Heartland Hub: Service Statistics

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

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

Use this quick guide to enter monthly service statistics and view/edit previously entered service statistics.

- Reports are due 7 days past the reporting month (e.g., January statistics are due by February 7th).
- Report on food distributed or served by your program from ALL food sources, even if it was not accessed from SHH.
- Report EVERY month even if your program did not provide service.
- If you fail to report your Service Statistics by the 7th of the month, your program will be considered non-compliant, and your account will be placed on product hold with no access to ordering until the statistics have been submitted.
- **Food Rescue Statistics** are due on **MealConnect** no later than the 7th of the month following collection, without exception. Food Rescue collections should be weighed upon arrival at the agency and may be compiled and submitted for the full month by store, by category.
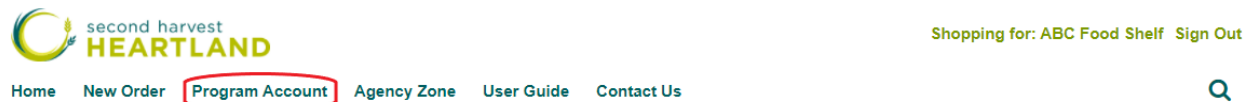
Select Program

After logging in select the program from the drop-down menu on the upper right-hand side. You will be able to access any program(s) you are associated with.
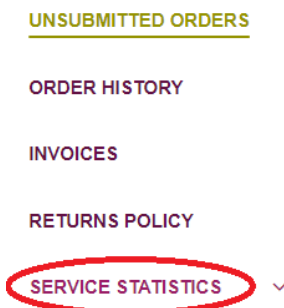
If any program is missing from your list, contact Agency Customer Service for assistance.
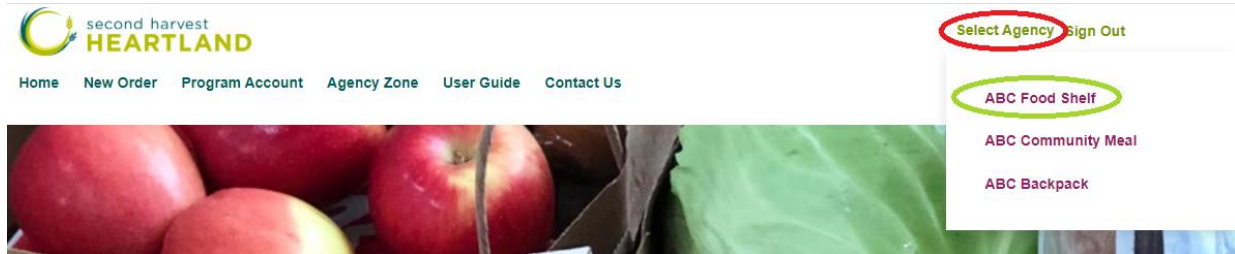
Click Program Account to manage the program account.

Click Service Statistics on left side of page.

UNSUBMITTED ORDERS

ORDER HISTORY

INVOICES

RETURNS POLICY

SERVICE STATISTICS ⌄

Enter Service Statistics

Click Create

SERVICE STATISTICS ^

Create

History

Select Service Month and Year and enter your numbers for the selected service month.

- **All fields with asterisks are required. If the field does not apply, please enter "0".**
- The field titled, "Your Last Submission was for: (Month/Year Listed)" is the month and year for the statistics you submitted previously within Heartland Hub.
- **Click "Submit"** at the bottom of the page when complete.
- Please note, the "Comments" section is any notes related to your monthly statistics. If you have questions or inquiries related to your monthly statistics, please contact Agency Customer Service.

Food Shelf/Grocery Giveaway Program Statistics Form

Service Statistics Submission Form

For Instructions, **click here.**
For Food Rescue Instructions, **click here.**
If you have any questions related to, **contact Agency Relations**
Please be sure to fill out all fields and select the Month and Year for which you are reporting the numbers for.

Your Last Submission was for : **February 2023**

Keep the selection of service month/year the same as is.

Service Month *

- Select Month -

Service Year *

- Select Year -

Enter the number of total visits or services of the month. Enter zero if none.

Households *

Children (0-17) *

Adults (18-64) *

Seniors (65+) *

Pounds *

Comments

Please note if you have any questions related to service statistics, contact Agency Relations

Submit

UNSUBMITTED ORDERS

ORDER HISTORY

INVOICES

STATEMENTS

RETURNS POLICY

SERVICE STATISTICS ︿

Create
History

REPORTS ﹀

Meal/Prepared Food Program Statistics Form

Service Statistics Submission Form

For Instructions, **click here.**
For Food Rescue Instructions, **click here.**
If you have any questions related to, **contact Agency Relations**
Please be sure to fill out all fields and select the Month and Year for which you are reporting the numbers for.

Your Last Submission was for : **February 2023**

Keep the selection of service month/year the same as is.

Service Month *   Service Year *

- Select Month -   ⌄   - Select Year -   ⌄

Enter the number of total meals or snacks of the month. Enter zero if none.

Total Meals Served *   Total Snacks Served *

Comments

Please note if you have any questions related to service statistics, contact Agency Relations

Submit

SERVICE STATISTICS sidebar:
- UNSUBMITTED ORDERS
- ORDER HISTORY
- INVOICES
- STATEMENTS
- RETURNS POLICY
- SERVICE STATISTICS ⌃
  - Create
  - History
- REPORTS ⌄

After submission you will see a banner flash *briefly* telling you that your Service Statistics have been successfully submitted.

Service Statistics Submission Form

For Instructions, **click here.**
For Food Rescue Instructions, **click here.**
If you have any questions related to, **contact Agency Relations**
Please be sure to fill out all fields and select the Month and Year for which you are reporting the numbers for.

Your Last Submission was for : **January 2022**

You have successfully submitted your Service Statistics!   ×

Then you will be brought to the Service Statistics History page.

Here you can confirm that your statistics submission went through. You can also edit and view prior months submissions from this page

 CONGRATULATIONS…YOU HAVE SUCCESSFULLY SUBMITTED YOUR SERVICE STATISTICS

Service Statistics History

View/Edit

To view and/or edit previously submitted service statistics click on "History"

Then, click "Edit/View" on the month/year you would like to see.

- **Statistics may be edited for 12 months following the service month.**

If you edit the service statistic numbers – click submit at the bottom of the page.

After submission you can navigate away from the page.