

Mid-Ohio Food Collective: Agency Portal Ordering Guide

FAST FACTS:

PAY CLOSE ATTENTION TO YOUR ORDER CUT OFF DATES WHENEVER YOU ARE SHOPPING

- **Local Orders:** Shopped items can be added, deleted, or changed until the order cut-off time, 12:00PM Two business days prior to delivery/pick-up.
- **Rural Orders:** Shopped items can be added or changed until the order cut-off time, 12:00PM Three business days prior to delivery.
- Only items available for your program type will appear in your shopping list.
- You must click "Check Out" **each shopping session** in order to save items in your cart. *If you do not click "check out" prior to ending your shopping session, the items will NOT be saved in your cart, and you will lose that product.*
- When you have completed shopping and want to **officially** place the order, you **MUST** click the "Place Order" button. This will submit the order for processing. *If you do not click "Place Order" **BEFORE** the cut-off date/time of your order, the order will drop and will NOT be processed.*
 - Even after clicking "Place Order", you will still have access to add/change your order until the cut-off date/time of your order.
- Only one order may be placed at a time – You can only start a NEW order after the cut-off date/time of your current order.
- After the order cuts off, you will be able to follow the status of your order on your dashboard.

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How to Log In:

1. Go to <https://agencyportal.mofc.org/>
 - Click on the hyperlink above here: <https://agencyportal.mofc.org/>
2. Enter your email and password: - Your initial password will be in the Heartland Hub registration email from Second Harvest Heartland. - If you do not know your password, please enter your email address and click "forgot password" to receive an email to reset the password. If that does not work, please contact MOFC – Orders & Customer Service – 614.317.9426.

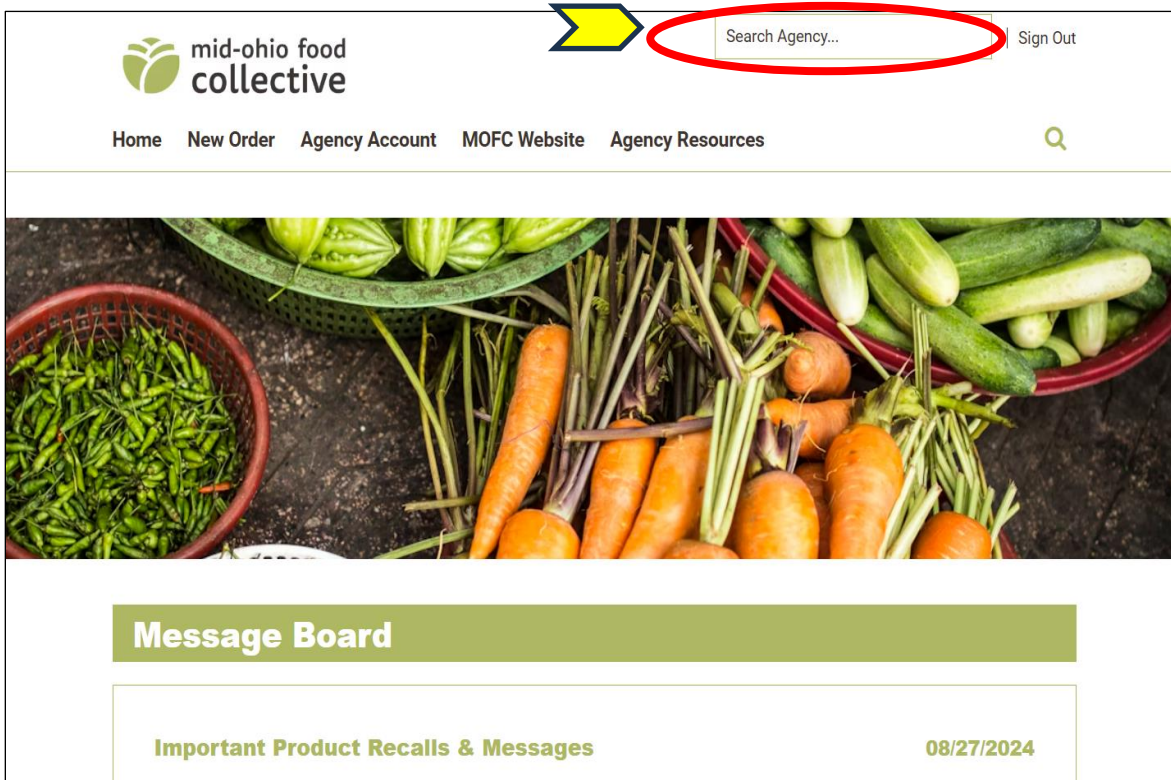


The image shows a screenshot of the mid-ohio food collective login page. The page title is "Returning customer" and it instructs users to "Login below to checkout with an existing account". There are two input fields: "Email" with the placeholder "your@email.com" and "Password". A green "Log In" button is positioned below the password field. A blue "Forgot password?" link is located at the bottom left, highlighted with a yellow arrow. A separate white box on the right contains three red-bordered callouts: "Enter the email associated with your account" pointing to the email field, "Enter password" pointing to the password field, and "Click Log In" pointing to the "Log In" button.

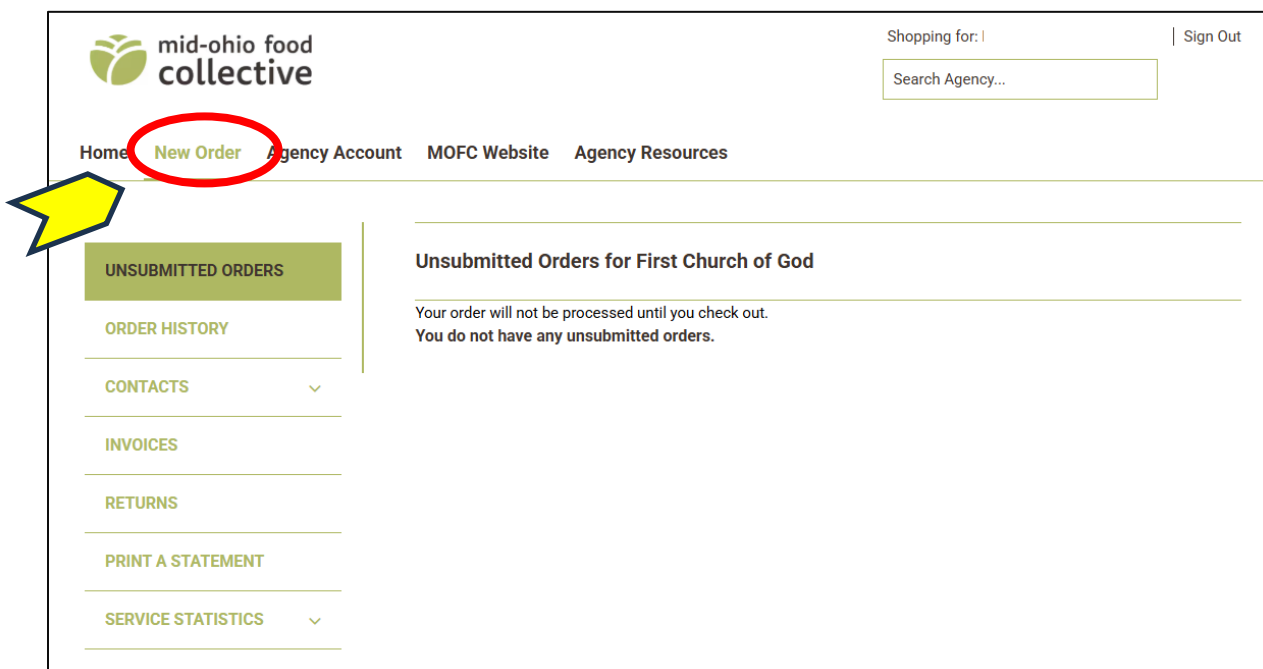
3. **Message Board.** Once you have logged in you should see the main portal screen along with the Message Board. The Message Board provides a variety of information such as changes to Schedules, Closures, Recalls and other important information from MOFC – Agency Services.

- *It's a good idea to log into the portal daily and check the Message Board, even if you are not starting or working on an order.*

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



2. New Order: Click on "New Order" on top tab under the MOFC logo:



3. Appointment Type:

Select "Appointment Type," Delivery or Pickup

mid-ohio food collective

Home New Order Agency Account MOFC Website Agency Resources

Search Agency...

Jan 8 – 10, 2025

08:30 am

MON 1/6

THU 1/9

FRI 1/10

today < >

--Select Category--

■ Holiday ■ Order ■ Unavailable

--Select Category--

Rural Delivery

Pick-up

Click the to display the appointment categories.

4. Pick-Up/Delivery Dates:

MOFC Test Agency

Monday Local Delivery

■ Holiday ■ Order ■ Unavailable

Dec 17 – 20, 2024

today < >

	MON 12/16	TUE 12/17	WED 12/18	THU 12/19	FRI 12/20
07:00 am					
12:00 pm					

Choose date from available ordering window. Click on **forward** and **backward** arrows to show the complete calendar.

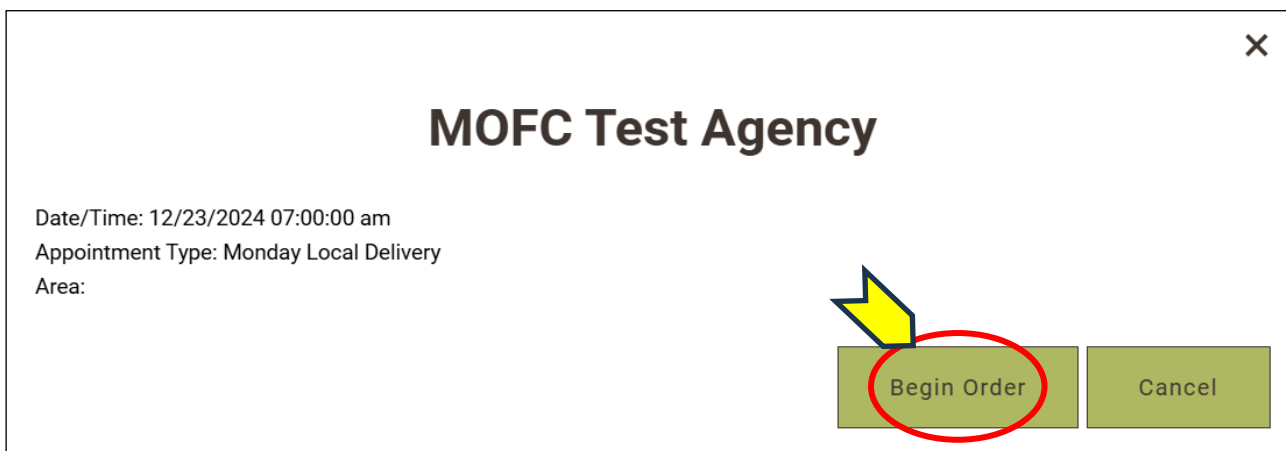
Note the color key:

- **White:** Order can be placed in this timeframe. All agencies always have the option to choose a Pick-up time to pick up their orders at the warehouse.
- **Gray:** Orders cannot be placed. All available timeslots have been reserved, or these days are outside of approved delivery days.
- **Green:** Order already placed for this day for your agency.
- **Blue:** MOFC Closed for Holiday – order cannot be placed.

Important to Note:

- The order cutoff deadline will change if a holiday closure is on the calendar. Please check the message board for holiday ordering and deadline information.
- When you start an order you will see the order cut-off date. You will be able to edit your order until the order cut-off date/time.
- Contact - Orders and Customer Service 614.317.9426 with any questions about your delivery days.

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



6. Shopping: When placing your first order take a few minutes to familiarize yourself with all the information on the screen.

Under your Agency Name at the Mid Center of the page you'll see the **Estimated weight, Date and Time** when you started the order, the **Appointment Type** (*Pickup, Local Delivery Rural etc.*) and the **Appointment Cut Off Time** (*This when your order closes/cuts off*). **Any changes to your order must be completed before the time of cut off.**

You will see all inventory available for ordering on your selected day. Each item is listed with an Item ID, Description, Nutrition Ranking, Unit of Measurement, Weight, Price, Maximum Quantity, and Case Qty.

- 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 green “Successfully added to your cart” banner, pop up under that specific item.
- Once your item has been put in your shopping cart the quantity will return to 0 zero on the ordering screen. 😱

- When you click on "view cart" you will see the quantity that you ordered has been moved into your cart.

01/14/2025 07:00 am - 01/14/2025 12:00 pm
(1 Product)

2

Est. Weight: 20.00
Total: \$0.00
Appointment Type: Rural Delivery
Appointment Cut off Time: 01/09/2025 12:00:00 pm
Area:

Checkout
Continue Shopping
Cancel Appointment

ID	Description	Nutriti...	Weight	Price	Max Qty	Case Qty.	Actions
000031-DB	STARBUCKS ESPRESSO BLEND WH... 1-8-2.5lb bags / Dry	●	2.50 lb	\$0.00	!	8	🗑️

There it is!

- Additionally, the running total for weight, cost and total items will be updated at the top of your page.

mid-ohio food collective

Shopping for: MHI Test Agency | Sign Out

Search Agency...

Home New Order Agency Account MOFC Website Agency Resources

UNSUBMITTED ORDERS
ORDER HISTORY
CONTACTS
INVOICES
RETURNS
PRINT A STATEMENT
SERVICE STATISTICS

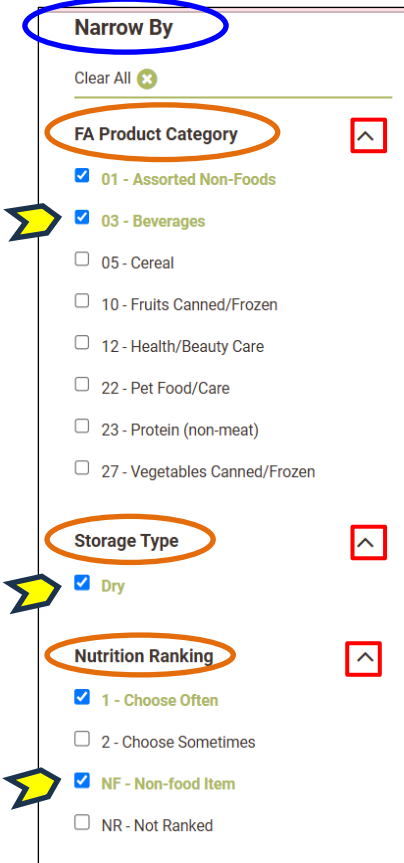
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(1 Product)

Est. Weight: 20.00
Total: \$0.00
Appointment Type: Rural Delivery
Appointment Cut off Time: 01/09/2025 12:00:00 pm
Area:

Checkout
Continue Shopping
Cancel Appointment


ID	Description	Nutriti...	Weight	Price	Max Qty.	Case Qty.	Actions
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7. Shopping List Filters/Search: Filter Column: On the left side of the order screen is a list of categories to filter, or narrow, your displayed items.



Choose from:

- **Product Category:**
 - Bread
 - Cereal
 - Fruits Canned/Frozen
- **Storage Type:**
 - Refrigerator
 - Dry
 - Freezer
- **Nutrition Ranking:**
 - Green – Choose Often
 - Yellow – Choose Sometimes
 - Red – Choose Rarely

- ➔ To add/remove a product filter, click on the check box by that specific product.
- ➔ To remove all filters, click the X at the top of the “Narrow By” section next to “Clear All”.
- ➔ Click an arrow  to expand or collapse each filter category.

8. 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, use key words or an item number and click “Go” to find.

To start a search using key words click the magnifying symbol first and the search box will open.

ID	Description	Nutr.	Unit	Wgt.	Price	Max Qty.	Case Qty.	Add to Cart
000035-05	Water 1-Bottle / Dry		Eaches	14.5 oz.	\$0.00	0		
000034-08	SBUX Espresso Rot WB BX2 5Lb 8-8-2 5lb Bags / Dry		Case	20 lb	\$0.00	0		

9. Checkout Process: In order to “Checkout” Click the View Cart button to start the checkout process.

FIRST - Check to make sure all the following information is correct-

- Agency/Program Name
- Appointment Date
- Items Ordered
- Total *before* any delivery fees are applied

SECOND - If all information is correct click on the green “Checkout” button at the top right side of the screen.

01/13/2025 12:00 pm - Invalid date
(2 Products)

Est. Weight: 518.00
Total: \$0.00
Appointment Type: **Rural Delivery**
Appointment Cut off Time: \$0.00
Area:

ID	Description	Nutr...	Weight	Price	Max Qty.	Case ...	Actions
100004-SA	GREENS - KALE 1-9 LB BOX / Cooler	●	9.00 lb	\$0.00	452	22	
000021-DB	QUAKER QUICK GRITS BAG ... 8-8-5lb bags / Dry	○	40.00 lb	\$0.00	22	8	

You must click “Checkout” for items to be saved to cart.

10. Review your Order: Before placing your order review your order to ensure that everything is correct. To make any changes click the “Edit Cart” button.

Review Your Order

ID	Description	Nutrition	Weight	Price	Case Quantity
000021-DB	QUAKER QUICK GRITS BAG 5 LB/8 8-8-5lb bags / Dry	○	320.00	\$0.00	8
100004-SA	GREENS - KALE 1-9 LB BOX / Cooler	●	198.00	\$0.00	22

Edit Cart

Summary

SUBTOTAL 30 ITEMS \$0.00

Est. Weight 518.00 lb
Shipping Cost \$15.54
TOTAL \$15.54

You must accept the Terms and Conditions

I agree to the Terms & Conditions

Place Order

11. Payment Method: The payment method will automatically be defaulted to "Invoice." This is the same for all agencies and cannot be changed. Orders will be invoiced once the product has been received by the agency.

Payment Method	
Invoice	
Terms	Remaining Credit
Net 30	\$2,628.95

12. Submit Order: Once you are satisfied that 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 MOFC until you click on the "Place Order" button.*

Don't forget to accept the Terms & Conditions before you click the Place Order Button

Edit Cart

Summary

SUBTOTAL 30 ITEMS	\$0.00
Est. Weight	518.00 lb
Shipping Cost	\$15.54
TOTAL	\$15.54

You must accept the Terms and Conditions

I agree to the Terms & Conditions

Place Order

Date/Time: 02/27/2025 7:00:00 am - 02/27/2025 12:00:00 pm
 Appointment Type: Rural Delivery
 Appointment Cut off Time: 02/24/2025 12:00:00 pm
 Shipping Address:
 1234 Main Street
 New York AZ 85705
 US
 (123) 123-1233

Thank you for shopping with us!

Your order number is #S01582.

You will receive an email with this confirmation in a few minutes.

Continue shopping

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

Summary	
SUBTOTAL 37 ITEMS	\$83.65
Est. Weight	594.00 lb
Shipping Cost	\$17.82
TOTAL	\$101.47



Congratulations

YOU HAVE SUCCESSFULLY
PLACED YOUR ORDER

Important Reminders: #1. You may EDIT your order up until the cut-off date and time listed on your order screen. #2. You also must click 'PLACE ORDER' before the cutoff date or else you will lose the entire order.



MOFC would like to thank the Second Harvest Heartland Foodbank, Minneapolis for their assistance and sharing of training materials with us.