Accessing the Online Web Ordering System

1. The new online ordering system works best with Internet Explorer or Firefox. Please do not use Google Chrome.

2. You will begin the same by going to http://www.foodbankheartland.org/agency-partners/
   a. Click on the Online Ordering & Reporting Link

3. The next window will look a little different. Each person authorized to order food will need to know:
   a. Agency Reference Number – NOTE: Your Reference Number will be your account number. This is also the same as your old Program Code without the "0063P" prefix (Ex.: 0063PPR09999 would be PR09999).
   b. Username – this will remain unchanged unless you have been contacted
   c. Password: change12
      Please note – ALL passwords were reset to change12

4. Placing an Order
   a. From the home page, select the +Order Entry on the right side of the screen to open up the shopping list:
5. Confirm your shipping option – There will be no changes to cutoff dates for local or out of town orders; we still require two business days for local deliveries and your assigned cutoffs days for deliveries.
   a. Pickup/delivery
   b. Location
      i. Select any option available – you will see various numbers after each pickup/delivery option. All options are equal and no priority is given based on number value. As always, first come, first served.
   c. Date
   d. Time
   e. Select Continue to move to the next step

6. Place quantity of item in the Qty Textbox and either tab or select another Qty box by moving the mouse cursor. While the system is placing the item in your cart you will see Wait above the available column.
   a. Once you enter the quantity for an item, and click in any other field, the items are added to your order and will be reserved for you. There is no need to submit orders or edits as you have in the past; you will only need to checkout when you’re completely done with your order.
7. Note the available functions:
   a. Print Shopping List: Select to print a shopping list
   b. Print Cart: Select to print the items in the cart
   c. View Cart: Select to view the items within the cart
   d. The Search textbox allows you to type in the product name or the product reference number to search the shopping list for that particular item.
   e. The Ref (reference) column contains the item number. Clicking on the product reference number will bring up a new window containing the product details and the product photo (if available).
   f. The Red X selection will delete the item quantity from the cart.
   g. The starred columns indicate columns that the Shopping List can be sorted on. Clicking on the underlined word will sort the column in ascending or descending order. Keep clicking the word until you get the view you want. Note the small arrow pointing downward indicating an ascending selection (smallest number to largest number or alphabetical).

8. Once desired items are in the cart, click on the View Cart button to review your order.

9. Fill in the Contact Information on the top left of the page
10. Once your order is complete, select checkout

11. You will receive a confirmation email once the order is processed