

MANNA FoodBank

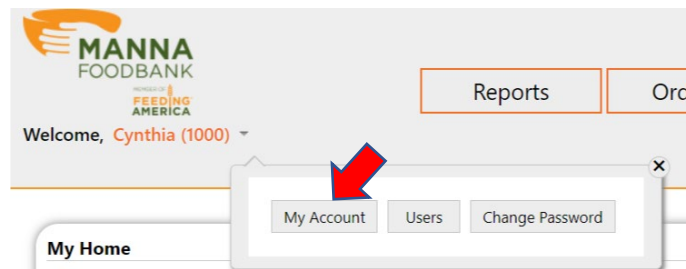
Online Ordering Guide for Partner Agencies

Version 1.1

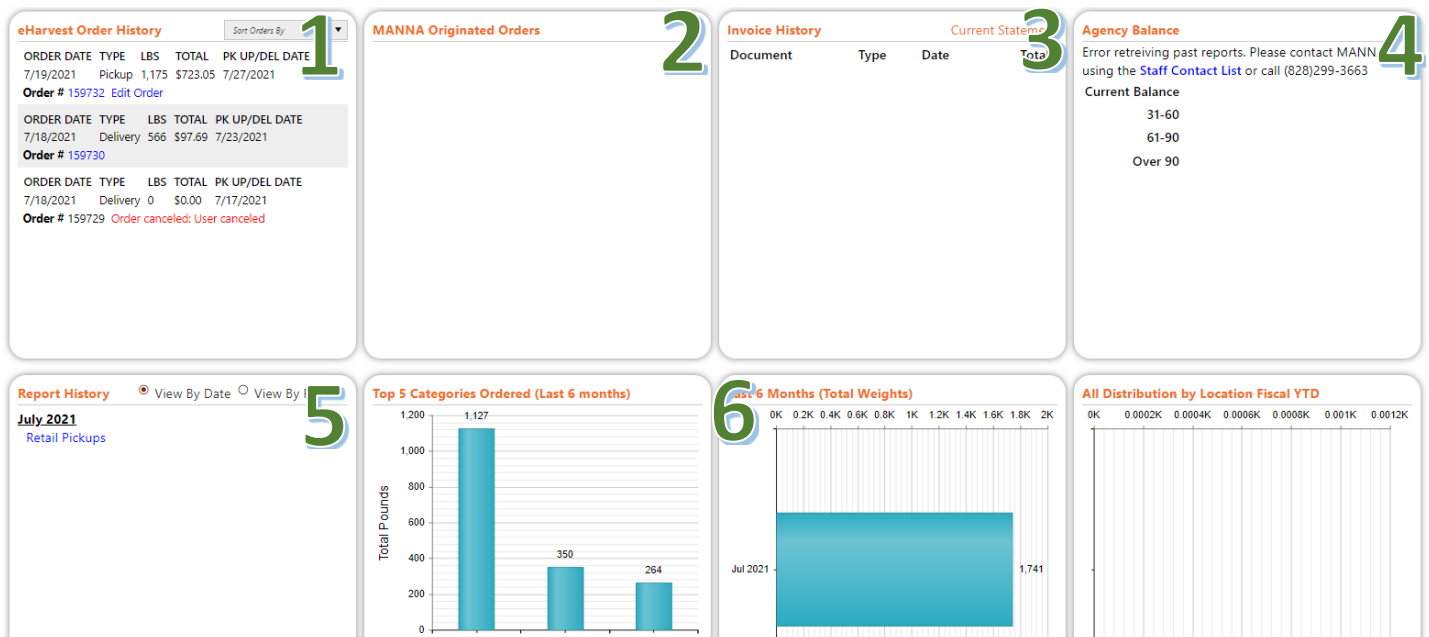
The Account Home Page

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.



The screenshot shows the Account Home Page dashboard with six numbered callouts:

- eHarvest Order History**: A table with columns: ORDER DATE, TYPE, LBS, TOTAL, PK UP/DEL DATE. It lists three orders with details like pickup/delivery type, weight, and total cost.
- MANNA Originated Orders**: A section for orders originated by Manna.
- Invoice History**: A table with columns: Document, Type, Date, Total.
- Agency Balance**: A section showing current balance and error messages for retrieving past reports.
- Report History**: A section for viewing reports, currently showing "July 2021 Retail Pickups".
- Top 5 Categories Ordered (Last 6 months)**: A bar chart showing total pounds for the top 5 categories. The highest is 1,127 pounds.
- Last 6 Months (Total Weights)**: A bar chart showing total weights for the last 6 months, with a value of 1,741 for July 2021.
- All Distribution by Location Fiscal YTD**: A table showing distribution by location for the fiscal year to date.

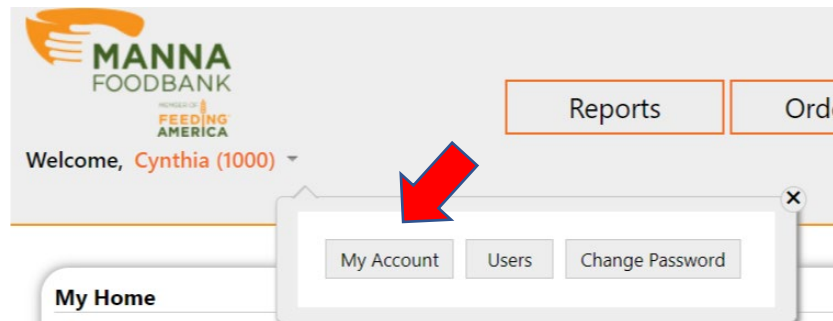
Each square will have a provide different information about your account. Here are the sections of the Account Home Page:

1. Order History
2. MANNA Originated Orders
3. Invoice/Statement History
4. Agency Balance
5. Report History
6. Graphs displaying information regarding your agency data from orders and reports

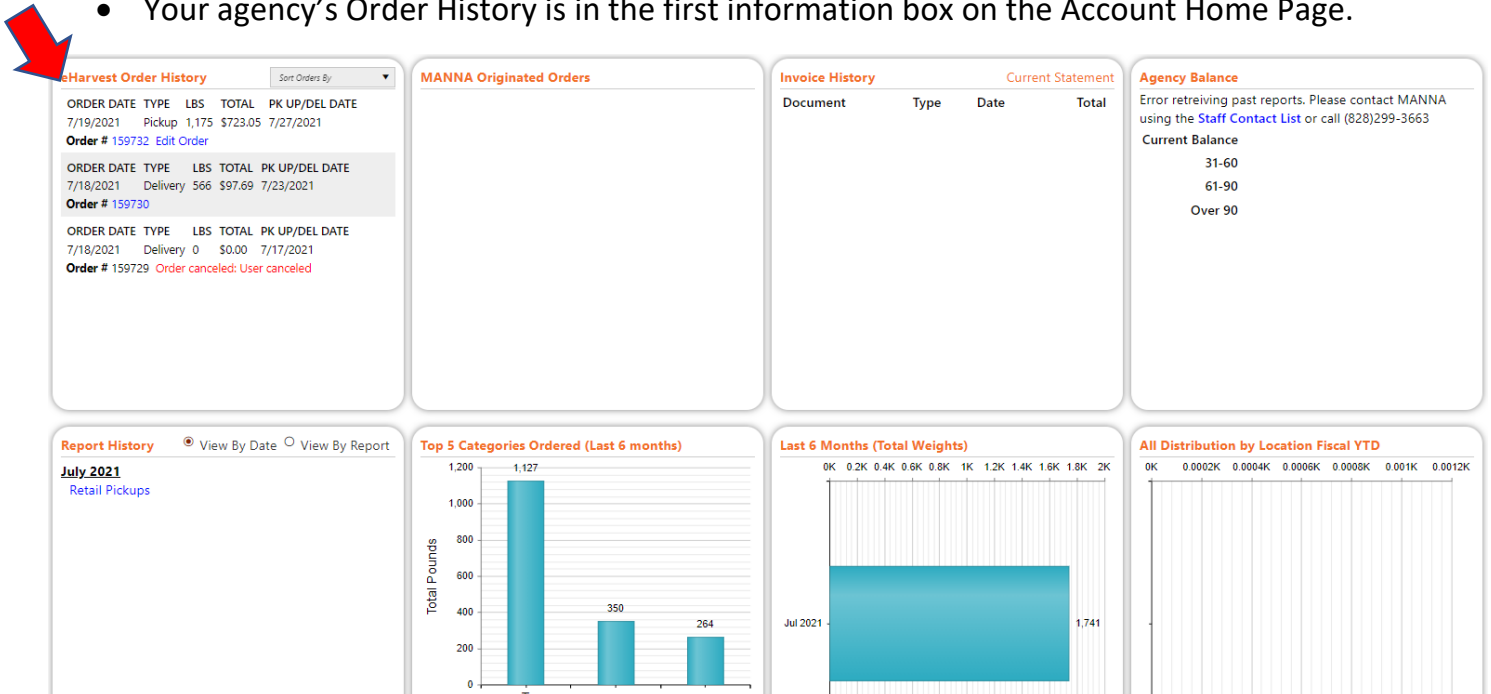
Order History

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
I	1,127
W	350
Q	264

Last 6 Months (Total Weights)

Month	Total Pounds
Jul 2021	1,741

All Distribution by Location Fiscal YTD

Location	Total Pounds
0K	0.0002K
0.0002K	0.0004K
0.0004K	0.0006K
0.0006K	0.0008K
0.0008K	0.001K
0.001K	0.0012K

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

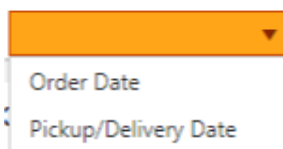
The Order History window will list all:

- 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.

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

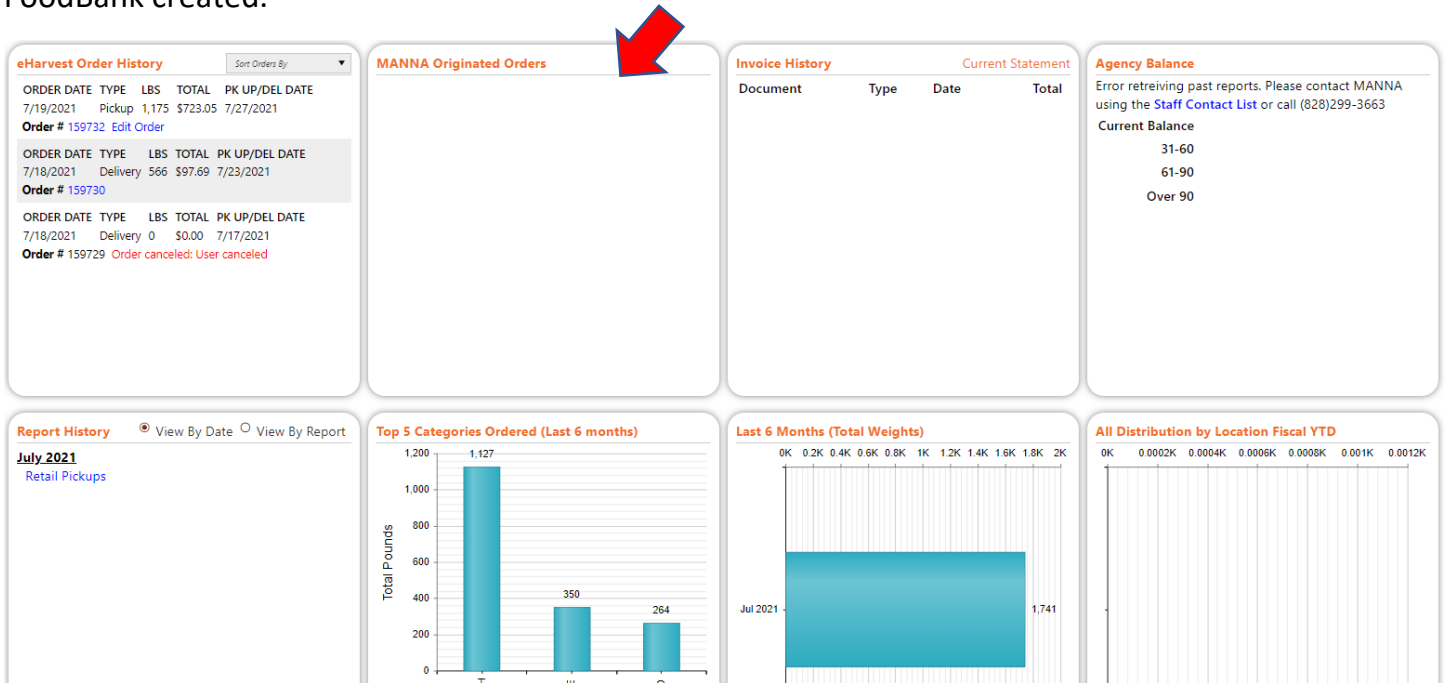
The window can be sorted by either Order Date or Pickup/Delivery date using the dropdown in the upper right-hand corner.



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
Order # 159710 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
Order # 159708				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Pickup	0	\$0.00	7/18/2021
Order # 159707				
ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE
7/14/2021	Pickup	360	\$0.00	7/23/2021
Order # 159706				
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 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
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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
H	1,127
W	350
C	264

Last 6 Months (Total Weights)

Month	Total Pounds
Jul 2021	1,741

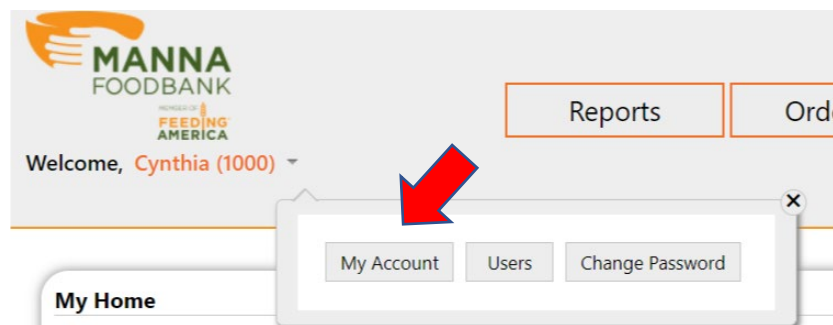
All Distribution by Location Fiscal YTD

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.

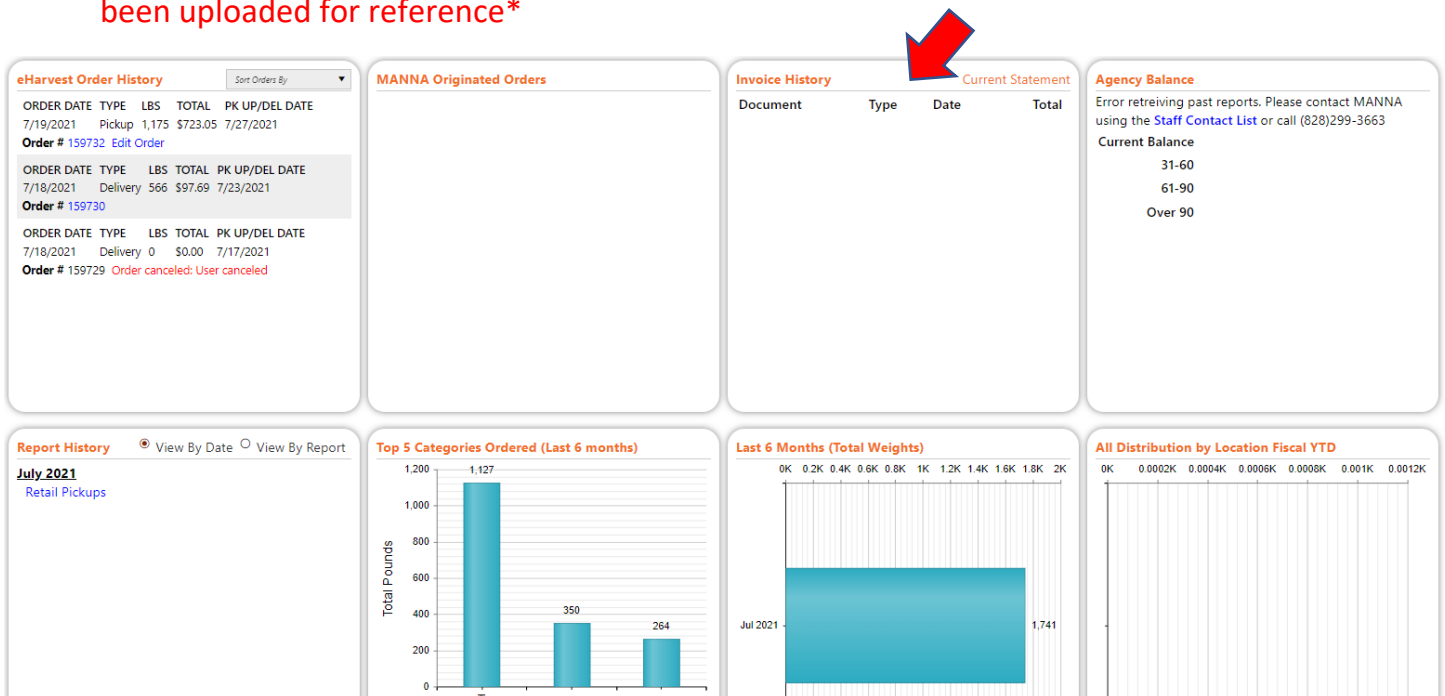
Invoices, Statement, and Balance

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

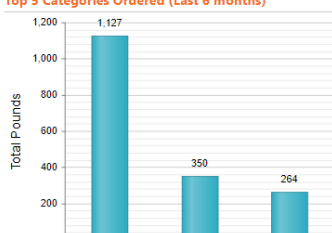
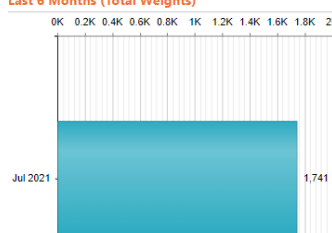
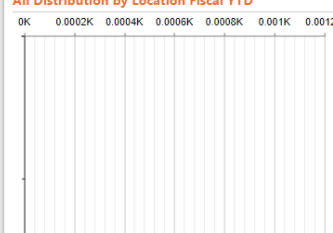
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248171	INV	6/8/2021	view doc
248590	INV	6/3/2021	view doc
248567	INV	6/3/2021	view doc
248553	INV	6/3/2021	view doc
248541	INV	6/3/2021	view doc
248044	INV	6/2/2021	view doc
248153	INV	6/2/2021	view doc
5-31-2021	STMT	6/1/2021	view doc

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.

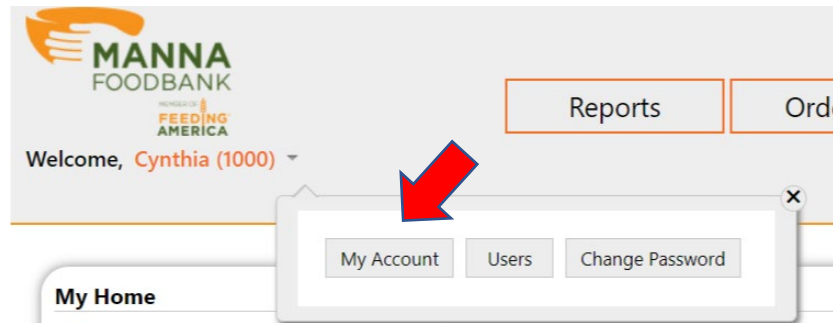
The fourth information box on the Account Home page is a quick reference view of your agency's current balance. This is your agency's current statement as of today, including the most recent payment posted to your account. This is broken down into your current total balance and balance 31-60 days old, 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> </tbody> </table> <p>Order # 159732 Edit Order</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>7/18/2021</td> <td>Delivery</td> <td>566</td> <td>\$97.69</td> <td>7/23/2021</td> </tr> </tbody> </table> <p>Order # 159730</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>7/18/2021</td> <td>Delivery</td> <td>0</td> <td>\$0.00</td> <td>7/17/2021</td> </tr> </tbody> </table> <p>Order # 159729 Order canceled: User canceled</p>	ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE	7/19/2021	Pickup	1,175	\$723.05	7/27/2021	ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE	7/18/2021	Delivery	566	\$97.69	7/23/2021	ORDER DATE	TYPE	LBS	TOTAL	PK UP/DEL DATE	7/18/2021	Delivery	0	\$0.00	7/17/2021	<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> <p>31-60</p> <p>61-90</p> <p>Over 90</p>
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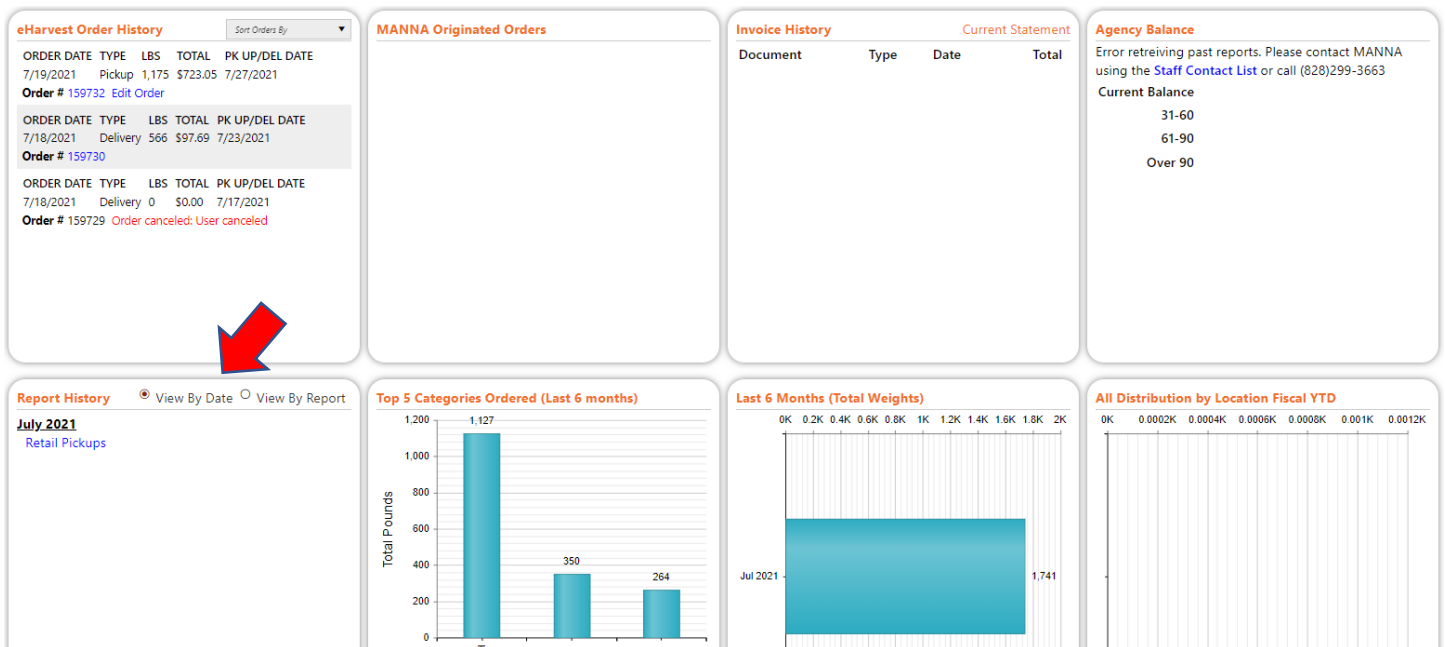
Report History

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- 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
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