



MANNA FoodBank

Online Ordering Guide for Partner Agencies

Version 1.3

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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
 - 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

Email Address/Username*

Password*

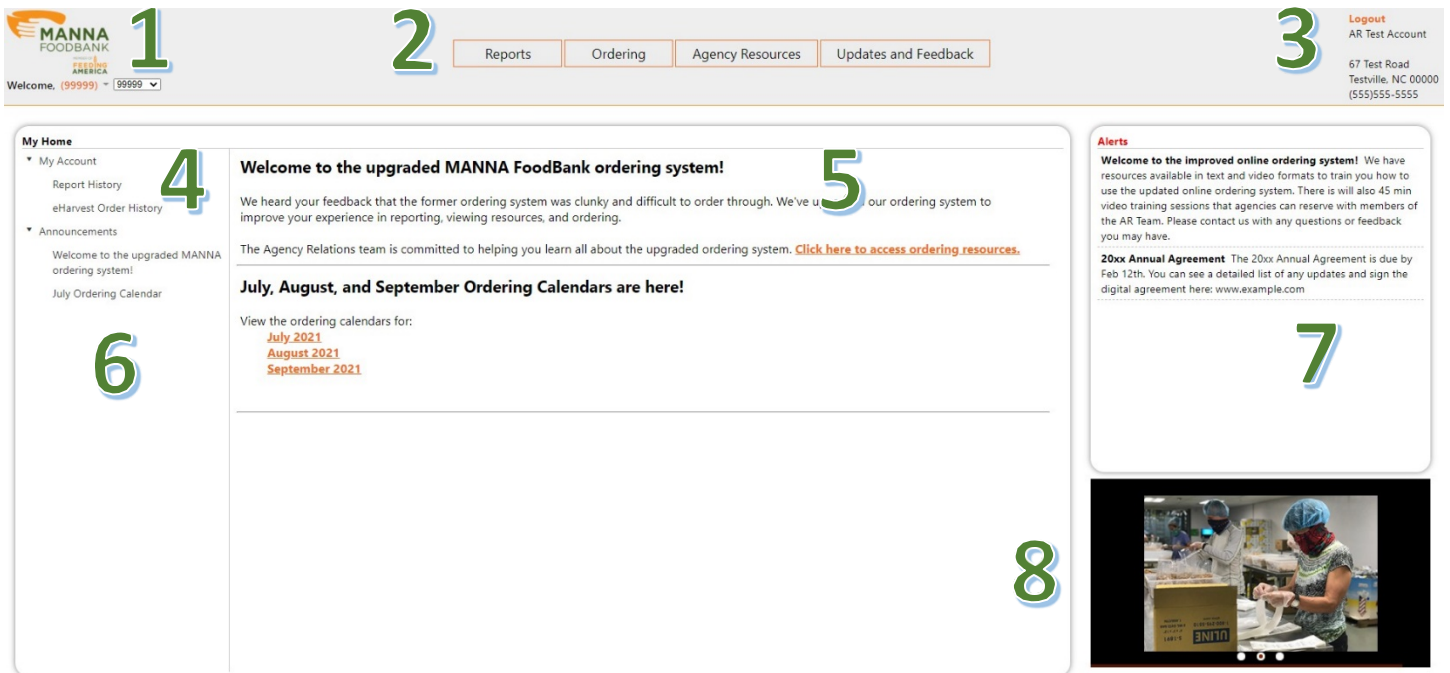
[Forgot Password?](#)

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.



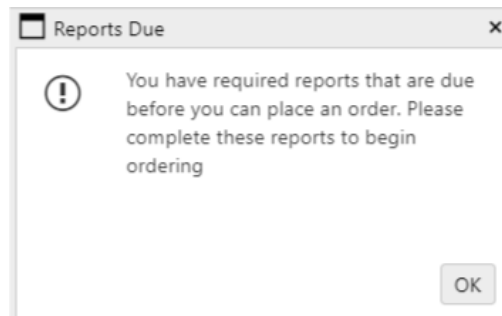
The screenshot shows the home page of the Manna FoodBank online ordering system. It features a navigation bar at the top with the Manna FoodBank logo (1), a user welcome message (2), and navigation links for Reports, Ordering, Agency Resources, and Updates and Feedback (3). On the right, there is a Logout button and contact information (4). The main content area includes a 'My Home' sidebar with links to My Account, Report History, eHarvest Order History, and Announcements (5). The central banner area contains a welcome message (6), a notice about the upgraded system (7), and a link to access ordering resources (8). Below this, there are sections for 'July, August, and September Ordering Calendars are here!' and a list of ordering calendars for July 2021, August 2021, and September 2021. An Alerts section on the right provides information about the improved online ordering system and the 20x Annual Agreement. At the bottom right, there is an image gallery showing a person working in a kitchen (8).

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

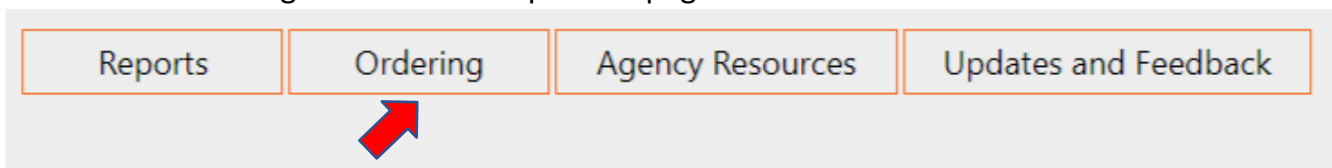
1. Clicking the MANNA logo will always return you to the Home Page from any screen
2. Direct links to:
 - a. Navigate to the Reports page
 - b. Starting an Order
 - c. Navigate to Agency Resources on the MANNA FoodBank website
 - d. Submit Updates and Feedback directly to the Agency Relations Team
3. 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

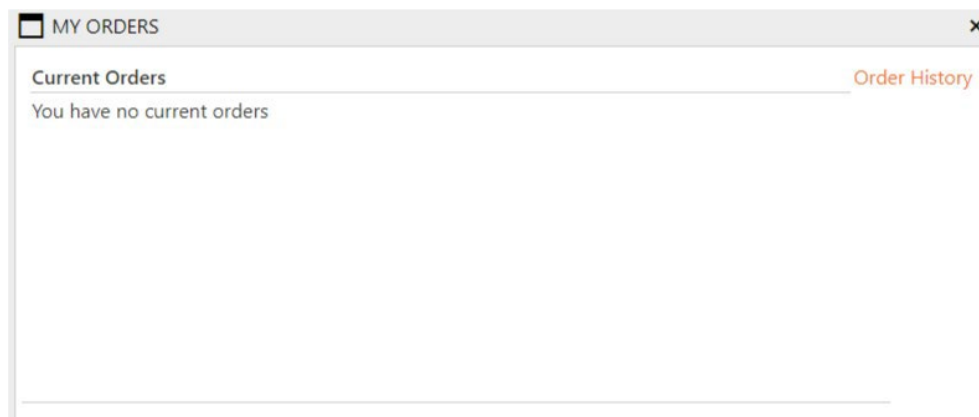
If you have one or more reports past due you will not be able to place an order until those reports have been submitted. The below message will display:



- Click the Ordering button at the top of the page

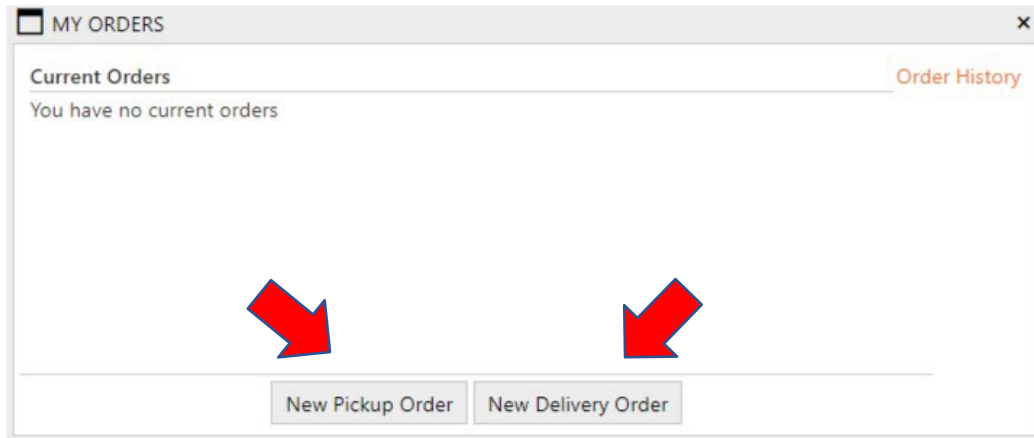


- This opens the My Orders window
- If you do not have an order date available to you the New Pickup Order and/or New Delivery Order buttons will not be available to click into

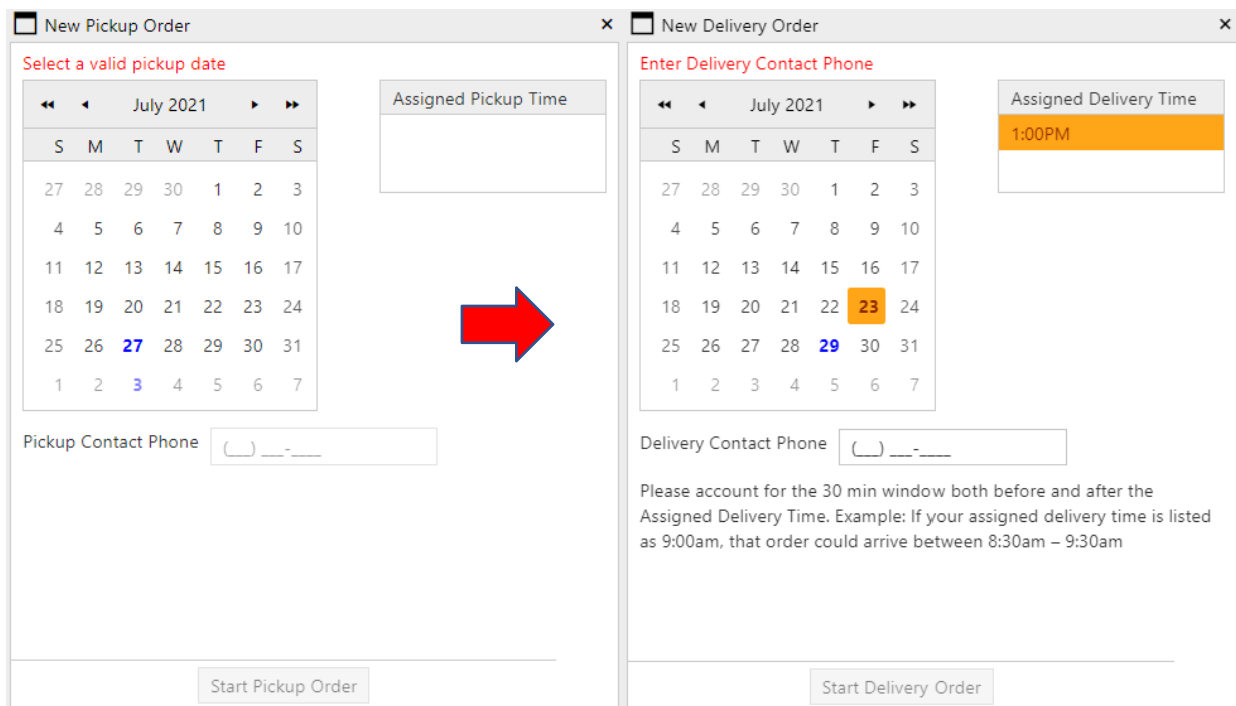


You can only start an order that is within the ordering window from a pickup or delivery date. Reference the Ordering and Delivery Schedule for details

- 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.

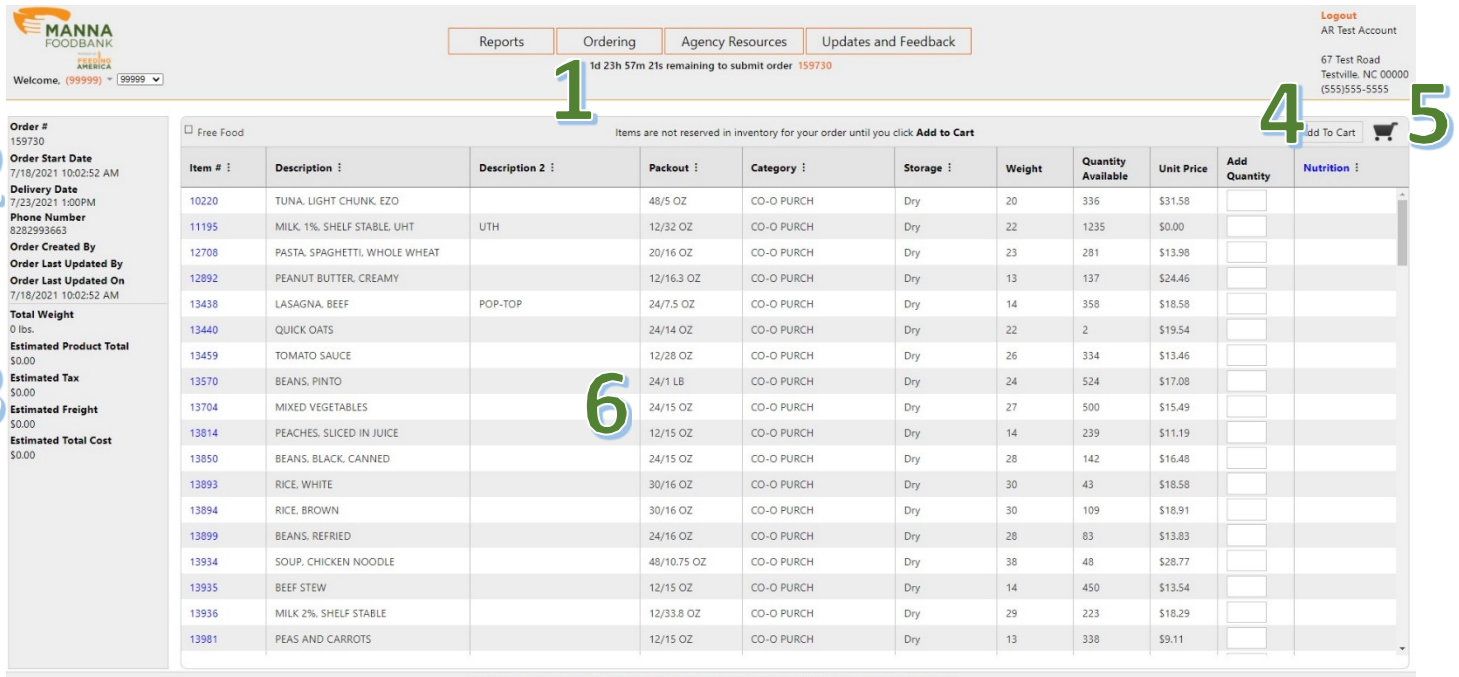


- This opens up either the New Pickup Order or New Delivery Order Window



- 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 are links for Logout, AR Test Account, and contact information for the Testville, NC office.

On the left side, there is a sidebar with order details:

- Order #**: 159730
- Order Start Date**: 7/18/2021 10:02:52 AM
- Delivery Date**: 7/23/2021 1:00 PM
- Phone Number**: 8282993663
- Order Created By**
- Order Last Updated By**
- 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 note states: "Free Food Items are not reserved in inventory for your order until you click Add to Cart".

Numbered callouts on the screenshot indicate:

- 1**: Timer and order number
- 2**: Order details sidebar
- 3**: Estimated Total Cost
- 4**: Add to Cart button
- 5**: Checkout button
- 6**: Item description in the table

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

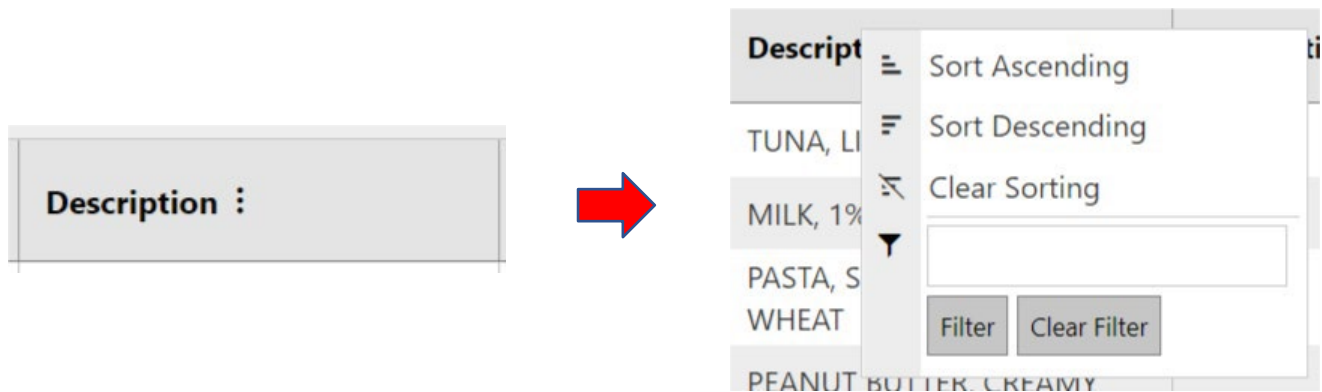
Columns on the Shopping List

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

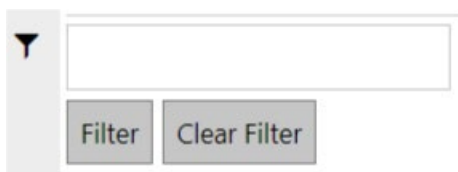
Sorting, Filtering, and Searching the Shopping List

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:

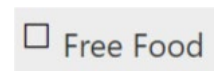
-  **Sort Ascending** Sort the column A > Z or from lowest to highest number
-  **Sort Descending** Sort the column Z > A or from highest to lowest to highest number
-  **Clear Sorting** Remove the sort from the column



- 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"/>	

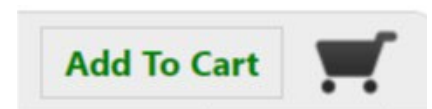


- You can add up to the total Quantity Available to your cart, in this picture you could add 469 cases.
- If you add an amount over the Quantity Available the online ordering system will add the maximum Quantity Available to your agency and show a popup telling what the maximum Quantity Available was.

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.

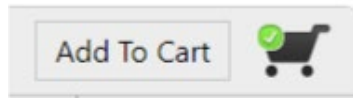
Weight	Quantity Available	Unit Price	Add Quantity	Nutrition :
20	469	\$19.97	<input type="text" value="3"/>	
22	86	\$21.13	<input type="text" value="4"/>	
23	115	\$12.59	<input type="text"/>	
11	258	\$20.00	<input type="text" value="6"/>	



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.

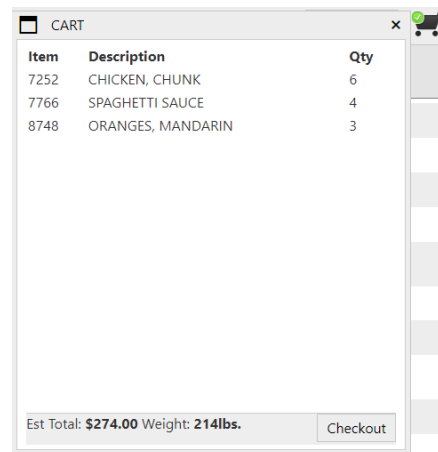
- After an item has been added to your cart two things will happen:
 - The Checkout button (cart symbol) will now have a green checkmark to indicate that items are in your cart



- 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.

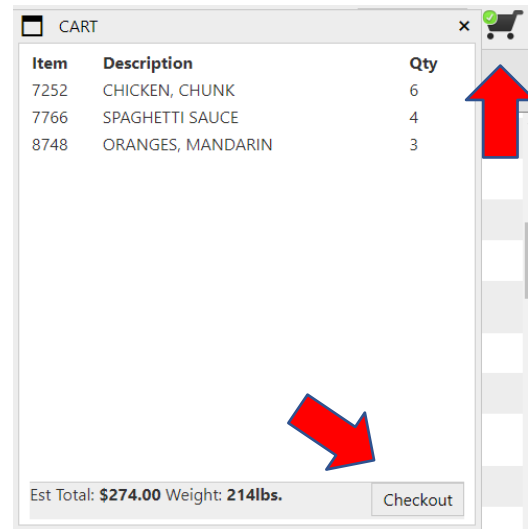
Item # :	Description :	Description 2 :	Packout :	Category :
7252	CHICKEN, CHUNK		24/5 OZ	CO-O PURCH
7765	PASTA, SPAGHETTI		20/16 OZ	CO-O PURCH
7766	SPAGHETTI SAUCE		12/24 OZ	CO-O PURCH

- 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.

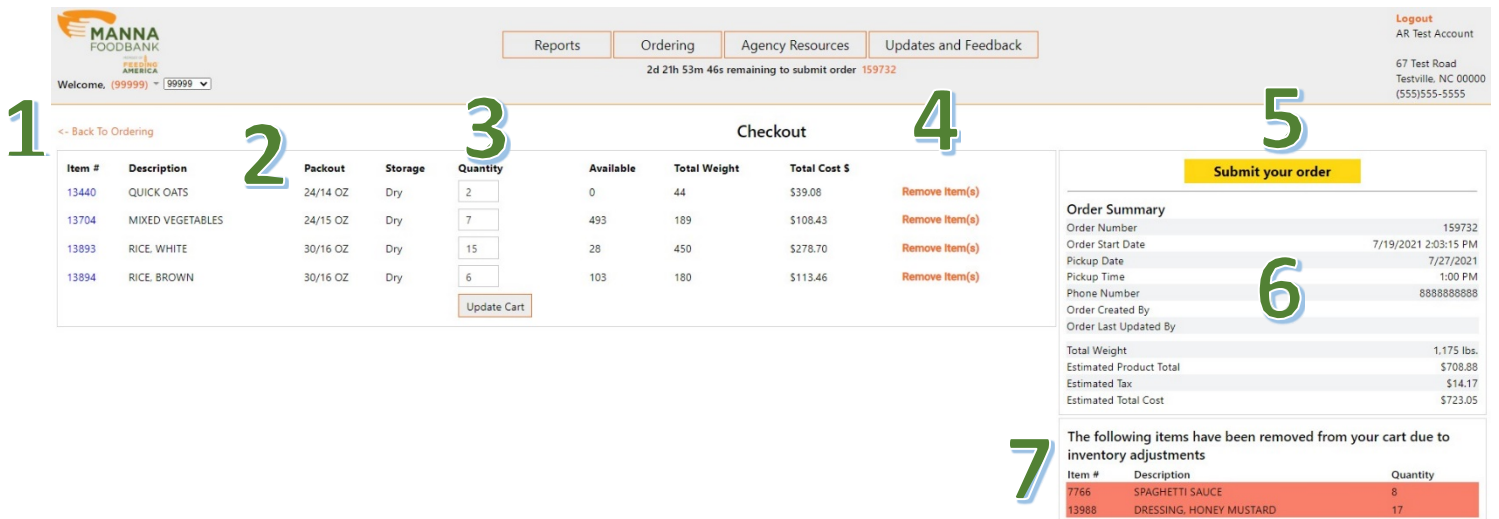


The Checkout Page

- 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
MEMBER OF FEEDING AMERICA

Welcome, (99999) | 99999

Reports | Ordering | Agency Resources | Updates and Feedback

2d 21h 53m 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"/>	<div style="border: 1px solid gray; padding: 2px; display: inline-block;">The max quantity for this item is 469</div>
------	-------------------	----------	-----	----------------------------------	---

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

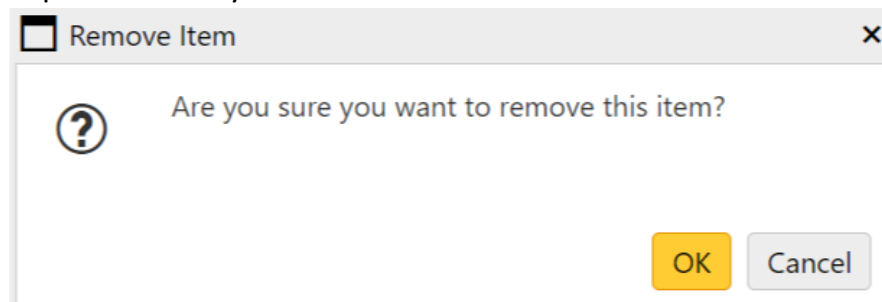


2. Click the red Remove Item(s) text beside the item you want to remove from your cart

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

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

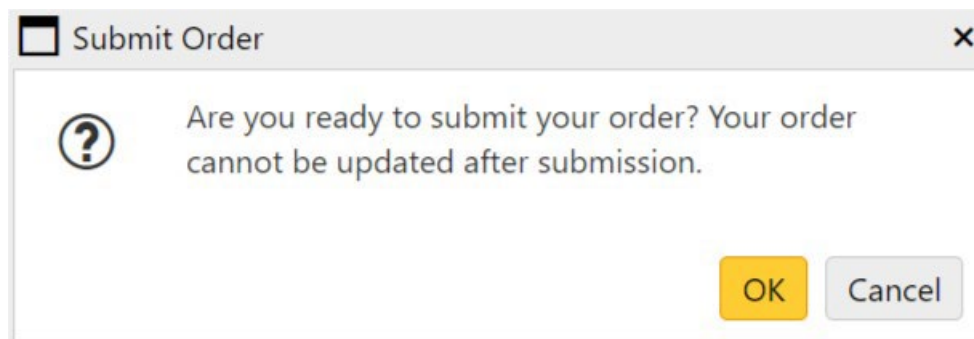
Order Summary	
Order Number	159730
Order Start Date	7/18/2021 10:02:52 AM
Delivery Date	7/23/2021
Delivery Time	1:00PM
Phone Number	8282993663
Order Created By	
Order Last Updated By	
Total Weight	566 lbs.
Estimated Product Total	\$84.68
Estimated Tax	\$1.69
Estimated Freight	\$11.32
Estimated Total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

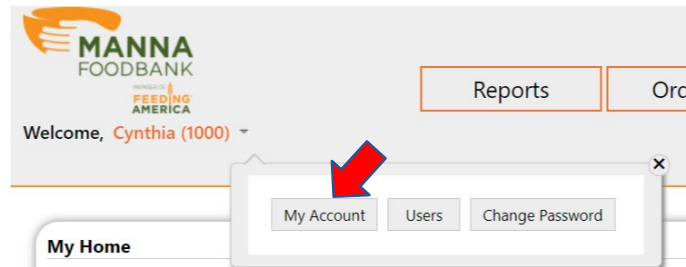


You will receive an email within 1 business day of submitting your order confirming that it has been received and that it is being reviewed.

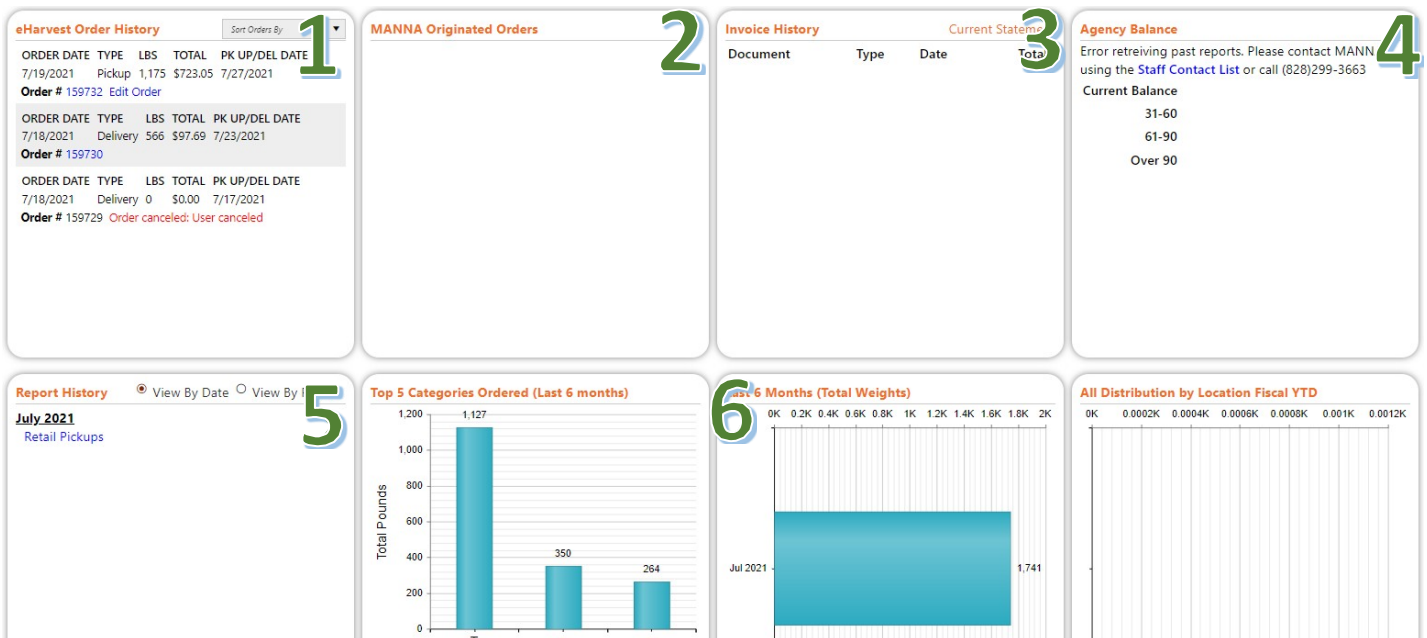
The Account Home Page

Your 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



You are now on the Account Home Page.



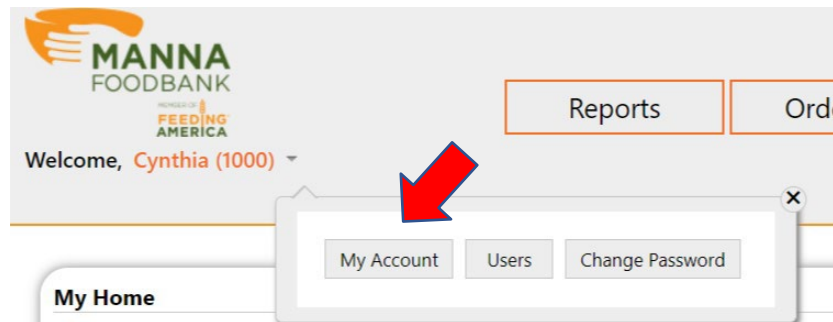
Each square will have a provide different information about your account. Here are the sections of the Account Home Page:

- Order History
- MANNA Originated Orders
- Invoice/Statement History
- Agency Balance
- Report History
- Graphs displaying information regarding your agency data from orders and reports

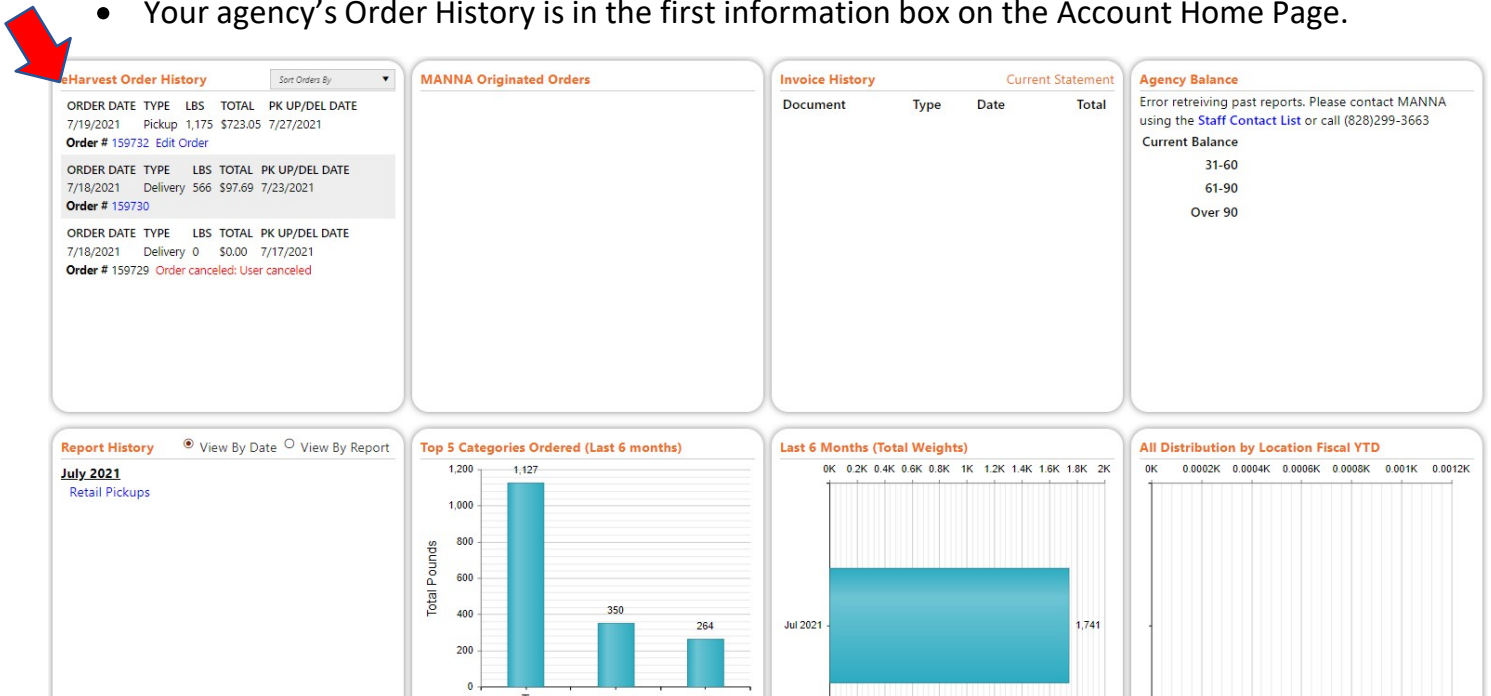
Order History

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

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

MANNA Originated Orders

Invoice History

Document	Type	Date	Total
Error retrieving past reports. Please contact MANNA using the Staff Contact List 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
II	1,127
III	350
IV	264

Last 6 Months (Total Weights)

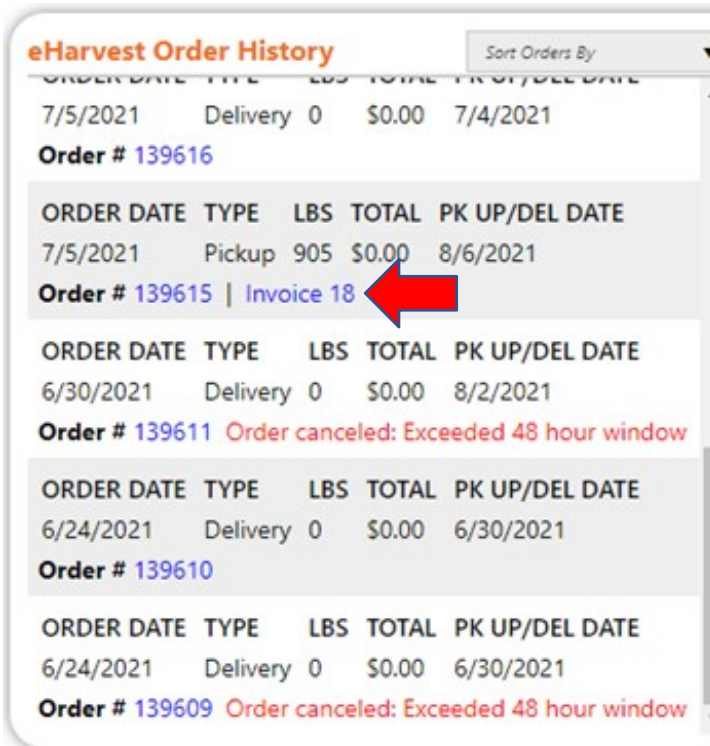
Month	Total Pounds
Jul 2021	1,741

All Distribution by Location Fiscal YTD

Location	Total Pounds
Error retrieving past reports. Please contact MANNA using the Staff Contact List or call (828)299-3663	

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.

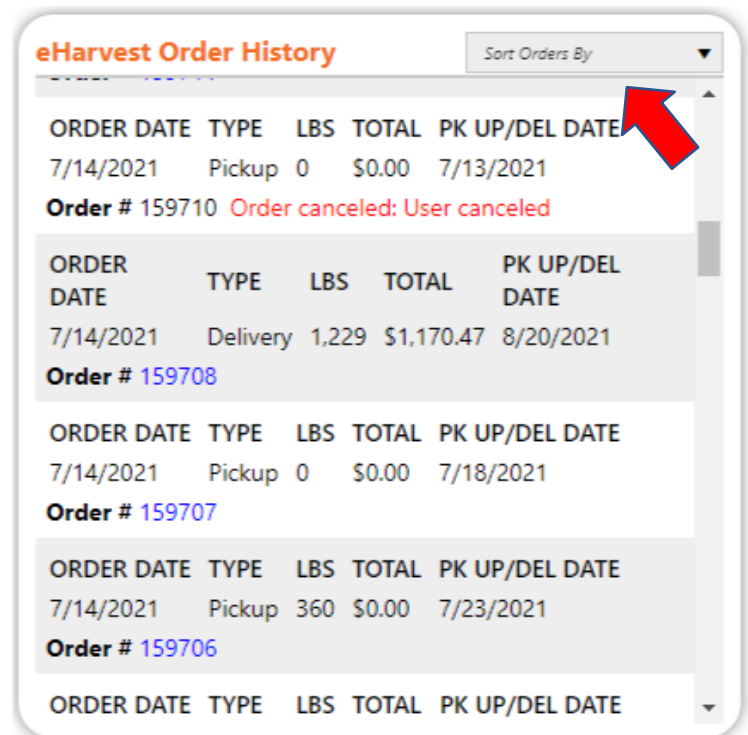


ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/5/2021	Delivery	0	\$0.00	7/4/2021
Order # 139616				
7/5/2021	Pickup	905	\$0.00	8/6/2021
Order # 139615 Invoice 18				
6/30/2021	Delivery	0	\$0.00	8/2/2021
Order # 139611 Order canceled: Exceeded 48 hour window				
6/24/2021	Delivery	0	\$0.00	6/30/2021
Order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

The Order History information box has 4 columns:

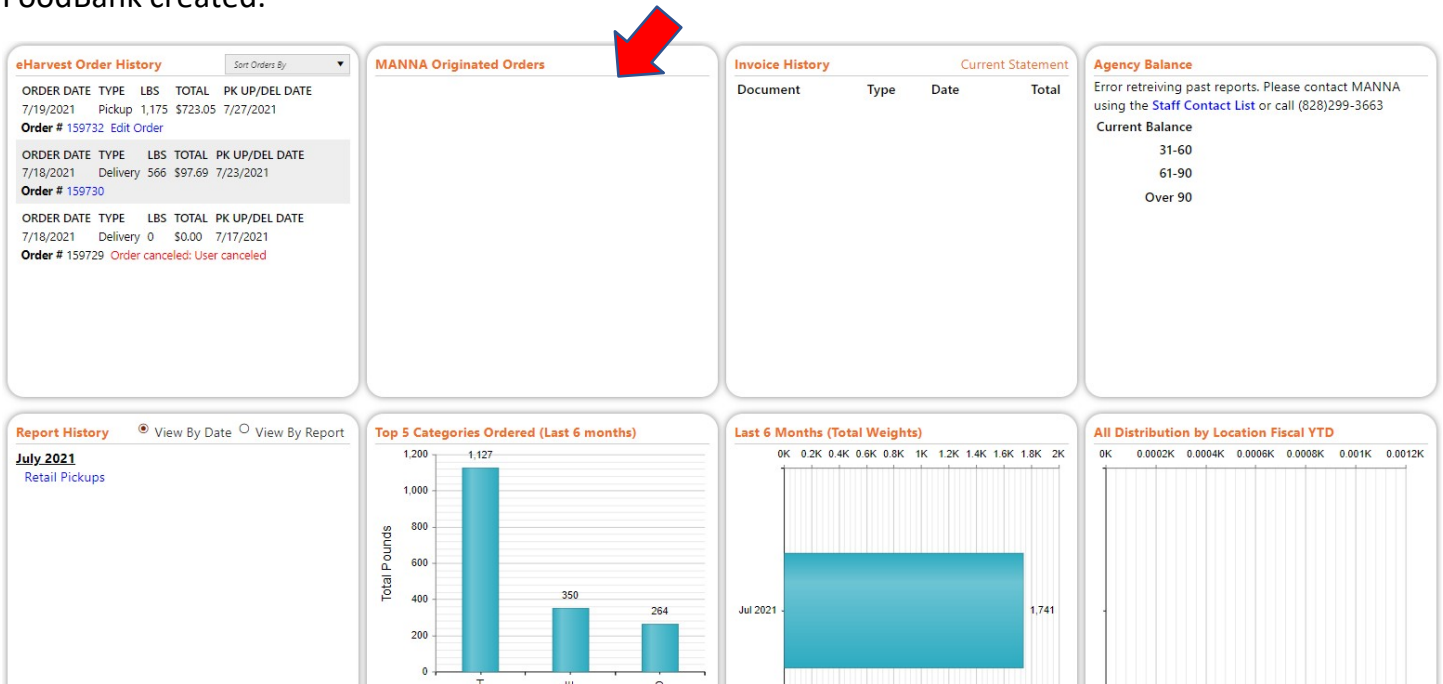
- Order Date
 - The day the order was submitted
- Type
 - If the order was pickup or delivery
- LBS
 - Total pounds currently on the order
- PK UP/DEL DATE
 - The pickup or delivery date

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

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

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 Sort Orders By

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

MANNA Originated Orders

Invoice History Current Statement

Document	Type	Date	Total
----------	------	------	-------

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

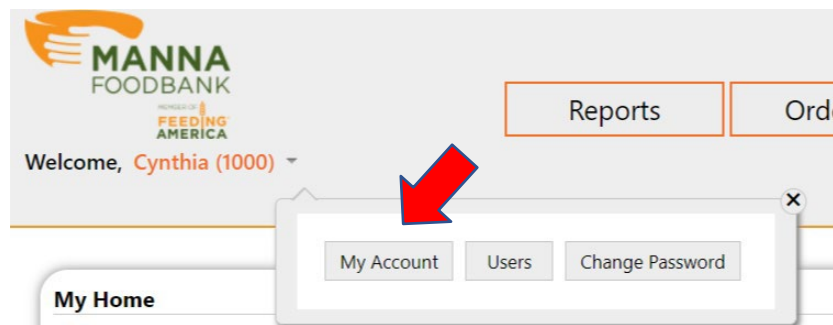
All Distribution by Location Fiscal YTD

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.

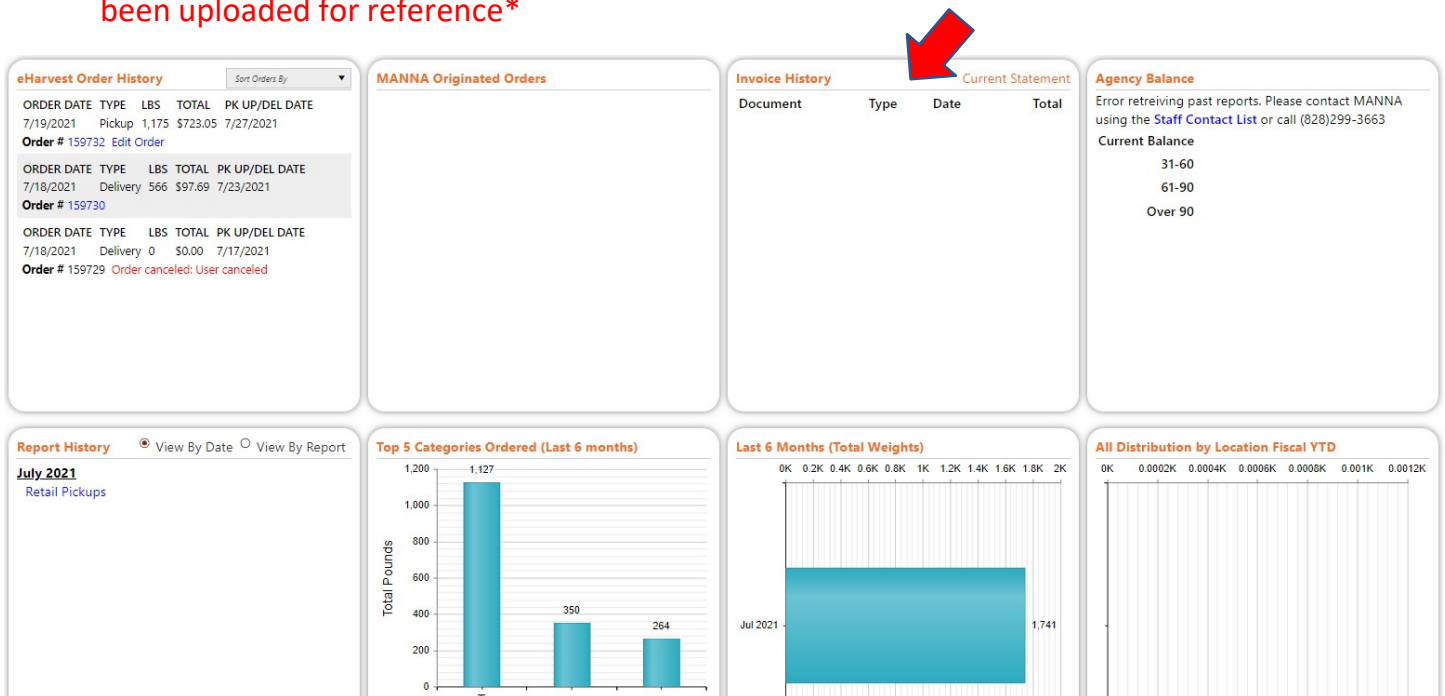
Invoices, Statement, and Balance

You will find your agency's Invoices, Statement, and Balance information 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 Invoice and Statement is in the third information box on the Account Home Page. ***Note: 6 months of previous invoices and statement, January 2021 – June 2021, have been uploaded for reference***



The Invoice History information box has four columns:

- Document
 - The name of the document, clicking a document name will open the document in a new browser tab
- Type
 - Type of document, INV = Invoice
- Date
 - Date of the Order the document was uploaded
- Total
 - The total cost listed on the invoice


Invoice History			Current Statement
Document	Type	Date	Total
19	INV	7/12/2021	view doc
18	INV	7/2/2021	\$147.45
248326	INV	6/8/2021	view doc
248326	INV	6/8/2021	view doc
248171	INV	6/8/2021	view doc
248590	INV	6/3/2021	view doc
248567	INV	6/3/2021	view doc
248553	INV	6/3/2021	view doc
248541	INV	6/3/2021	view doc
248044	INV	6/2/2021	view doc
248153	INV	6/2/2021	view doc
5-31-2021	STMT	6/1/2021	view doc

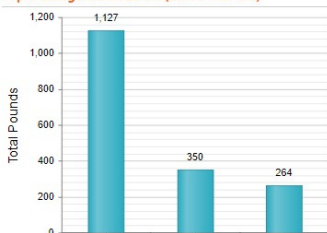
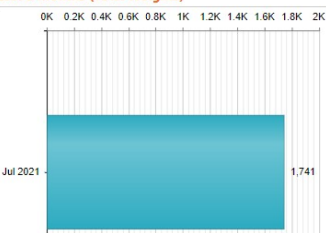
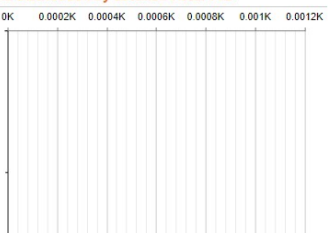
Invoice History			Current Statement
Document	Type	Date	Total
19	INV	7/12/2021	view doc
18	INV	7/2/2021	\$147.45
248326	INV	6/8/2021	view doc
248326	INV	6/8/2021	view doc
248171	INV	6/8/2021	view doc
248590	INV	6/3/2021	view doc
248567	INV	6/3/2021	view doc
248553	INV	6/3/2021	view doc
248541	INV	6/3/2021	view doc
248044	INV	6/2/2021	view doc
248153	INV	6/2/2021	view doc
5-31-2021	STMT	6/1/2021	view doc

Your Statement can be seen by clicking Current Statement in the upper right-hand corner of the Invoice History information box. This will open your agency’s statement into a new tab of your browser.

This document reflects your agency’s current statement as of today, including the most recent payment posted to your account.

You can request a traditional 30-day monthly statement by reaching out to the Agency Relations Team.

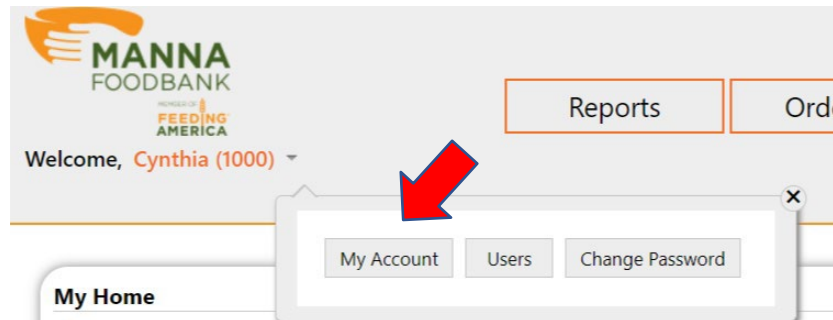
The fourth information box on the Account Home page is a quick reference view of your agency's current balance. This is your agency's current statement as of today, including the most recent payment posted to your account. This is broken down into your current total balance and balance 31-60 days old, 61-90 days old, and over 90 days old. 

<p>eHarvest Order History Sort Orders By</p> <table border="1"> <thead> <tr> <th>ORDER DATE</th> <th>TYPE</th> <th>LBS</th> <th>TOTAL</th> <th>PK UP/DEL DATE</th> </tr> </thead> <tbody> <tr> <td>7/19/2021</td> <td>Pickup</td> <td>1,175</td> <td>\$723.05</td> <td>7/27/2021</td> </tr> <tr> <td colspan="5">Order # 159732 Edit Order</td> </tr> <tr> <td>7/18/2021</td> <td>Delivery</td> <td>566</td> <td>\$97.69</td> <td>7/23/2021</td> </tr> <tr> <td colspan="5">Order # 159730</td> </tr> <tr> <td>7/18/2021</td> <td>Delivery</td> <td>0</td> <td>\$0.00</td> <td>7/17/2021</td> </tr> <tr> <td colspan="5">Order # 159729 Order canceled: User canceled</td> </tr> </tbody> </table>	ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE	7/19/2021	Pickup	1,175	\$723.05	7/27/2021	Order # 159732 Edit Order					7/18/2021	Delivery	566	\$97.69	7/23/2021	Order # 159730					7/18/2021	Delivery	0	\$0.00	7/17/2021	Order # 159729 Order canceled: User canceled					<p>MANNA Originated Orders</p>	<p>Invoice History Current Statement</p> <table border="1"> <thead> <tr> <th>Document</th> <th>Type</th> <th>Date</th> <th>Total</th> </tr> </thead> <tbody> </tbody> </table>	Document	Type	Date	Total	<p>Agency Balance</p> <p>Error retrieving past reports. Please contact MANNA using the Staff Contact List or call (828)299-3663</p> <p>Current Balance</p> <ul style="list-style-type: none"> 31-60 61-90 Over 90
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE																																						
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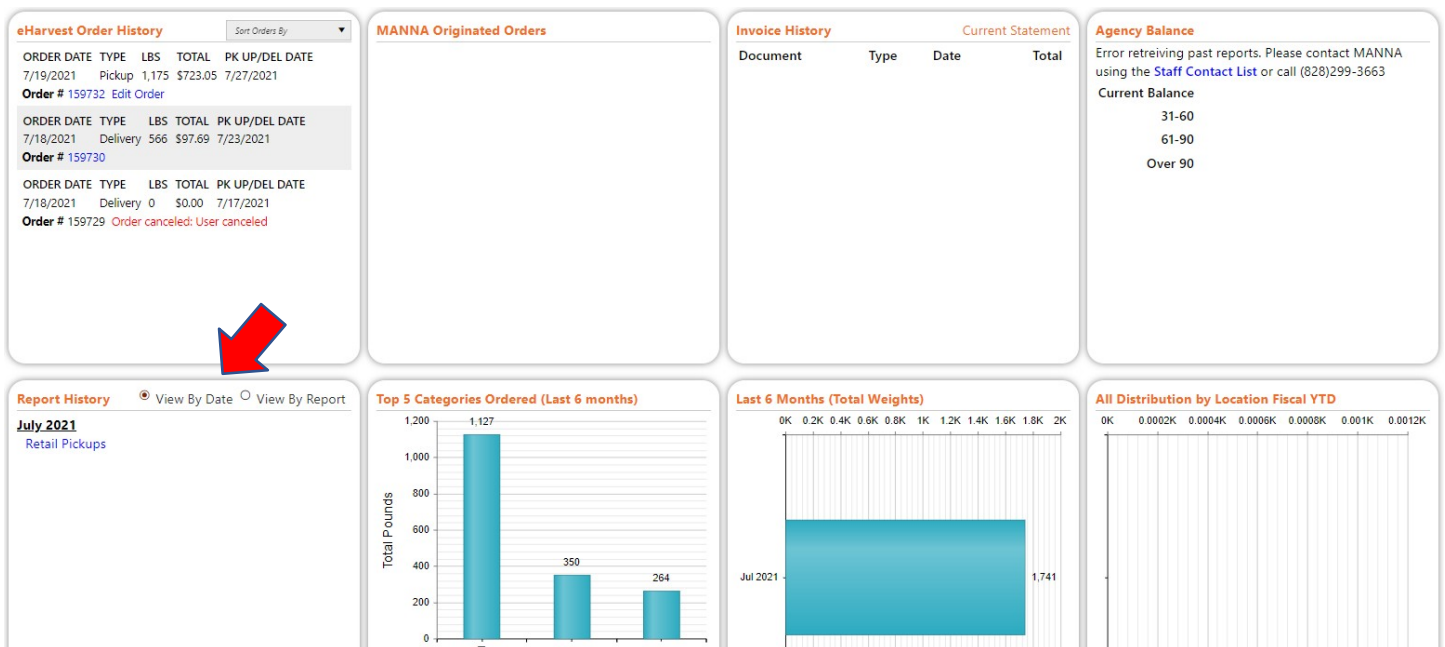
Report History

You will find your agency's Report 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 complete Report History is in the fifth information box on the Account Home Page.



- The Report history lists each report that your agency has submitted
- You can click the report name to open the report in a new tab of your browser
- The Report History information box can be sorted by the date or by the report type

Report History View By Date View By Report

Monthly Agency Statistics
[June 2021](#)
[May 2021](#)
[April 2021](#)

Monthly Service Report
[June 2021](#)
[May 2021](#)
[April 2021](#)

Retail Pickups
[July 2021](#)

Report History View By Date View By Report

July 2021
[Retail Pickups](#)

June 2021
[Monthly Service Report](#)
[Monthly Agency Statistics](#)

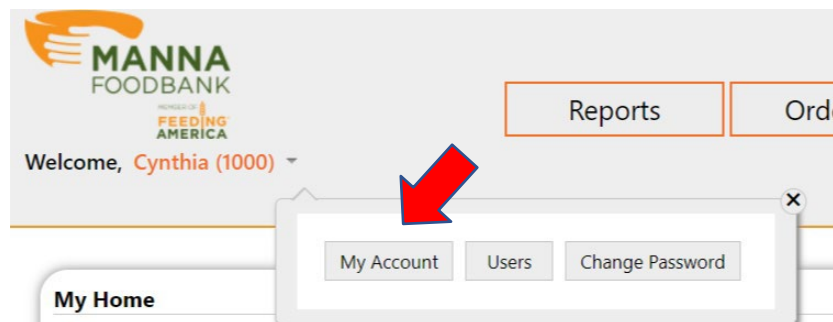
May 2021
[Monthly Service Report](#)
[Monthly Agency Statistics](#)

April 2021
[Monthly Service Report](#)
[Monthly Agency Statistics](#)

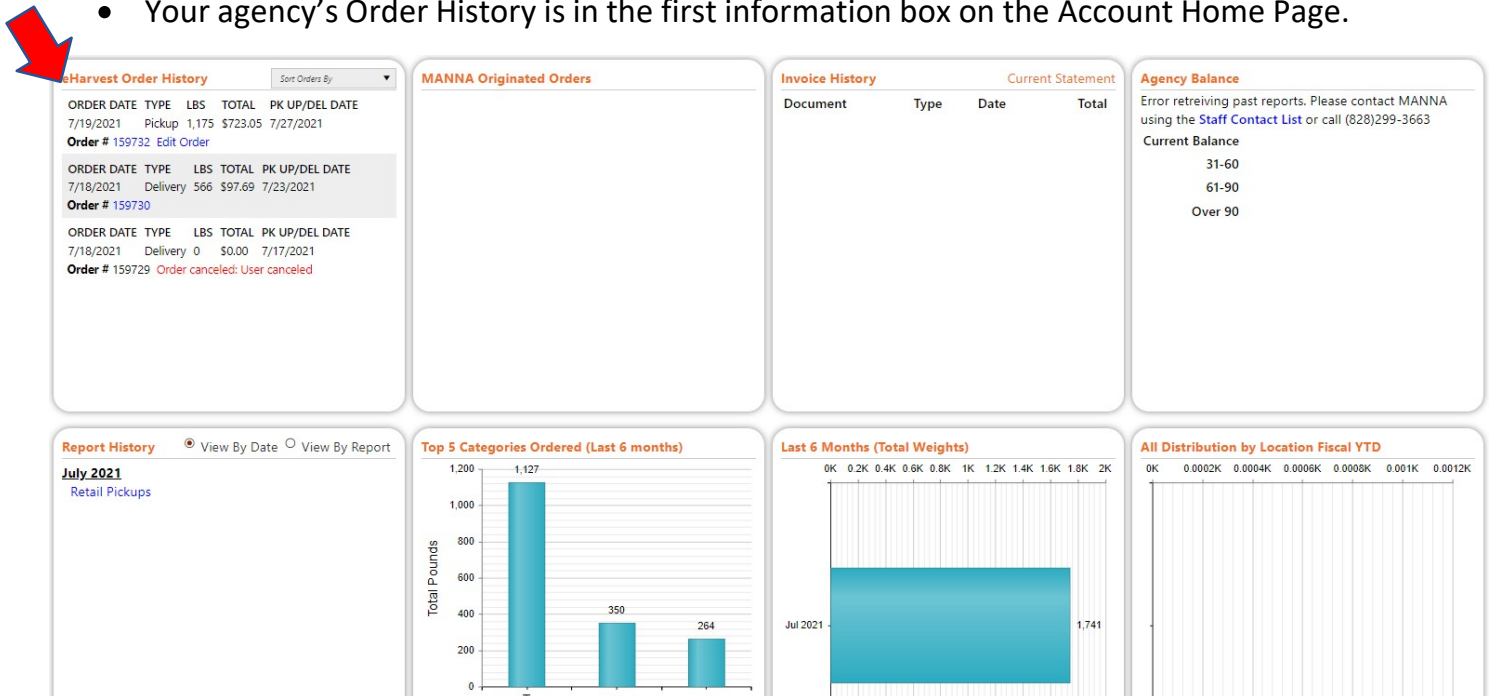
Order Preview Page

The order preview page will show you a snapshot of orders that you have submitted, estimated costs, and any updates that have happened. You access the Order Preview page from the Order History information box of the Account Home page.

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



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



- Click on the order number to open the order preview page for that order in a new window of your browser.

Print Order **1**

This screen is a snapshot of your order with estimated totals as your order is updated, not an order confirmation or invoice.



To **2** AR Test Account
67 Test Road
Testville, NC 00000

3

Order Number	Order Date	Customer Number	Delivery Date	Location	Delivery Contact #
159730	7/18/2021	99999	7/23/2021 1:00PM	Customer Delivery	8282993663

4

Item #	Description	Category	Storage	\$	Line Item Weight	Qty Ordered	Line Total
10523	CABBAGE	SAM PRODUCE	Refrigerated	0.00	350.00	7	\$0.00
13988	DRESSING, HONEY MUSTARD	DONATED	Dry	0.01	128.00	16	\$0.16
7766	SPAGHETTI SAUCE	CO-O PURCH	Dry	21.13	88.00	4	\$84.52

5 Total Order Weight: 566 pounds

Estimated Total: \$97.69

6 Estimated Product Total: \$84.68
Estimated Tax: \$1.69

Estimated Freight: \$11.32

Thank you for your order. To get a printable copy of your order for your records, click your browser's Print button.

Products received from MANNA FoodBank must not be sold or bartered for money, goods, or services and must be used only for the tax-exempt purposes of the partner agency. Food should be stored appropriately and used as soon as possible. Products must be handled and distributed to comply with established standards and eligibility criteria as outlined in the Agency Agreement.

Sections of the order preview page:

1. Print the Order Preview Page from your browser
2. Agency Name & Address
3. Order Information
4. Details for Items ordered
5. Total Order Weight
6. Estimated Cost and Estimated Total
 - a. The final cost of your order will be on your invoice and/or statement

- If there are changes or updates to your order at any point after you have submitted your order those changes will be reflected on this page with a brief reason for the change. The total weight and estimated costs and estimated total will reflect the changes.

Items removed from cart and updated:

Order Number	Order Date	Customer Number	Pickup Date	Pickup Contact #
159706	7/14/2021	1000	7/23/2021 12:15 PM	8888888888

Item #	Description	Category	Storage	\$	Line Item Weight	Qty Ordered	Line Total
12220	EMERGENCY FOOD ASSISTANCE BOX	DONATED	Dry	0.00	360.00	12	\$0.00
13440	QUICK OATS		Dry	19.54	44.00	2	\$39.08
The quantity of this item has been updated due to (Insufficient Qty). Your Total has been adjusted to reflect this.					0.00	0	\$0.00
13934	SOUP, CHICKEN NOODLE		Dry	28.77	152.00	4	\$115.08
The quantity of this item has been updated due to (Insufficient Qty). Your Total has been adjusted to reflect this.					0.00	0	\$0.00

Total Order Weight: 360 pounds

Estimated Total: \$0.00

Estimated Product Total: \$0.00

Estimated Tax: \$0.00

An updated quantity to an item:

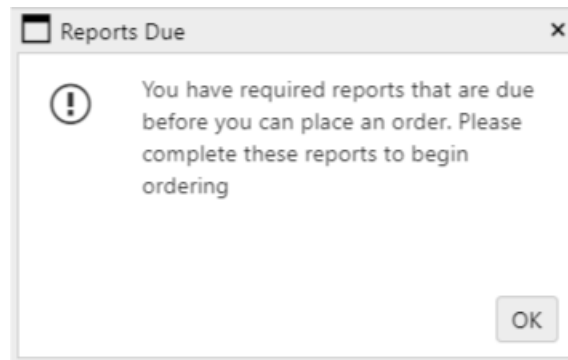
13704	MIXED VEGETABLES	CO-O PURCH	Dry	15.49	162.00	6	\$92.94
The quantity of this item has been updated due to (Agency Requested Change). Your Total has been adjusted to reflect this.					15.00	15	\$232.35

IMPORTANT:

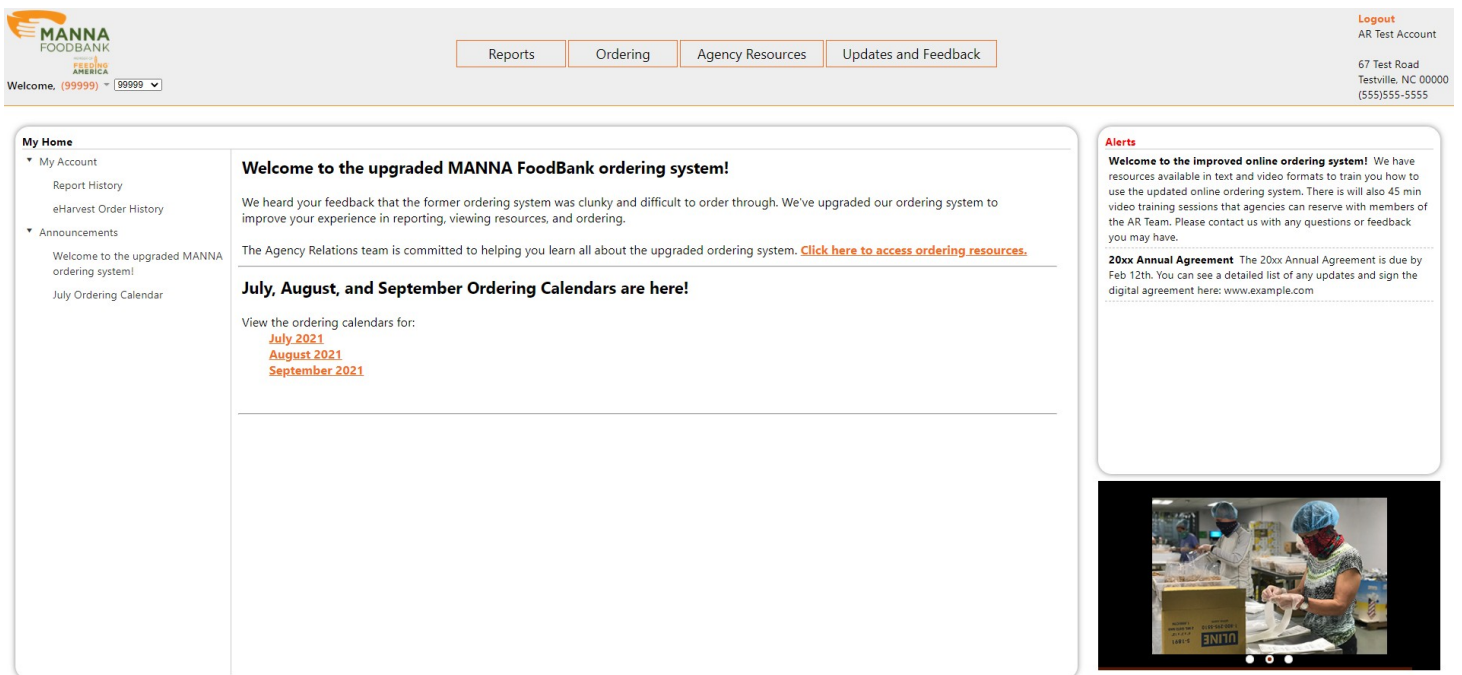
The Order Preview Page is an updated snapshot of your order with estimated totals as your order is updated. The Order Preview Page is not an order confirmation or invoice.

Submitting Reports

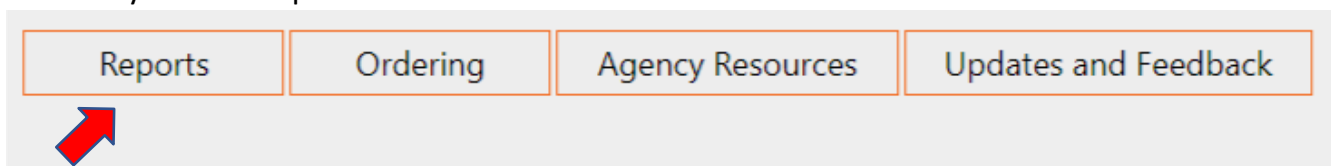
If you have one or more reports past due you will not be able to place an order until that report has been submitted. The below message will display upon login.



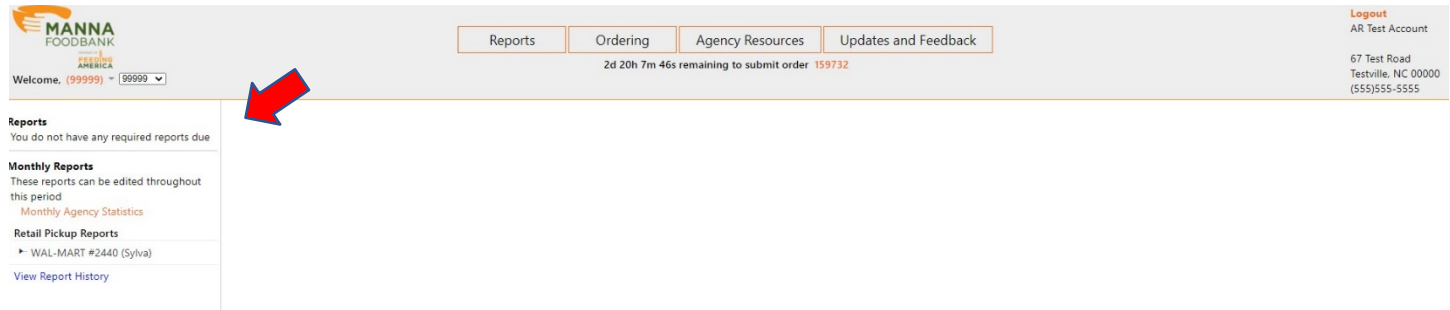
After logging in you will be taken to the Home Page of the online ordering system.



- To view or submit reports click the Reports button at the top of the page, the button will be red if you have reports due.



The Reports page is navigated through the left-hand side of the page.



The screenshot shows the Manna Foodbank website interface. At the top right, there is a navigation menu with links for 'Reports', 'Ordering', 'Agency Resources', and 'Updates and Feedback'. Below this menu, a red arrow points to the 'Reports' link in the left-hand navigation sidebar. The sidebar also contains a 'Logout' link and account information for 'AR Test Account'.

Reports

You do not have any required reports due

Monthly Reports

These reports can be edited throughout this period

[Monthly Agency Statistics](#)

Retail Pickup Reports

▼ WAL-MART #2440 (Sylva)

└─ 7/1/2021

[View Report History](#)

- If you have reports past due, each will be listed by month with a link to submit that report. All past due reports must be submitted to place an order.
- Monthly reports can be edited throughout the month if needed but they must be submitted by the 7th of the following month.
- Retail Pickup reports will be listed by store with a dropdown arrow to show all retail reports that have been submitted by date.
- View Report History takes you to the Account Home page where you can view the Report History information box.

- Open a report by clicking the report name. I'll use the Monthly Agency Statistics Report as an example:

<p>1</p> <p>Reports You do not have any required reports due</p>	<p>2 Monthly Agency Statistics - June 2021 3 <input type="button" value="Submit Report"/> Created by 4 on 7/15/2021 2:05:17 PM</p>
<p>5 Monthly Reports These reports can be edited throughout this period <i>Monthly Agency Statistics</i></p> <p>6 Retail Pickup Reports — FOOD LION STORE #412 (Candler) View Report History</p>	<p>* Required Fields</p> <p>Test Header</p> <p>Pantries</p> <p>*Total Households Served through Pantry 7 <input type="text" value="88"/></p> <p>*Total Individuals Served through Pantry <input type="text" value="350"/></p> <p>TEFAP Only</p> <p>*Total TEFAP Households Served <input type="text" value="11"/></p> <p>*Total TEFAP Individuals Served <input type="text" value="22"/></p> <p>Meal Sites</p> <p>*Totals Meals Served <input type="text" value="33"/></p> <p>Details/Comments for MANNA: <input type="text"/></p> <p>Share an impactful experience you've had over the past month: <input type="text"/></p>

Sections of a report:

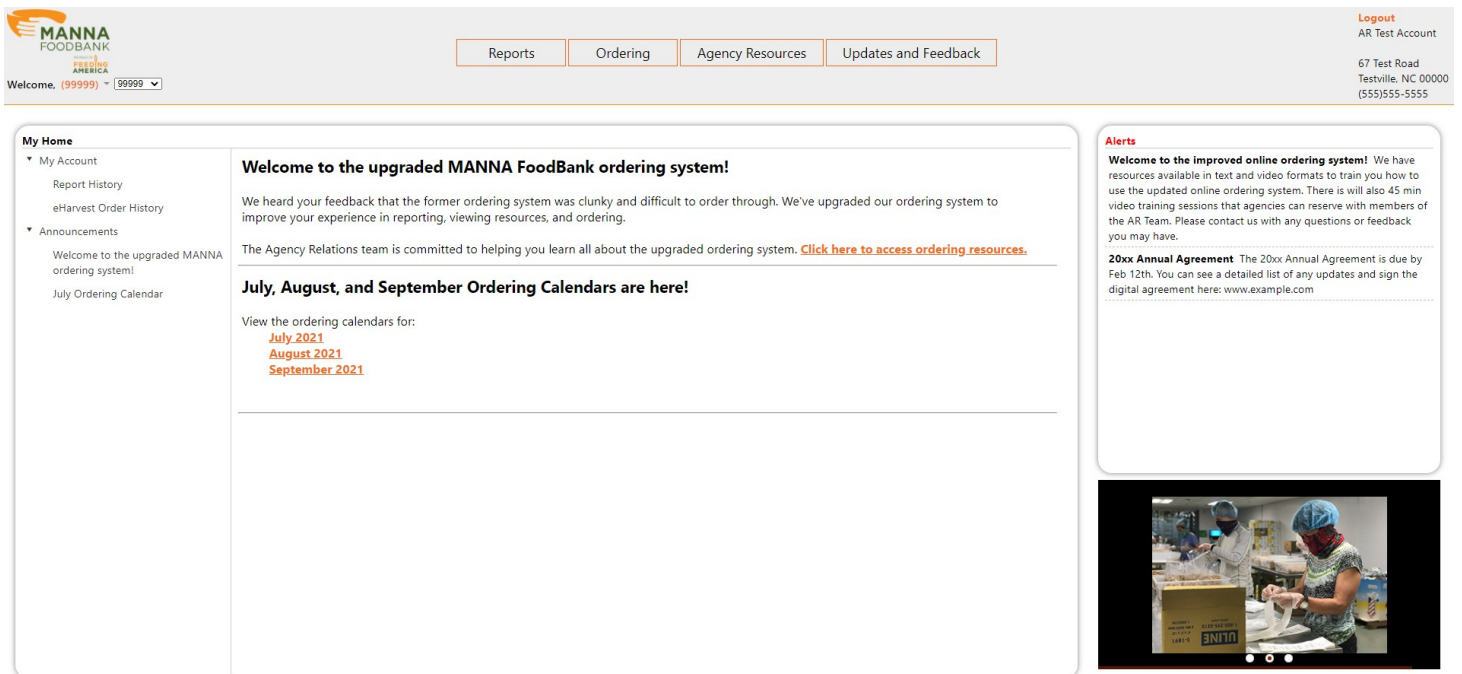
1. List of past due reports
2. Report name and month reporting for
3. Submit Report
 - a. All reports must be submitted after completion. Monthly reports can continually be edited and resubmitted until the 7th of the next month. The report information will not save until it has been submitted
4. Name of the user who created the report and the date/time the report was submitted
5. List of monthly reports
6. Retail Pickup stores assigned to your agency to report for (See the Retail Pickup Guide for more information about this report)
7. Report questions. Quest may be text, numeric, a drop down, or multiple choice.
 - a. Required questions are indicated with a *

- Once you have completed the report click the to save/submit the report
 - Your information will not be saved unless you click the Submit Report button

Submitting Retail Pickup Reports

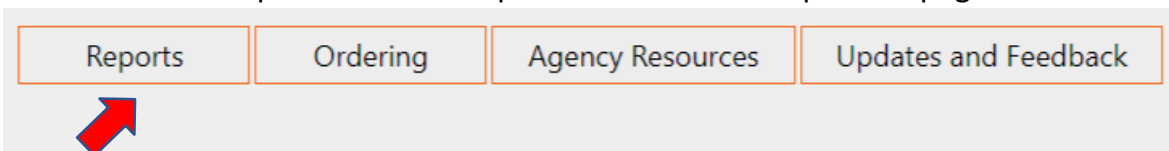
To help keep our data as accurate as possible, all poundage reports are now due at the end of the month and not the 7th of the following month.

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

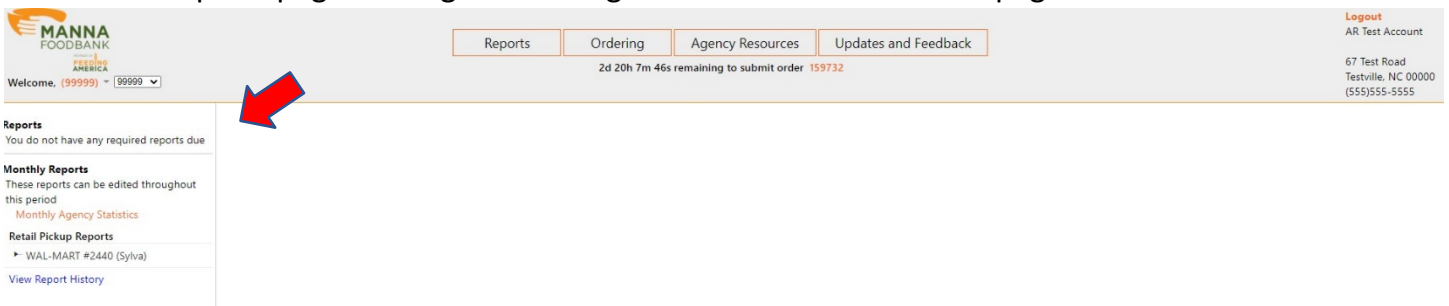


The screenshot shows the Manna FoodBank online ordering system home page. At the top, there is a navigation bar with buttons for Reports, Ordering, Agency Resources, and Updates and Feedback. A user is logged in as 'AR Test Account' with the address '67 Test Road, Testville, NC 00000, (555)555-5555'. The main content area is divided into two columns. The left column, titled 'My Home', contains a sidebar with links for My Account, Report History, eHarvest Order History, Announcements, and Welcome to the upgraded Manna ordering system. The right column contains a welcome message: 'Welcome to the upgraded Manna FoodBank ordering system! We heard your feedback that the former ordering system was clunky and difficult to order through. We've upgraded our ordering system to improve your experience in reporting, viewing resources, and ordering. The Agency Relations team is committed to helping you learn all about the upgraded ordering system. [Click here to access ordering resources.](#) July, August, and September Ordering Calendars are here! View the ordering calendars for: [July 2021](#), [August 2021](#), [September 2021](#)'. On the far right, there is an 'Alerts' section with a message about the improved online ordering system and a 20xx Annual Agreement. Below the alerts is a video thumbnail showing a person in a kitchen setting.

- To view or submit reports click the Reports button at the top of the page.



- The Reports page is navigated through the left-hand side of the page.



The screenshot shows the Manna FoodBank Reports page. The navigation bar at the top is identical to the home page, but the Reports button is highlighted with a red arrow. Below the navigation bar, there is a status bar indicating '2d 20h 7m 46s remaining to submit order 159732'. The main content area is divided into two columns. The left column, titled 'Reports', contains a message: 'You do not have any required reports due'. Below this, there are sections for 'Monthly Reports' (with a link to 'Monthly Agency Statistics') and 'Retail Pickup Reports' (with a link to 'WAL-MART #2440 (Sylva)' and a link to 'View Report History'). The right column contains a 'Logout' button and the user's account information.

- Click on the Name of the retail store that you wish to report for under the Retail Pickup Reports Heading.
- If you have multiple retail pickup locations be sure that you've selected the correct store before starting the report.

Reports

These reports are required before placing a new order

May 2021

- [Report for Testing](#)

June 2021


- [Report for Testing](#)

Monthly Reports

These reports can be edited throughout this period

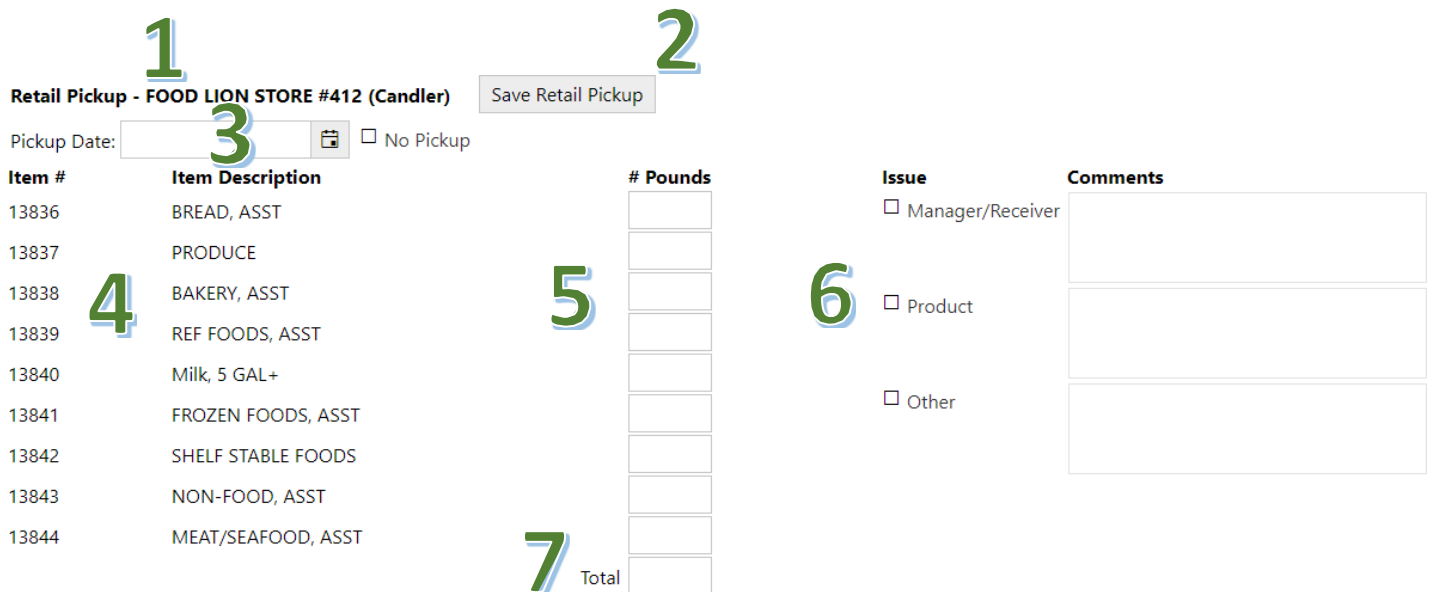
[Monthly Agency Statistics](#)

[Report for Testing](#)

Retail Pickup Reports 

▶ FOOD LION STORE #412 (Candler)

[View Report History](#)

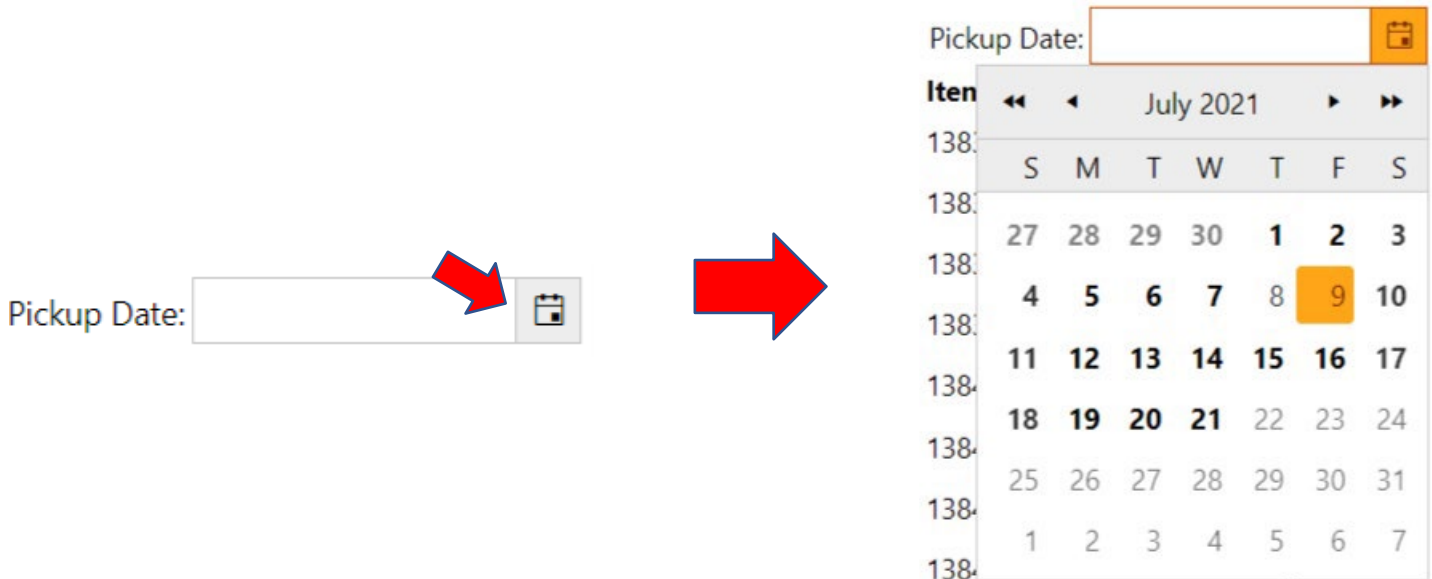


Item #	Item Description	# Pounds	Issue	Comments
13836	BREAD, ASST		<input type="checkbox"/> Manager/Receiver	
13837	PRODUCE			
13838	BAKERY, ASST		<input type="checkbox"/> Product	
13839	REF FOODS, ASST			
13840	Milk, 5 GAL+		<input type="checkbox"/> Other	
13841	FROZEN FOODS, ASST			
13842	SHELF STABLE FOODS			
13843	NON-FOOD, ASST			
13844	MEAT/SEAFOOD, ASST			
	7 Total			

Sections of the Retail Pickup Report:


1. Name of retail pickup location
2. Save Retail Pickup button, submits your reports
3. Pickup Date
 - A calendar to select the day of your retail pickup
4. The 9 retail pickup categories reported on
5. Fields to enter total lbs for each category pickup up
6. Comments Section
7. Total lbs picked up for that date
 - The system will automatically add your total.

- After selecting the store you wish to report a pickup for click the small calendar icon on the Pickup Date field. This opens a calendar to select your day of pickup.



- Click the date of the retail pick that you would like to report for
- Enter the number of lbs of each product category that you picked up during your retail pickup under the column labeled # Pounds. Your Total will be calculated as you enter your lbs for each category
 - Product category codes have remained the same during the system updates

Retail Pickup - FOOD LION STORE #412 (Candler) Save Retail Pickup

Pickup Date:  No Pickup

Item #	Item Description	# Pounds	Issue	Comments
13836	BREAD, ASST	<input type="text" value="20"/>	<input type="checkbox"/> Manager/Receiver	<input type="text"/>
13837	PRODUCE	<input type="text" value="145"/>	<input type="checkbox"/> Product	<input type="text"/>
13838	BAKERY, ASST	<input type="text" value="22"/>	<input type="checkbox"/> Other	<input type="text"/>
13839	REF FOODS, ASST	<input type="text" value="76"/>		
13840	Milk, 5 GAL+	<input type="text" value="0"/>		
13841	FROZEN FOODS, ASST	<input type="text" value="72"/>		
13842	SHELF STABLE FOODS	<input type="text" value="50"/>		
13843	NON-FOOD, ASST	<input type="text" value="174"/>		
13844	MEAT/SEAFOOD, ASST	<input type="text" value="16"/>		
Total		<input type="text" value="575"/>		

- After you have entered the lbs for each category picked up you can enter any comments you would like to share with the MANNA staff regarding the Manager/Receiver, the product, or any other feedback or experiences you may have.
 - Click the checkbox next to the topic you would like to comment on and enter your comment in the text box beside that topic.
 - You can leave a comment for one topic or all of them

Retail Pickup - FOOD LION STORE #412 (Candler) Save Retail Pickup

Pickup Date: No Pickup

Item #	Item Description	# Pounds	Issue	Comments
13836	BREAD, ASST	20	<input checked="" type="checkbox"/> Manager/Receiver	Waited for 45 mins
13837	PRODUCE	145	<input checked="" type="checkbox"/> Product	Half of product was spoiled
13838	BAKERY, ASST	22	<input checked="" type="checkbox"/> Other	Less meat over the past few weeks
13839	REF FOODS, ASST	76		
13840	Milk, 5 GAL+	0		
13841	FROZEN FOODS, ASST	72		
13842	SHELF STABLE FOODS	50		
13843	NON-FOOD, ASST	174		
13844	MEAT/SEAFOOD, ASST	16		
Total		575		

- Once you have completed the report click the Save Retail Pickup to save/submit the report
 - Your information will not be saved unless you click the Save Retail Pickup button

- If you have multiple stores or dates you wish to report for, click the name of the store to open a blank Retail Pickup Report for that location.

Reports

These reports are required before placing a new order

May 2021

- [Report for Testing](#)

June 2021

- [Report for Testing](#)

Monthly Reports

These reports can be edited throughout this period

- [Monthly Agency Statistics](#)
- [Report for Testing](#)

Retail Pickup Reports

- ▶ [FOOD LION STORE #412 \(Candler\)](#)

[View Report History](#)

- You can view all pickups that you have entered for a retail pickup site by clicking the small arrow beside the store name. Clicking this arrow will show a list of all dates you have reported.

Reports

These reports are required before placing a new order

May 2021

- [Report for Testing](#)

June 2021

- [Report for Testing](#)

Monthly Reports

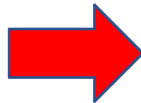
These reports can be edited throughout this period

- [Monthly Agency Statistics Report for Testing](#)

Retail Pickup Reports

- FOOD LION STORE #412 (Candler)

[View Report History](#)



Reports

These reports are required before placing a new order

June 2021

- [Report for Testing](#)

Monthly Reports

These reports can be edited throughout this period

- [Monthly Agency Statistics Report for Testing](#)

Retail Pickup Reports


- FOOD LION STORE #412 (Candler)

- 7/15/2021
- 7/9/2021
- 7/8/2021
- 6/30/2021

[View Report History](#)

- Click on any of these dates to view the report you submitted for that retail pickup, all information fields will be greyed out and you cannot edit a report once it has been submitted.

Retail Pickup - FOOD LION STORE #412 (Candler)

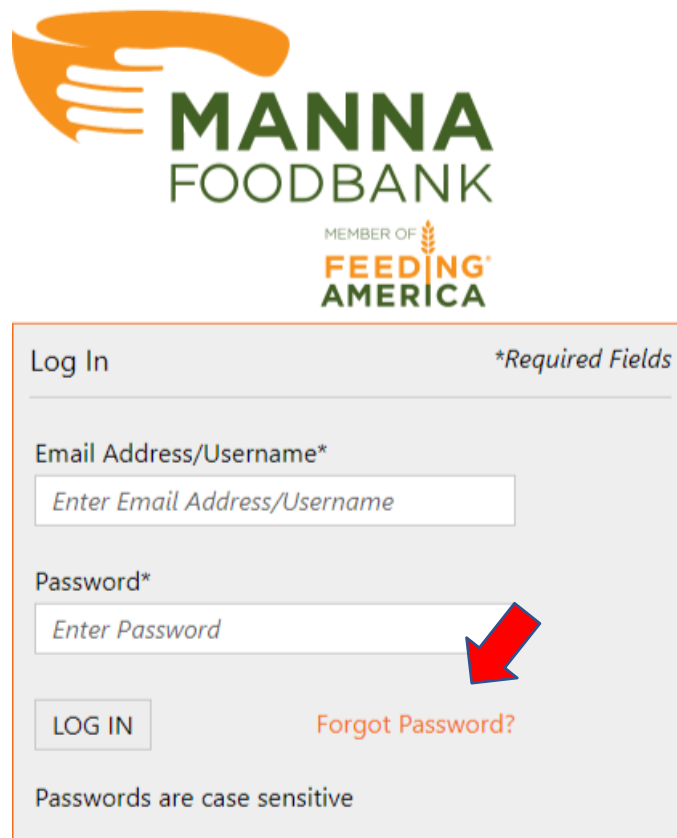
Pickup Date: 

Item #	Item Description	# Pounds	Issue	Comments
13836	BREAD, ASST	15	<input checked="" type="checkbox"/> Manager/Receiver	Waited for 45 mins
13837	PRODUCE	145		
13838	BAKERY, ASST	20	<input checked="" type="checkbox"/> Product	Half of product spoiled
13839	REF FOODS, ASST	35		
13842	SHELF STABLE FOODS	95		
13844	MEAT/SEAFOOD, ASST	16	<input checked="" type="checkbox"/> Other	Less meat than usual over last few weeks
Total		326		

Changing your Password

There are two ways to change your password in the online ordering system:


1. On the Login page you can click Forgot Password? To receive an email with a link to reset your password



Log In *Required Fields

Email Address/Username*

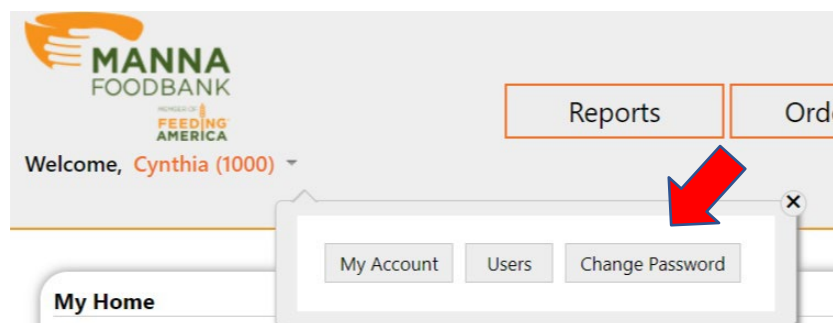
Password*

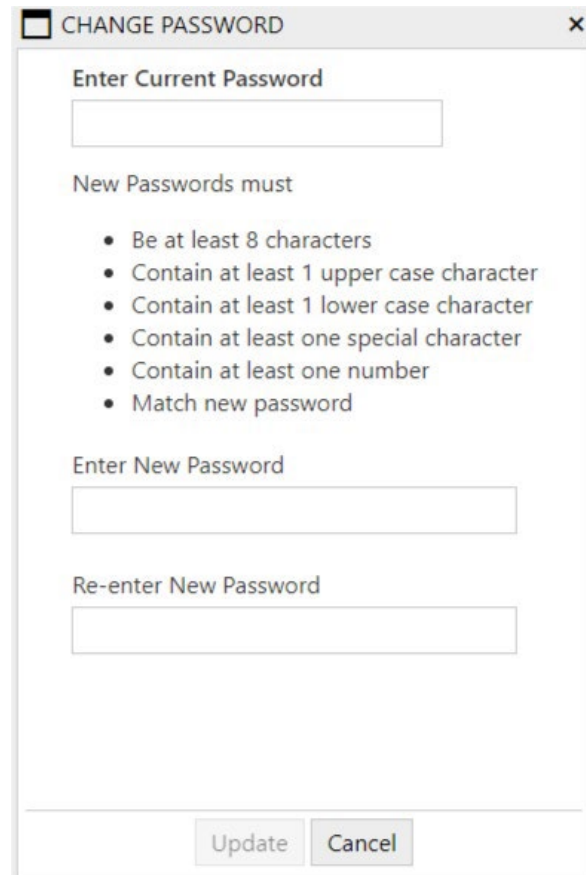
[Forgot Password?](#)

Passwords are case sensitive

2. On the Home page click the small arrow beside your name then click Change Password



- The password reset window will look the same changing your password through the login screen or the Home page



The screenshot shows a dialog box titled "CHANGE PASSWORD" with a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled "Enter Current Password". Below this is a section titled "New Passwords must" followed by a bulleted list of requirements: "Be at least 8 characters", "Contain at least 1 upper case character", "Contain at least 1 lower case character", "Contain at least one special character", "Contain at least one number", and "Match new password". Underneath the list are two more text input fields: "Enter New Password" and "Re-enter New Password". At the bottom of the dialog, there are two buttons: "Update" and "Cancel".

- New passwords must:
 - Be at least 8 characters
 - Contain at least 1 upper case character
 - Contain at least 1 lower case character
 - Contain at least one special character
 - Contain at least one number
 - Match new password

Creating Additional Users

Each agency's account has an Admin user assigned to their account. This is the primary contact that MANNA has on file for each agency. MANNA creates this account in the online orderings system when you become a Partner Agency. Each agency Admin user can then create additional users for different staff and volunteers in their organization.

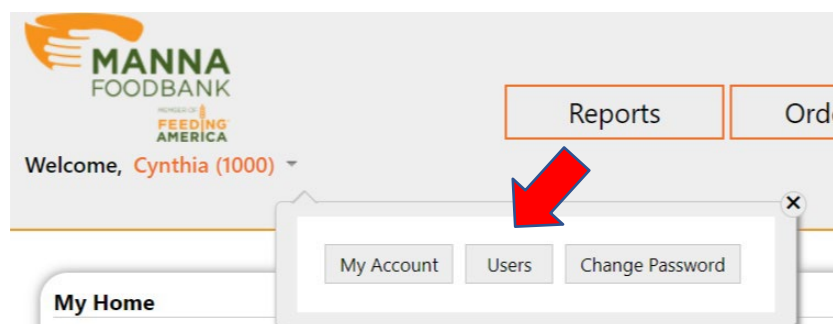
MANNA is advising that each partner agency create a user account for each person that will be accessing the online ordering system.

Submit Report Created by on 7/15/2021 2:05:17 PM


There are some significant advantages to having individual logins like less opportunity for internal miscommunication after updating password, the ability to see who submitted each report, and the ability to see who started each order and who last updated the active order on the Ordering page and the Checkout page.

Order Created By
Cynthia Mackiernan
Order Last Updated By
Cynthia Mackiernan
Order Last Updated On
7/19/2021 12:49:24 PM


- On the Home page click the small arrow beside your name then click Users



- On the New User page click +Add New User in the upper right-hand side of the page

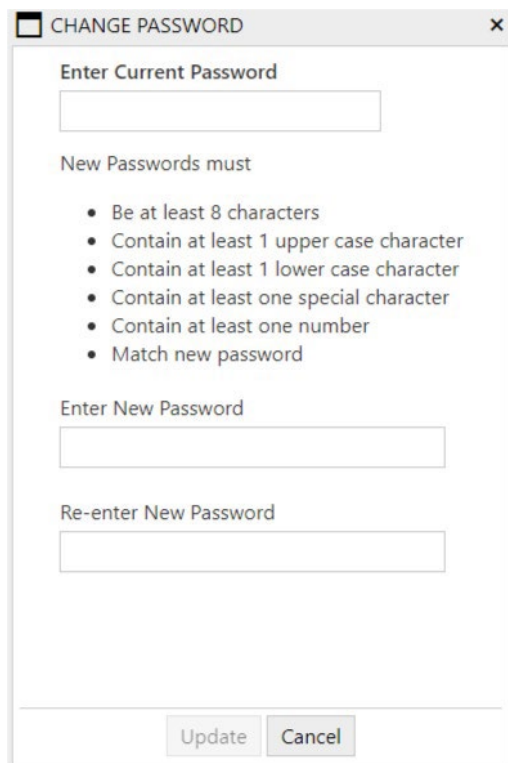


+ Add New User		Refresh					
	Email Address	First Name	Last Name	Role	Active	Admin	
 x	Test@testemail.com	Test	McTester	Head Tester	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

- Enter the new user's Email Address, First Name, Last Name, and Role
 - The new user's Email Address/Username will be what you have entered as their email address on this screen
- Click the  button to the left of the new user's information to save the new user
- You will see the following confirmation message after saving

User added. An email will be sent to the user to set their password and should arrive in the next 15 minutes from ar@mannafoodbank.org. Please check SPAM or Junk Email.

- The new user will receive in email within 15 minutes to create their password
- When the new user clicks the link provided in the email they will be directed to a page to enter their password



CHANGE PASSWORD x

Enter Current Password

New Passwords must

- Be at least 8 characters
- Contain at least 1 upper case character
- Contain at least 1 lower case character
- Contain at least one special character
- Contain at least one number
- Match new password

Enter New Password

Re-enter New Password

Update Cancel

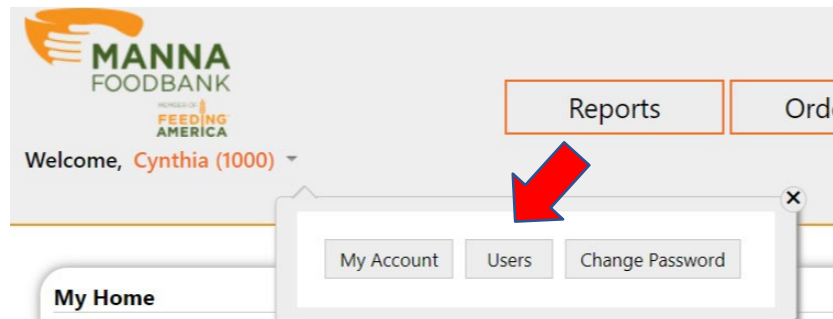
Passwords must:

- Be at least 8 characters
- Contain at least 1 upper case character
- Contain at least 1 lower case character
- Contain at least one special character
- Contain at least one number
- Match new password

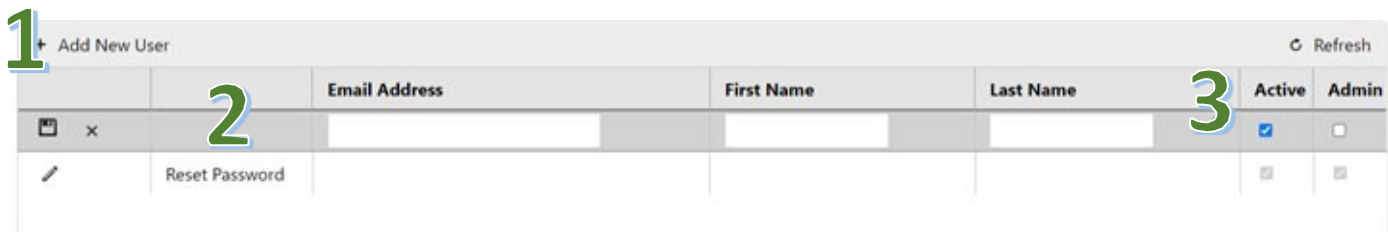
Managing User Accounts

Once additional users have been created, the Admin user for your agency can manage the list of additional user accounts.

- On the Home page click the small arrow beside your name then click Users



- The New User page has three options to help manage your list of user accounts



1. Create an additional user (see Creating Additional Users)
2. Send a password reset email to the user
3. Make a user active or inactive
 - Once created user accounts cannot be deleted, there will be a history of all users that have been created for your account
 - Unchecking the Active checkbox beside a user will deactivate their user account and remove all access