Partner Agency Guide to Scheduling An Appointment



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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.



www.feedhopenow.org

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

Login	
Agency Ref:	OB001
Username:	OB001
	Logir V2.0.0.7
Closed Dates:	

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 Appoint-ments—Orlando Warehouse Only**." If you are in Brevard county. Click "**Brevard Appointments—Brevard Warehouse Only**."

Agency Pickup Statistics Other Agency	Info My Docs		Order E
art			Print Shopping
	Welcome to our Partner Agency Online Ordening Site	Notable Links CURRENT USDA Recall Listing CURRENT FDA Recall Listing	
Ple	ease make sure you have a confirmed appointment before placing your online order.	Online Appointments - Orlando Warehouse Only	
Please click on the	Orange, Osceola, Seminole and Lake County Agencies "Online Appointments - Orlando Warehouse Only" to your right, to request a shopping appointment.	<u>Brevard Appointments – Brevard Warehouse Only</u>	
	Brevard County Agencies		
Please click on the '	"Brevard Appointments - Brevard Warehouse Only" to your right, to request a shopping appointment.		
Volusia and	d Marion Agencies - Please call your warehouse numbers below to schedule an appointment.		
	Volusia 386-257-4499 🔊 Marion 352-732-5500		
***P	larion and Volusia	County	
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* * * M partner ag warehouse Volusia Br	Iarion and Volusia Jencies schedule appointments by cor e. anch: 386-257-4499	County ntacting your local	

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.)



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**.

Sele	ct a Da	ate & '	Time				CHAT BA
	<	А	pril 202	5	>		Tuesday, April 29
SUN	MON	TUE 1	WED	тнu З	FRI 4	sat 5	10:00am
6	7	8	9	10	11	12	10:10am
13	14	15	16	17	18	19	10:20am
20	21	22	23	24	25	26	10:50am
27	28	29	30				11:30am
Time	zone iastern Ti	ime - US	& Canad	a (1:16pr	n) 🕶		11:50am
							1:30pm
							1:50pm

Step 5–Entering Information

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

(Enter Details	1461
Second Harvest	Name * Billy Bob Joe	
Request for Appointment - Orlando Warehouse	Email •	
1 0 min	billybobjoe@gmail.com	
411 Mercy Drive, Orlando, FL 32805	What's your agency Reference #? *	
10:40am - 10:50am, Wednesday, March 9, 2022	OE200001	
S Eastern Time - US & Canada	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	
Cookle cettings	You will be redirected to an external site.	

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,

<u>PLEASE READ:</u> Your appointment request for "Date Requested will be here" is confirmed. Remember that <u>all orders must be submitted at least THREE business days in advance</u> 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.