

Heartland Hub

Training Session for Agency Partners



second harvest
HEARTLAND®

Agenda

- Welcome & Overview
- Account Management & Navigation
- How to Order
- How to Edit an Order
- How to Enter Service Statistics
- How to Pay an Invoice
- Q&A



Log In Reminders

- A Heartland Hub account will be created for contacts who need access to order, submit monthly statistics and pay invoices. Each user will have a unique login to access the system.
- Please do not share your login information with others or have other users log in under your account.
- If you do not have a unique email on file with us, please contact Agency Customer Service (orders@2harvest.org).
- The primary contact for the program will receive confirmation emails of all the program's orders.
- User login credentials will be emailed to contacts the week of March 28th. Approved delivery day(s) and delivery window will also be included in the communication. **The Heartland Hub website link will be emailed out to agency partners the morning of Monday, April 4th.**

Ordering Reminders



- Orders can be started up to 10 business days in advance of delivery/pick-up and edited until the order deadline, 2:30PM two business days prior to delivery/pick-up
- Orders are not processed until submitted to Second Harvest Heartland
- Unsubmitted orders will remain in the program's unsubmitted orders for 24 hours or the order deadline (whichever comes first) before items are returned to stock and the order deleted.
- All orders delivery/pick-up must be 500lbs minimum for submission.
- Only one order may be placed for each day – if the order needs to be updated, the order may be edited. **Items in your cart are reserved throughout the shopping/editing process.**
- Only items available for your selected delivery/pick-up date will show in the shopping list. **To view/add more produce items, edit your cart in the days prior to the order deadline to see the items that will be fresh for your order.**



Produce Ordering Reminders



- Starting Monday, April 4th all produce that partners were previously receiving through our case counted subscription program, will be available on Heartland Hub for ordering.
- **When ordering, Agency Partners will see all produce that is available for shipment when shopping.** Agency Partners can pick and choose the variety and quantities of produce to add on orders.
- We recommend looking at the shopping list 3-4 days prior to your appointment, to add any additional produce onto your order.
- If your program is part of our Yearly Bulk Produce Subscription, we will continue to place your standing orders of produce pallets.
- Please note that the week of April 4th, our produce sourcing will be limited to hardier varieties. Look forward to shopping our full produce inventory in the following weeks!



Service Statistics Reminders



- Reports are due 10 days past the reporting month (e.g., January statistics are due by February 10th).
- Report on food distributed or served by your program from ALL food sources, even if it was not accessed from Second Harvest Heartland.
- **Report EVERY month even if your program did not provide service.** Enter zeroes for months your program is not in service (if applicable).
- If you fail to report your Service Statistics by the 10th of the month, your program will be considered non-compliant, and your account will be placed on product hold with no access to ordering until the statistics have been submitted.
- **Food Rescue Statistics** are due on **MealConnect** no later than the 10th of the month following collection, without exception. Food Rescue collections should be weighed upon arrival at the agency and may be compiled and submitted for the full month by store, by category



Invoice Reminders



- In the Invoices Section on Heartland Hub, you can view all invoices, paid and unpaid for your program. **Invoices will be posted on Heartland Hub the morning of your delivery/pick-up appointment.**
- Invoices and/or monthly statements can be paid via accessing the direct payment link on the invoice/statement. Payment Methods include: Credit/Debit Card, ACH or by mailing in a check.
- If you would like access to pay invoices at the Agency level, for all your program accounts. Please contact our Agency Customer Service Team.
- Any outstanding invoices from AgencyExpress, will appear in Heartland Hub for payment.
- **Starting Monday, April 4th Monthly Statements will no longer be emailed out. March monthly statements and beyond will be available on Heartland Hub.**





Timeline & Training Materials

- **Heartland Hub Conversion**
Timeline: <https://agencies.2harvest.org/agency-express-conversion-timeline>
- **Training Materials:**
<https://agencies.2harvest.org/shh-training-1>

Thank You!

Contact Us

Agency Customer Service

8:00 am – 4:00 pm

orders@2harvest.org

651-209-7990

833-856-0149 (Toll Free)

