

Here's a Quick Start Guide to eHarvest. Please read the detailed instructions as well.

1. Go online to www.acfb.org. Click on eHarvest under Partner Agencies on the right-side menu. This takes you to the login screen. (You can bookmark the login screen. You must always start at the login screen. If you bookmark the cart, you will think you are adding items to your order, but not really doing so.)
2. At the login screen, enter your agency code for the user id, your password, and your last name/ the last name of the person picking up the order (ex: Smith/Jones).
3. At the main screen, begin your order by selecting Pickup for warehouse pickup and the date and time that you wish. Click on "Start Order."
4. If you are eligible for delivery, click on the Pickup drop down and select the delivery option you would like. Select the date if applicable and then click on "Start Order."
5. The next page shows you your pickup day /time as well as the order cutoff date/time in red in the upper right hand corner. The product categories are on the left. The items available for the highlighted category show in the main part of the screen.
6. Enter the quantity of each item you want in a category. Scroll to the bottom of the category to click on Add Items to Cart. That commits the items to your order. You cannot order more than is available. This is a real time system. If another agency is ordering at the same time you are and quantities available are low, whoever hits clicks on Add Items to Cart first will get the remaining quantity. The other person will get a message that says the quantity is no longer available. This will make for more reliable ordering and easier menu planning.
7. From the shopping cart, you can view the order weight, the share maintenance fee and make changes to quantities or remove items completely. Change the quantity by editing the qty and hitting your tab key. To remove an item, click the remove box next to the item you wish to delete, then click Delete selected Items in the middle of the menu bar above.
8. Always print an order confirmation when you are finished by clicking on Print Confirmation in the menu bar above. Bring your confirmation page with you. Your ordering is complete. You can now close your internet window or log on to another site.
9. You can edit your order at any time up to the cutoff by logging back into eHarvest. Remember, you must enter through the eHarvest login screen. Click on the Online Ordering Tab. Add items like above or click on the View Shopping Cart on the menu bar above to remove or change quantities of existing items.
10. The cut off time is generally 7:00 am the work-day before your pickup or local delivery. The rural delivery cutoff is on the scheduled delivery date list. eHarvest should prevent you from adding to your order after this time; however, in the event that eHarvest does let you into your order after the cutoff, we cannot add those items to your order. Your order has already been printed and is in the warehouse being picked.

We hope you enjoy improved convenience and increased accuracy with eHarvest. We appreciate your patience as we bring this new version online. Please read the full instructions for detail information and troubleshooting. Thanks!

Please do not email or fax an order form in to us if you have entered your order in eHarvest. This will cause confusion and may cause problems with your order. Thank you.

Instructions for eHarvest

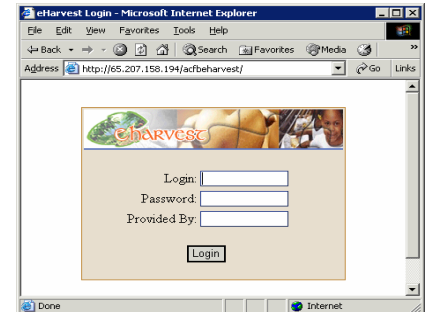
The Atlanta Community Food Bank's updated online ordering program –eHarvest-- allows you to place a new order or edit your current order 24 hours a day, 7 days a week. This document will help you get started.

Basic PC Requirements: A PC or MAC with internet access. eHarvest is best if viewed on a screen with a resolution of **800x600** or higher. Your screen resolution on a Windows PC can be changed through either Control Panel>Display or by right clicking on a blank area of your desktop and selecting {Properties}. The resolution can be changed under the "Settings" tab by sliding the "Screen Area" bar to the right (More).

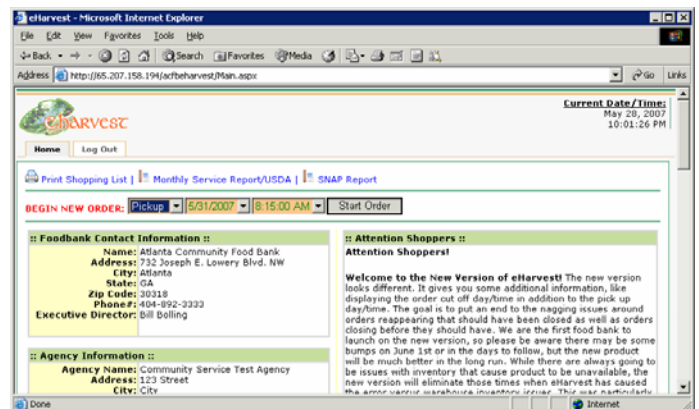
To begin, using your browser (Internet Explorer, FireFox or Netscape) go to www.acfb.org. Click on eHarvest under Partner Agencies on the right-side menu. A login screen should appear. The site will be unavailable for 15-20 minutes every week day morning and afternoon for server synchronization. A message will appear and login will be disabled. Currently this happens at approximately 7:00 a.m. each weekday morning and 3:00 each weekday afternoon. Once this process is completed the site will become available.

Logging In: You will be required to provide three pieces of information to login.

1. Agency Number: your agency code.
2. Password: the Food Bank assigns this. Please keep it secure and only share it with people you want to access the site. Treat it like a bank account number. ACFB is not responsible for misuse of this password. If you have a change in staff or need to restrict usage, please contact the ACFB immediately.
3. Names: This field is required. Print the last name of the person placing the order then "/" then the last name of the person picking up. Ex: Johnson/Smith. This field retains the first data entered and prints on the order.



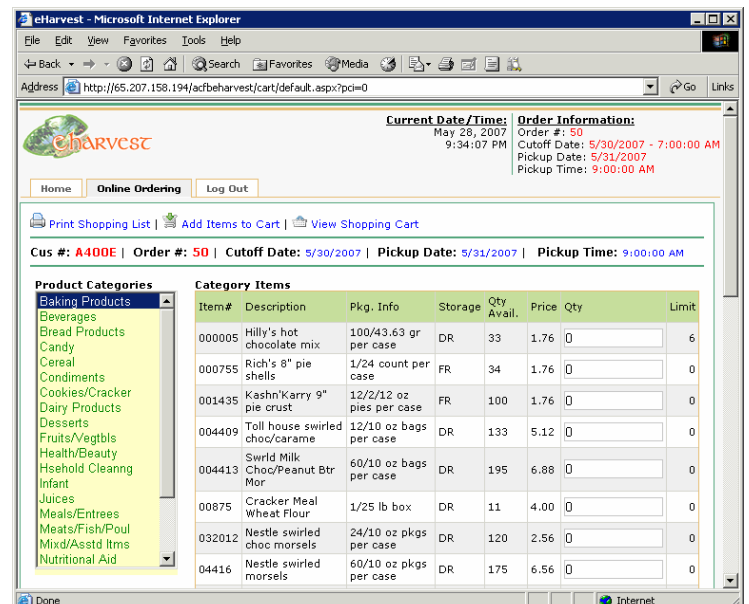
Home Page: After login, you will see the main screen. From here, you can enter reports, print a current shopping list, create or re-enter an order. If you have a pre-existing open order, you will see the pick up and cut off time for that order in the upper right-hand corner. **Please note that if you do not see the Begin New Order selection, then your report/s is/are overdue. You will need to enter your report/s before continuing.** You can no longer back-enter reports. You are only able to enter reports for the month that is currently due. If reports are not entered by the deadline, you will not be able to create an order until they have been entered. This will help us improve the quality of the data collected to help track and fight hunger in our community.



Begin New Order: Using the drop-down, you may choose pickup and if you are eligible, you may choose delivery. Next select the warehouse day and time or the delivery location. Then click Start Order. (If you are re-entering an existing order than click on the Online Ordering tab to continue building your order.)

The Main Shopping Screen: You can begin creating your order. You will see items from the category that is highlighted on the left. Enter the quantity you want and when you are finished, click on Add Items to Cart in the upper menu or using the button at the bottom of the screen. If an item has a limit, you will see that limit on the far right-hand column of the screen.

As items become allocated to orders, they will disappear from the list. This provides a shopping list with reliable real-time data and allows for better menu planning. To order an item, enter the quantity desired in the box to the right of the item. The most efficient way to create an order is to enter quantities for all the items in a category that you want and then click the Add Items to Cart button. Those items selected will automatically be added to your cart. Select your next category and continue shopping.



A note about **“Add Items to Cart”**: This is a real time system and it has the capacity to have many users on-line at the same time. **Items are added to your order when you click on the “Add to Shopping Cart” button and only when you click the button.** This means that it is possible for two people to be selecting the same item with a limited quantity at the same time. If there is not enough quantity on hand to fill both requests, the first “add to cart” command the website receives will get the allocation and the other user will get a quantity error message.

After clicking on **Add Items to Cart** you will be taken to your cart to view your additions.

TIP: You can continue shopping from the “View Cart” screen by clicking on an item category on the left.

View Cart: This screen contains all the information regarding your order. The total weight and price are displayed at the bottom. If you have a pickup order the time is also displayed on the cart screen.

To change the quantity_ordered of an item in your cart, click on the quantity box and type in the new number. Then hit the tab key or click anywhere else on the screen. That activates the change. If the item has sufficient quantity on hand the number will update, otherwise you will get an “insufficient Qty” message.

To remove an item from your cart, click on the Remove check box next to the item/s and then click Delete selected items in the upper menu.

Print Confirmation: This displays a printable copy of your order and ends your current order session. This does not prohibit you from adding to your order at a later date up to the order cut-off time or date. Please bring a copy of your confirmation page when picking up your order.

You are finished. You can go back to view or modify your order right up to the cut-off date and time.

Frequently Asked Questions

Q: How often can I order? A: You can order every day. eHarvest is available 24 hours a day, seven days a week. eHarvest will be unavailable for 15-20 minutes at approximately 7:00 a.m. and again at approximately 3:00pm for website synchronization.

Q: What is the order cut-off time or date? A: The cut-off time or date depends on the type of order. Generally, the cutoff time for warehouse pickups is 7:00 a.m. on the workday prior to your pickup. As an example: If you had an order scheduled for a Wednesday pickup, you could edit or add to that order until 7:00 a.m. Tuesday morning. After that time your order is in the hands of an order picker. Look in the upper right-hand corner of your screen for a reminder of your pickup day/time as well as the cut off day for that order. For rural deliveries, the cut-off is 7:00 am of the published cut-off date.

Q: What is synchronization or sync? A: Once a day at 7:00 am, the data is synchronized between the website and the Food Bank. During this process new inventory items are added to the website and finished orders are downloaded to the Order Department. In order to complete this process, the website becomes temporarily unavailable.

Q: What if I lose or forget my password? A: Have your executive director call the food bank. Someone from the Community Services Department can assist you. If you think someone is using the password without your permission or a member of your staff quits or is terminated, we recommend having your password changed.

Troubleshooting and Problem Solving Errors in eHarvest

Can not login to eHarvest	<ol style="list-style-type: none"> 1. Are you connected to the internet? Use the refresh button or "F5" to refresh browser. If you see a message "Detect Proxy Settings" you are not connected. Check your connections or reset your modem. 2. Is your agency number correct? Are you confusing zeros and the letter o? Recheck your password. The passwords are letters only. There are no zeros. If your agency code is all numbers, it must be 12 numbers long. Add as many zeros as are needed in front of your number. 3. Close the "login window" and then click on the "Launch eHarvest" link to restart the login process. Re-enter the Agency number, password and ordered by. 4. You receive an "Error 404" site not available or busy. It is possible that the website is down. Contact amy.grace@acfb.org.
Program freezes, displays random characters, or error message.	<ol style="list-style-type: none"> 1. If there is an error message, highlight it using your mouse if possible. Hold down the "Ctrl" key and press "C". Open up your email program and with the cursor in the body of the message, hold down "Ctrl" and press the "v" key. This will paste the error message in to the email. Send the email to amy.grace@acfb.org. Include details like your name, agency number and a daytime phone number with the message. You may also write down the error message and call the Food Bank. 2. After emailing the error message, or if you are unable to send the message, close down any open windows, restart your browser and reopen the order.
Some items are missing from the cart.	<ol style="list-style-type: none"> 1. If you just added the items, go back to the category listing and re-add the item. Be sure to click on the "Add to Shopping Cart" button. The item should now appear in the cart. 2. If the items are from a previous order session, those items may have expired or been removed from inventory due to damage or spoilage. Items that are unfit for distribution are removed from active orders during the sync process.
Your computer is unavailable and you need to place or change an order.	<ol style="list-style-type: none"> 1. You can use any computer with internet access to place your order. 2. Contact the order department at 404 892-3333 x 1238
Any other issues, questions or comments.	For questions regarding your order or Food Bank inventory please contact the Order Department at orders@acfb.org .