

Partner Agency Guide to Scheduling An Appointment



*fighting hunger.
feeding hope.*

Introduction

Calendly is a modern scheduling platform that makes “finding time” a breeze. This systems allows for easier access to schedule, reschedule and cancel warehouse appointments. Partner agencies are able to schedule appointments to pick up from the Second Harvest Food Bank warehouse a month in advance. It also gives agencies the flexibility to schedule appointments outside of our normal hours of operation.

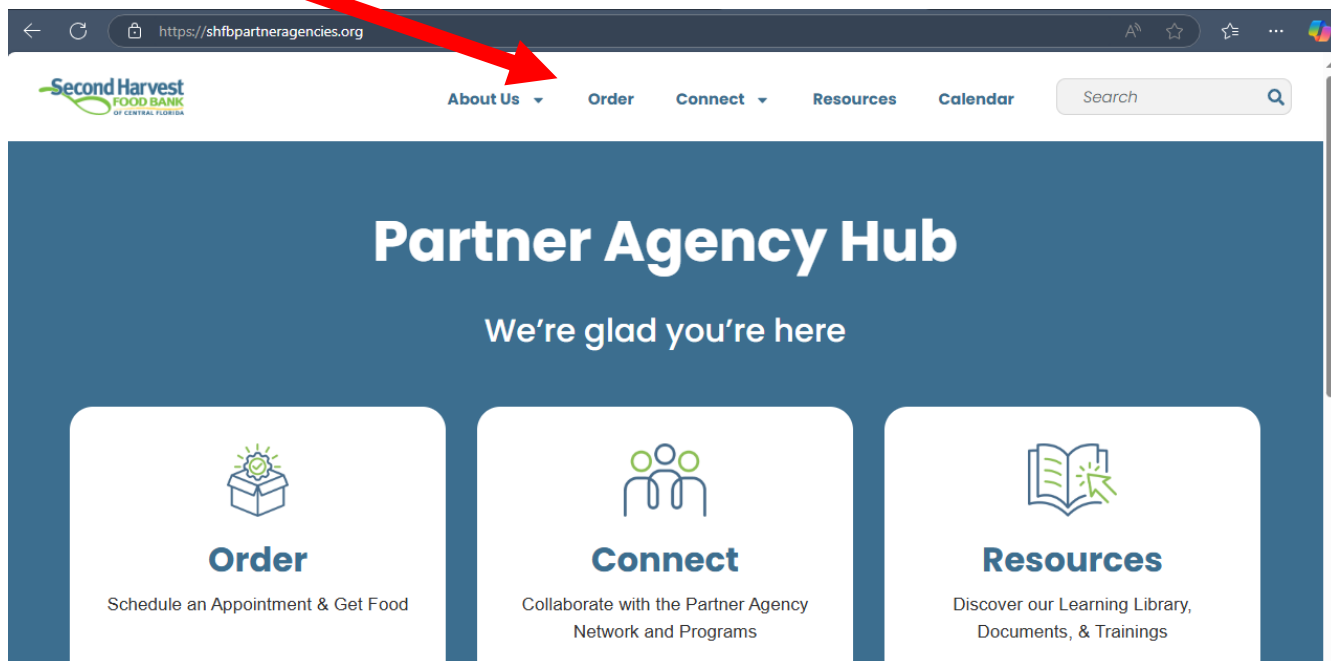
This instructional guide will aim to teach you how to schedule, cancel and reschedule appointments via Calendly.



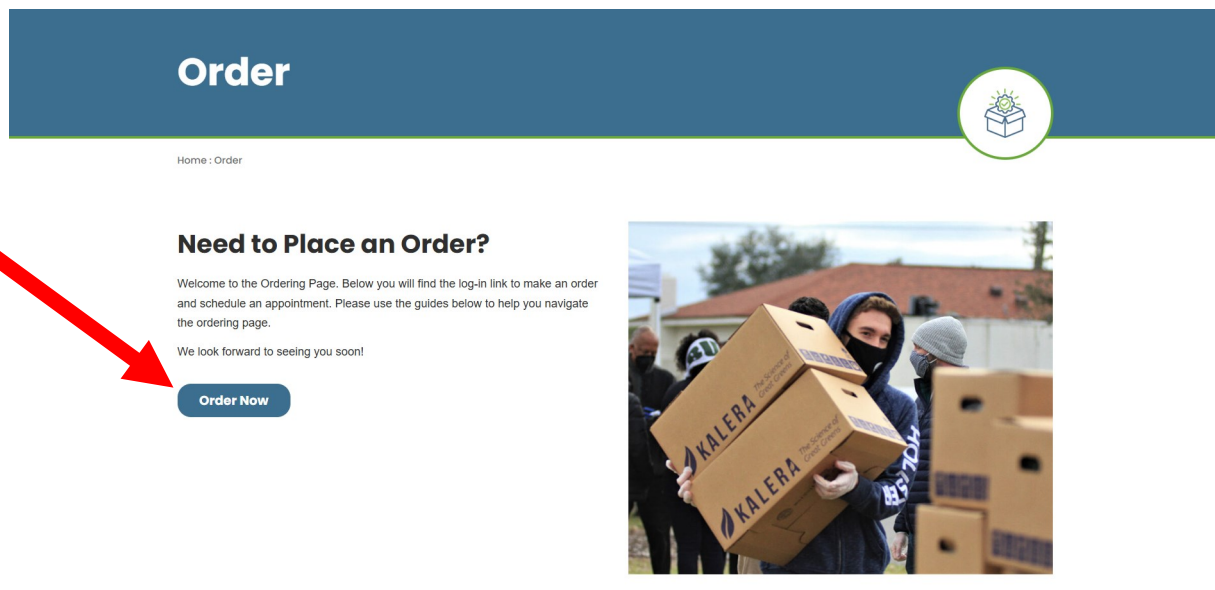
Requesting an Appointment

Step 1 — Accessing Log-In Screen

To submit a request for an appointment, the agency must first log in to their portal. The agency accesses their portal through the Second Harvest Food Bank of Central Florida Partner Agency Website at shfbpartneragencies.org. Click the tab labeled “Order” at the top



Once on the next page, click the blue “Order Now” button on the middle of the page.



Step 2—Logging in to the Portal

The next page will look a little different. Each person authorized to order food online will need to know:

Agency Ref e.g. (OB001)

Username e.g. (OB001) (same as Agency Ref)

Password - if you are a new agency, we will provide one

Second Harvest
FOOD BANK
OF CENTRAL FLORIDA

Login

Agency Ref: OB001

Username: OB001

Password: ••••

Login

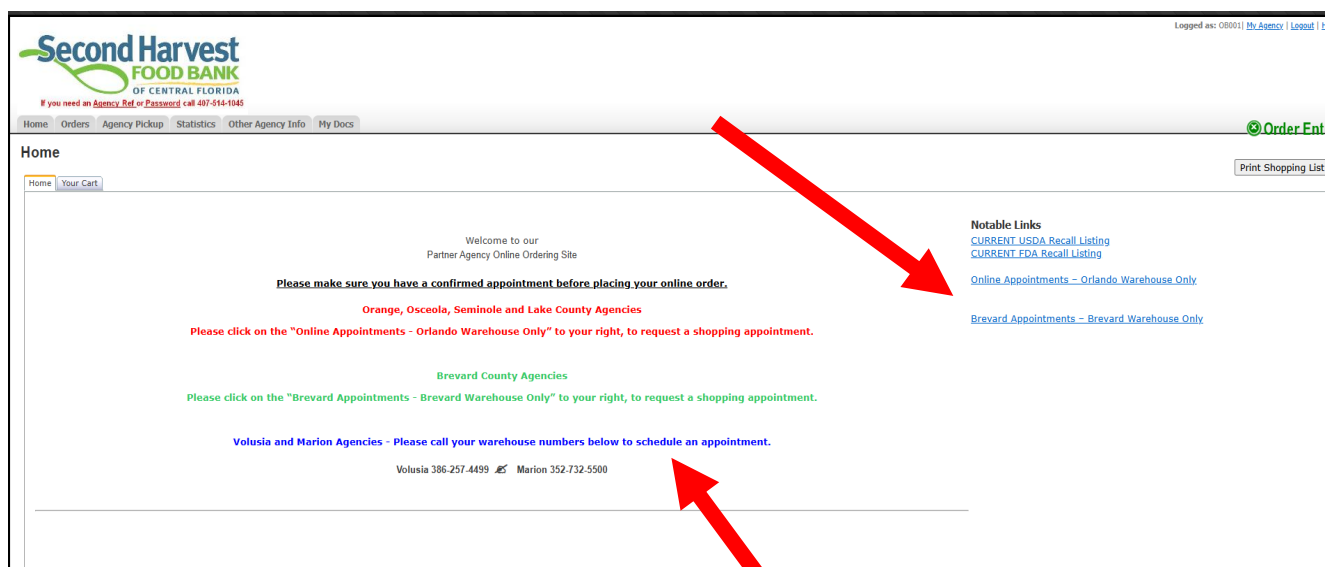
V2.0.0.76

Closed Dates:
Monday, June 25, 2012 to Wednesday, July 04, 2012 for Year End Inventory/Software Upgrade

Once your credentials are entered, please click Login.

Step 3—Logging in to Calendly

The link to make your appointment will be on the *right-hand side* of your screen, highlighted in blue. If your agency is in Orange, Lake, Seminole or Osceola, click on the link that says “**Online Appointments—Orlando Warehouse Only.**” If you are in Brevard county. Click “**Brevard Appointments—Brevard Warehouse Only.**”



***Marion and Volusia County

partner agencies schedule appointments by contacting your local warehouse.

Volusia Branch: 386-257-4499

Marion Branch: 352-732-5500

Step 4—Requesting An Appointment

First read the Instructions on the left-hand side of the page.
(Available days and times will be in blue.)

Second Harvest
Request for Appointment - Orlando Warehouse

10 min
411 Mercy Drive, Orlando, FL 32805

IMPORTANT PLEASE READ

1) Submitting a request is **NOT** a **CONFIRMATION**. Agencies will receive a confirmation or denial e-mail from one of our support specialists within 1-2 business days of your request.

2) Agencies are to make an appointment **BEFORE** placing an order on Primarius. Orders placed without appointments may not be available for pick up.

3) All appointments continue to start at the **beginning of the hour**. For example: 11:10am, 11:20am, 11:30am slots start at 11:00am.

Cookie settings report abuse

Select a Date & Time

April 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			

Time zone
Eastern Time - US & Canada (t:05pm)

Select a **day** on the calendar by clicking on it.

Select a **time** from the right column.

Please note that all appointments will begin at the start of the hour corresponding to the selected time.

For example:

- An appointment scheduled for **9:30AM** will begin at **9:00AM**.
- An appointment scheduled for **1:50PM** will begin at **1:00PM**.

Select a Date & Time

April 2025

Tuesday, April 29

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			

Time zone
Eastern Time - US & Canada (t:16pm)

10:00am
10:10am
10:20am
10:50am
11:30am
11:50am
1:30pm
1:50pm

Step 5—Entering Information

Enter all required information and details. Be sure to double-check this information, including the scheduled appointment time. Once entered and checked, click the blue **"Schedule Event"** button

Second Harvest

**Request for Appointment
- Orlando Warehouse**

10 min

411 Mercy Drive, Orlando, FL 32805

10:40am - 10:50am, Wednesday,
March 9, 2022

Eastern Time - US & Canada

Enter Details

Name *

Billy Bob Joe

Email *

billybobjoe@gmail.com

What's your agency Reference #? *

OE200001

What's your agency name? *

Pantry of Billy Bob Joe

Are you authorized to shop on this account? (Appointments made by unauthorized users will be canceled). *

☒ Yes, I am authorized on the account

☐ No, I need to stop and contact my Agency Coordinator before making the appointment

Will your agency be picking up an order, shopping in the mart, or both? (Orders without appointments may result in a cancellation or reschedule). *

☒ Both, shopping and picking up an order

☐ Shopping only

☐ Picking up only, no shopping

Send text messages to

+1 675309

You will opt in to text messages for this event. Message and data rates may apply. Reply STOP to opt out.

Schedule Event

You will be redirected to an external site.

[Cookie settings](#)

Step 6—Request Received Email

Your appointment is **NOT** scheduled when you click “Schedule Event.” This is a request for an appointment. Your appointment must first be reviewed and approved. You will receive an email stating that your request has been received. You will receive a second confirmation OR denial email within 1-2 business days of your request from a Partner Agency Support Specialist.

This is NOT an Appointment Confirmation



Request for Appointment - Orlando Warehouse at 01:50pm (Eastern Time - US & Canada) on Tuesday, May 16, 2023 is in review for

Once your request has been reviewed, you will receive an appointment confirmation or denial e-mail from a Partner Agency Support Specialist between 1-2 business days.

Your request may be denied or canceled if:

- An appointment was made by an unauthorized user
- Multiple appointments were made in one day
- Agency did not follow scheduling instructions

Please call (407) 295-5009 if you have any questions or concerns.

Location: 411 Mercy Drive, Orlando, FL 32805

Your Answers:

What's your Agency Name?

Eli's Pantry Test

What's your agency Reference #?

TEST

Are you authorized to shop on this account? (Appointments made by unauthorized users will be canceled).

Yes, I am authorized on the account

Will your agency be picking up an order, shopping in the mart, or both? (Orders without appointments may result in a cancellation or reschedule).

Both, shopping and picking up an order

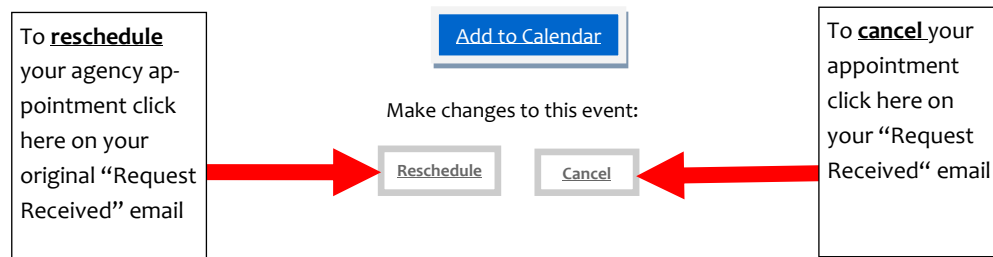
Do you understand that all appointment slots begin at the start of the hour? (For example, 11:20am, 11:30am, and 11:40am slots start at 11:00am).

Yes - I understand I must arrive at the beginning of the hour.

What type of Vehicle will you be using to shop with?

Box Truck

This event should automatically show up on your calendar. If needed, you can still add it manually:



Step 6—Confirmation or Denial of Appointment

You will receive via email confirmation **or** denial of your appointment within 1-2 business days of submitting your request.

Confirmation of Appointment

Hello,

PLEASE READ: Your appointment request for “**Date Requested will be here**” is confirmed. Remember that **all orders must be submitted at least THREE business days in advance** and shoppers must be authorized on the account before checking into the warehouse.

All appointments continue to start on the hour (**For example, 1:30pm request will start at 1pm**). If you need any additional assistance, please call (407) 295-5009.

If you are not going to make the appointment please call the lobby highlighted above or cancel through Calendly.

Denial of Appointment

Hello,

Your appointment request for _____ is denied due to the following reason:

Reason for Denial will be located here

If you need any additional assistance, please call (407) 295-5009.

Step 7—Rescheduling and Canceling

If an agency needs to reschedule or cancel an appointment, click the corresponding button on the “Request Received” email that you received when requesting your appointment.

If you have questions or need assistance scheduling, rescheduling or cancelling an appointment the Agency Relations team can be reached at (407) 514-1470.

