

## **Alaska Food Hub – HOMER Pick-up Day Operations & SUB PLANS**

### **Opening/Vendor Deliveries** - Homer United Methodist Church

Print out all materials for pick-up day from software (see [2021 update](#) for instructions)

- ACCOUNTING > REPORTS
  - >Packing (Left, grey, side menu)
  - Set date to cycle start date

Print the following reports: (Controlled by top, left dropdown menu)

- Checklist for Producer Deliveries
  - Detailed Pick Tickets (*2 when its busy and you have multiple people working*)
- 
- Select each location (ex. Homer, Ninilchik, Seldovia) with the Homer sub-period and print the following reports:
    - Customer Invoices
    - Customer List by Location (under reports):
      - Accounting>Reports>Packing>Customer List by Location
  - Next, select Soldotna Sub-Period and Soldotna Location
    - For Soldotna aggregation, print out just:
      - Checklist for Producer Deliveries & Detailed Pick tickets
  - Pull all shelf stable products for Homer/ Soldotna – put in bin with paperwork

### **Set-up**

- Just outside the main door, put out fish boxes, coolers, flower buckets, etc. left over from last week and remind vendors take them back
  - these are stored in the van from week to week
  - Ben can bring them over in the van when we are transporting; otherwise, bring them over yourself in the morning
- Place sandwich board near entrance
- Wipe down shelving and tables, using cleaner spray in tote
- Set up the following tables:
  - Vendor delivery sorting table
  - Manager's Station table
  - Enough tables for all customer order aggregation
- Get bins together for Ninilchik, Seldovia, Seldovia in a different location from the Homer orders
  - Tape the CUSTOMER LIST to each bin, to keep locations separate
  - Set up invoices and bags
- Place customer invoices in alpha order, on tables, shelves, etc.
- Place a bag or box for each order

- Highlight or circle any items that need to be collected at manager station (flowers, oysters, fish, chicken) = BLUE
- Highlight/ circle multiples of items = PINK

## Deliveries

- As vendors deliver, aggregate and check off on **both** customer invoice and producer delivery checklist
- Plant Starts, if you can keep any cardboard boxes starts are delivered in, customers are really happy to have those to carry products out in
- Any cooler items/ flowers- leave at manager station
  - Be sure to record temperature logs at time of drop off, opening, and last item pick up
- Make note of any items that are not delivered or delivered in poor quality – we can make adjustments to orders
  - Note: customer name, item, quantity, and farm ordered from
- Try and get Soldotna/Ninilchik/Seldovia orders sorted first, so that Ben can leave as soon as everything is delivered (he must be on the road by 1:30pm)
  - Review the bins before Ben leaves, checking that he takes all producers (its easy to leave out a cooler on accident)
  - Review the bins to make sure the correct orders are in the correctly labeled bin
- Take bin to Seldovia and bring back their empty bins/coolers from previous week
  - Try to consolidate as much as possible into smaller bins
  - NO starts to Seldovia (you will need to review the Seldovia orders each week on Tuesday morning and remove any starts)

## Pick-up/Closing

### Customer Pick-up

- As customers pick-up, make sure they have everything listed on their invoice – be sure to check for cooler items/ flowers
  - Be sure to record cooler temperatures of items as they are picked up
- Check off customer name, signifying order is received satisfactory
  - You can also sign them out too, as long as you are sure they have all items
  - Double check orders! It's a hassle to refund or bring items to folks
- Thank the customers and ask for feedback!
- Around 5:30pm – give any customers with orders remaining a call, with a gentle reminder they have a pick-up
  - If forgotten, can leave on the mailbox (above ground) in a paper bag
  - If frozen items are left, bring to Inletkeeper if you can't get in touch with them
  - Phone numbers are located on the invoice

## Closing

- Have Ben take sandwich board and empty coolers in the van (or if no van- bring them back to the van at CIK, to give back to vendors next week)
- Bring the following back to the office:
  - Food Hub clip board, sign out sheet, vendor delivery checklist, and key
- Lock door!
- Let Robbi know you are done, and notify her of any updates to orders that need to be made prior to running cards .... **THANK YOU!!!**

# Alaska Food Hub –SUB PLANS – Reconciling/Reporting

## Running Cards for Orders:

Run Customer cards for products ordered-

1. **Confirm with all sites that all products were delivered in good shape**
2. **Make any adjustments**
  - a. If you need to make any updates (removing items that weren't delivered or were crappy), open each order by customer
  - b. You can use the pencil feature beside each product to update quantity; for example, if you need to remove a rotten cabbage, click on the pencil and change the quantity to ZERO
  - c. You'll probably need to click UPDATE order before you see the total due change
3. **ADMIN Site- Accounting Tab (in top bar) – Accounting**
  - a. Select Period (using the start date- all periods start on Wednesday)
  - b. This will display a list of all charges to be collected
  - c. Scroll to the bottom of CHARGE CARD column and click the CC button (check all) that has no order associated – this should select all credit cards automatically
  - d. Click Submit
  - e. Hopefully all charges clear
  - f. Un-cleared charges – open each order and make sure billing information is correct; if you need to update a card, open customer profile and update there; then when you go to re-run the card, be sure to click on “copy from customer”
    - i. If you can't figure it out, no big deal on waiting until I get back – just be sure to let Aryn know of any outstanding charges
    - ii. It is important to update orders prior to sending other reports though-changes can reflect payouts and revenue

## Reporting Step 3

Payments: Individual Orders

Select Period: 8/15/2018 6:00:00 AM  
Sub-Period:  
Location:  
Order Method:  
Customer Type:

Order Id	ID	Organization	Customer Name	Order Total	Payments & Credits	Outstanding Balance	Pay Pref	No Payment	Charge Card	Paid Cash	Paid Check	Paid EBT	Payment Detail	Apply Credit(s)	Apply Unapplied Payment(s)	No Credit	C C
13274	1294		Test, Test	\$10.75	\$0.00	\$10.75	CC	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>		

Check All:

**Submit**  Send credit emails

Adjustments Made

Order ID	Payment Id	Customer	Type	Date	Amount
No records to display.					

## Once all orders are correct:

### **4. ADMIN Site- Accounting Tab (in top bar) – Reports**

- a. Customers – Membership Sales Summary
  - i. Set Order Date Wednesday to Wednesday of order cycle
  - ii. Click REPORT
  - iii. This will display a report; click on the PDF icon above report (on left hand side)
  - iv. This will create a PDF
  - v. Save this file on the tree at: Local Food – Food Hub – Financials – Bookkeeper Reports – 2018 Reports- Folder with start day of cycle (I have these folders already made for you)
    1. File name should be saved in this format, using the first date of the period: EX. 2018-08-15-Membership Sales summary

### **5. ADMIN Site- Accounting Tab (in top bar) – Reports**

- a. Financial – Revenue Report
- b. Set Order Date Wednesday to Wednesday of order cycle
- c. Click REPORT
- d. This will display a report; click on the PDF icon above report (on left hand side)
- e. This will create a PDF
- f. Save this file on the tree at: Local Food – Food Hub – Financials – Bookkeeper Reports – Folder with start day of cycle (I have these folders already made for you)
  - i. File name should be saved in this format, using the first date of the period: EX. 2018-08-15-Total Revenue

### **6. ADMIN Site – Accounting Tab (in top bar) – Reports**

- a. Select the correct Period Start (leave Sub-period as is, “select sub period”, as well as the locations – don’t select any)
- b. Click on PRODUCER PAYMENTS
- c. Click CALCULATE PRODUCER PAYMENTS (click OK)
- d. This will display a report; click on the PDF icon above report (on left hand side)
- e. This will create a PDF
- f. Save this file on the tree at: Local Food – Food Hub – Financials – Bookkeeper Reports – Folder with start day of cycle (I have these folders already made for you)
  - i. File name should be saved in this format, using the first date of the period: EX. 2018-08-15-ProducerPayments

7. Then- email these reports to [Finance@inletkeeper.org](mailto:Finance@inletkeeper.org) and Robb

## Reporting Steps 4

Home Admin Products Customers Orders Producers **Accounting** Distribution Planning

Select Report

<b>Financial</b>	<b>Revenue</b>	<b>Sales</b>	<b>Customers</b>
Sales	Comparison	Sales by Product	Registration Responses Summary
Order Items	Miscellaneous	Sales by Product	<b>Membership Sales Summary</b>
Customers	Payments, Taxes & Credit	Sales by Category	More...
Packing	Transactions	<b>Order Items</b>	<b>Export Data</b>
Export Data		Order Items by Product	Customers
		Order Items by Producer	Customer Usage
		<a href="#">More...</a>	More...
	<b>Packing</b>		
	Orders by Product		
	Product Summary by Location		
	Customer List by Location		
	Checklist for Producer Deliveries		
	Packing List		
	Distribution by Location		

## Reporting Step 5

Home Admin Products Customers Orders Producers Accounting D

Alaska Food Hub

**Distribution Day Management**

Period Start: 9/5/2018 6:00:00 AM Sub-Period: Select Sub-Period

**Locations:**

- Anchorage- Church of Love
- Homer- Alaska's Wild Emporium
- Ninilchik - Kenai Peninsula Fairgrounds
- Seldovia - Seldovia Airport, Smokey Bay Air
- Soldotna- Christ Lutheran Church

Use CTRL-Click to select more than one location

**Actions:**

- Autofill Inventory
- Producer Payments**

**Emails:**

- Send Pick Tickets to Producers
- Send Pickup Reminders
- Send Delivery Reminders
- Send Post-Period Producer Revenue Allocation Email
- Send Post-Period Confirmation Emails (All Locations)
- Send Custom Emails

**General Lists:**

- Checklist for Producer Deliveries
- Producer Pick Tickets

## Reporting Step 6

Alaska Food Hub

Distribution Day Management

Period Start: 9/5/2018 6:00:00 AM Sub-Period: Select Sub-Period

**Producer Payments**

Return to Distribution Day Management

Filter: Show Revenue Combined Show Payments

Producer Payments for Period: 9/5/2018 - 9/12/2018

Check Payable To	Producer	Amount Payable	Adjustment	Adjusted Amount Payable
No records to display.				
<b>Totals:</b>				

Click **Calculate Producer Payments** above AFTER updating all of your orders. This function will allocate revenue from orders in this period to the producers who sold those goods. If you make any changes (ex.

## **Credits:**

CUSTOMERS >

Type in last name in Customer User box, SEARCH CUSTOMERS >

CUSTOMERS NAME>

CREDIT tab>

+ (plus button)

enter information (type, amount, note) uncheck email, SUBMIT >