



**OZARKS  
FOOD HARVEST**  
THE FOOD BANK

# Agency Ordering User Guide

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## Ordering User Guide

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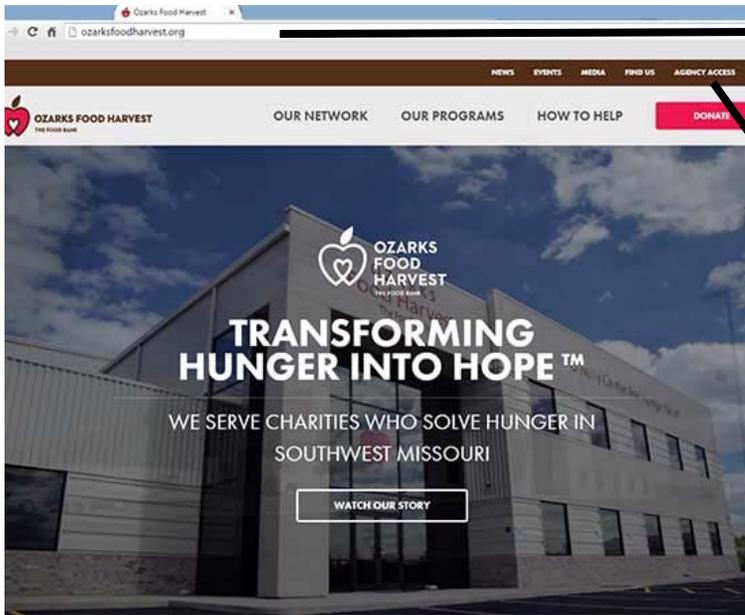
# Welcome to Online Ordering!

We hope this service helps improve the efficiency and convenience of shopping with Ozarks Food Harvest. This guide should provide all the information you need to know about how the online system works.

## Here is some basic information about online ordering:

- Agencies call the **front desk at 417-865-3411** to schedule **pickup appointments**. You can schedule up to 4 appointments at a time, as long as they are once per work week and no more than 30 days in advance.
- Your **order should be placed 2-5 business days** before your appointment to allow for processing. See page 12 for more details on when to place your order.
- Online Ordering is available 24 hours a day, 7 days per week. **Pickup orders must be submitted by midnight** on the cut-off day to be processed.
- Orders may still be placed online when the Warehouse is closed** for monthly Inventory.
- When you come to your pickup appointment you must complete the entire transaction & load it into your vehicle within your 30-minute appointment.
- Agencies who schedule an appointment and then do not place an online order or miss the cut-off day for their appointment **will have their appointment automatically cancelled**. If you choose not to order for an appointment, please let us know by calling the front desk.
- Cancelled or missed appointments cannot be rescheduled within the same week.
- You have been assigned a User Name & Password to log in to online ordering. **If you have not gotten your User Name & Password yet, call the Member Services Direct Line at 417-380-5007.**
- See page 14 for a **quick summary** of how to place your order online.

# Logon to Online Ordering



**1** In your Internet browser Address bar, **TYPE** in **www.ozarksfoodharvest.org** and press **ENTER** on your keyboard.

**2** When the page has finished loading, **CLICK AGENCY ACCESS**



**3** This will take you to the **MEMBER AGENCIES** page. **CLICK ORDER LOGIN**

A new page will open on your browser.



**4:** **TYPE** in your **Agency ID #**.

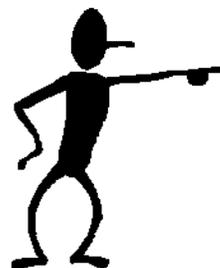
**5:** **TYPE** in your **Password**.

**6:** **CLICK Login**.



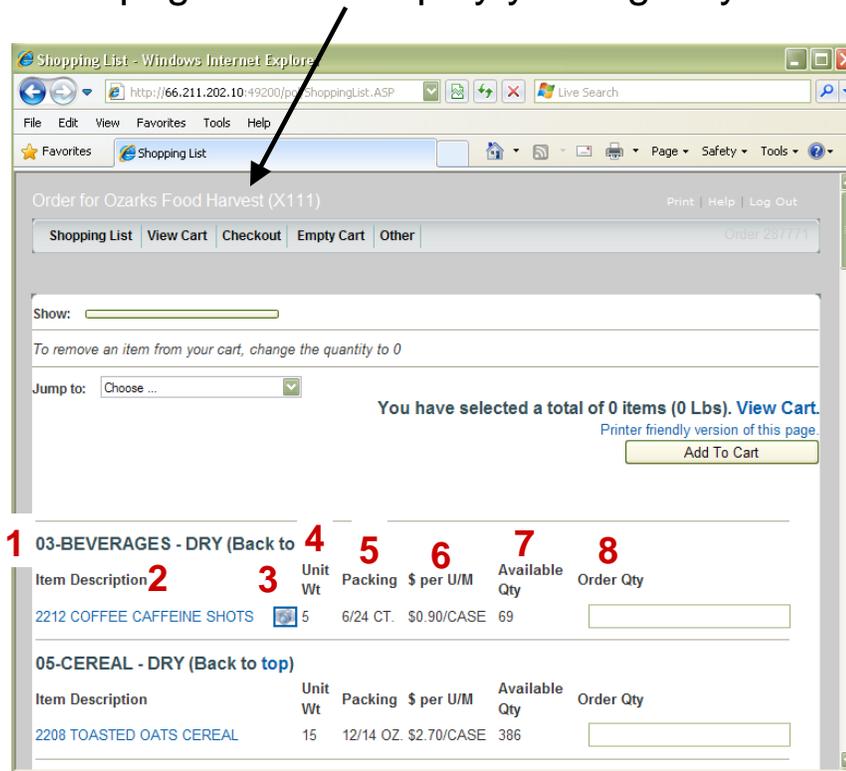
**4** Login for Ozarks Food Harvest  
**5** Agency Ref   
**5** Password   
**6**  or [Help](#)

When entering the Agency Ref & Password, there are NO spaces and NO dashes. Your Password must be in UPPERCASE to login successfully.



**Please Note:** The Online Login Page also contains various announcements and information for agencies. **SCROLL DOWN!**

The Shopping List is the first screen that shows when you log on. The top of the page should display your Agency Name & ID Number.



**1:** Food is separated by **Category & Storage**

**2:** **Description** provides a brief description of the listed product. Click the Description to view the Product Description of the item (see Page 4).

**3:** Click on this icon to show a **product photo** and **description** of the actual product.

**4:** **Unit Wt** is the weight of one Case of product in pounds: one case of Toasted Oats Cereal is 15 lbs.

**5:** The **Packing** shows how the product is packaged: one case of Toasted Oats Cereal will contain 12 boxes that are 14oz each.

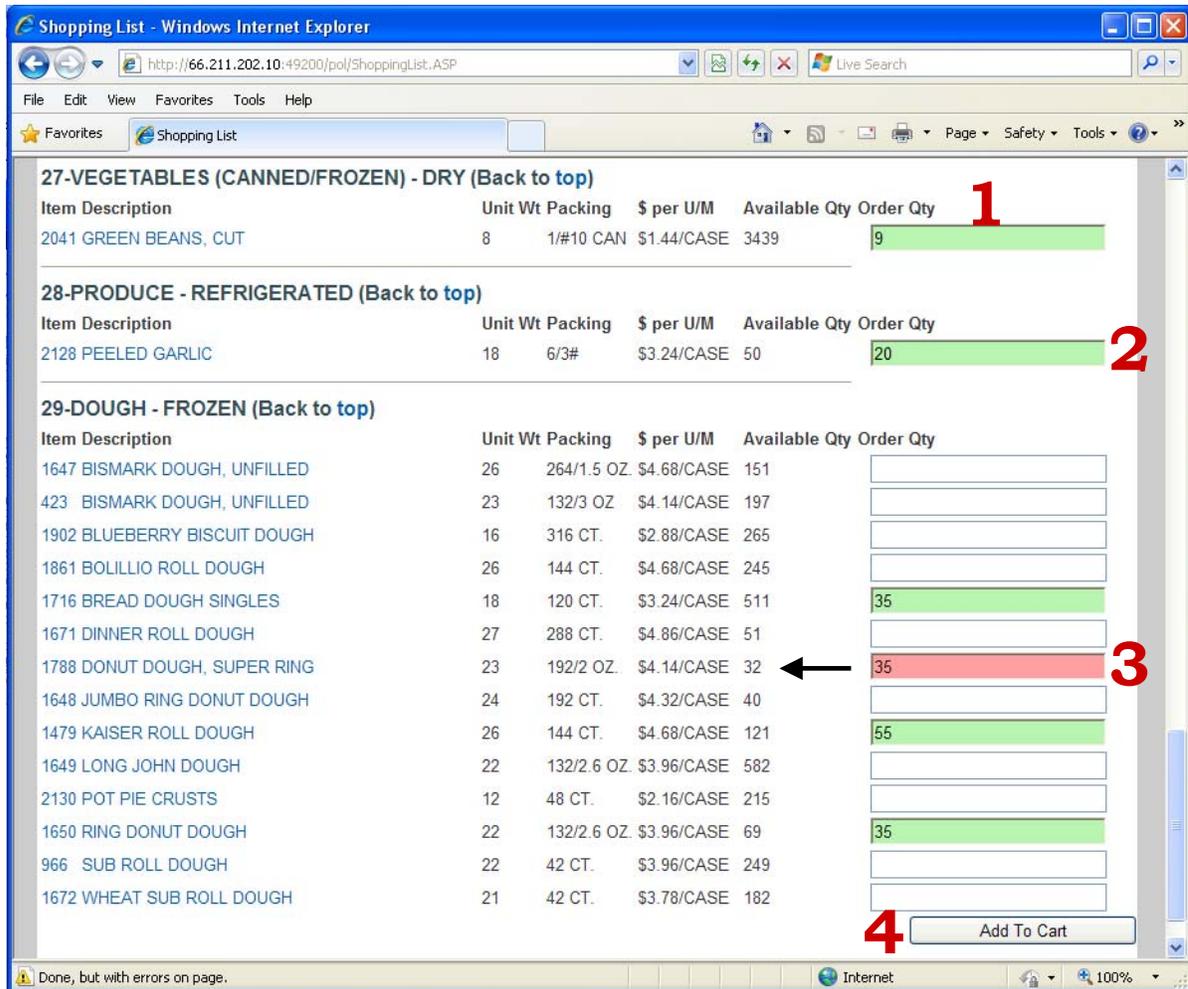
**6:** Dollar per Unit of Measure (**\$ per U/M**) is the cost of one case of an item: Toasted Oats Cereal is \$2.70 per case, which is the weight (15 lbs) times the cost (\$.18 per lb).

**7:** **Available Quantity** is the total amount of an item we have in stock: we have 386 cases of Toasted Oats Cereal in the Warehouse at the time of the order.

**8:** The **Order Quantity** is where you type in the number of cases you wish to purchase. *DO NOT try to order more cases than shown in **Available Qty**, or you will not be able to proceed with the order.*

# Adding Items to Your Cart

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-When you see an item you would like to order, type in the number of cases in the box under **Order Qty** (1).

-If the amount you typed in is available, the box will turn **green** when you click on something else (2).

-If the amount you typed in is more than what is available, the box will turn **red** when you click something else (3). **This amount must be changed before you can continue with the order.**

-Check the **Available Qty** to see how many cases are in stock.

After you have finished looking through the Shopping List and have entered in all quantities for all the goods you wish to order, click **Add to Cart** (4).

**All the Order Qty boxes should turn green & the screen will refresh.**

\*if nothing happens when you click Add to Cart, scroll up and make sure there are no red boxes.

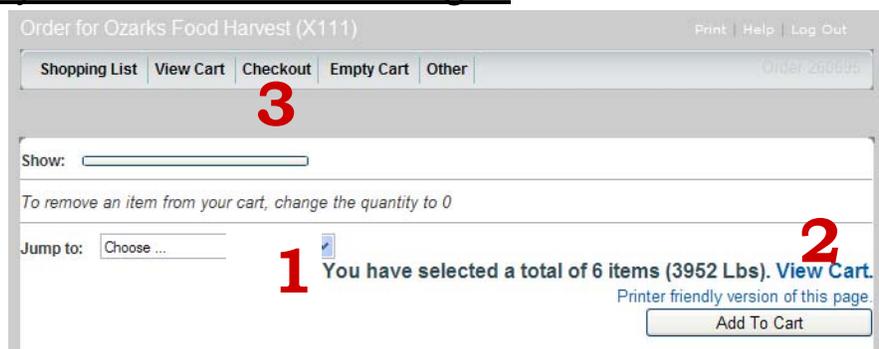
# Reviewing Your Order

6

After you have added items to your cart, the Shopping List will display an information line showing you how much you have ordered (1).

To review or change your order before you Checkout, click **View Cart** (2).

You can skip this step by clicking **Checkout** (3), although once your order is submitted, you cannot make changes.



This is the View Cart page where you will see a summary of all the items you have added to your cart.

[Printer friendly version of this page](#)    You have selected a total of 6 items (3,952.00 Lbs) .

| Item Description             | Packing     | Available Qty | Qty                             | \$ per U/M  | Fee/Unit | Price/Unit | Total Cost      | WT              | UM   |
|------------------------------|-------------|---------------|---------------------------------|-------------|----------|------------|-----------------|-----------------|------|
| 1716 BREAD DOUGH SINGLES     | 120 CT.     | 510           | <input type="text" value="35"/> | \$3.24/CASE | \$3.24   | \$0.00     | \$113.40        | 630             | CASE |
| 1788 DONUT DOUGH, SUPER RING | 192/2 OZ.   | 32            | <input type="text" value="30"/> | \$4.14/CASE | \$4.14   | \$0.00     | \$124.20        | 690             | CASE |
| 2041 GREEN BEANS, CUT        | 1/#10 CAN   | 3,417         | <input type="text" value="9"/>  | \$1.44/CASE | \$1.44   | \$0.00     | \$12.96         | 72              | CASE |
| 1479 KAISER ROLL DOUGH       | 144 CT.     | 121           | <input type="text" value="55"/> | \$4.68/CASE | \$4.68   | \$0.00     | \$257.40        | 1430            | CASE |
| 2128 PEELED GARLIC           | 6/3#        | 49            | <input type="text" value="20"/> | \$3.24/CASE | \$3.24   | \$0.00     | \$64.80         | 360             | CASE |
| 1650 RING DONUT DOUGH        | 132/2.6 OZ. | 69            | <input type="text" value="35"/> | \$3.96/CASE | \$3.96   | \$0.00     | \$138.36        | 70              | CASE |
| <b>Totals:</b>               |             |               | <b>184</b>                      |             |          |            | <b>\$711.36</b> | <b>3,952.00</b> |      |

5 To remove an item from your cart, change the quantity to 0

4

6

**1:** This number is the total number of cases you have added to your order.

**2:** Also shown is the total cost of the items in your cart.

**3:** The total weight of the items in your cart.

-To revise the order quantities for the items in your Cart, click on the amount you wish to change and type in the new amount and click **Update Your Cart** (4).

-To remove an item from your order, click on the amount, type in 0 and click **Update Your Cart** (5).

When you are finished reviewing your order, click **Go to Checkout** to finish the order (6).

# Submitting Your Order



NOTE:  
You may click "Printer-friendly version" to print a copy of your Shopping Cart, but **this does not mean your order has been submitted.**

ONLY AFTER you reach the Confirmation Page (view on page 8) has your order been sent to OFH.

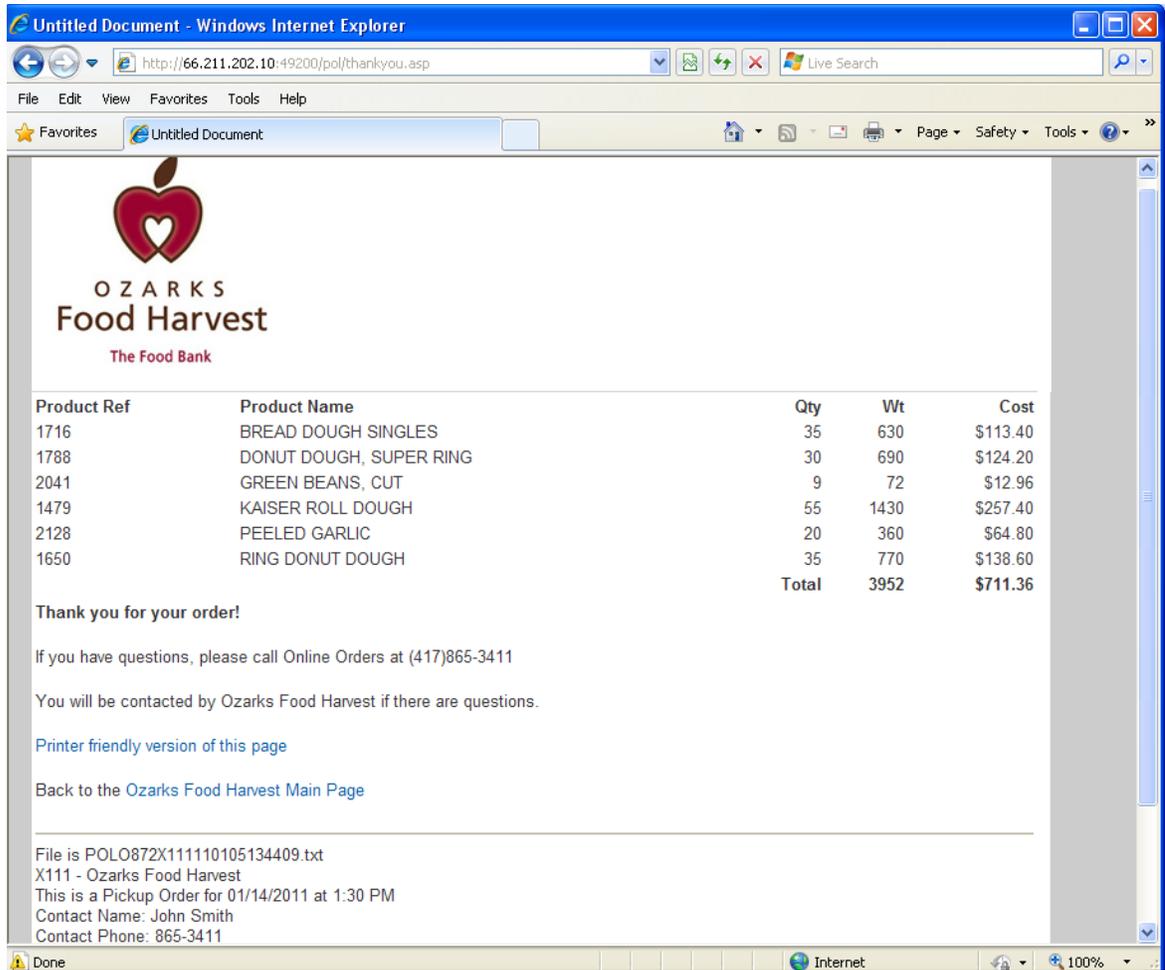
- 1: If you would like to order Assorted Boxes, the categories are listed for easy reference. See more about Assorted boxes on Page 9.
- 2: Agencies who are coming to the Warehouse to pickup their order will select the date and time of their scheduled appointment. Delivery agencies will select the date their truck delivery is coming and any time.
- 3: Click on this calendar box & a calendar will open where you can click the date of your pickup/delivery. **If you type in the date, be sure the format is M/D/YYYY (Ex: 1/1/2011).**
- 4: Click **Choose Time** to select the time of your pickup appointment. Deliveries must select a time also, even though this does not apply to them.
- 5: Agencies who are making their monthly delivery order, click this box to select **Deliver to our Agency**.
- 6: Click this box if you have any notes to include regarding the order or to type in your request for Assorted Boxes.
- 7: Type in **YOUR NAME** (the person who is placing the order).
- 8: **Your Phone** is a number you can be reached should there be an issue with the order.
- 9: Type in **YOUR Email**. It will look similar to this format: office@ozarksfoodharvest.org **\*if any of the information you type in is incorrect, the order will not be submitted. Make sure there are no red boxes on the Checkout page before you submit.**

## 10: Click **SUBMIT THIS ORDER!**

After you click Submit this Order, you cannot make changes to your order.

# Confirmation Page

Congratulations! You have successfully submitted your order online!



- At this point, your order has been sent to Operations staff at Ozarks Food Harvest, who will review the order and send out a Confirmation Email to the email address on file for your agency.

- If you do not receive a Confirmation Email within 24 hours of submitting your order, please call us at 865-3411.

-If you do not see this screen when you click **SUBMIT THIS ORDER**, your order has not been sent. See *Checkout Help Page 11*.

# Assorted Boxes

As always, Assorted Boxes are compiled based on various food and nonfood donations given to Ozarks Food Harvest. When product is donated that cannot be sold as a case item, it is sorted into a Assorted Box.

Assorted Boxes can be requested on the Checkout Page in the Note to the Food Bank section. We cannot guarantee the product will be available at the time of your delivery or pick up, as the boxes are based on donations.

***Requests for specific items within the Assorted Boxes cannot be filled.***

The Assorted Categories are:

- Asst. Bakery (Box or Tote) - FREE
- Asst. Baby Food (Box) - FREE
- Asst. Bottled Water (Tote) - FREE
- Asst. Candy (Box or Pallet) - FREE
- Asst. Charcoal (Box or Pallet) - FREE
- Asst. Dairy (Box) - FREE
- Asst. Juice (Tote) - FREE
- Asst. Produce (Box or Tote) - FREE
- Asst. Soda (Tote) - FREE
- Asst. Cleaning Supplies (Box) - 12-18 cents/lb
- Asst. Dry (Box or Pallet) - 12-18 cents/lb
- Asst. Frozen (Box or Pallet) - 12-18 cents/lb
- Asst. Frozen Meat (Box or Pallet) - 12-18 cents/lb
- Asst. Health & Beauty (Box) - 12-18 cents/lb
- Asst. Paper Products (Box) - 12-18 cents/lb
- Asst. Refrigerated (Box or Pallet) - 12-18 cents/lb

*1 Box = 1 Banana Box  
1 Pallet = 24 Banana Boxes  
1 Tote = approx. 1500 lbs*



**BOX**



**PALLET**



**TOTE**

## Processing rebuild!

Very sorry, but inventory is being updated for Ozarks Food Harvest.

Please check back in a few minutes.

Our computer server updates the inventory online every 30 minutes so that the Shopping List is as current as possible. This update takes 2-3 minutes.

Should you ever attempt to log in & this screen appears, just come back in 2-3 minutes and try to log in again.

## Invalid Login Screen

Invalid login!

[Try again](#) or back to [Ozarks Food Harvest Main Page](#)

The Invalid Login Screen will appear **when your AgencyRef or password has been typed incorrectly**. Read the tips below about logging in, and click **Try Again** to return to the Login page.

- Do not type in any spaces or dashes.
- Your password should be all UPPERCASE. (Your Agency ID can, but does not need to be capitalized)
- OFH has assigned a password to each agency; that is the only password that works.
- Your AgencyRef should look similar to this format: X111
- Your Password should look similar to this format: OFH1234

## What if I Lose My Login Information?

-Your AgencyRef is the same as your Agency ID number. It begins with either P, C, or B followed by three numbers. This number is assigned to each agency when they become a member of Ozarks Food Harvest.

-If you forget your Password, call the Member Services Direct Line at 417.380.5007, and be sure to have your Agency ID Number ready.

## When I click SUBMIT THIS ORDER!, nothing happens.

When you click Submit This Order, **you should have 5 green boxes on the screen.**

If there are **any** red boxes on the screen, **you must enter in the correct information before you can proceed.**

The 5 boxes that must be green are:

- Pickup/Delivery Date
- Time
- Your Name
- Your Phone
- Your Email

*You cannot submit your order without completing this information.*

Pickup/Delivery Date (Enter as M/D/YYYY): 1/14/2011 Time  
1:30 PM  
Pickup at Food Bank  
**Correct!**  
Notes to the Food Bank (Ctrl+Enter for a new line)  
Price/Unit  
Your Name: John Smith Your Phone: 865-3411 Your Email: office@ofh.org  
SUBMIT THIS ORDER!  
Printer-friendly version

Pickup/Delivery Date (Enter as M/D/YYYY): A value is required  
Time Choose Time... Please select a valid item  
Pickup at Food Bank  
**Incorrect!**  
Notes to the Food Bank (Ctrl+Enter for a new line)  
Price/Unit  
Your Name: You must fill out a name Your Phone: You must fill out a phone Your Email: Please enter your email  
SUBMIT THIS ORDER!  
Printer-friendly version

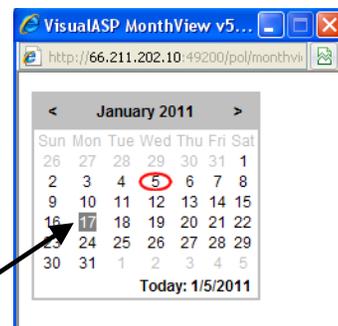
Pickup/Delivery Date (Enter as M/D/YYYY): 1/6/2011 Earliest pickup date is 1/7/2011 Time  
1:30 PM

**Earliest pickup date is \_\_\_\_\_:** The Pickup/Delivery Date box will display this error if you are trying to place your order later than 2 business days from the day of your appointment. See Page 12 for more details on when to place your order.

**Invalid Format:** This error will display if you type the date in an incorrect format. The correct format is M/D/YYYY (1), or you can click on the tiny calendar box (2) to get a pop up calendar where you can click the date you are trying to enter.

Pickup/Delivery Date (Enter as M/D/YYYY): 01/17/11 Invalid format

Pickup/Delivery Date (Enter as M/D/YYYY): 01/17/2011



Your Name: John Smith Your Phone: 865-3411 Your Email: officeatofh.org Invalid Email

**Invalid Email:** This message will appear if you have typed your email address incorrectly. There are **no spaces** in an email address, and every email address must contain the @ symbol. Below is the correct way to type an email address (1).

Your Name: John Smith Your Phone: 865-3411 Your Email: office@ofh.org **1**

# HELP: Ordering

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## When Do I Place My Order?

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- Agencies placing an order for pickup must place their order online **2-5 business days before** their scheduled appointment to allow for processing.
- Agencies placing their monthly delivery order should order **one week** before their scheduled delivery.

|        |  |  |  |  |   |          |
|--------|--|--|--|--|---|----------|
| Sunday | <b>Monday</b><br>First Day to place your Monthly <b>Delivery</b> Order | <b>Tuesday</b><br><b>3:00pm</b><br><b>Cut-off time</b> to place your <b>Delivery</b> order | <b>Wednesday</b>   | <b>Thursday</b>                          | <b>Friday</b><br>First Day to Place <b>Pickup</b> Order | Saturday |
| Sunday | <b>Monday</b><br>MONTHLY <b>DELIVERY</b> DAY                           | <b>Tuesday</b>   | <b>Wednesday</b><br><b>Cut-off</b> day to place your <b>Pickup</b> Order | <b>Thursday</b><br><i>Processing Day</i> | <b>Friday</b><br><b>PICKUP</b> APPOINTMENT              | Saturday |

## What If I Place My Order Late?

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- The pickup order must be placed by midnight on the cut-off day. If a pickup order is late, the system will not allow it to be submitted. The agency pickup appointment will automatically be cancelled.
- Delivery orders are placed on the day one week before your delivery. They can still be received until 3:00pm the day after. Orders sent after that cannot be processed.

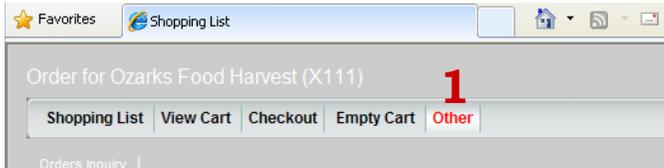
## What If I Don't Want to Order?

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- If you don't place an order online for your pickup appointment, your appointment will automatically be **cancelled**. Please call in advance if you wish to **cancel** your appointment or it will be recorded as a No Show. Repeated No Show agencies are put on suspension. Cancelled or missed appointments cannot be rescheduled in the same week.
- Agencies on delivery are not required to place an order online, nor are they required to inform us that they did not want to order. If you did place an order for delivery, be sure you get an email Confirmation within 24 hours.

# Filling Out Your Report Card Online 13

- Statistics are due between the 1st and the 5th of every month.
- Missing statistics result in suspension and repeated late reporting is taken into consideration when reviewing grant applications.
- **TEFAP reporting is NOT available online & must be faxed or emailed every month.**



To submit your monthly statistics online, first log in to online ordering, then click **Other (1)**. See Page 1 for details on how to log in.

**1:** Type in the current date or Click the **Calendar Box** to select the current date.

**2:** Shows the last date statistics were turned in.

**All agencies should enter statistics labeled Both:**

**3. Both:** % of food received from OFH for example, if you got all of the food for your program at OFH you would put 100%.

**4. Both:** Estimated Cost of Food estimate how much money your program spent on food for the month

**5. Both:** Pounds received from other sources, excluding produce (other than OFH)

Report how many pounds your agency received for your program this month. Do not count the pounds from OFH. Do not count produce here, it goes in the next line.

**6. Both:** Pounds received of Produce (other than OFH)

how many pounds of produce your agency received other than from OFH

## **7. IF YOUR AGENCY IS A PANTRY**

Enter the number of individuals served **within the specified age range**, Entry A is the first three lines totaled for the **total number of individuals served**,

Line B is the number of **families served who receive food stamps**, Line C is the number of **families receiving TANF**, & Line D is the **total number of families served**.

## **8. IF YOUR AGENCY IS A CONGREGATE**

Feeding sites should type in the total number of breakfasts, lunches, dinners, and snacks served. If a meal type was not served, you do not need to type in 0. In Line 5, **enter the total number of meals and snacks served**.

If the statistics have been typed in correctly, Line 5 will equal Lines 1-4 added together.

**1**

**2**

**7**

**8**

**3**

**4**

**5**

**6**

Date:  ←

Date of last statistics is 7/12/2012 Please submit statistics for the previous month between Day 1 and Day 5 of the current month. Thank you!

| Statistic  | Quantity             |
|--|----------------------|
| Pantry: 0 to 18  | <input type="text"/> |
| Pantry: 19 to 59   | <input type="text"/> |
| Pantry: 60+  | <input type="text"/> |
| Pantry: a Individuals served   | <input type="text"/> |
| Pantry: b Food Stamps  | <input type="text"/> |
| Pantry: c TANF   | <input type="text"/> |
| Pantry: d Families served  | <input type="text"/> |
| Congregate: 1 Breakfast  | <input type="text"/> |
| Congregate: 2 Lunch  | <input type="text"/> |
| Congregate: 3 Dinner   | <input type="text"/> |
| Congregate: 4 Snack  | <input type="text"/> |
| Congregate: 5 Total Meals + Snacks   | <input type="text"/> |
| Both: % food received from OFH   | <input type="text"/> |
| Both: Estimated Cost of Food   | <input type="text"/> |
| Q Backpacks per Month  | <input type="text"/> |
| R FoodMobile Individual  | <input type="text"/> |
| R FoodMobile Families  | <input type="text"/> |
| Both: Pounds received from other sources, excluding produce (other than OFH) | <input type="text"/> |
| Both: Pounds received of Produce (other than OFH)                            | <input type="text"/> |

Comment for statistics for this date:

**9**

**10**

**9:** Any comments regarding the month's statistics can be typed into the Notes boxes.

**10:** When finished typing in all statistics relevant to your agency, **Click Submit to send your report to Ozarks Food Harvest.**

These tips are designed to show you a short summary of the online ordering process. If you have questions about any of these tips, refer to the page given for each step.

- Call for an **appointment** : 865-3411
- Go to [www.ozarksfoodharvest.org](http://www.ozarksfoodharvest.org); click **Agency Access** button  
On Member Agencies page click **Order Login** (pg 2)
- Log in using **Agency ID** and **Password**
- Order** the items you would like (pg 3-5)
- Click **Add to Cart** (pg 5)
- Click **View Cart** to review order (pg 6)
- Click **Go to Checkout**
- Order **Assorted** boxes, pallets or totes (pg 7 & 9)
- Select **Pickup** or **Delivery**; enter **Date** and **Time** (pg 7)
- Fill in **YOUR Name**, **Phone** and **Email** (pg 7)
- Click Submit This Order!** (pg 7)
- Watch for **Email Confirmation** within 24 hours. If not, call 865-3411. (pg 8)

# Pickup Procedures

- \* Agencies are required to order at least once a quarter (as stated in the Membership Agreement).
- \* You can book multiple appointments, as long as they are **once per week** and **no more than 30 days** from the current date. Appointments can be made by visiting or calling the Front Desk at 417.865.3411.
- \* If you are unable to attend your appointment for any reason, call OFH at least 24 hours before your appointment to avoid adding a No-Show to your agency's record. Cancelled or missed appointments cannot be re-scheduled in the same week.
- \* Repeated No-Shows result in suspension; additionally attendance records are taken into consideration when grant applications are being reviewed.
- \* Arrive on time. In order for us to stay on schedule, we must refuse service if you arrive more than 10 minutes late.
- \* Stay in the designated pickup areas at all times. You may not wander in the warehouse.
- \* Please do not wear open toed shoes in the warehouse (OSHA regulations).
- \* Bring an appropriate sized vehicle for your order. We cannot hold orders. Product that has to be restocked will be added to your bill at \$.10/lb.
- \* You may bring someone to help you load your vehicle, but no more than 3 adults (**no children**) may be present per agency in the pick up area.
- \* You will receive an invoice when you pickup. You may either pay the full balance by business check/card after your appointment or you may take your invoice with you and pay the full balance within 15 days of the date. No personal checks or personal debit/credit cards are accepted. **Acceptable payments are: business check or debit/credit card only.**
- \* Items will be either a Donated product or a Purchased product. Some donated products have a food safety fee of 12-18 cents/lb, while products in the Purchased Program do not include a fee; they are sold to agencies for the same price OFH buys them.
- \* Banana boxes must be returned at the next shopping appointment & should not be used to redistribute food to clients.
- \* Appointments are for 30 minutes. The entire transaction should be completed and loaded into your vehicle by the close of your appointment time.
- \* In **EXTREME WEATHER**, Ozarks Food Harvest COULD be closed! Call ahead to see if the parking lots are ready for your pickup time or to cancel your pickup if you can't make it!

Deliveries are charged 6 cents/lb, in addition to the shared maintenance fee of 12-18 cents/lb. A minimum of 300 pounds must be ordered to receive a delivery. Deliveries will be deleted if orders do not meet the 300 pound minimum. Deliveries approved in Greene County must meet a 1000 pound minimum (Does Not affect TEFAP agencies or school pantries).

Email reminders will be sent one week before your delivery day. You should place your order online on the day one week before your delivery. They can still be received until 3:00pm the day after. Orders sent after that cannot be processed.

The first delivery we ask that you have staff available from 8am-4:30pm. After your first delivery, we should have a better idea of an approximate delivery time; however, unexpected delays can happen, so always keep a **four hour window** open for delivery (based on your typical delivery time). We will notify you at the telephone number provided if we are unable to deliver due to any unexpected circumstances.

Please have staff available to help unload your order. Keep your parking area free of cars/any obstacles so the truck can get as close to your building as possible. During the winter, please remove any ice or snow.

To keep the driver on schedule, please allow him to unload your order and leave. If you find a discrepancy call 417-380-5007 and we will be happy to correct it for you.

Please return, after use, all banana boxes, totes, pallets and skids to the driver on your next delivery.

A history of timely report cards, invoices, etc. must be maintained to remain on delivery.

If you are unavailable to accept your delivery, the order will be returned and cancelled but a restocking and delivery fee may still be applied. **Fees applied will be based on lbs. ordered and charged .10/lb.**

Occasionally, a delivery route will be changed due to a holiday or special event and you will be notified in advance by email. We will make every effort to ensure agencies are notified of this change in a timely matter so agencies can plan accordingly.

As always, delivery routes are subject to change!

**EXTREME WEATHER POLICY:** If we are **not** going to run your route, **we will contact you.** If we do not call you, **the route will run.**

Again, we thank you for your support, cooperation, and patience as we work together to serve the hungry in southwest Missouri.