Heartland Hub: How to Edit an Order

- After initially submitting an order you can edit the order until the order deadline, 2:30PM two business days prior to delivery/pick-up.
- If you need to change the delivery/pick-up date for your order, please reach out to Agency Customer Service for assistance.

Note: Items in your cart are reserved throughout the editing process.
Go to **Heartland Hub**

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

**Select Program Account**

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

After selecting the program, click on Program Account.

**Order History**

All submitted orders for your selected program will be listed on the order history page. Orders can be edited until the order deadline, 2:30PM two business days prior to delivery/pick-up.
View/Edit an Order

To view and edit an order click on the SO (Sales Order) number.

In the SO# you will be able to see all the order details (program, pick-up/delivery, status, order weight, total, and all items on the order).

Note this page can be printed for reference.

From this page click edit order to edit or if you would like to cancel the order click cancel order.

To view Payment Information, click the drop-down menu to view.
After clicking edit order at the top of the screen under “Ordered Items” all items and quantities on the original order will appear.

These items will also show on the top of the “Catalog Items.”

Submit Edits
When you have finished editing the order don’t forget to save your order changes by clicking the “submit order changes” button at the bottom of the page.

After clicking, “submit order changes” you will receive the below message to confirm that the edits have saved. Once the order has saved you may navigate away from the edit page.
Add Items
Below the list of ordered items there is a search bar and the item catalog.

Here you can search by item number or description, for example typing in “milk” will show all available items with milk in the description. Click on the desired item, add the desired quantity to the box, and click “add item” to add it to the order.

**When searching, you must enter a minimum of three characters.**

- Example: Enter “380” to show all item numbers that start with 380, which is the item series for Produce.
- Example: Enter “BRE” which would find item descriptions related to Bread or Breakfast items.
- See quick tips in the linked guide for key search terms for produce and other popular items. ([Insert link to Quick Tips Guide])
Update Quantity
To update the quantity of an item ordered type the desired quantity in the QTY field.

<table>
<thead>
<tr>
<th>Item ID</th>
<th>Description</th>
<th>Item Category</th>
<th>Product Category</th>
<th>Storage Type</th>
<th>Weight</th>
<th>Price</th>
<th>Max. Qty</th>
<th>Qty</th>
<th>Remove</th>
</tr>
</thead>
<tbody>
<tr>
<td>300207</td>
<td>Repack Fish Fillets</td>
<td>Donated</td>
<td>MEATS</td>
<td>Freezer</td>
<td>40 lb</td>
<td>$16.40</td>
<td>25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Remove Item
To remove an item, click the x in the remove column.

You can edit orders as many times as you would like until the order deadline (2:30PM two business days prior to delivery/pick-up).