

Vendor FAQ: FoodReach

Vendor Contact Info:

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

| |
|-------------------------------|
| <p>Username:</p> <hr/> |
| <p>Password:</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
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

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

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

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

| 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 | | 13% | N/A |
| | TOTAL | | | \$132.33 |

Total Cost

Questions about your Invoice?

Contact Lianne at 416-645-7771 ext. 60 or lianne@northyorkharvest.com.

For more information contact:

SNO Toronto @ TFSS
Gerard Capellan
416 394 6887 | gerard.capellan@tfss.ca

or

SNO Toronto Office @ TFSS
416 394 4491
info@studentnutritionontariotoronto.ca