

Build Your Best Order:

Heartland Hub Tips and Tricks

As we all experience record need for emergency food, our inventory is turning over very quickly in our warehouse. We know you are seeing the same quick turn on your own shelves.

Because of this, we want to share some ways to be sure you're seeing all the inventory available to you and getting the products you need in this quick turn environment.

Check Inventory Periodically

You don't need to sit and wait for items to be added to inventory, but we do recommend checking back periodically to be sure you catch a variety of items.

Come back into your order 3 days before the deadline to add perishable items like produce to your cart.

- Produce (and perishable product) is coming into our warehouse and going on orders in a matter of days.
- We only allow partners to see product that will be available and of good quality for their delivery day. Perishable product that we have in our warehouse at the start of your delivery window may not be good until your delivery day, so it won't be available for your order.
- You should see more variety of produce and perishable items three business days before your deadline than you would at the beginning of your order window.
- Grant, TEFAP, and items we provide at no cost also move quickly. Checking back can allow you to add more of these free items as they become available.

Use Sorting Categories

Build the bulk of your order first, then check back in to add a few more items as needed. Reminder: you get up to 10 Heartland Hub business days, and you can edit up until the deadline! (Pro-tip, weekends and Fridays don't factor into business days!).

We recommend using sorting categories when first building your order. You can sort by type of item (for example, baking, cleaning, produce), how we received the item (for example, if it was purchased, donated or provided by a grant), the item's storage requirements, nutrition information, and more.

Narrow By

Item Category

Donated

Purchased

Product Category

ALL PRODC

CAN VEG

Storage Requirements

Refrigerator

Dry

Nutrition Info

1 - Green - Choose Often

2 - Yellow - Choose Sometimes

On Site Only

No

After submitting your order, remember that you can continue to edit until 12:00 p.m. two business days before your order ships. Use the search function to find specific items to add to your order.

Use Your Whole Order Window

March 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28 Start Order	29	1	2
3	4	5	6	7	8	9
10	11 Check for Perishable	12 Deadline at Noon	13 Start Order	14 Delivery	15	16
17	18	19	20	21	22	23
24	25 Check for Perishable	26 Deadline at Noon	27	28 Delivery	29	30
31	1	2	3	4	5	6

Example of a 2nd and 4th Thursday Delivery

This above screenshot illustrates when partners have access to Heartland Hub. You can start your order ten Heartland Hub business days before your delivery but still have access to the system on the weekends.

Second Harvest Heartland is open on Fridays but does not provide deliveries or pick-ups on that day so it is not considered a “business day” in Heartland Hub.

Remember your Order Deadline

Delivery Day	Order Deadline
Monday	Previous Wednesday by noon
Tuesday	Previous Thursday by noon
Wednesday	Previous Monday by noon
Thursday	Previous Tuesday by noon

Reference our How-To Guides

We have created some [how-to guides](#) to walk you through common functions in Heartland Hub such as resetting a password or editing an order. Follow these step by step or contact orders@2harvest.org if you need additional support.

Add Users at your Organization

You can always evaluate who places orders at your agency. If orders are primarily done by one person is there another person who can be trained? This could make it easier to check back and edit orders if more people have access. Contact orders@2harvest.org to add a new user to your account.

