

## Vendor FAQ: FoodReach

### Vendor Contact Info:

FoodReach (c/o North York Harvest Food Bank)  
116 Industry Street  
Toronto, ON, M6M 4L8  
[info@foodreach.ca](mailto:info@foodreach.ca)  
<https://portal.foodreach.ca/>

### Main Contact Person:

Lianne Holland, FoodReach Coordinator  
Phone: 416-645-7771 ext. 60  
Email address: [lianne@northyorkharvest.com](mailto:lianne@northyorkharvest.com)

<p><b>Username:</b></p> <hr/>
<p><b>Password:</b></p> <hr/>

### How to complete an online order:

1. Visit the website: <https://portal.foodreach.ca/>.
2. Log in with your username and password.
3. Hover over "Products", and select School Nutrition to browse the available items.
4. Click on the item name for more Information. Products can be ordered by the piece, pound or case.
5. For desired items, enter the quantity needed and click "Add to cart".
6. Browse and continue adding items to complete your order.
7. Click "View Cart" (under YOUR CART) to review your selected items so far.
8. When you're ready to place your order, click "Checkout" to review your order.
9. Enter your desired delivery date, phone number and any delivery instructions.
10. Review your billing and shipping information, and click "Continue to next step" to submit.
11. After confirming your order, you will receive an order number, as well as a detailed order confirmation by email.

### Who to contact with issues or questions about my order:

Email [lianne@northyorkharvest.com](mailto:lianne@northyorkharvest.com)  
or call 416-645-7771 ext.60.

## When to Submit Orders:

Ensure that you place your orders **at least 48 hours** before your requested delivery date.

The option to order earlier than 48 hours before the requested delivery date is also always available, and is recommended, if you can plan ahead.

The order minimum is \$75.

## Need help ordering from the FoodReach website?

Contact Lianne at 416-645-7771 ext. 60 or [lianne@northyorkharvest.com](mailto:lianne@northyorkharvest.com)

## How to Pay Invoices:

### **Invoices**

Invoices will not be attached to each delivery. To find your invoices, please log into the FoodReach website, and click on the order. The invoice will be there for you to print for payments and monthly financial reporting.

### **Timeline**

Your SNP has 30 day terms. This means you have 30 days from the date on your invoice to pay.

### Payment Method:

#### **Cheque**

*\*Tip: if you will be receiving more than one FoodReach delivery within the 30 day term, we recommend you collect these invoices and combine them into one payment.*

**Payable to:** FoodReach c/o North York Harvest

**Memo:** \*include your SNP (Site) Name

#### **Mail cheques to:**

FoodReach (c/o North York Harvest Food Bank),  
116 Industry Street, Toronto, ON M6M 4L8

## Sample Invoice:

FoodReach logo and contact information: c/o North York Harvest, 116 Industry St, York, ON M6M 4L8, Telephone: (647) 208-7961, email: info@foodreach.ca, http://foodreach.ca

**INVOICE**  
REMIT TO FOODREACH AT THE ADDRESS ABOVE.  
INVOICE # 2018-1  
Date: October 1, 2018  
— Invoice #

**BILL TO:** School A  
123 Main Street  
Toronto, Ontario  
M1M 1M1

ITEM/JOB	DESCRIPTION	# OF UNITS	UNIT PRICE	TOTAL PRICE
	Vegetables & Fruits			\$61.16
	Quinoa			\$51.96
	Canned Tomato			\$10.41
	Canned Chickpeas			\$8.80
Subtotal			\$132.33	
HST			x 13%	N/A
<b>TOTAL</b>				<b>\$132.33</b>

Total Cost

## Questions about your Invoice?

Contact Lianne at 416-645-7771 ext. 60 or [lianne@northyorkharvest.com](mailto:lianne@northyorkharvest.com).

## **For more information contact:**

SNO Toronto @ TFSS  
Gerard Capellan  
416 394 6887 | [gerard.capellan@tfss.ca](mailto:gerard.capellan@tfss.ca)

or

SNO Toronto Office @ TFSS  
416 394 4491  
[info@studentnutritionontariotoronto.ca](mailto:info@studentnutritionontariotoronto.ca)