

Heartland Hub: Ordering

- Orders can be started up to 10 business days in advance of delivery/pick-up and edited until the order deadline, 12:00PM two business days prior to delivery/pick-up.
- **The Heartland Hub calendar is M-TH and those are considered business days for the order window and deadlines.**
- 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 perishable produce items, edit your cart in the days prior to the order deadline to see the items that will be fresh for your order.**

Select Account	2
New Order.....	2
Order.....	2
Appointment Type.....	3
Area.....	3
Date.....	3
Begin Order	4
Shopping.....	4
Shopping List Filters/Search.....	5
Search:.....	6
Checkout Process	7
Review your Order	7
Delivery Receiver.....	7
Payment Method.....	9
Submit Order.....	9

Go to [Heartland Hub](#)

- Click on the hyperlink above, or here: <https://heartlandhub.2harvest.org>
- [How to Log In](#)

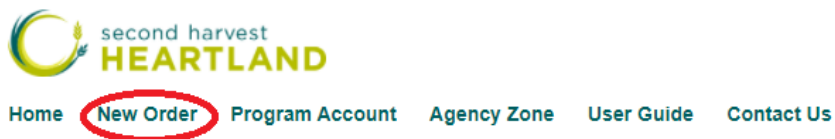
Select Account

After logging in select, the program from the drop-down menu on the upper right-hand side.



New Order

Click on “New Order” on top tab under the SHH logo:



Order

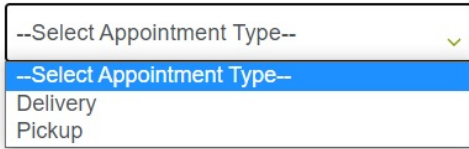
Click on the “Order” link to the right of the program you are ordering for. This appears under the column marked ORDER.

Your order will not be processed until you check out

NAME	ACCOUNT NUMBER	BALANCE DUE	CREDIT LIMIT	CREDIT AMT	AGENCY STATUS	AGENCY REASON	ORDER
ABC Food Shelf		0		0	ACTIVE		Order
ABC Community Meal		0		0	ACTIVE		Order
ABC Backpack		0		0	ACTIVE		Order

Appointment Type

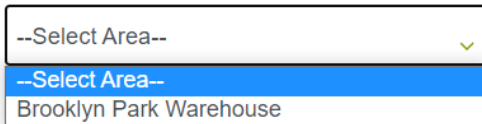
Select "Appointment Type," Delivery or Pickup



A dropdown menu for selecting an appointment type. The menu is open, showing the following options: "--Select Appointment Type--", "Delivery", and "Pickup". The "Delivery" option is currently selected and highlighted in blue.

Area

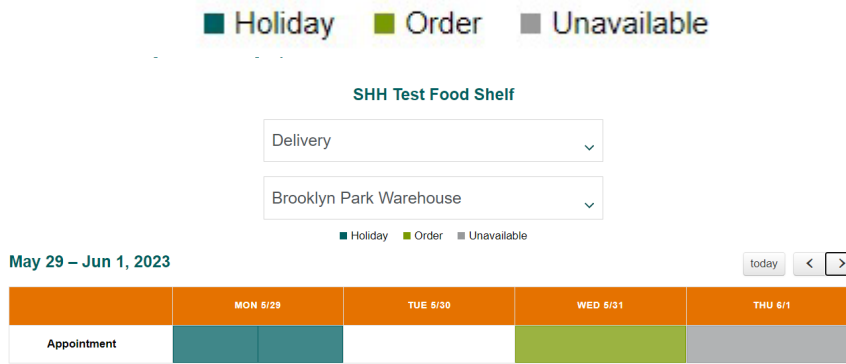
Select Brooklyn Park Warehouse for delivery or pickup



A dropdown menu for selecting an area. The menu is open, showing the following options: "--Select Area--" and "Brooklyn Park Warehouse". The "Brooklyn Park Warehouse" option is currently selected and highlighted in blue.

Date

Choose date from available ordering window. Click on forward and backward arrows to show the complete calendar. Note the color key:



The calendar interface for the SHH Test Food Shelf. It includes a legend with three categories: Holiday (teal square), Order (green square), and Unavailable (gray square). Below the legend are two dropdown menus: "Delivery" and "Brooklyn Park Warehouse". The calendar itself shows the period from May 29 to June 1, 2023. The days are color-coded: Monday (5/29) and Tuesday (5/30) are teal (Holiday); Wednesday (5/31) is green (Order); and Thursday (6/1) is gray (Unavailable). Navigation buttons for "today", "<", and ">" are also present.

- **White:** Order can be placed. If your program is approved for the 1st/3rd or 2nd/4th weeks or 5th week of the month, each week will appear in the calendar, so when placing an order keep in mind what week of the month you are looking for.
- **Gray:** Order cannot be placed. These days are outside of approved delivery days.
- **Green:** Order already placed for this day. For order editing instructions, visit <https://agencies.2harvest.org/shh-training-1> and download "How to Edit an Order" PDF.
- **Teal:** SHH Closed for Holiday – order cannot be placed.

Heartland Hub business days are only Monday-Thursday. Friday-Sunday are considered weekends days and the order window/ deadline does not change during those days. The deadline will change if a holiday closure is on the calendar. Please check the message board for holiday ordering and deadline information.

Reminder -- Don't miss your order deadline!

On a typical week, the order deadlines will be as follows. Holiday closures will impact order deadlines differently.

Delivery Day ---- Order Deadline

Monday ---- Previous Wednesday **by noon**

Tuesday ---- Previous Thursday **by noon**

Wednesday ---- Previous Monday **by noon**

Thursday ---- Previous Tuesday **by noon**

Please contact Agency Customer Service with any questions about your delivery days.

Begin Order

After you have selected your date click on the orange “Begin Order” button in the pop-up window.



Shopping

You will see inventory available for ordering on your selected day.

Each item is listed with an Item ID, Description, Nutrition Ranking, Unit of Measurement, Storage Requirement, Category, Weight, Price, Maximum quantity, and desired quantity box.

Narrow By

Item Category

- Donated
- Purchased
- Grants
- TEFAP

Product Category

- ALL PRODC
- ASST FOOD
- BAK NEEDS
- BEVERAGES
- See More

Storage Requirements

- Refrigerator
- Dry
- Freezer

SHH Test Food Shelf
 Date/Time: 06/20/23
 Appointment Type: Delivery
 Area: Brooklyn Park Warehouse
 Total Weight: 0
 Est. Total: 0
 Total Items: 0

Relevance

Item ID	Description	Nutrition	UOM	Stor. Req.	Category	Weight	Price	Max. Qty.	Qty.	Actions
331509	Krispy Kreme Mini Cruellers 4/12oz. Boxes. EXT: 12/6/2023	●	CASE	FRZ	Donated	4 lb	\$0.40	621	0	
420449	PUR: Diced Tomatoes, NSA, Tetra Pak, Limited Time Only 16/13.76oz	○	CASE	DRY	Purchased	14.78 lb	\$5.53	1676	0	
420448	PUR: Tomato Basil Pasta Sauce, Tetra Pak, Limited Time Only 16/13.76oz	○	CASE	DRY	Purchased	14.59 lb	\$6.05	864	0	
420444	PUR: Granola Bars, Chewy Honey Oat, Individually Labeled 300/1oz	●	CASE	DRY	Purchased	21 lb	\$45.36	61	0	
420439	PUR: Body Wash, Zest 12/12oz	●	CASE	DRY	Purchased	11.3 lb	\$11.59	115	0	
331419	Spring Water, Gallons 3/1 Gallon	●	CASE	DRY	Donated	26 lb	\$0.26	672	0	

Choose the items you would like to order and enter the amount of each in the quantity box. Please be aware of maximum amounts when ordering.

- Click on the green shopping cart icon next to each item ordered to add the item into your shopping cart.
- You will see the “Successfully added to your cart banner” if your item has been put in your shopping cart and quantity will show as 0.

Before adding to cart:

Item ID	Description	Nutrition	UOM	Stor. Req.	Category	Weight	Price	Max. Qty.	Qty.	Actions
331509	Krispy Kreme Mini Crullers 4/12oz. Boxes, EXT: 12/6/2023		CASE	FRZ	Donated	4 lb	\$0.40	621	10	

After adding to cart:

A pop up will notify you that you have successfully added to your cart. Additionally, the running total for weight, cost and total items will update at the top of your page.

Item ID	Description	Nutrition	UOM	Stor. Req.	Category	Weight	Price	Max. Qty.	Qty.	Actions
300083	Cinnamon Toaster Cereal 16/12 Oz. Bags	Donated				14 lb	\$0.00	90	0	

Successfully added to your cart. You can continue to [View Cart](#). ×

SHH Test Food Shelf

Date/Time: 06/20/23

Appointment Type: Delivery

Area: Brooklyn Park Warehouse

Total Weight: 40.00

Est. Total: \$4.00

Total Items: 10

Relevance

[View Cart](#)

Item ID	Description	Nutrition	UOM	Stor. Req.	Category	Weight	Price	Max. Qty.	Qty.	Actions
331509	Krispy Kreme Mini Crullers 4/12oz. Boxes, EXT: 12/6/2023		CASE	FRZ	Donated	4 lb	\$0.40	614	0	

You can also view cart by clicking on the orange “View Cart” button at top right corner.



Shopping List Filters/Search

Filter Column: On the left is a list of categories to filter, or narrow, your displayed items. Choose from:

- **Item Category** (Donated, Purchased)
- **Product Category** (Type of product)
- **Storage Requirements** (Refrigerator, Dry, Freezer).
- **Nutrition Ranking** (green – choose often, yellow – choose sometimes, red – choose rarely) Click [here](#) to learn more about the nutrition ranking and other Heartland Hub Updates.
- **On Site** (yes = produce specifically for prepared meal programs)

You can select more than one filter at a time.

To clear a filter, click on the X by the filter, either in the filter column or the “Narrowed By” section at the top of the order. Click an arrow ^ to expand or collapse each filter category.

Narrow By

Clear All

Item Category ^

Donated

Purchased

TEFAP

Product Category ^

BEVERAGES

CAN VEG

Storage Requirements ^

Refrigerator

Dry

Freezer

Nutrition Info ^

1 - Green - Choose Often

2 - Yellow - Choose Sometimes

SHH Test Food Shelf

Date/Time: 06/20/23

Appointment Type: Delivery

Area: Brooklyn Park Warehouse

Total Weight: 0

Est. Total: 0

Total Items: 0

Narrowed By: Donated Dry 1 - Green - Choose Often

Item ID	Description	Nutrition	UOM	Stor. Req.	Category	Weight	Price	Max. Qty.	Qty.	Actions
331419	Spring Water, Gallons 3/1 Gallon		CASE	DRY	Donated	26 lb	\$0.26	666	0	
330410	Purified Drinking Water, 32/16.9oz Bottles 32/16.9 Fl.Oz. Bottles		CASE	DRY	Donated	36 lb	\$0.36	776	0	

Search: To search for an item, click the magnifying glass on the top right-hand side of the shopping page.

In the search bar that pops up, search for key words or an item number and click Go to find.

Shopping for: SHH Test Community Meal [Sign Out](#)

[Home](#) [New Order](#) [Program Account](#) [Agency Zone](#) [User Guide](#) [Contact Us](#)

Narrow By

Item Category ^

Donated

Purchased

Grants

SHH Test Community Meal

Date/Time: 06/15/23

Appointment Type: Pickup

Area: Brooklyn Park Warehouse

Total Weight: 2,555.00

Est. Total: \$25.00

Total Items: 51

Relevance

[View Cart](#)

Checkout Process

If all information is correct (Agency/Program Name, Appointment Date, Items Ordered and Total before delivery fees are applied) click on the orange Checkout button at top right side.

Your order will not be processed until you check out

06/20/23

(2 Products)

TC2497-01 SHH Test Agency : SHH Test Food Shelf

Est. Weight: 820.00

Total: \$11.80

Total Quantity: 40

Appointment Type: Delivery

Area: Brooklyn Park Warehouse

Checkout

Continue Shopping

Cancel Appointment



Sort by name



Your order will not be processed until you check out. Please verify your estimated weight meets the 500 lbs. minimum order weight requirement. ×

Item ID	Description	Weight	Price	Max Qty.	Qty.	Actions
331509	KRISPY KREME MINI CRULLERS 4/12oz. Boxes, EXT: 12/6/2023	4.00 lb	\$4.00	614	10	
331419	SPRING WATER, GALLONS 3/1 gallon	26.00 lb	\$7.80	636	30	

You must click Checkout for order to be processed!

Review your Order

Before placing your order review your order and ensure that everything is correct. To make any changes click the "Edit Cart" button.

Delivery Receiver

Enter the delivery receiver (or pick-up person) for the order. This person should be present for the order and able to be contacted by the driver day-of if needed.

Please note: A valid phone number should be 10 digits with no – or ().

SHH Test Food Shelf

Account Number:
Date/Time: 06/20/23
Appointment Type: Delivery

Shipping Address:
7101 Winnetka Avenue N.
Brooklyn Park MN 55428
US

Review Your Order

Your order will not be processed until you check out. Please verify your estimated weight meets the 500 lbs. minimum order weight requirement.

Item #	Item Description	Weight	Quantity	Unit Price	Total
331509	KRISPY KREME MINI CRULLERS 4/12oz. Boxes, EXT. 12/8/2023	40.00	10	\$0.40	\$4.00
331419	SPRING WATER, GALLONS 3/1 gallon	780.00	30	\$0.26	\$7.80

Delivery Receiver *

Mobile Number *

Email *

Payment Method

Invoice

Terms Available Balance
\$0.00

Edit Cart

Summary

Est. Weight 820.00 lb
TOTAL BEFORE FEES \$11.80

Additional Information

Enter PO# (Optional)

Place Order

Payment Method

The payment method will automatically be defaulted to “Invoice.” Orders will be invoiced the morning of delivery or pick-up.

The Total Before Fees amount is the total before all applicable delivery fees are applied.

Payment Method

Invoice

Terms Available Balance
\$0.00

Edit Cart

Summary

Est. Weight 3,960.58 lb
TOTAL BEFORE FEES \$0.00

Place Order

Submit Order

If everything is correct, scroll to the bottom of the page and click on the lower right “Place Order” button.

Your order will not be submitted to SHH until you click on the “Place Order” button.

Place Order

After your order has been successfully submitted you will see an order confirmation page and receive an email confirming the order.

SHH Test Food Shelf

Account Number:
Date/Time: 06/20/23
Appointment Type: Delivery

Shipping Address:
7101 Winnetka Avenue N.
Brooklyn Park MN 55428
US

Thank you for shopping with us!

Your order number is #SO042968.
We received your order and will process it right away.
You will receive an email with this confirmation in a few minutes.

One business day prior to your order you will get an email confirming your order delivery window.

Continue shopping

Summary

Est. Weight 820.00 lb
TOTAL BEFORE FEES \$11.80

****CONGRATULATIONS...YOU HAVE SUCCESSFULLY PLACED YOUR ORDER****

Your order can be edited until the order deadline (12:00 PM two business days prior to delivery/pick-up). For directions, visit <https://agencies.2harvest.org/shh-training-1> and download “How to Edit an Order” PDF.