Heartland Hub: Ordering

- 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. How to Edit an Order
  - 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.

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Go to [Heartland Hub](https://heartlandhub.2harvest.org)

- Click on the hyperlink above, or here: [https://heartlandhub.2harvest.org](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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Account Number</th>
<th>Balance Due</th>
<th>Credit Limit</th>
<th>Credit Amt</th>
<th>Agency Status</th>
<th>Agency Reason</th>
<th>Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Food Shelf</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>ACTIVE</td>
<td>Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABC Community Meal</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>ACTIVE</td>
<td>Order</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABC Backpack</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>ACTIVE</td>
<td>Order</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appointment Type
Select “Appointment Type,” Delivery or Pickup

Area
Select Brooklyn Park Warehouse for delivery or pickup

Date
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. 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 How to Edit an Order.
- **Teal**: SHH Closed for Holiday – order cannot be placed.

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 number, Photo icon if product photo is available, Description, Weight, Price, Maximum quantity, and desired quantity box.
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:**

**After adding to cart:**

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).
- **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.
**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.
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.

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.
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.
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.

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

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

Your order can be edited until the order deadline (2:30PM two business days prior to delivery/pick-up. For directions, visit How to Edit an Order.