

# MANNA FoodBank

## Online Ordering Guide for Partner Agencies

Placing an Order Start to Finish

Version 1.3

### Navigating to the Login Page

The online ordering page can be accessed in two ways:

- Follow this direct link: <https://orders.mannafoodbank.org/login.aspx>
  - Bookmark this link in your browser to get to it quickly in the future
- Through the MANNA FoodBank website: [www.mannafoodbank.org](http://www.mannafoodbank.org)
  - Once you're on the MANNA FoodBank website click the green button at the top of the screen labeled "Partner Agency Home"



- Scroll down and click the large green button labeled "Click Here to begin Online Ordering"



## Logging into your Account

- Once you have typed in the web address or followed the link on the Partner Agency section of the MANNA FoodBank website you will arrive at the log in screen for the online ordering system.



Log In \*Required Fields

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Email Address/Username\*

Password\*

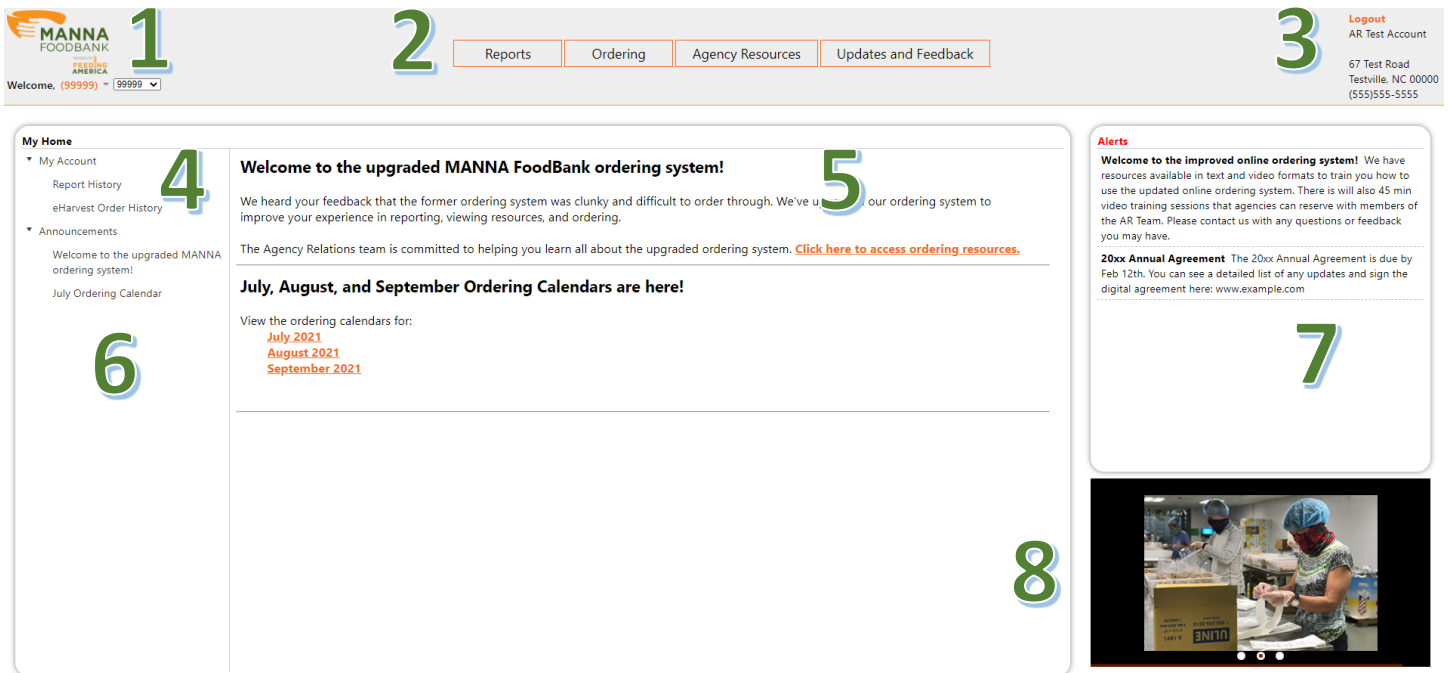
[Forgot Password?](#)

Passwords are case sensitive

- The username will be the email address of the primary contact on the agency account
- MANNA FoodBank will email the password to the email address of the primary contact on the agency account
  - Passwords are case sensitive
  - We suggest that you update your password on your first login
  - If you have forgotten your password click the “Forgot Password?” link to receive an email to update your password. This email will go to the Email Address used as the username.

## The Home Page

After logging in you will be taken to the Home Page of the online ordering system.



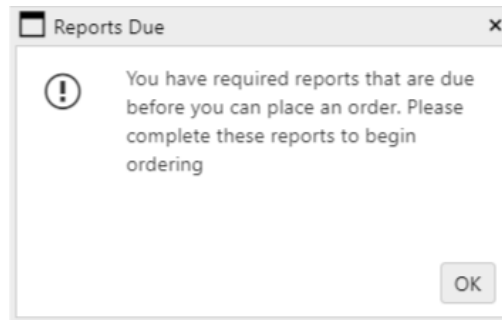
The screenshot shows the home page of the Manna FoodBank online ordering system. It features a navigation bar with the Manna FoodBank logo (1), a navigation menu (2) with links for Reports, Ordering, Agency Resources, and Updates and Feedback, and a user profile section (3) with a Logout button and contact information. The main content area includes a 'My Home' sidebar (4) with links for My Account, Report History, eHarvest Order History, and Announcements. The central content area (5) contains a welcome message, a link to access ordering resources, and a section for July, August, and September Ordering Calendars (6). A right-hand sidebar (7) contains an Alerts section with a welcome message and a link to the 20xx Annual Agreement. At the bottom right, there is an image gallery (8) showing a person working in a kitchen.

Here are the sections of the Home Page of the online ordering system:

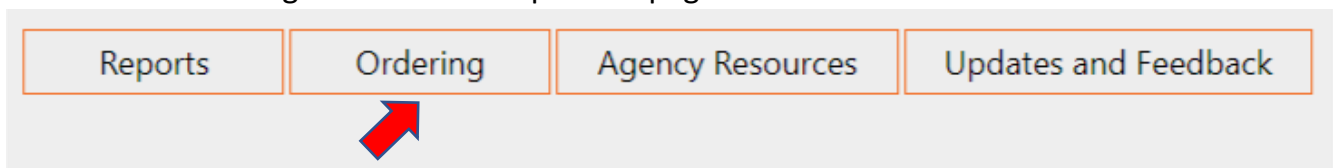
1. Clicking the MANNA logo will always return you to the Home Page from any screen
2. Direct links to:
  - a. Navigate to the Reports page
  - b. Starting an Order
  - c. Navigate to Agency Resources on the MANNA FoodBank website
  - d. Submit Updates and Feedback directly to the Agency Relations Team
3. Logout of the online ordering system
4. Open Report or Order history in the center of the Home Page
5. Announcements and News from MANNA Foodbank
6. Highlight and Find an Announcement by topic
7. Customized alerts to your agency
8. Image Gallery

## Starting an Order

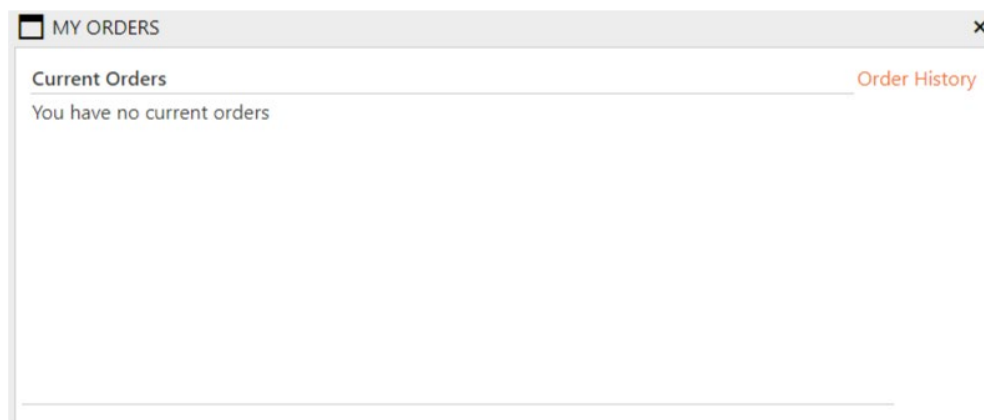
If you have one or more reports past due you will not be able to place an order until those reports have been submitted. The below message will display:



- Click the Ordering button at the top of the page

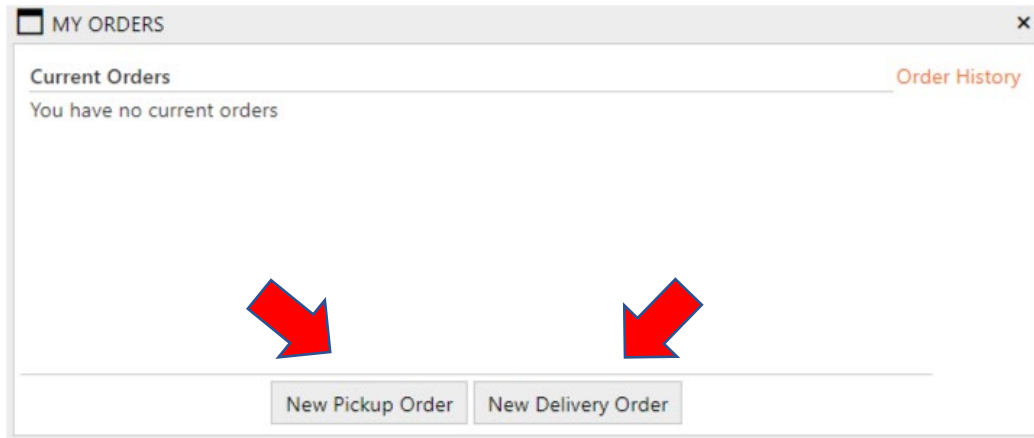


- This opens the My Orders window
- If you do not have an order date available to you the New Pickup Order and/or New Delivery Order buttons will not be available to click into

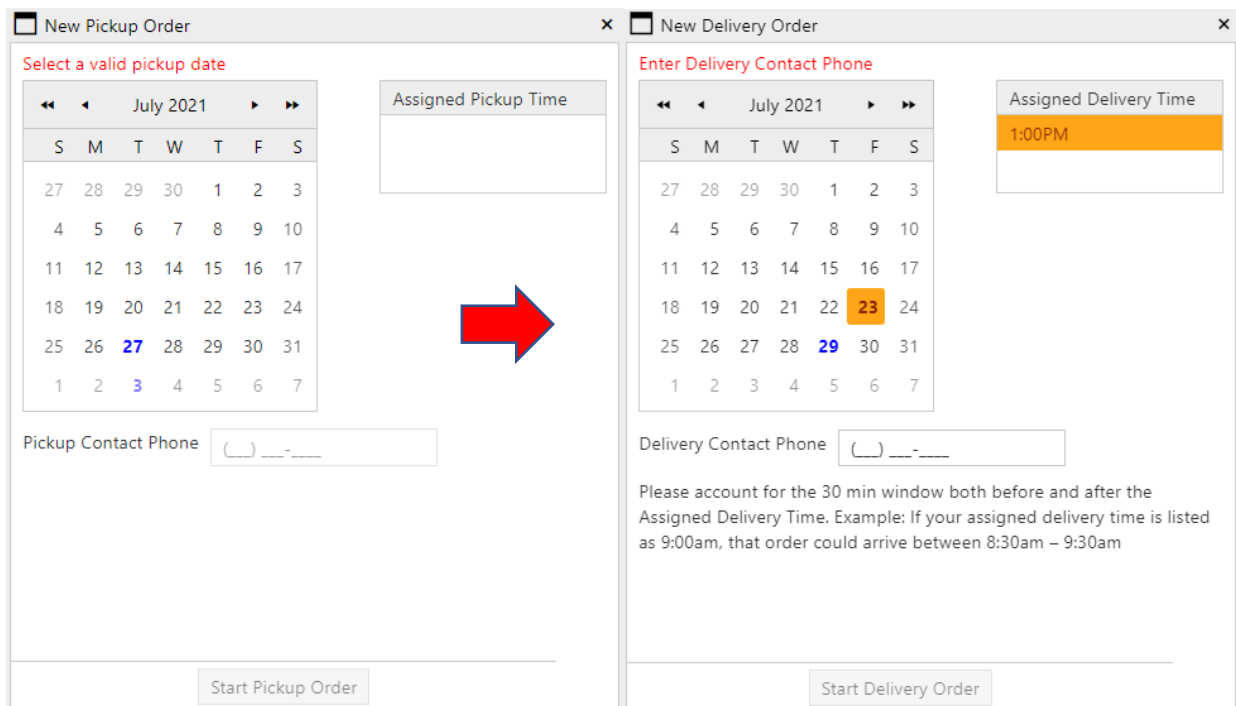


You can only start an order that is within the ordering window from a pickup or delivery date. Reference the Ordering and Delivery Schedule for details

- If you have a Pickup or Delivery order available you will see a button at the bottom of the window to start that order. Click on that button.

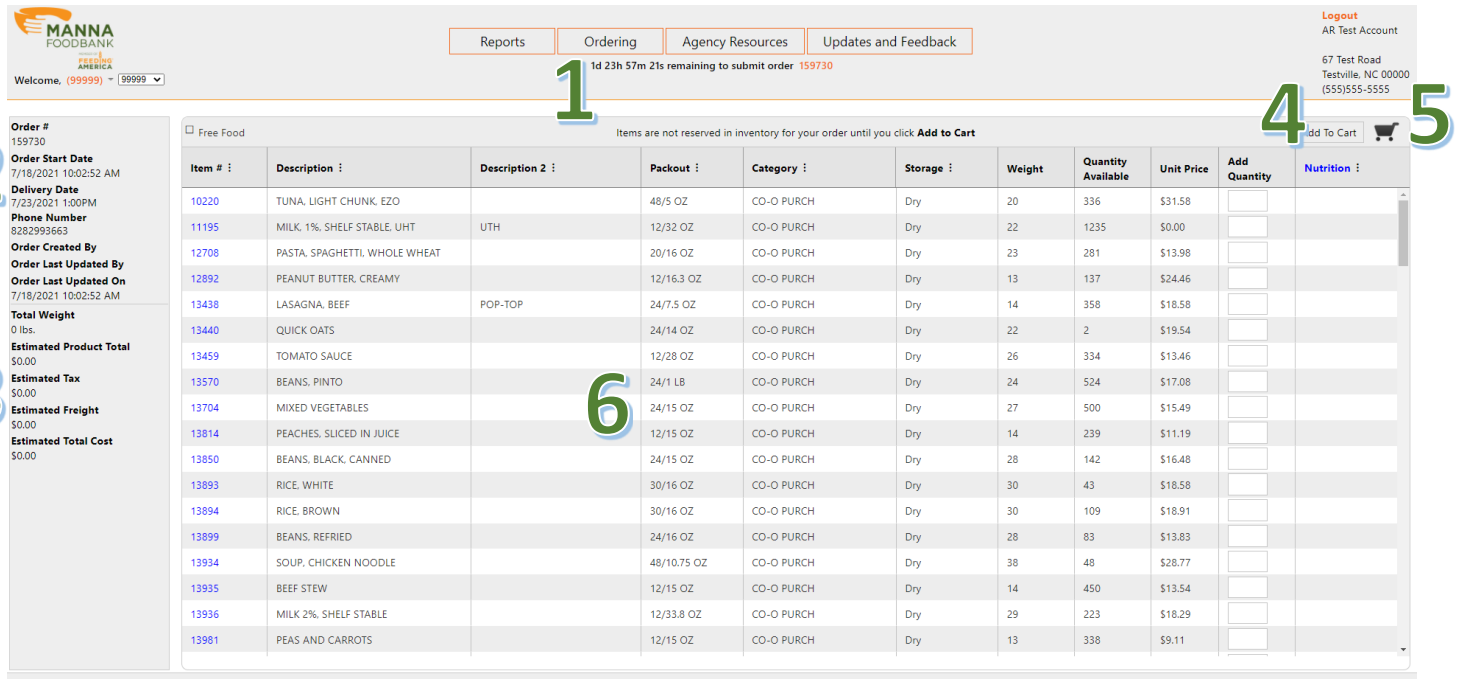


- This opens up either the New Pickup Order or New Delivery Order Window



- Your available pickup or delivery dates are highlighted in blue.
- When you click the date that you would like to order for you will see your assigned pickup or delivery time.
- Enter the 10-digit phone number for the Pickup or Delivery Contact for that order. This should be the person that MANNA can directly call if there are any issues with that order.
- Click Start Pickup Order or Start Delivery Order to go to the Ordering Page

# The Ordering Page



The screenshot shows the online ordering interface. At the top, there are navigation tabs: Reports, Ordering, Agency Resources, and Updates and Feedback. A timer indicates 1d 23h 57m 21s remaining to submit order 159730. On the right, there is a Logout button and account information for AR Test Account, including the address: 67 Test Road, Testville, NC 00000, (555)555-5555.

On the left side, there is an order summary section with the following details:

- Order #: 159730
- Order Start Date: 7/18/2021 10:02:52 AM
- Delivery Date: 7/23/2021 1:00PM
- Phone Number: 8282993663
- Order Created By: [Name]
- Order Last Updated By: [Name]
- Order Last Updated On: 7/18/2021 10:02:52 AM
- Total Weight: 0 lbs.
- Estimated Product Total: \$0.00
- Estimated Tax: \$0.00
- Estimated Freight: \$0.00
- Estimated Total Cost: \$0.00

The main area displays a table of items with columns: Item #, Description, Description 2, Packout, Category, Storage, Weight, Quantity Available, Unit Price, Add Quantity, and Nutrition. A 'Free Food' checkbox is present at the top left of the table. A note states: 'Items are not reserved in inventory for your order until you click Add to Cart'. An 'Add to Cart' button is located at the top right of the table.

Numbered callouts on the screenshot indicate: 1. The timer; 2. The order summary; 3. The estimated total cost; 4. The Add to Cart button; 5. The checkout button; 6. The item list.

Here are the sections of the Online Ordering Page:

1. Time remaining to submit your order. You can click on the order number to navigate directly to the Ordering Page for that order

There is a 6 business day window to submit an order. If you're order is not submitted by 11:59pm on the final day of the window it will be cancelled and a snapshot of that order will be saved to reference in your Order History.

(See Account Home for more details)

2. Order details including:

- Order #
- Order Start Date
- Pickup/Delivery Date
- Phone Number
- Order Created By
- Order Last Updated By
- Order Last Updated On

3. Total Weight and Estimated Cost broken down into:

1. Product Total
2. Estimated Tax
3. Estimated Freight (for delivery orders)
4. Estimated Total Cost

4. Add to Cart button
5. Checkout button
6. Items on shopping list

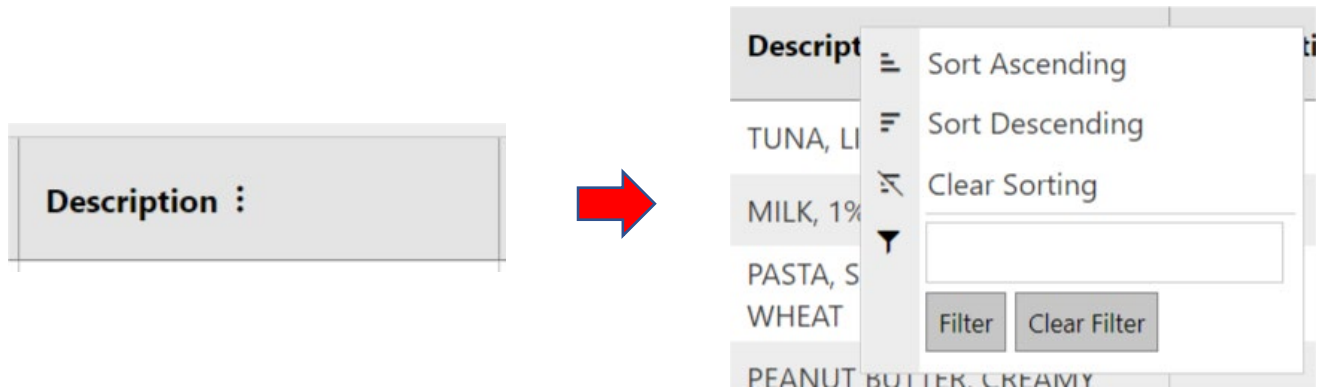
## Columns on the Shopping List

Item # :	Description :	Description 2 :	Packout :	Category :	Storage :	Weight	Quantity Available	Unit Price	Add Quantity	Nutrition :
10220	TUNA, LIGHT CHUNK, EZO		48/5 OZ	CO-O PURCH	Dry	20	336	\$31.58	<input type="text"/>	
11195	MILK, 1%, SHELF STABLE, UHT	UTH	12/32 OZ	CO-O PURCH	Dry	22	1235	\$0.00	<input type="text"/>	




- Item #
  - Item reference number in the online ordering system
  - You can click the item # to get an image of the item. Images will be added over the next 2 months and then as items are put onto the shopping list.
- Description
  - Name of the item
- Description 2
  - Further details on the item such as: packaging, size, allergens, or contents
- Packout
  - Number of items per case and size of each unit
  - 48/5 OZ = 48, 5 oz cans
  - 24/1 LB = 24, 1 lbs bags
- Category
  - MANNA category for items CO-O items will always have a cost and have NC tax applied to them
- Storage
  - If the item is dry, refrigerated, or frozen
- Weight
  - Weight of an individual case
  - If the weight is 1 then enter to total number of lbs you'd like to order
  - If an item's name has (30 LBS = 1 BOX) you will order 30 x the number of boxes you would like to order - 120 lbs would equal 4 boxes
- Quantity Available
  - Number of units available for your agency to order
- Unit Price \$
  - Cost per case or lbs for the item
- Add Quantity
  - The number of cases or lbs you would like to add to your cart
- Nutrition
  - Coming soon! MANNA will be classifying the nutrition level of each item on the shopping list and you'll be able to get more information about the system by clicking the blue Nutrition link once we start labeling items


## Sorting, Filtering, and Searching the Shopping List

Any column with 3 dots beside the name of the column can be sorted, filtered, or searched. Click the 3 dots to open to column window.



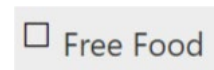
The column window has the following functions:

-  **Sort Ascending** Sort the column A > Z or from lowest to highest number
-  **Sort Descending** Sort the column Z > A or from highest to lowest to highest number
-  **Clear Sorting** Remove the sort from the column

- 
- The search box will search the column for any text or numbers that entered into the box. For instance, typing “apple” could filter the column to show fresh apples, apple sauce and apple juice.
  - Click Filter to search and click Clear filter to remove that search and show the full shopping list.

- When you sort or filter a column the entire column will be highlighted in yellow to show which row you have sorted or filtered.

- Use the Free Food checkbox to filter the shopping list to show only items with a \$0.00 cost.





## Adding Items to your Cart

- To add an item to your shopping cart, enter the quantity you would like to order into the Add Quantity column in the row of that item.

Weight	Quantity Available	Unit Price	Add Quantity	Nutrition :
20	469	\$19.97	<input type="text"/>	

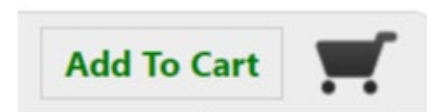
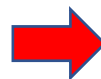


- You can add up to the total Quantity Available to your cart, in this picture you could add 469 cases.
- If you add an amount over the Quantity Available the online ordering system will add the maximum Quantity Available to your agency and show a popup telling what the maximum Quantity Available was.

Weight	Quantity Available	Unit Price	Add Quantity	Nutrition :
22	The max quantity for this item is 469		<input type="text"/>	
23	115	\$12.59	<input type="text"/>	

- Type numbers into as many Add Quantity boxes as you would like, then click Add to Cart.

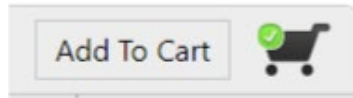
Weight	Quantity Available	Unit Price	Add Quantity	Nutrition :
20	469	\$19.97	<input type="text" value="3"/>	
22	86	\$21.13	<input type="text" value="4"/>	
23	115	\$12.59	<input type="text"/>	
11	258	\$20.00	<input type="text" value="6"/>	



## **IMPORTANT:**

Items are not added to your cart until you click Add to Cart. That means the items are not reserved in MANNA's inventory for your agency until you click Add to Cart. If Another agency adds the item to cart before you then the item will be removed from the shopping list when you click Add to Cart or you will get the above popup telling you if the Quantity Available is less than the amount you entered.

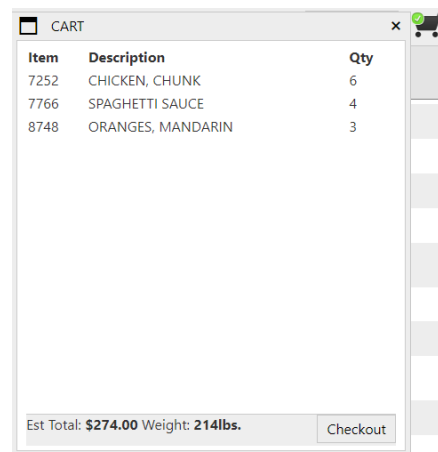
- After an item has been added to your cart two things will happen:
  - The Checkout button (cart symbol) will now have a green checkmark to indicate that items are in your cart



- The text in the row of the item added to your cart will be bold to remind you what item have already been added to your cart.

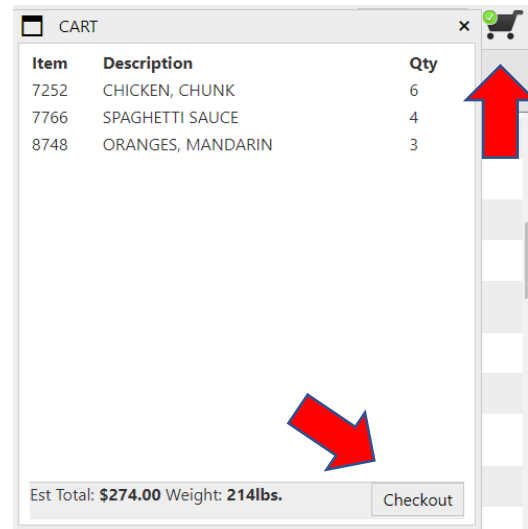
Item # :	Description :	Description 2 :	Packout :	Category :
<b>7252</b>	<b>CHICKEN, CHUNK</b>		<b>24/5 OZ</b>	<b>CO-O PURCH</b>
7765	PASTA, SPAGHETTI		20/16 OZ	CO-O PURCH
<b>7766</b>	<b>SPAGHETTI SAUCE</b>		<b>12/24 OZ</b>	<b>CO-O PURCH</b>

- You can get a preview of all items in your cart by hovering your cursor over the Checkout button (cart symbol)
- Click the X in the upper right-hand corner to close the preview window.



## The Checkout Page

- Click the Checkout button (cart symbol)
- or
- Click the Checkout button in the lower left-hand corner of the checkout window.



- You are now on the Checkout page

MANNA FOODBANK  
FEEDING AMERICA

Welcome, (99999) - (99999)

Reports | Ordering | Agency Resources | Updates and Feedback

2d 21h 53m 46s remaining to submit order 159732

Logout  
AR Test Account  
67 Test Road  
Testville, NC 00000  
(555)555-5555

1 <- Back To Ordering

2

3

4

5

6

7

Item #	Description	Packout	Storage	Quantity	Available	Total Weight	Total Cost \$	
13440	QUICK OATS	24/14 OZ	Dry	2	0	44	\$39.08	Remove Item(s)
13704	MIXED VEGETABLES	24/15 OZ	Dry	7	493	189	\$108.43	Remove Item(s)
13893	RICE, WHITE	30/16 OZ	Dry	15	28	450	\$278.70	Remove Item(s)
13894	RICE, BROWN	30/16 OZ	Dry	6	103	180	\$113.46	Remove Item(s)

Update Cart

Submit your order

Order Summary

Order Number 159732  
Order Start Date 7/19/2021 2:03:15 PM  
Pickup Date 7/27/2021  
Pickup Time 1:00 PM  
Phone Number 8888888888  
Order Created By  
Order Last Updated By

Total Weight 1.175 lbs.  
Estimated Product Total \$708.88  
Estimated Tax \$14.17  
Estimated Total Cost \$723.05

The following items have been removed from your cart due to inventory adjustments

Item #	Description	Quantity
7766	SPAGHETTI SAUCE	8
13988	DRESSING, HONEY MUSTARD	17

### Sections of the Checkout page:


1. Link to return to the ordering page to add more items to your cart
2. List of all items in your cart with the total weight and cost of each item
3. Quantity of each item in your cart
4. Remove the entire Quantity of the item from your cart.
5. Submit your Order button
6. Order details and estimated cost for your order
7. Order updates box

## Updating Quantities in your Cart

- To change to quantity of an item in your cart enter a new number into the Quantity box beside the item.
- Click Update Cart

[<- Back To Ordering](#)

Item #	Description	Packout	Storage	Quantity	Available
10523	CABBAGE	50 LB BAG	Refrigerated	<input type="text"/>	32
13988	DRESSING, HONEY MUSTARD	6/16 OZ	Dry	<input type="text" value="16"/>	717
7766	SPAGHETTI SAUCE	12/24 OZ	Dry	<input type="text" value="4"/>	82
8748	ORANGES, MANDARIN	24/11 OZ	Dry	<input type="text" value="3"/>	466



- Once you have clicked Update Cart you will see a green confirmation that your cart has been updated

Cart updated

- You can add up to the total Quantity Available to your cart, in the below picture you could update your cart to 469 cases. 3 already in you cart added to the 466 still available to your agency.

8748	ORANGES, MANDARIN	24/11 OZ	Dry	<input type="text" value="3"/>	466
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- If you update to an amount over the Quantity Available the online ordering system will add the maximum Quantity Available to your agency and show a popup telling what the maximum Quantity Available was.

8748	ORANGES, MANDARIN	24/11 OZ	Dry	<input type="text" value="469"/>	466
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The max quantity for this item is 469 Cart updated

## Removing Items from your Cart

There are 2 ways to remove an item from your cart

1. Change the Quantity of the item in your cart to 0 and then click Update Cart



- a. Once you have clicked Update Cart you will see a green confirmation that your cart has been updated

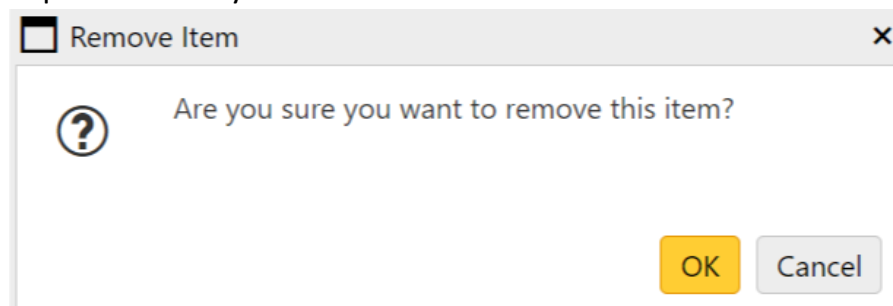


2. Click the red Remove Item(s) text beside the item you want to remove from your cart

**Remove Item(s)**

**Remove Item(s)**

- a. When you click Remove Item(s) you will receive a popup asking you to confirm if you would like to remove the item from your cart. OK will remove the item and clicking Cancel will keep the item in your cart



## Order Updates

If there are ever updates to the items in your cart the checkout screen will notify you that those items have been removed from your cart and show the quantity of those items that were there upon removal. The Order Updates box will display below the Order Summary if there have been changes to items in your cart.

A few reasons why items may be removed from your cart during your online order:


- Adjustments to inventory
- Damaged product
- Spoiled produce
- MANNA receives less product on a truck than ordered

**Submit your order**

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**Order Summary**

Order Number	159732
Order Start Date	7/19/2021 2:03:15 PM
Pickup Date	7/27/2021
Pickup Time	1:00 PM
Phone Number	8888888888
Order Created By	
Order Last Updated By	
<hr/>	
Total Weight	1,175 lbs.
Estimated Product Total	\$708.88
Estimated Tax	\$14.17
Estimated Total Cost	\$723.05



**The following items have been removed from your cart due to inventory adjustments**

Item #	Description	Quantity
7766	SPAGHETTI SAUCE	8
13988	DRESSING, HONEY MUSTARD	17

- If there has been an update to your cart since the page was last refreshed you will receive a popup telling you that there have been changes to your cart and to please review them before submitting your order. Those changes will be seen in the above-mentioned box.

## Submitting your Order

- Review the items in your cart to ensure the cart matches the items you would like to pickup or have delivered.
- Review the Order Summary beside the list of items in your cart

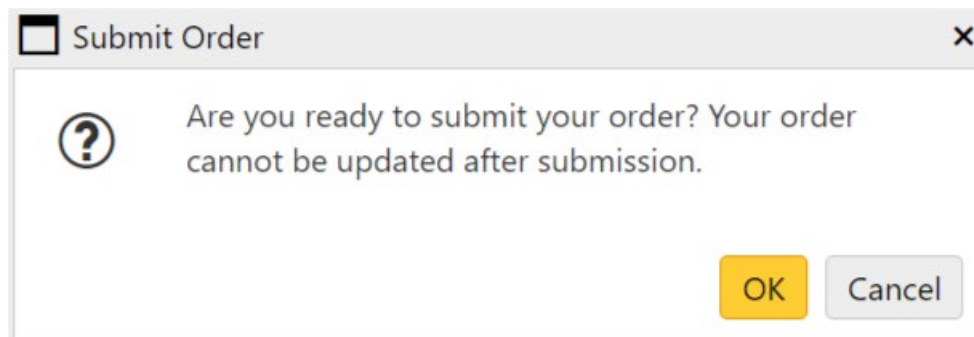
Order Summary	
Order Number	159730
Order Start Date	7/18/2021 10:02:52 AM
Delivery Date	7/23/2021
Delivery Time	1:00PM
Phone Number	8282993663
Order Created By	
Order Last Updated By	
Total Weight	566 lbs.
Estimated Product Total	\$84.68
Estimated Tax	\$1.69
Estimated Freight	\$11.32
Estimated Total Cost	\$97.69

- The top half of the Order Summary has the complete order details
- The bottom half of the Order Summary is the Total Weight and Estimated Total Cost, with a break down of each Estimated fee or cost.
- **This is an estimate for the total cost of your order. To see the final totals and payment amount reference the Invoice or Statement found on the Account Home page.**

- Once you have reviewed your order it can then submitted by clicking the yellow Submit your order button above the Order Summary.

**Submit your order**

- Once you click Submit your order you will receive a popup asking to confirm if you would like to submit the order. Ok will submit your order and Cancel will return you to the Checkout page



**You will receive an email within 1 business day of submitting your order confirming that it has been received and that it is being reviewed.**