

Agency Online Quick Ordering Guide

Second Harvest Food Bank of Central Florida



Introduction

The following guide will teach you how to make an appointment for pickup and place an online order.

In order to pickup any food in the Second Harvest of Central Florida Orlando Branch you must first make an appointment on Calendly.

Next, if you wish to order items online, your order must be placed at least 3 business days before you pickup. You will not be able to pickup any food unless you have an appointment through Calendly. Simply putting a pickup date on the order does not guarantee an appointment.

Ordering Cheat Sheet

**If your appointment
is on....**

**Order by this
day...**

Monday	→	Wednesday
Tuesday	→	Thursday
Wednesday	→	Friday
Thursday	→	Monday
Friday	→	Tuesday

MAKING AN APPOINTMENT

How to Access Calendly and Make An Appointment

How to Access Calendly and Make the Appointment

Agency Relations uses Calendly to schedule warehouse appointments at the Orlando Branch. The website can be directly accessed through:

<https://calendly.com/shfb/appointments>

Or accessed through the Partner Agency online ordering website.

To make a Calendly Appointment:

1. Access the Calendly website (the link above or through Partner Agency website)
2. Select the day and then the time the agency would like to shop or pick up their order. If the day is blue there are times available. If the day is gray there are no appointments for that day. Check back often for openings.
3. Enter agency details as directed on the next page.
4. Once submitted, check email for a confirmation from the Agency Relations team. The appointment must be confirmed in order to be valid.
5. Once the appointment has been confirmed, the agency can place their order for pickup.

NOTE

Appointments selected for a certain time will start **on the hour**. For example, if the appointment is at 9:30 AM it will start at 9:00 AM.

PLACING AN ORDER

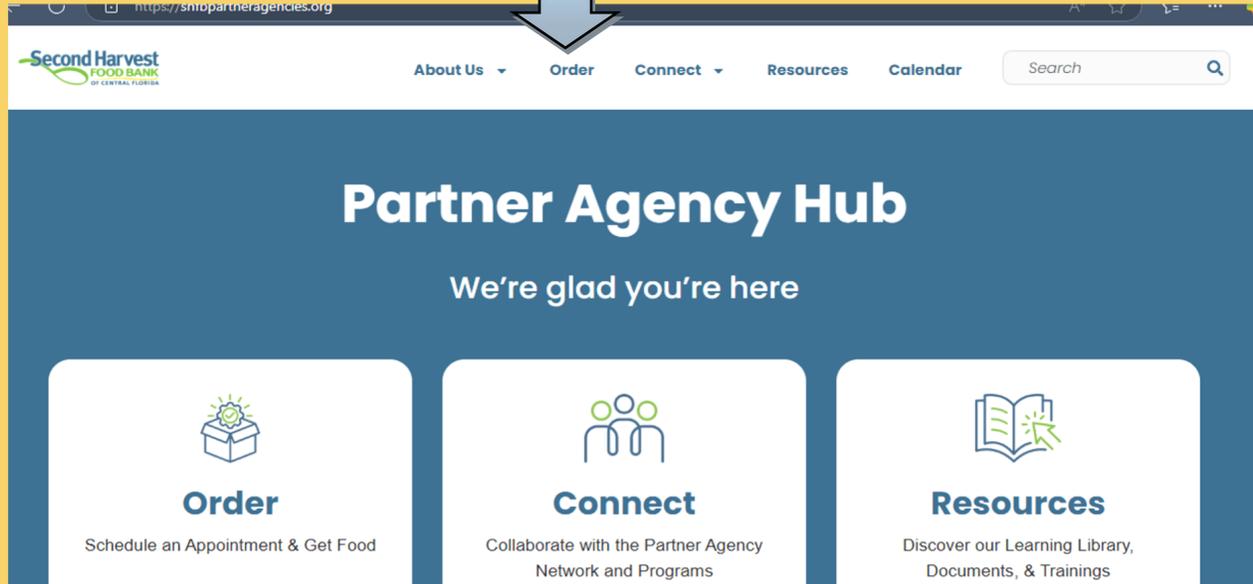
How to Login and Place an Order

The website for Second Harvest Food Bank of Central Florida's Partner Agencies is found here: <https://shfbpartneragencies.org/>

To place an online order

1. Click the tab labeled "Order" at the top of the page.
2. Towards the middle of the page, click the "order now" blue button.
3. Login with your Agency Reference number as both your Agency Ref and Username, enter your password, then click the login button.
4. To begin the order, click the green text that says "Order Entry."
5. Make sure to put in the date and time of the appointment made in Calendly.
6. Online orders must be placed at least 3 business days before the appointment to be sure the warehouse team has enough time to pull the order.
7. Make sure to enter the correct quantity as most items are by CASE and not individual items.
8. Enter contact information, any comments for the warehouse, and verify all quantities are correct before clicking "check out". Once an order has been placed only the warehouse team can edit the order.

STEP 1



STEP 2

Order



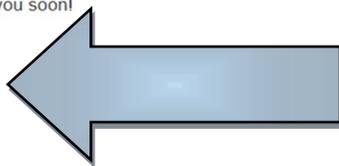
Home : Order

Need to Place an Order?

Welcome to the Ordering Page. Below you will find the log-in link to make an order and schedule an appointment. Please use the guides below to help you navigate the ordering page.

We look forward to seeing you soon!

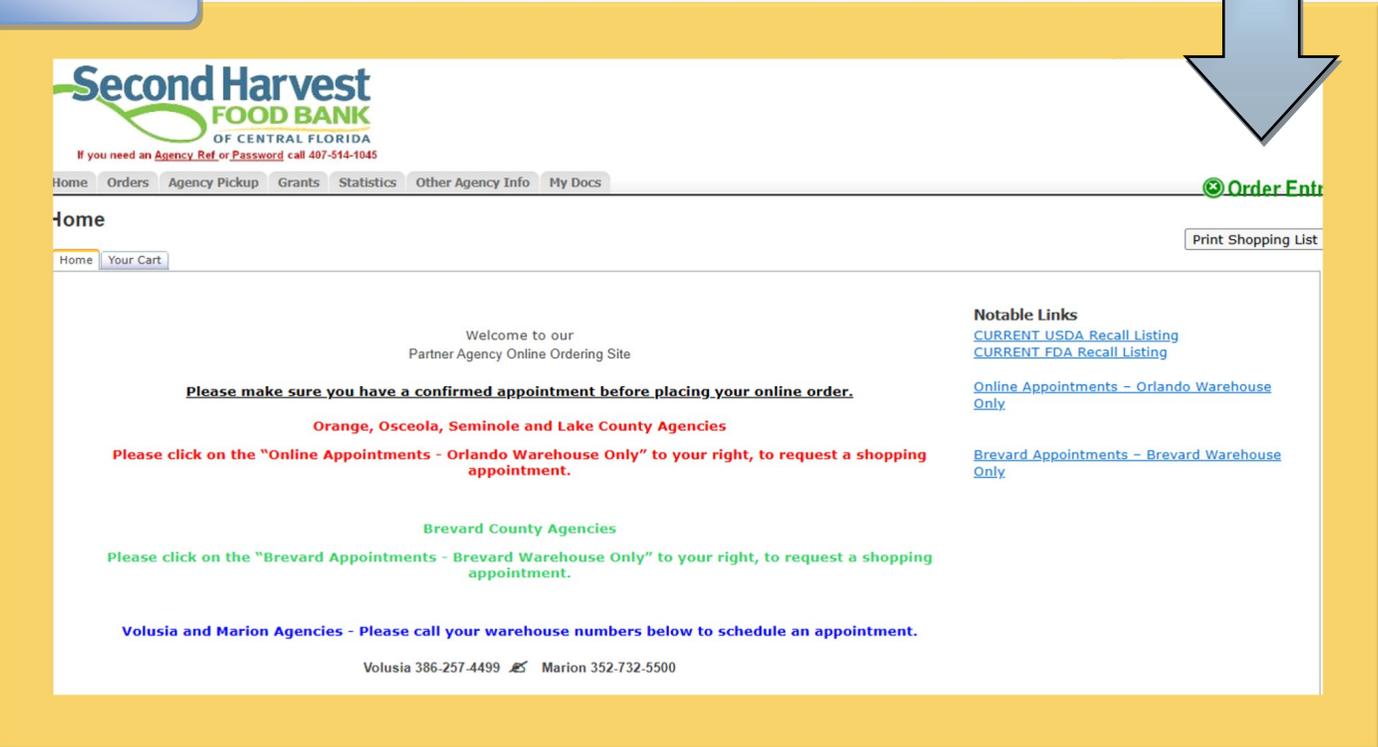
[Order Now](#)



STEP 3



STEP 4



UNDERSTANDING ORDERING

How to Read the Website

Note the three buttons:

Print Shopping List: Select to print a shopping list.

Print Cart: Select to print the items in the cart.

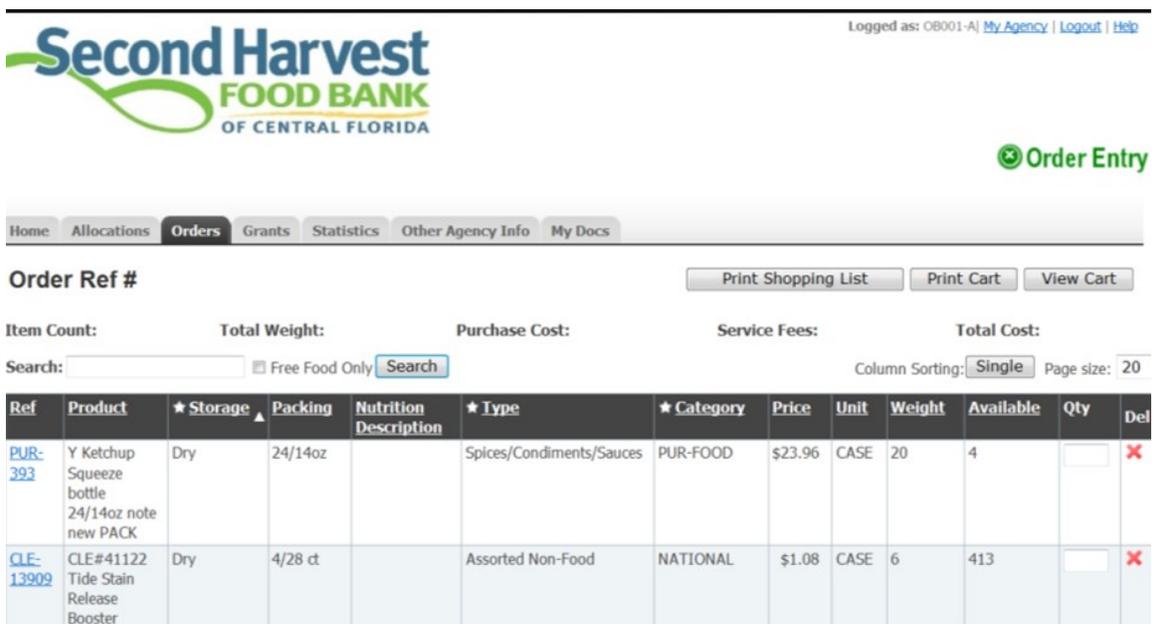
View Cart: Select to view the items within the cart.

The **Search textbox** allows you to type in the product name or the product reference number to search the shopping list for that particular item.

The **Ref (reference)** column contains the item number. Clicking on the product reference number will bring up a new window containing the product details.

Place quantity of item in the **Qty Textbox** and click outside of the box to add item to cart. While the system is placing the item in your cart you will see "wait" above the available column. 

The **Red X**  selection will delete the item from the cart.



Second Harvest FOOD BANK OF CENTRAL FLORIDA

Logged as: 08001-A | [My Agency](#) | [Logout](#) | [Help](#)

[Order Entry](#)

Home | Allocations | **Orders** | Grants | Statistics | Other Agency Info | My Docs

Order Ref # [Print Shopping List](#) [Print Cart](#) [View Cart](#)

Item Count: Total Weight: Purchase Cost: Service Fees: Total Cost:

Search: Free Food Only [Search](#) Column Sorting: [Single](#) Page size:

Ref	Product	★ Storage ▲	Packing	Nutrition Description	★ Type	★ Category	Price	Unit	Weight	Available	Qty	Del
PUR-393	Y Ketchup Squeeze bottle 24/14oz note new PACK	Dry	24/14oz		Spices/Condiments/Sauces	PUR-FOOD	\$23.96	CASE	20	4	<input type="text"/>	
CLE-13909	CLE#41122 Tide Stain Release Booster	Dry	4/28 ct		Assorted Non-Food	NATIONAL	\$1.08	CASE	6	413	<input type="text"/>	

DOUBLE CHECK ALL ITEMS BEFORE SUBMITTING ORDER

BELOW ARE SOME ITEMS TO CHECK BEFORE SUBMITTING

1. Check that you selected the correct size item. The size of the items and the number in a case are listed under the "Packing" column.

Ex: PUR-450 and PUR-122 are both Cut Green Beans, but PUR-450 contains 6 cans that are 10 pounds each, while PUR-122 is a case of 24 cans of 14.5 ounce cans.

Ref	Product	★ Storage	Packing
PUR-450	Beans Green Cut 6/#10 Foodservice size 7.5lb Can	Dry	6/#10
PUR-122	Beans Green Cut N. S. 24/14.5oz = PUR-1290	Dry	24/14.5 oz

2. Check that the items you order correspond to the storage you have at YOUR agency by filtering the "Storage" column.

3. Check that you ordered the right quantity by verifying if an item is ordered by Case or Individual Unit in the "Unit" column.

Unit	W
Case	48
Case	28
Case	26
Case	48
Case	48

SUBMITTING AN ORDER

How to Submit the Order

Once the order is ready to be submitted to the warehouse, make sure to fill in the Contact Information and click the "Checkout" button.

Second Harvest FOOD BANK OF CENTRAL FLORIDA

Logged as: OB001-A | [My Agency](#) | [Logout](#) | [Help](#)

[Order Entry](#)

Home Allocations **Orders** Grants Statistics Agency Info My Docs

Order Ref #276193

Contact Information

Name:

Phone Number:

E-mail Address:

Comment:

Shipping/Delivery

Method: Pickup
Date: 6/22/2012
Time: 10:00 AM

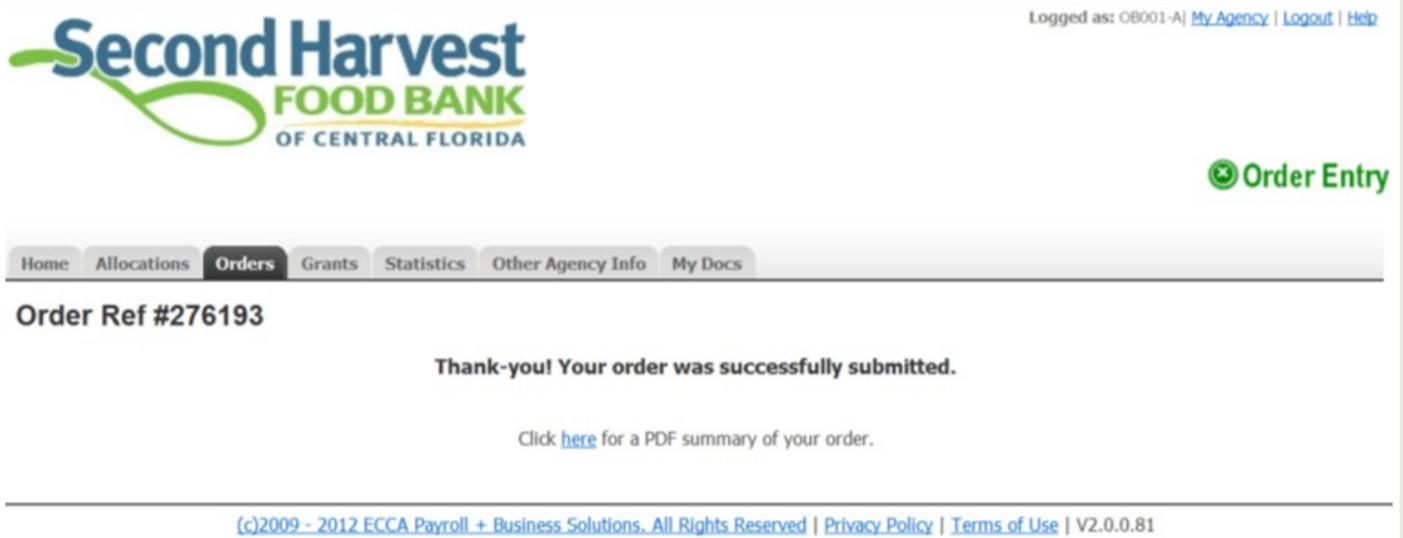
Item Count: 1 Total Weight: 210 Purchase Cost: \$0.00 Service Fees: \$37.80 Total Cost: \$37.80

Ref	Product	Type	Weight	Category	Price	Available	Qty	Del
BEV-13761	Bev Aquafina Purified Water	Beverages	35	LOCAL/LOCAL	\$6.30	197	6	✘

[Shopping List](#) [Checkout](#)

NOTE: After clicking "Checkout" only a member of SHFB staff can adjust the order so please contact either your Agency Coordinator or a Partner Agency Support Specialist for assistance

A successful Order Submission should generate the following message:



The screenshot displays the Second Harvest Food Bank of Central Florida website interface. At the top left is the organization's logo. In the top right corner, it shows the user is logged in as 'OB001-A' with links for 'My Agency', 'Logout', and 'Help'. A green 'Order Entry' button is visible on the right side. A navigation menu at the bottom of the header includes 'Home', 'Allocations', 'Orders' (which is highlighted), 'Grants', 'Statistics', 'Other Agency Info', and 'My Docs'. The main content area shows 'Order Ref #276193' and a 'Thank-you! Your order was successfully submitted.' message. Below this, there is a link to 'Click here for a PDF summary of your order.' At the bottom of the page, a footer contains copyright information: '(c)2009 - 2012 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V2.0.0.81'.

Once an order has been submitted the Second Harvest team will begin working on your order so it is ready for pickup at your next appointment.