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, Ninlchik, 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

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 and Robb

Reporting Steps 4

Reporting Step 5

Reporting Step 6

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 >