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,

Kenda Alexander

Order & Customer Service Manager

PH: 614.317.9449

kalexander@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 kalexander@midohiofoodbank.org

   **Note:** If you are an existing agency and need to change your password, you have the ability to do that in eHarvest now. Just click on your agency number in the upper left hand corner and click on Change Password.
2. **Access Website:** Once you have your password you can log into the website. The Web address for eHarvest is [https://eh.midohiofoodbank.org](https://eh.midohiofoodbank.org)

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

3. **Login:** Your Login Screen will look like this:

![Login Screen]

- We are processing orders and uploading new inventory. The site will be back online in about 15 minutes. (With our new eHarvest site, we will be uploading multiple times per day).
- If you receive an Error Message after clicking ‘Login’ and 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 this section. Here you will find announcements, links to Agency Zone, Food Safety training schedules and other useful items.
1. The links found at the top of the screen allow you to view Inventory to see what is currently available. Ordering to allow you to start an order or view your current order. Required Reports 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 by looking in the top right hand corner. If you need to make changes to this information, please call the Orders & Customer Service Department at **614.317.9426.**

3. My Account allows you to view your past eHarvest orders as well as your past Stats.

4. Clicking on the Agency number in red in the left hand corner will allow you to view your account, change your password, or logout.
Start Your Order
How to Start a New Order: If you are a Pickup Agency (i.e. Agencies who Pickup)

1. At the Welcome Screen select Ordering.
2. Then select New Pickup Order.
3. Select an available day and time.
4. Enter person who will be picking up order.
5. Click Start Pickup Order.

FOR DELIVERY AGENCIES

How to Start a New Order: If you are a Delivery Agency you start your order just like a pickup agency however, you must select New Delivery Order.

Note: Once you click the Start Pickup Order button you CANNOT change your pickup day or time. You will have to delete the order and call the Orders & Customer Service Department at 614.317.9426. If your order has cut off and you need to CANCEL please call the Orders & Customer Service Department as soon as possible. Once your order has cut off and is sent to the warehouse for pulling and you need to make changes to your order, we can only DELETE items from your order. We cannot add new items.
1. Select Date 

2. Select Morning Delivery
3. Enter a Delivery Contact Phone Number

Dates in bold on the calendar are the scheduled delivery dates for your county for that month.
HOW TO NAVIGATE PRODUCT CATEGORIES

For all types of Orders: Local Pickup, Local Delivery or Rural Delivery once you have clicked Start Order the next screen you will see is the Product Category Screen. You can view the inventory to see what is available before you start adding items to your shopping cart. You can also click on each category to see what is available by product.
HOW TO ADD ITEMS TO YOUR ORDER:

To add an item to your cart first you must select a product category and 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.

When you find an item you wish to add to your cart you must enter the quantity of the item and then click “Add to Cart”. You will find this button at the top right of your screen. If you do not click “Add to Cart” it 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.

The screen shows the Quantity available, limit, and price.

*All items are subject to availability at the time your order is sent to the warehouse for processing.*
In this example below NIA012 Water Bottled is order By the Pound. You can enter any range from 10-36,137 pounds depending on the quantity available. If you order 20 pounds you will get 20 pounds.

*We do recommend you order a minimum of 10 pounds for any “By the Pound” item unless otherwise notated.

*DO NOT hold items or large quantities of product on your order only to adjust or return them to Inventory at the last minute before order cut off time. When this happens, other agencies are blocked from having a chance to order the product they need. We will NOT make adjustments if you miss your cut off time and you are holding items of large quantities.
**REVIEW ORDER AND PRINT CONFIRMATION:**

Once you have finished adding items to your order, you may view your order by clicking on the cart icon.

Your cart will appear with the items you’ve added. It will have the Total Amount and Weight at the bottom. You have a choice to Print or Email the Order Details.
If you need to make changes to your order before the cutoff date you can clear the cart, go to the item and change the quantity and click update, or delete the entire order.
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.**

**ENTERING REQUIRED REPORTS**

You’re required to enter your Stats by the 10\textsuperscript{th} of every month for the previous month. After the 10\textsuperscript{th} of the month, agencies will not have the ability to order until statistics are correctly reported. You will need to go to the tab that reads Required Reporting and click on your agency type (Mealsite, Food Pantry, Produce Market, etc….)**
Once you have entered your stats click on Submit Report. You have the option of printing them as well.

You have the option of looking at past Stats for your agency. Just click on Report History.
If you have a question about your stats you can call or email your Agency Relations Manager.

Tammy Tucker: Agency Relations Manager- Franklin County 614.512.9783;
ttucker@midohiofoodbank.org

Bill Nance: Agency Relations Manager- Muskingum, Knox, Morrow, Marion, Delaware, Union, Fairfield, Pickaway, Fayette, Madison, Ross 614.596.2801;
bnance@midohiofoodbank.org

Heather Willis: Agency Relations Manager- Belmont, Monroe, Jefferson, Harrison, Noble, Guernsey, Coshocton 614.402.4922;
hwillis@midohiofoodbank.org