

Real-Time Mealconnect User Guide



With the influx of one time donations Feeding San Diego has been receiving, we will begin transitioning all one-time donation opportunities to our Mealconnect Platform. If your Agency is currently a retail partner, you are already familiar with the Mealconnect platform. If you are not, the Real-Time feature is simple to use and a great opportunity to easily track the donation you receive as well as pounds.

By participating in this program you agree to the following:

1. Weigh every donation received and receipt the pounds in Mealconnect;
2. Temperature check the food (if applicable) prior to accepting the items;
3. Accept the donation in Mealconnect BEFORE making the pick-up;
4. Only accept donations in MealConnect that can be properly stored and distributed according to food-safety practices;
5. Pick up accepted donation unless in the case of an emergency.

Agencies who fail comply with the above expectations will be given a warning of the infraction as well as tips and training to avoid future infractions. A second infraction will result in a temporary suspension from the Real-Time donation program for one month.

To accept a one-time donation via Real-Time, please follow the steps below:

When a New Donation is available you will receive three different notifications of the opportunity. If you miss one, look for the next one to accept.

1. Your agency will receive an automated call from 1 (813) 364-0524 alerting you to the pick-up. This might appear on your phone as spam or from Florida but it is neither. If you do not answer the call, that is okay, look for the email or text alert to accept.

2. Your agency will receive an email alerting you to the donation to be picked up with an option to accept



WE LOVE IT WHEN THIS HAPPENS.

Kerri has a donation ready for pickup.

This donation is:

Category	Pounds
Bakery	25
Produce	50
Meat	150
Dairy	20

To accept this donation and arrange your pickup, [click here](#).

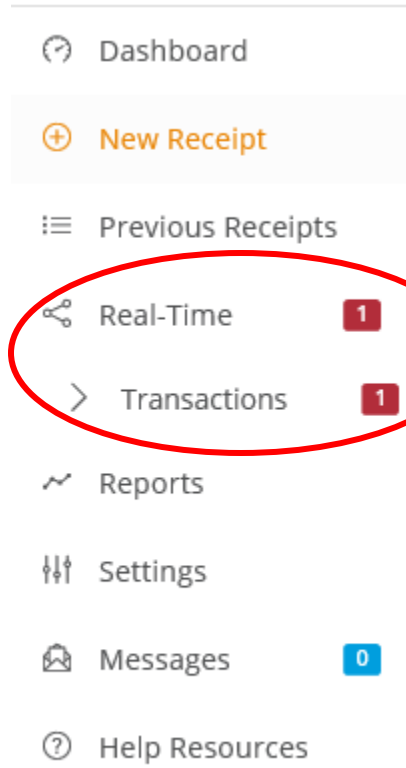
Please let us know what you think. We love getting feedback and hearing how the MealConnect program is working for you.

Thanks again for using MealConnect™. We look forward to connecting you to more food donations in your community very soon!

Sincerely,
Your friends at MealConnect

3. Click on the 'Click here' button
4. You will then be directed to log into Mealconnect
5. Use the same log in that you use for receipting pounds from regular retail pick-ups

- On the left side of your screen, under dashboard you should see a Real-Time option with a 1 next to it



- Click on the Real-Time tab → transactions should appear
- Click on transactions
- A list of donations will appear- click the top donation option 'Detail'

DONOR ENTERED	DONOR	DONATION	STATUS	ACTION
13 minutes ago 202	Kerri (#1281)	245 Pounds of Bakery, Produce, Meat, Dairy	PENDING PICKUP BY FASD MONDAY TEST ACCOUNT EXPECTED PICKUP IS 10/21/2019 4:00PM - 7:00PM (LOCAL TIME)	Details >
2 months ago 229	Kerri (#1281)	37 Pounds of Bakery, Produce, Nonfood, Mix	FINDING VOLUNTEER FOR TRANSACTION WAITING FOR FIRST VOLUNTEER TO ACCEPT.	Details >
3 months ago 222	Kerri (#1281)	45 Pounds of Bakery, Produce, Meat, Nonfood	DELIVERED TO FASD MONDAY TEST ACCOUNT BY MADDY MORITSCH	Details >
3 months ago 221	Kerri (#1281)	30 Pounds of Produce, Meat, and Nonfood	CANCELLED CANCELLED 08/07/2019 11:48 AM (PDT)	Details >

- From there a donation page will appear where you can accept the donation as well as choose the day and time of the pick-up. The day/time of pick-up availability will be dependent on what the donor has specified. Please make sure the pick-up times fit your organizations schedule BEFORE you accept the pick-up

11. Click the arrows next to the day and time to choose what time you would like to make the pick-up

Waiting for Response from FASD
Monday Test Account
1 of 3, 76% Match, Waiting Until 04:35 PM (PDT).

84 Minutes Remaining to Respond

Today (10/21/2019) [v]

4:00pm - 7:00pm [v]

Accept

Reject

Ingredients Labeled
Yes
Code Date Labeled No
Code Date N/A
Case/Unit Labeled Yes
Donor Requested Pickup Dates 10/21/2019 - 10/21/2019
Donor Requested Pickup Time Whenever

Time
3:0
3:0
3:0

150 Pounds of Meat
50 Pounds of Produce
25 Pounds of Bakery
20 Pounds of Dairy

Storage Requirements
Dry Storage Required, Refrigeration Required

Notes

12. Click accept- you MUST click accept before making the pick-up. Other agencies will have the opportunity to take the pick-up if you do not hit accept. If you make a pick-up without accepting in the Mealconnect platform, you could potentially be removed from the Real-Time feature and not receive one-time opportunities anymore
13. Upon pick-up, temperature check the product to ensure food safety compliance
14. After the donation has been picked up, weigh the product
15. Log back into Mealconnect
16. Under the real-time → transactions tab you will see the last Real-Time pickup made in the same place you were able to see the donation opportunity before
17. Select details

18. The donation page will appear again but this time it will prompt you to 'create receipt'

The screenshot displays a web interface for managing a donation. At the top, a card titled "Pending Pickup by FASD Monday" is shown for a "Test Account". It indicates an expected pickup time of 10/21/2019 from 4:00pm to 7:00pm (Local Time). Below this, it specifies "Agency (Food Pantry) Pickup" where the agency will be picking up the product. The pickup time is reiterated as "10/21/2019 4:00pm - 7:00pm (Local Time) Pickup", with a note that it was last updated on 10/21/2019 at 03:11 PM (PDT). A prominent orange button labeled "Create Receipt" is circled in red. To the right of the main card, a sidebar lists various attributes: "Ingredients Labeled" (Yes), "Code Date Labeled" (No), "Code Date" (N/A), "Case/Unit Labeled" (Yes), "Donor Requested I" (10/21/2019 - ;), and "Donor Requested I" (Whenever). Below the main card, a list of items is shown: 150 Pounds of Meat, 50 Pounds of Produce, 25 Pounds of Bakery, and 20 Pounds of Dairy.

19. Click this button

20. Input the pounds for each item you picked-up

Add New Receipt

10/21/2019

Kerri (1281)

Scheduled Pickup Not Attempted No Pounds

Category	Storage	Description	Pounds	
Bakery	Storage	Description	25	<input type="button" value="Add"/> <input type="button" value="Cancel"/>
Produce	Storage	Description	50	<input type="button" value="Add"/> <input type="button" value="Cancel"/>
Meat	Storage	Description	150	<input type="button" value="Add"/> <input type="button" value="Cancel"/>
Dairy	Storage	Description	20	<input type="button" value="Add"/> <input type="button" value="Cancel"/>

21. Click add receipt and review

RECEIPTS READY FOR SUBMISSION

Pickup Date	Donor	Number of Items	Total Pounds	Status
10/21/2019	Kerri (1281)	4	245	New Real-Time

22. Click Submit receipts

