



Welcome to the HACAP Food Reservoir's online ordering system! This ordering system allows users to:

- view up-to-the-minute inventory lists;
- place an order;
- schedule a pick-up;
- receive order confirmation;
- submit monthly reports; and
- submit retail pick up items

This manual is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information that are needed every time a user logs into this system. We encourage you to write that information into this manual and keep this in a safe and convenient location.

Agency log in information, you will need this information every time you wish to log into the system:

- **Web Address:** www.hacap.org
- **Agency Ref:** 270-A
- **Username:** 270AMC
- **Password:** 270linn

HACAP Food Reservoir
319-739-1536
www.hacap.org



GETTING STARTED – LOGGING IN

Go to www.hacap.org and click on the link on the homepage “HACAP Food Reservoir Online Ordering”. From there, select the link **HACAP Food Reservoir Online Ordering** to take you to the login screen.

Or: Go to www.hacap.org and click on the link on the news tab. Click “HACAP Food Reservoir Online Ordering”. From there, select the link **HACAP Food Reservoir Online Ordering** to take you to the login screen.

****PLEASE NOTE:** Our website will be changing in the future, an update on how to access the ordering system from the website will be sent out to you once the change has happened.

An easy way to access the ordering system is to make a shortcut to the site on your desktop.

Agency Ref:

Username:

Password:

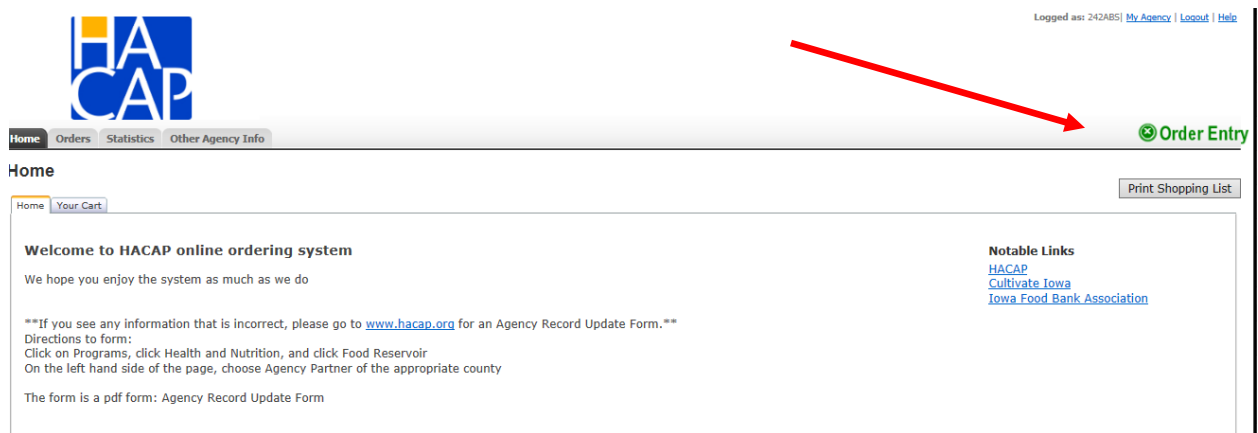
Login

V02.01.00.0046

The login screen as it will appear after clicking the link. Enter your **Agency Reference**, **Username** and **Password**. The **Agency Reference** is your four digit agency number with the hyphen



(ex:100-A). Your **Username** and **Password** were mailed in an informational letter, as well as your Agency Reference. Should you forget either your **Username** or **Password**, please contact Angie Albright at 319-739-0020 or aalbright@hacap.org.



You will now be logged into your agency home page. Please check the home page when you log on for messages from the HACAP Food Reservoir.

Click the green **Order Entry** button at the top of the page to begin your order.

SCHEDULING

It is on this screen that you can print out a copy of the current inventory by clicking **Print Shopping List**.

The **Shipping Option Method** and **Location** will automatically populate based on your master agency file. Do not change the default entries. The system will default to the first available pickup date. To choose another day, click the calendar icon to view what is available and select your desired pickup date.



Home Orders Statistics Other Agency Info Order Ent

[Print Shopping List](#)

Shipping Option

Method: Pickup

Location: Dock- Pick-up

Date: 11/16/2017

Time: 12:00 PM - 12:15 PM

Message from Food Bank: We are closed the following days:
Thursday, November 23, 2017 to Friday, November 24, 2017 for Thanksgiving
Friday, November 24, 2017 for Thanksgiving

NOTE: You cannot change shipping options once you click Continue. You must Cancel Order if you need to select different shipping options.

[Continue](#)

After the date has been selected you will use the drop down arrow in **Time** to choose your pickup time. Only available pickup dates and time slots will appear as options. If a pickup date or time is not shown, that time is not available to schedule. **Note: the HACAP Food Reservoir is closed at noon on Friday .**

Home Orders Statistics Other Agency Info Order Entry

[Print Shopping List](#)

Shipping Option

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Friday, November 24, 2017 for Thanksgiving

NOTE: You cannot change shipping options once you click Continue. You must Cancel Order if you need to select different shipping options.

[Continue](#)

Once your date and time have been selected and you have moved off of this page, no changes can be made. If you need to change or correct your pickup date or time, use the **Comment** box.




After you have scheduled your pickup appointment, click **Continue** to begin selecting your products.

The screenshot shows the HACAP Order Entry interface. At the top, there are tabs for Home, Orders, Statistics, Other Agency Info, and My Docs. Below these, there's a section for Order Ref #, Item Count, Total Weight, Purchase Cost, Service Fees, and Total Cost. A search bar is available with a 'Free Food Only' checkbox and a 'Search' button. The main part of the screen is a table listing various food items with columns for Ref, Product, Storage, Type, Category, Price, Unit, Weight, Available, Qty, and Del. A red arrow points to the 'Type' column header, which has a star icon next to it, indicating it is a sortable column. Another red arrow points to the 'Search' box. The table lists items like Complete Meals, Fruits & Vegetables, USDA Rotini/Whole Grain, Pork Chunks/Bacon/Pineapple (Cooked), Smoked Ham, USDA Plums/Dried (Banana), Meat & Cheese Wraps (Assorted), Salad Dressing (Assorted) Use by 03/2013, Egg Noodles (No Yolk), Barilla Spaghetti Plus (Whole Grain), Swiss Raisin Hot Cocoa Mix w/ Marshmallows, Renuzit Scented Oil Refill, Chips Deluxe Cookies, Chips Ahoy (Mini) Use by 8/31/12, Sweet Potato Circle Cut Fries (Use by 9/21/12), and Vegetables (Assorted).

A variety of sort options are available when viewing the shopping list. Any column with a star★ can be sorted by double clicking the column name or clicking the star to get a list of the categories, in this example, **Type**. The **Search** box can be used to find specific products, such as cereal, in inventory by typing “cereal” in the **Search** box. When you are ready to place your order, simply enter the number of desired cases in the **Qty** box. Additional product detail information can be found for an inventory item by clicking on the reference number (**REF**).





Logged as: 18091 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#) | [Orders](#) | [Grants](#) | [Statistics](#) | [My Docs](#)

[Order Entry](#)

Order Ref # 377061

[Print Shopping List](#) | [Print Cart](#) | [View Cart](#)

Item Count: 3 Total Weight: 57 Purchase Cost: \$0.00 Service Fees: \$10.83 Total Cost: \$10.83

☐ Free Food Only Page size: 20

Ref	Product	Storage	Type	Category	Price	Unit	Weight	Available	Qty	Del
100011	KIKKOMAN SALAD DRESSING MIX	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$0.19	LBS	1	17	1	✗
100083	CONDIMENT, KETCHUP 20oz	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$3.80	CASE	20	10		✗
100084	PASTA SAUCE /roasted garlic flavor	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$4.94	CASE	26	607	2	✗
100180	Condiments, beef and broccoli stir fry mix	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$0.38	CASE	2	732		✗
100181	KIKKO OYSTER SAUCE	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$6.27	CASE	33	96		✗
100210	SAUCE, PIZZA SAUCE # 10	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$8.55	CASE	45	158		✗
100231	KIKKOMAN, TERIYKI BASTE AND GLAZE	Dry	09-DRESSINGS	SH NATIONAL REGULAR	\$2.66	CASE	14	262		✗
10059	GREEN TEA/ SOY MILK	Dry	03-BEVERAGES	SH NATIONAL REGULAR	\$3.04	CASE	16	152		✗
111	VARIETY SODA & DRINKS	Dry	03-BEVERAGES	SH NATIONAL REGULAR	\$0.19	LBS	1	3141		✗
11935	CONDIMENTS,YELLOW MUSTARD	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$4.94	CASE	26	132		✗
12719	CONDIMENTS,DRESSING RANCH	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$1.14	CASE	6	2		✗
134700	VEGETABLE, BAMBOO SHOOT	Dry	27-VEGETABLES	SH LOCAL REGULAR	\$8.17	CASE	43	49		✗
13859	GLADE CANDLE AND/OR OFF OUTDOOR CANDLE CITRONELLA	Dry	01-NON-FOODS	SH NATIONAL REGULAR	\$1.71	CASE	9	1824		✗
13877	KETCHUP PACKETS	Dry	26-CONDIMENTS	SH NATIONAL REGULAR	\$4.18	CASE	22	1254		✗
14881	KIKKOMAN STIR-FRY SEASONING MIX	Dry	16-MIXED & ASSORTED FOOD	SH NATIONAL REGULAR	\$0.57	CASE	3	121		✗
14919	KIKKOMAN COFFEE	Dry	16-MIXED & ASSORTED FOOD	SH NATIONAL REGULAR	\$2.09	CASE	11	503		✗
154431	DESSERTS, CHERRY	Dry	08-DESSERTS	SH NATIONAL	\$4.37	CASE	23	17		✗

100231 KIKKOMAN, TERIYKI BASTE AND GLAZE | Dry | 09-DRESSINGS | SH NATIONAL REGULAR | \$2.66 | CASE | 14 | 262 | | ✗ || 10059 | GREEN TEA/ SOY MILK | Dry | 03-BEVERAGES | SH NATIONAL | \$3.04 | CASE | 16 | 152 | | ✗ |
10924	CONDIMENTS, LIGHT BALSAMIC VINAIGRETTE							55		✗
111	VARIETY SODA & DRINKS							41		✗
11935	CONDIMENTS,YELLOW MUSTARD							2		✗
12592	VARIETY OF FROZEN COOKED CHICKEN							934	4	✗
12719	CONDIMENTS,DRESSING RANCH							2		✗
134700	VEGETABLE, BAMBOO SHOOT									✗
13859	GLADE CANDLE AND/OR OFF OUTDOOR CANDLE CITRONELLA							24		✗
13877	KETCHUP PACKETS							54		✗
14881	KIKKOMAN STIR-FRY SEASONING MIX							1		✗
14919	KIKKOMAN COFFEE	Dry	16-MIXED & ASSORTED FOOD	SH NATIONAL REGULAR	\$2.09	CASE	11	503		✗
15132	FROZEN, STEAM POTATOES	Frozen	27-VEGETABLES	SH NATIONAL REGULAR	\$3.80	CASE	20	449		✗

Product Details

12719 - CONDIMENTS,DRESSING RANCH

Category: SH NATIONAL REGULAR

Storage: Dry

Second Harvest Type: e Retail-Wholesale

Packaging: PACKETS

On Hand: 0

Unit Weight: 6

Unit Measure: CASE

Price Per: \$1.14

Description:

Close

Click **Close** when you are finished.

6



Please remember that the shopping cart empties out 48 hours after an order has been started if it has not been submitted. You may continue to add product and delete product from the cart within 48 hours of starting the order.

FINALIZING YOUR ORDER

To finalize your order, click **View Cart**. On this page you will be required to enter your name, telephone number and email address, **NOT the agency information**. Add any instructions specific to your order or notes to change/correct your pickup appointment in the **Comments** field. If you find you need to add to this order **BEFORE** submitting, click **Shopping List** to return to your order detail. When you are satisfied with your final order, click **Checkout** to submit. **You must click Checkout or your order will NOT be submitted to the HACAP Food Reservoir.**

Order Entry

Orders Statistics Other Agency Info My Docs

Order Ref #37335

Contact Information

Name:

Phone Number:

E-mail Address:

Comment:

Shipping/Delivery

Method: Pickup

Location: Overhead

Date: 9/27/2012

Time: 8:00 AM

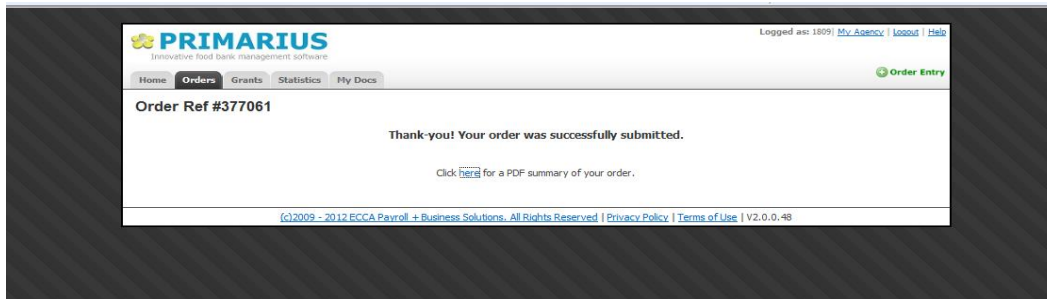
Item Count: 3 Total Weight: 120 Purchase Cost: \$0.00 Service Fees: \$10.92 Total Cost: \$10.92

Ref	Product	Type	Weight	Category	Price	Available	Qty	Del
1414	Complete Meals	COMPLETED MEALS/ENTREE/SOUP	25	Food Drive	\$3.59	360	3	X
189	USDA Rotini/Whole Grain	PASTA	21	Government Commodities	\$0.00	781	2	X
2108	Meat & Cheese Wraps (Ass'd)	COMPLETED MEALS/ENTREE/SOUP	3	Second Harvest National	\$0.42	451	1	X

Shopping List Checkout

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After clicking **Checkout**, this message will appear. If you do not receive this message, your order has NOT been submitted to the HACAP Food Reservoir for review. Be certain that you click **Checkout**.



ORDER CONFIRMATION

Once an online order has been received and reviewed by the HACAP Food Reservoir, you will receive a confirmation message to the email address on file. The order has been scheduled and will be available for pickup on the date and time on the email message. **Warning: If you do not receive this email message, please review the steps and call the Food Reservoir as your order**



may not have been submitted.

Document1 - Microsoft Word
FW: Primarius On Line Order 39292 - Message (Plain Text)

File Message **Insert** **Options** **Format Text** **Review**

Clipboard **Basic Text** **Names** **Include** **Tags** **Zoom**

To...
Cc...
Bcc...

Subject: Primarius On Line Order 39292
Attached: Order.html (7 KB)

Food Bank of Iowa
2220 E. 17th St.
Des Moines IA 50316
(515)564-0330 Fax: (515)564-0331

Agency No: 01390 **Order No:** 39292
Contact: Mary Smith **Order Date:** 12/11/2012 9:51:00 AM
ABC Agency **Pickup Date:** 12/28/2012 11:20:00 AM
100 29th Street **Ship Via:**
Location: Overhead West Des Moines, IA 50266
Phone#: (515)555-1212

Special Instructions:
Pickup Order:
Message to food bank: "Please shrink wrap the pallet".
This was submitted on 12/11/2012 9:58 AM by 01390. Contact Name: Mary Smith Phone: 515-555-1212 Email: msmith@gmail.com

LN	ITEM	DESCRIPTION	QTY	WEIGHT	SVC FEE	COST
0	119	USDA Corn Flakes	1	19	0.76	0.00
1	2108	Meat & Cheese Wraps (A	1	3	0.42	0.00
2	51	USDA Pears (Bonus)	2	54	7.56	0.00
3	9512	Salt (Iodized)	50	950	133.00	0.00
4	9	USDA Macaroni	1	25	1.00	0.00
5	164	USDA Chicken Leg Qttrs.	1	44	6.16	0.00
TOTALS:					1,095 lbs	\$148.90
					Miscellaneous Charges/Freight:	\$0.00
					TOTAL:	\$148.90

Thank you for your order!
Food Bank of Iowa
Food Bank Message:
This food is not to be sold, transferred or bartered for money, other products or services. The items are to be used only for distribution to the needy of our community.

Click on a photo to see social network updates and email messages from this person.
Connect to social networks to show profile photos and activity updates of your colleagues in Outlook. Click here to add networks.

PREVIOUS ORDER SUMMARY

The **Orders** tab at the top of the page shows all orders that have been placed. A **Yes**, in the **Reviewed** column indicates that your order has been received and reviewed by the HACAP Food Reservoir.



PRIMARIUS
Innovative food bank management software

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Home Orders Grants Statistics My Docs Order Entry

Orders

Search: Search

Page size: 20

Order	Status	Entered	Del/Pickup	Method	Reviewed?	Picked?	Picked	Released	Location	AB?
377061	Open	03/20/2012	03/26/2012	Pickup	No	No			Mill Dock 1	Y
377057	Open	03/20/2012	03/23/2012	Pickup	No	No			Mill Dock 1	Y
376071	Closed	01/12/2012	01/18/2012	Pickup	Yes	Yes	01/18/2012	01/13/2012	No Del/PU Location	N
375636	Closed	01/05/2012	01/10/2012	Pickup	Yes	Yes	01/05/2012	01/05/2012	No Del/PU Location	N
375443	Closed	01/02/2012	01/05/2012	Pickup	Yes	Yes	01/03/2012	01/03/2012	No Del/PU Location	N
373997	Closed	12/07/2011	12/12/2011	Pickup	Yes	Yes	12/08/2011	12/08/2011	No Del/PU Location	N
373036	Closed	11/18/2011	11/23/2011	Pickup	Yes	Yes	11/22/2011	11/19/2011	No Del/PU Location	N
371775	Closed	10/31/2011	11/03/2011	Pickup	Yes	Yes	11/02/2011	11/01/2011	No Del/PU Location	N
369984	Closed	09/27/2011	10/04/2011	Pickup	Yes	Yes	10/04/2011	09/29/2011	No Del/PU Location	N
369154	Closed	09/13/2011	09/20/2011	Pickup	Yes	Yes	09/20/2011	09/13/2011	No Del/PU Location	N
368444	Closed	08/31/2011	09/06/2011	Pickup	Yes	Yes	09/13/2011	08/31/2011	No Del/PU Location	N
361845	Closed	04/28/2011	04/28/2011	Pickup	Yes	Yes	04/28/2011	04/28/2011	No Del/PU Location	N
359416	Closed	03/23/2011	03/23/2011	Pickup	Yes	Yes	03/23/2011	03/23/2011	No Del/PU Location	N
358113	Closed	02/24/2011	02/24/2011	Pickup	Yes	Yes	02/24/2011	02/24/2011	No Del/PU Location	N
356398	Closed	01/20/2011	01/20/2011	Pickup	Yes	Yes	01/20/2011	01/20/2011	No Del/PU Location	N
354950	Closed	12/15/2010	12/15/2010	Pickup	Yes	Yes	12/15/2010	12/15/2010	No Del/PU Location	N
353014	Closed	11/09/2010	11/09/2010	Pickup	Yes	Yes	11/09/2010	11/09/2010	No Del/PU Location	N
351111	Closed	10/04/2010	10/04/2010	Pickup	Yes	Yes	10/04/2010	10/04/2010	No Del/PU Location	N
350038	Closed	09/10/2010	09/10/2010	Pickup	Yes	Yes	09/10/2010	09/10/2010	No Del/PU Location	N
343926	Closed	05/11/2010	05/11/2010	Pickup	Yes	Yes	05/11/2010	05/11/2010	No Del/PU Location	N

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Double clicking on any order will bring up a summary screen. Use this to print a copy of your order if you desire.

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Home Orders Grants Statistics My Docs Order Entry

Order #377061

Order Date:	3/20/2012	Order Status:	Completed
Weight:	69	Warehouse:	Milwaukee
Total Cost:	\$13.11	Shipping Method:	Pickup
Payments:	\$0.00	Delivered/Picked Up:	3/26/2012 11:30 AM
Applied Grants:	\$0.00	Picked Up By:	
Balance:	\$13.11	Delivery/Pick-up Location:	Mill Dock 1

Products

Product	Name	Type	Category	Weight	Quantity	Total Cost
12719	CONDIMENTS, DRESSING RANCH	26-CONDIMENTS	SH NATIONAL REGULAR	12	2	\$2.28
100011	KIKKOMAN SALAD DRESSING MIX	26-CONDIMENTS	SH NATIONAL REGULAR	1	1	\$0.19
100084	PASTA SAUCE /roasted garlic flavor	26-CONDIMENTS	SH NATIONAL REGULAR	52	2	\$9.88
12592	VARIETY OF FROZEN COOKED CHICKEN	15-MEATS/FISH/POULTRY	SH NATIONAL REGULAR	4	4	\$0.76

Print Order

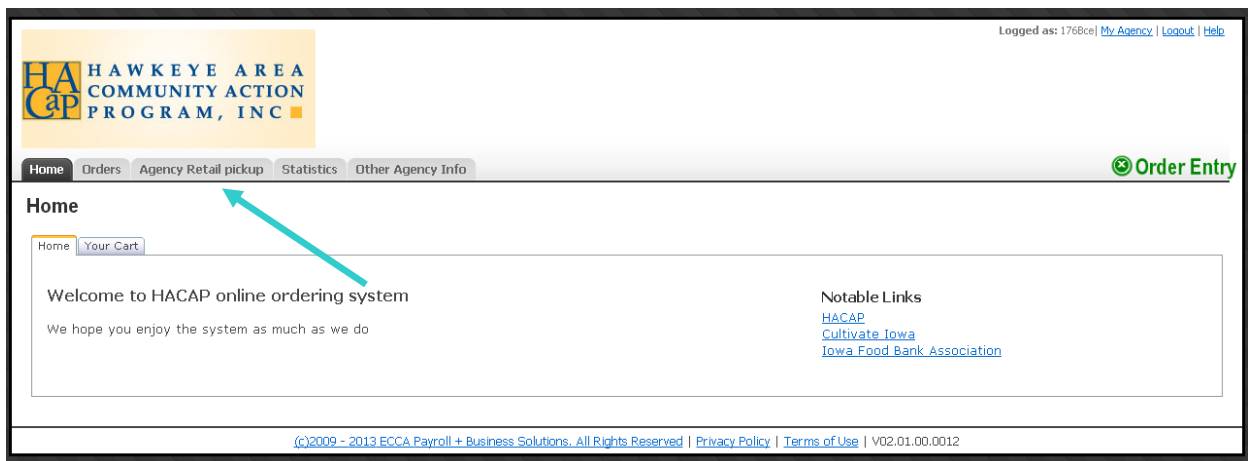
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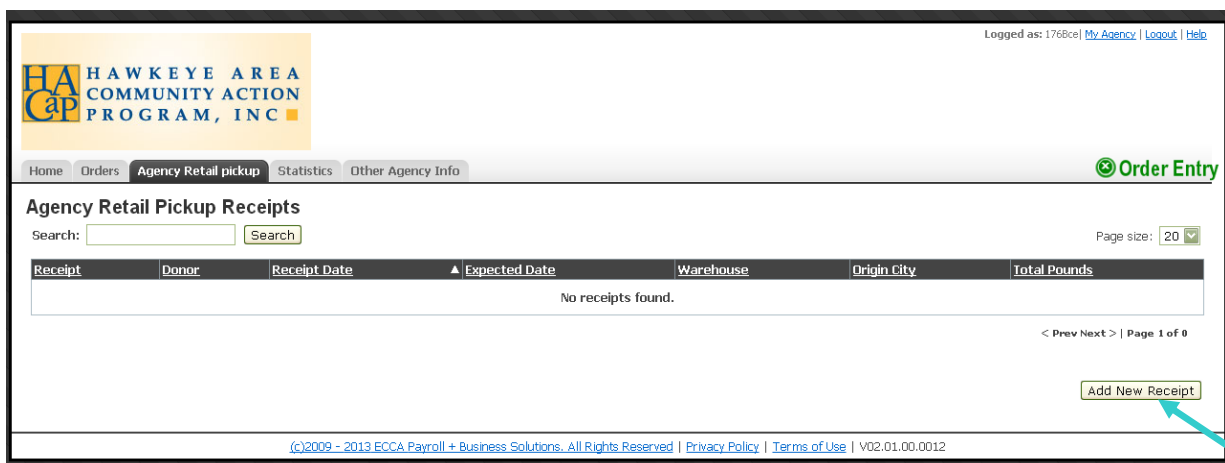
AGENCY RETAIL PICKUP

(ONLY for agencies that pick up additional food at outside vendors)

This section is only for partner agencies that pick up food from outside vendors including but not limited to Target, Panera, Fareway etc. Click on the **Agency Retail Pickup** tab to enter the additional food.



It will bring you to the screen below, where you will click **Add New Receipt**





Select the donor or company you received the food from and select the date you picked it up.

Click **Continue**.

Please be sure to enter in all fields. If one category is zero (0) pounds please be sure you put a **0** in the open field. Leave additional comments in the comments box.

Before you click Process Receipt, please click **Get Weight**, this will make sure the total gets collected. Once the total shows up on the upper left hand side, please click **Process Receipt**.



Logged as: 176Bce | [My Agency](#) | [Logout](#) | [Help](#)

HAWKEYE AREA
COMMUNITY ACTION
PROGRAM, INC

[Home](#) | [Orders](#) | **Agency Retail pickup** | [Statistics](#) | [Other Agency Info](#)

[Order Entry](#)

Comment

Product Ref	Product Name	Storage	Packing	Type	Category	Unit	Quantity	Weight
13517 FRZ	Retail - Bakery - Frozen	Frozen	varies	04 - Bread & Bakery	Locally Donated	LB	<input type="text"/>	1
13518 FRZ	Retail - Frozen Assorted	Dry	varies	16 - Mixed & Assorted Food	Locally Donated	LB	<input type="text"/>	1
13519 REF	Retail - Refrigerated - Perishable	Refrigerated	varies	16 - Mixed & Assorted Food	Locally Donated	LB	<input type="text"/>	1
13520	Retail - Dry - Non Perishable	Dry	varies	16 - Mixed & Assorted Food	Locally Donated	LB	<input type="text"/>	1

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ENTERING MONTHLY AGENCY REPORTS

All monthly agency reports must be submitted through the online ordering system, this is the only option available. The **Statistics** tab is where you will submit your reports. Current policy requires agency reports to be up to date. If your agency is missing reports in the previous 30 days during a rolling 12 month period, you will **not** be allowed to place an order.



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Innovative food bank management software

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Agency Data

Statistics [User Defined](#)

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Stat Date	Meals Served	Males	Females	Total People	Comment
12/12/2011	1200	100			
12/15/2009	1280	100			
11/06/2007	1140	100	0	0	
11/03/2005	1120	100	0	0	
10/31/2003	2160	100	0	0	

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[Enter Statistics](#)

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Click **Enter Statistics** to begin entering your monthly agency statistics.

As soon as any missing reports are entered, you will immediately be able to place an order.

The **Date** should be the last day of the month you are reporting. For example, to report June statistics you would enter 6/30/13.

Logged as: 1768ce | [My Agency](#) | [Logout](#) | [Help](#)

HAWKEYE AREA
COMMUNITY ACTION
PROGRAM, INC.

Home Orders Statistics Other Agency Info [Order Entry](#)

Enter Statistics

Date:

Meals:

People:

Males:

Females:

Comments:

Category	Quantity	Comment
----------	----------	---------

[Submit Statistics](#)

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Onsite meals are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc.

Food pantries report the number of pantry households and pantry individuals served for the month.

Complete all three categories only if your agency has an onsite meal program and a food pantry program.

Click **Submit Statistics** when your monthly entry is complete. If any statistics have been entered incorrectly, you will need to call the HACAP Food Reservoir to correct or change them.

If you see there are not the correct fields that correspond to your agency, please call the HACAP Food Reservoir.



AGENCY INFORMATION


From the main **Home** page you are able to access information specific to your agency by clicking on **My Agency**.



Agency Info tab

This is your agency information. It is important to note that the information in these tabs cannot be changed. The information is imported from the master agency file. Any changes or corrections will need to be communicated to Angie Albright at aalbright@hacap.org.

Contacts tab


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[My Docs](#)
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NATIVITY JESUIT MIDDLE SCHOOL - 2809

[Agency Info](#)
[Locations](#)
[Contacts](#)
[Hours](#)
[Open AR](#)
[Service Info](#)

Contacts

Type	Name	Phone	Ext.	E-mail	Authorized?	Can Pickup?	Can Order?
Bill To	NATIVITY JESUIT MIDDLE SCHOOL	(414)645-1060			No	No	No
Admin	JIM WILKINSON	(414)645-1060			No	No	No
Contact	JIM WILKINSON	(414)645-1060			No	No	No
POL Order	ELISE STEINER	(414)645-1060		steinere@njms.org	Yes	Yes	Yes
Authorized		() -			Yes	Yes	Yes
Authorized	AMY BARBIAUX	(414)645-1060			Yes	Yes	Yes
Authorizez	JIM WILKINSON	(414)645-1060			Yes	Yes	Yes
POL Order					No	No	No

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Hours tab

The screenshot shows the PRIMARIUS software interface. At the top, it says 'PRIMARIUS Innovative food bank management software'. On the right, it says 'Logged as: 1809 | [My Agency](#) | [Logout](#) | [Help](#)'. Below this is a navigation bar with 'Home', 'Orders', 'Grants', 'Statistics', and 'My Docs'. A green 'Order Entry' button is on the right. The main heading is 'NATIVITY JESUIT MIDDLE SCHOOL - 2809'. Below this is a sub-navigation bar with 'Agency Info', 'Locations', 'Contacts', 'Hours' (highlighted), 'Open AR', and 'Service Info'. The 'Hours' section contains a table titled 'Hours of Operation' and a 'Hours Comments:' field.

Day	Hours
Sunday	Closed
Monday	3:25 - 4 PM
Tuesday	" -
Wednesday	" -
Thursday	" -
Friday	" -
Saturday	Closed

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We hope you will find the online ordering system to be an efficient and effective tool for your agency and should you have any questions or comments, please do not hesitate to contact our office at 319-739-1536.