

# MANNA FoodBank

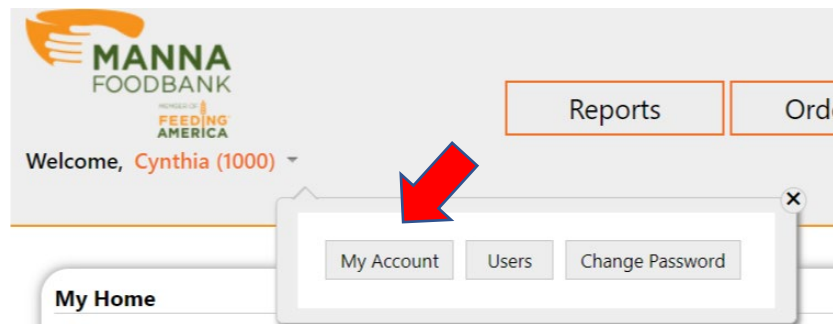
## Online Ordering Guide for Partner Agencies

Version 1.1

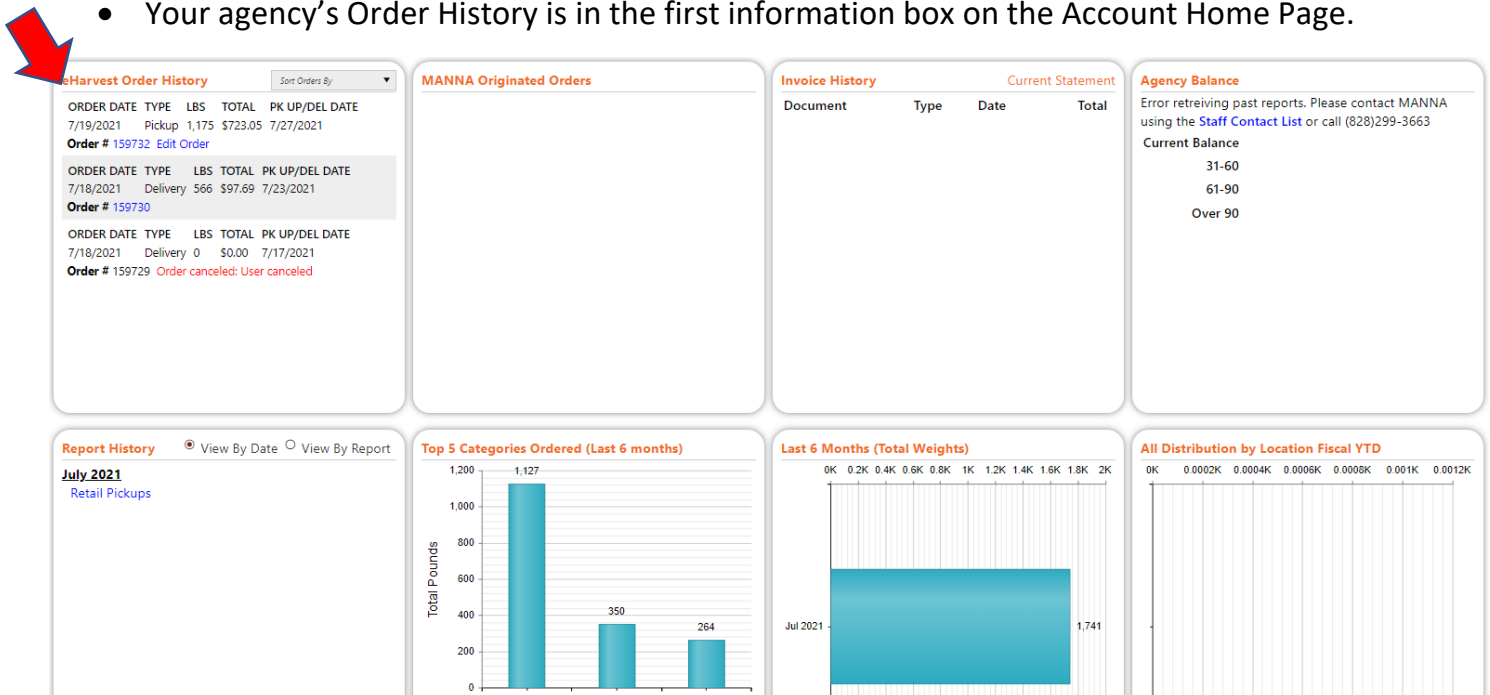
### Order History

You will find your agency's Order History on the Account Home page. The Account Home page will be the central hub of information and documents for your agency's account.

- To Navigate to the Account Home Page, click the down arrow beside your name under the MANNA logo and click Account Home



- Your agency's Order History is in the first information box on the Account Home Page.



**Harvest Order History** Sort Orders By

ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/19/2021	Pickup	1,175	\$723.05	7/27/2021
<b>Order # 159732</b> <a href="#">Edit Order</a>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/18/2021	Delivery	566	\$97.69	7/23/2021
<b>Order # 159730</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/18/2021	Delivery	0	\$0.00	7/17/2021
<b>Order # 159729</b> <span>Order canceled: User canceled</span>				

**MANNA Originated Orders**

**Invoice History** Current Statement

Document	Type	Date	Total
Error retrieving past reports. Please contact MANNA using the <a href="#">Staff Contact List</a> or call (828)299-3663			

**Agency Balance**

Error retrieving past reports. Please contact MANNA using the [Staff Contact List](#) or call (828)299-3663

**Current Balance**

- 31-60
- 61-90
- Over 90

**Report History**  View By Date  View By Report

**July 2021**

[Retail Pickups](#)

**Top 5 Categories Ordered (Last 6 months)**

Category	Total Pounds
I	1,127
W	350
C	264

**Last 6 Months (Total Weights)**

Month	Total Pounds
Jul 2021	1,741


**All Distribution by Location Fiscal YTD**

Location	Total Pounds
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The Order History window will list all:

- Active Orders
  - Click on the Order # to return to the Ordering page
- Submitted Orders
  - Click on the Order # to view the order details the Order Preview Page
  - The invoice will be beside the Order # once it's been created
- Cancelled Orders, with a reason for cancellation
  - If the order was cancelled due to passing the 72-hour order window you can click the Order # to see a snapshot of your order at the time of cancellation.

**eHarvest Order History** Sort Orders By ▼


ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/5/2021	Delivery	0	\$0.00	7/4/2021
<b>Order # 139616</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/5/2021	Pickup	905	\$0.00	8/6/2021
<b>Order # 139615   Invoice 18</b> 				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
6/30/2021	Delivery	0	\$0.00	8/2/2021
<b>Order # 139611</b> Order canceled: Exceeded 48 hour window				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
6/24/2021	Delivery	0	\$0.00	6/30/2021
<b>Order # 139610</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
6/24/2021	Delivery	0	\$0.00	6/30/2021
<b>Order # 139609</b> Order canceled: Exceeded 48 hour window				

The Order History information box has 4 columns:

- Order Date
  - The day the order was submitted
- Type
  - If the order was pickup or delivery
- LBS
  - Total pounds currently on the order
- PK UP/DEL DATE
  - The pickup or delivery date

The window can be sorted by either Order Date or Pickup/Delivery date using the dropdown in the upper right-hand corner.



**eHarvest Order History** Sort Orders By ▼ 

ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Pickup	0	\$0.00	7/13/2021
<b>Order # 159710</b> Order canceled: User canceled				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Delivery	1,229	\$1,170.47	8/20/2021
<b>Order # 159708</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Pickup	0	\$0.00	7/18/2021
<b>Order # 159707</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Pickup	360	\$0.00	7/23/2021
<b>Order # 159706</b>				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE

The second information box on the Account Home page will also include Order History information. The MANNA Originated Orders information box is a list of all orders for your agency that MANNA FoodBank created.

**eHarvest Order History**

ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/19/2021	Pickup	1,175	\$723.05	7/27/2021
<b>Order # 159732</b> <a href="#">Edit Order</a>				
7/18/2021	Delivery	566	\$97.69	7/23/2021
<b>Order # 159730</b>				
7/18/2021	Delivery	0	\$0.00	7/17/2021
<b>Order # 159729</b> <span style="color: red;">Order canceled: User canceled</span>				

**MANNA Originated Orders**

**Invoice History**

Document	Type	Date	Total
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**Report History**

**July 2021**

[Retail Pickups](#)

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**All Distribution by Location Fiscal YTD**

MANNA Originated Orders will not occur often for most agencies. The most common types of MANNA Originated Orders would be TEFAP allocations or if MANNA staff reaches out to an agency when there is a surplus of an item or to move produce before it spoils.