not shown, it is no longer available. Please choose a different pickup time.

Once you have selected your Pickup Date and Time you can now click on the **START ORDER** button.

Note: Once you click the Start Order button you **CANNOT** change your pickup day or time.

If you make a mistake or circumstances change prior to your pickup date and time, please call the Orders Department at (614.317.9426).

CHANGES:
⇒ If you need to change the **DATE**, we will have to delete your order and you will have to start the ordering process over.
⇒ If your date is correct but you need to change the **TIME**, call the Orders Department and we will reschedule your time over the phone.
eHarvest Note/Tips

❖ If your order has cut off and you need to **CANCEL**, please call the Orders Department as soon as possible 614.317.9426. We need to alert the Warehouse Team to stop the order and return the items they have already picked to inventory.

❖ Once an order has cut off and is sent to the warehouse for pulling if you need to make **CHANGES** to your order, we can only **delete** items from your order. **We can not add new items to your order.**

---

**FOR FRANKLIN COUNTY DELIVERY AGENCIES**

How to Start a New Order:  If you are a Franklin Co. **(local) Delivery Agency**, Local delivery agencies start their orders just like a pickup agency however, you must change Pickup to Delivery via the drop down box **before** you click the **Start Order** button.

**Select Delivery From The Drop Down Box.**

**Select The Correct Delivery Date Before You Click Start Order.**

---

**LOCAL PICKUP & DELIVERY CUT OFF DAYS**

- eHarvest order dates automatically default to the next available day/date. This is true for all Local Pickup & Local Delivery orders.

- All local pickup and delivery orders cut off two business days prior to order date. The warehouse requires two days to pull orders.

- All orders cut off in the system at **midnight** two days prior.

<table>
<thead>
<tr>
<th>For Local Pickup Orders</th>
<th>For Local Delivery Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Order By Midnight:</strong></td>
<td><strong>Order By Midnight:</strong></td>
</tr>
<tr>
<td>Sunday</td>
<td>Sunday</td>
</tr>
<tr>
<td>Monday</td>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Tuesday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Thursday</td>
</tr>
</tbody>
</table>

- Local delivery agencies will receive a call from the Orders Department one day before your delivery to be given a delivery time.

- Delivery times may vary week to week depending on the number of the agencies who ordered and the volume of items ordered.
FOR RURAL COUNTY DELIVERY AGENCIES

How to Start a New Order: If you are a RURAL Delivery Agency. Using the drop down box make sure you select DELIVERY before you click the Start Order button. Your next available delivery dates will populate. Rural agencies are eligible to receive delivery twice per month. You may not select a delivery date more than 30 days in advance.

⇒ Once you have selected Delivery and the correct delivery Date you may now click the Start Order button.

HOW TO NAVIGATE PRODUCT CATEGORIES

For all types of Orders: Local Pickup, Local Delivery or Rural Delivery once you have clicked the Start Order button the next screen you will see is the Online Ordering and Product Category screen.

It will look like this:
At the top left of the ordering screen under the tab heading: **Online Ordering** you can **View Shopping List** to see what is available before you start adding items to your shopping cart. You can also click on each category under the **Product Categories** list to see what is available by product.

**eHarvest Note/Tips**

- Whether you use the **View Shopping List** or the **Product Categories** section, they both show all product/inventory available.
- Please note that product(s) may be out of stock at the time your order is sent to the warehouse for processing. The **Shopping List** / **Product Category** does not guarantee availability.

**How To Add Items to Your Order:**

To add an item to your shopping cart first you must select a product category to choose your items. Click on the product category name and all available items will be displayed. If you click on a product category and nothing appears that means there are no available items to select and you must choose a different category.

When you find a product you wish to add to your shopping cart you must enter the quantity of the item and then click “Add Items to Cart”. If you do not click “Add Items To Cart”, they will not be added to your order. All items are ordered by the case or by the pound. Pay close attention to the **Description** and **Pkg. Info** sections this will tell you if it is a **By the Pound** or **By the Case** product. See examples.

**Note:** New items are added to the eHarvest “Category Items” daily between 7:10am and 7:30am Monday - Friday.

**Order By The Pound**

- The **Pkg. Info** clearly states that this product is ordered by the pound. You can enter any range from 1-5000 pounds depending on quantity available. In the example above there are 24305 pounds available to order.

- A correct order entry or quantity (Qty.) would be 1 to 24305. If you order a Qty. of 5 you will receive 5 pounds. If you order a Qty. of 25 you will get 25 pounds etc.

*We recommend you order a minimum of 10 pounds for any “By The Pound” item.*
In the example below: **Item #AK726 FZ, ENTRÉE, LEAN CUISINE/VARIOUS 8-11OZ.** This item will be ordered by the case. In each case you will receive a quantity of (8) 11oz. entrees of various flavors. Cases of the same product will be identical in weight. The price per case is $.48

**Order By The Case**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Pkg. Info</th>
<th>Storage</th>
<th>Qty Avail.</th>
<th>Price</th>
<th>Qty</th>
<th>Limit</th>
<th>Nutrition Measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>AK726</td>
<td>FZ, ENTRÉE, LEAN CUISINE/VARIOUS</td>
<td>8-11 OZ.</td>
<td>2132</td>
<td>0.48</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>BB57499</td>
<td>FZ, PANCAKES-MINI MAPLE</td>
<td>16-2.82 OZ.</td>
<td>157</td>
<td>1.14</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>BB57491</td>
<td>FZ, BREAKFAST BOWL-SAUCE, EGG &amp;</td>
<td>6-10.6 OZ.</td>
<td>1005</td>
<td>2.79</td>
<td>0</td>
<td>0</td>
<td>CHEESE</td>
<td></td>
</tr>
<tr>
<td>GDE010</td>
<td>LENTILS</td>
<td>25 LB BAG</td>
<td>39</td>
<td>2.08</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

⇒ **Item #ODE010 LENTILS 25 lb. bag.** This item is a BULK item, you will receive (1)25 pound bag of lentils for the low cost of $2.00

**No Product Is Available In This Category.**

⇒ If you click on a category and it comes up blank a message in red print tells you there are no items for this product category. You will need to select another product category or check back a different day to see if any new items have been added.

**eHarvest Note/Tips**

- Occasionally a **Product Description** will say **‘Order in 20 pound increments’**. This means you must order the item **By the Pound and no less than 20 pounds**. If you only order 5 pounds it will be removed from your order and you will not receive the product.

- **Pay careful attention to the product descriptions and packaging information when placing your orders to ensure order accuracy.**

- **All items are subject to availability at the time your order is sent to the warehouse for processing.**
Once you have entered the quantity correctly (by the pound or by the case) Click the “Add Items to Cart” button to send your selected items into your shopping cart. You will find this button at the top of the order sheet as well as at the bottom. You must click one of these to ensure the items are placed into your shopping cart.

**Note: Items are not considered entered in your order Until you click “Add Items to Cart”**

Continue adding items to your cart until you are satisfied with your order.
**Review Order and Print Confirmation:**

Once you have finished adding items to your order, you may view your order by clicking “View Shopping Cart” at the top of the page.

**Shopping Cart View**

**Print Order Confirmation View**

*Note:* Changes may occur when your order is processed for pickup/delivery.

⇒ Once you have reviewed your order and printed the confirmation for your records you may log out of eHarvest.

⇒ Be sure to make note of your pickup date and time, or your delivery date.

⇒ Call the Orders Department if you have questions. 614.317.9426.