

AGENCY APP MANUAL



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Setting Up The App

1. Download the MealConnect app on your mobile device



What's New >

Version 2.6.1

1mo ago

Added support for Food Bank Drivers and stability improvements:

- Drivers can now select routes for pickups ar more

Preview



 Open the app and Log in using the same username and password that you use on MealConnect.org



Feeding America Eastern Wisconsin #FA2911 2911 W Evergreen Dr, Appleton

2:20 🔌	.11 5G% 52)
MealConnect Food Recovery. Simplif	* FEEDING AMERICA
Email	
Password Remember my email	
Forgot Password?	[w]
<u>New Donor? Get Started</u>	
Log In	
	-

3. When you first log in, you will see your upcoming pickups.



Submitting a Receipt

 To create a receipt, you select "+Receipt" from either the "Upcoming" Tab or the "Receipts" tab.

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Upcoming	000公	🕇 Receipts	0005
+ Issue	+ Receipt	Q Search	<u>∽</u>
Q Search		Last 30 days v	+ Receipt
)	DONOR =^	PICKUP D = POUNDS =
Mond	ау	Feeding America	
Feeding America Eas #FA2911	stern Wisconsin	2911 W Evergreen Dr Appleton, WI, 54913	01/16/25 65
2911 W Evergreen Dr, Appleton	Feeding America 2911 W Evergreen Dr Appleton, WI, 54913	01/16/25 -	
		Feeding America 2911 W Evergreen Dr Appleton, WI, 54913	01/15/25 -





2. Select the donor you are picking up from. Even if you only pickup from one donor, you must select them in order to click the "Continue" button.

2:59 🔌 ... 56% 4 🗩

New Receipt Cancel

Which donor did you pick up from?

Feeding America Eastern Wisconsin #FA2911

2911 W Evergreen Dr, Appleton, WI, 54913



3. Select the date the donation was <u>picked up.</u> It can be the same day you are entering the receipt or a different day. If the pickup dated is not "Today" or "Yesterday", click "Choose a different date" to pull up a calendar to select the correct pickup date. Once the date is selected, hit "Next" or "Continue".

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New Receipt ding America Eastern N 2911 W Evergreen Dr, Appleton, W n did you pick up this d	Cancel Visconsin 1, 54913 onation?	Fe Whe	eding . 2911 W en did ;	New Amer Evergree you pi	v Rec ica Eas ^{en Dr, App} ick up	eipt stern V ^{bleton, Wl} this do	C Viscor , 54913 onatio	ancel Isin n?
Today					Today			
Yesterday				Y	esterda	ay		
e a different date		<u>Cho</u>	ose a di	ifferen	t date			
		Cho	ose th	e pick	cup da	te		×
		Jan	uary 2	2025			<	>
		SUN	MON	TUE	WED	THU	FRI	SAT
		29	30	31	1	2	3	4
		5	6	7	8	9	10	11
		12	13	14	15	16	17	18
		19	20	21	22	23	24	25
Continue		26	27	28	29	30	31	٦

4. Select the Category of the each item picked up. Do NOT use the categories with "Fresh Stop".



5. Once you select a category, you will be prompted to enter the pounds. You can also add a description of the items in each category if interested. Once all categories have been selected and all pounds entered, hit "Continue".

	3:00 🔌		.11 568 4 9
	\leftarrow	New Receipt	Cancel
	Today a	t Feeding America Wisconsin / Evergreen Dr, Appleton, W	a Eastern /1, 54913
	Select all c	ategories you pick	ked up
	Bake Enter Weigh	ry t (lbs)	
	+ Add De	escription	
	Enter Weigh	rages t (Ibs)	
`	+ Add De	escription	
	Dain	Continue	
	Ther	e was nothing to pi	ick up
		RECEIPTS CHAT	SETTINGS

6. You have successfully submitted your receipt and can select "Done". If you need to submit more receipts, use the icons on the bottom to start the process over.

3:12 🔊

.**11** 5G 48

New Receipt

Today at Feeding America Eastern Wisconsin 2911 W Evergreen Dr, Appleton, WI, 54913



Receipts submitted!

Your pick ups and drop offs have been successfully recorded.



Submitting a No Pounds Receipt

No pounds receipts are to be used when a scheduled pickup is not attempted or when you arrive at the donor, no donations were available for pickup. This helps us to track any repeat issues or to account for any "missing" pounds/ receipts for scheduled pickup dates.

- To begin a no pounds receipt, use the bottom icons to select the "Upcoming" tab.
- 2. Once there, select the "+Issue" button.





3. Select the donor you had no pounds to pickup for. Even if you only pickup from one donor, you must select them in order to click the "Continue" button.





4. Select the date the donation was scheduled to be <u>picked up.</u> It can be the same day you are entering the receipt or a different day. If the pickup dated is not "Today" or "Yesterday", click "Choose a different date" to pull up a calendar to select the correct pickup date. Once the date is selected, hit "Next" or "Continue".



- 5. Select the reason for there being no pounds.
 - A. If no pickup was attempted:
 - a. Was the person who normally picks up sick?
 - b. Was there an issue with the vehicle used to pick up?
 - c. Did the donor tell you not to pickup?
 - d. Was there a different reason such as weather or a holiday?
 - B. If there were no pounds available, simply select "No Pounds"
- 6. Once you select the reason for no pounds, click "Continue"

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	3:12 🔌		.11 5G8 4 3)			\leftarrow	lss	sue with	n Pickuj	o <u>Cano</u>	<u>ce</u> l	
	← Iss	ue with Picku	IP <u>Cance</u> l			Yestei	rday a V	at Feeding Visconsin	g America #FA2911	Easteri	n	
	Yesterday a W	t Feeding Americ /isconsin #FA2911	a Eastern				2911 W E	Evergreen Dr, A	ppleton, WI, 5	4913		
	2911 W Ev	vergreen Dr, Appleton, WI,	54913			What	was t	he issue v	vith the p	ickup?		
	What was th	ne issue with the	pickup?					Cancelled	(Sick)			
a.		Cancelled (Sick)										
b.	Cancelled (Vehicle Problem)				Cancelled (Vehicle Pro					oblem)		
								Cancelled	(Donor)			
C.	C	Cancelled (Donor)										
В.		No Pounds						No Pou	nds			
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a.		Other				Enter deta	ails					
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7. You have successfully submitted your "No Pounds" receipt and can select "Done". If you need to submit more receipts, use the icons on the bottom to start the process over.

3:13 🔊

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Issue with Pickup

Yesterday at Feeding America Eastern Wisconsin #FA2911 2911 W Evergreen Dr, Appleton, WI, 54913



lssue re	eported
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The issue that you have reported has been received successfully.

