



FreshTrak

In Depth: Ad-Hoc Service Profiles – Set Up

Use **Service Profiles** to tell the customer WHEN to get food

Service Profiles ID 877

Active Service Profiles

Copy CSV Excel Search:

View	Frequency	Day of Week	Start Time	End Time	Service Type	Service Category	Future Service Dates	Published Service Dates	Propose Service Dates	Generation Status
Edit	1st	Monday	4:30 PM	6:00 PM	Pantry - Choice - 3 day	Choice Pantry	1	1	Propose Dates	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries

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Last updated by Amanda Porter

[+ Add Recurring Service Dates Profile](#) [+ Add Ad-Hoc Service Dates](#)

Mid-Ohio Foodbank - Adm...
Faux Pantry
Choice Pantry

Monday, 11/2/2020 4:30 PM - 6 PM

3960 BROOKHAM DR
GROVE CITY OH 43123
6143179473

RSVP

Service Profiles

The screenshot shows a web interface for 'Service Profiles' with ID 877. Under the heading 'Active Service Profiles', a yellow message box states: 'Everything worked fine, but it looks like there are no Service Profiles tied to this Program'. Below this are two buttons: a green button labeled '+ Add Recurring Service Dates Profile' and an orange button labeled '+ Add Ad-Hoc Service Dates'.

Recurring Service Dates Profile

(will generate into the future once established)

- Regular dates that repeat
 - M-F
 - 3rd and 4th Saturday
 - Every Tuesday

Ad-Hoc Service Dates

(will need to be manually created each time)

- Irregular dates or one time events
 - Thursday of the First Full Week of the Month
 - Thanksgiving Distribution on 11/26/2020

You may have a multiple recurring and/or a mix of recurring and Ad-Hoc to correctly manage an agencies open hours.

Ad-Hoc Service Profiles

Caution This option is meant to be used for agencies that do not have regular schedules such as Holiday, Special Events, Produce Markets, and Mobile Markets.

Frequency

Ad-Hoc Date

Appointment Window Length

60

The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)

Default Service Offered

Choice Pantry - Pantry - Choice - 3 day

Active Date

10/28/2020

The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Does the Agency Accept Walkins?

No

Add

Default Start Time

4:30 PM

This option is pre-selected based on the default start time of the event. Please modify as necessary.

Default End Time

6:00 PM

This option is pre-selected based on the default end time of the event. Please modify as necessary.

Default Capacity

100

Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Inactive Date

The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

No Planned End Date

Does the Agency Accept Pre-Registrations?

No

Ad-Hoc Service Profiles:

Start and End Time and Service Offered

- Start Time: Opening time
 - Defaults to start time of event (at set up), but can be modified
- End Time: Ending time
 - Defaults to end time of event (at set up), but can be modified
- Service Offered: The type of service the customer will receive
 - Defaults to service type of event (at set up), but can be modified

Default Start Time	Default End Time
4:30 PM	6:00 PM
<small>This option is pre-selected based on the default start time of the event. Please modify as necessary.</small>	<small>This option is pre-selected based on the default end time of the event. Please modify as necessary.</small>

Default Service Offered
Choice Pantry - Pantry - Choice - 3 day

Ad-Hoc Service Profiles:

Start and End Time and Service Offered

- Active Date: The first date that an event will show up on Freshtrak:Public
 - Defaults to today, but you can set a date into the future.
- Inactive Date: The last date that an event will show up on Freshtrak:Public
 - Defaults to “No Planned End Date”
 - Can leave this way for Ad-Hoc events as you’ll only manually setting a single date (and not generating into the future).

Active Date

10/28/2020

The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Inactive Date

The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

No Planned End Date

Ad-Hoc Service Profiles:

Reservations and RSVP

If an agency would like to take RSVP or Registrations, this is set from the “Does the Agency Accept Pre-Registrations?”

- No: The agency does not accept pre-registrations from FreshTrak: Public
- Yes, RSVP: The customer will see the “RSVP” button
 - This is a “count me in feature” that creates a service event, but the customer is welcome to attend any time during the event’s open hours
- Yes, Reserve Time: The customer will be asked to select a specific time range to attend
 - Appointment Window Length: how broad/specific the time slot is.
 - Example: 60 minutes is a range of one hour (11 am -11:59 am)
 - Default Capacity: how many customer’s the event can manage.
 - The software will automatically divide the number of reservations per appointment length window based on capacity
 - The event will stop showing on FreshTrak:Public if the capacity is reached.

Does the Agency Accept Pre-Registrations?

No

Please chose an option

No

Yes, RSVP

Yes, Reserve Time

Appointment Window Length

60

The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)

Default Capacity

100

Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Ad-Hoc Service Profiles:

An Example

- Faux Pantry is testing out a **Saturday** distribution, but aren't ready to regularly put it on the schedule
- They're going to be open from **12:00 – 3:00**
- Due to parking lot restrictions, they would like to take **timed reservations**. They'd like **one hour** time slots.
- They can serve **300 customers** during the hours they're open.
- They will still accept customers **without a reservation**.

Caution This option is meant to be used for agencies that do not have regular schedules such as Holiday, Special Events, Produce Markets, and Mobile Markets.

Frequency
Ad-Hoc Date

Appointment Window Length
60
The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)

Default Start Time
12:00 PM
This option is pre-selected based on the default start time of the event. Please modify as necessary.

Default End Time
3:00 PM
This option is pre-selected based on the default end time of the event. Please modify as necessary.

Default Service Offered
Choice Pantry - Pantry - Choice - 3 day

Default Capacity
300
Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Active Date
10/28/2020
The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Inactive Date

The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

Does the Agency Accept Walkins?
Yes

Does the Agency Accept Pre-Registrations?
 No Planned End Date
Yes, Reserve Time

Add

Ad-Hoc Service Profiles: An Example

- Faux Pantry is testing out a **Saturday** distribution, but aren't ready to regularly put it on the schedule

(You'll set the date on the next screen)

Caution This option is meant to be used for agencies that do not have regular schedules such as Holiday, Special Events, Produce Markets, and Mobile Markets.

Frequency
Ad-Hoc Date

Appointment Window Length
60
The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)

Default Service Offered
Choice Pantry - Pantry - Choice - 3 day

Active Date
10/28/2020
The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Does the Agency Accept Walkins?
Yes

Default Start Time
12:00 PM
This option is pre-selected based on the default start time of the event. Please modify as necessary.

Default End Time
3:00 PM
This option is pre-selected based on the default end time of the event. Please modify as necessary.

Default Capacity
300
Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Inactive Date
The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

No Planned End Date

Does the Agency Accept Pre-Registrations?
Yes, Reserve Time

Add

- They're going to be open from **12:00 - 3:00**

Ad-Hoc Service Profiles: An Example

Caution This option is meant to be used for agencies that do not have regular schedules such as Holiday, Special Events, Produce Markets, and Mobile Markets.

Frequency

Ad-Hoc Date

Appointment Window Length

60

The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)

Default Service Offered

Choice Pantry - Pantry - Choice - 3 day

Active Date

10/28/2020

The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Does the Agency Accept Walkins?

Yes

Add

Default Start Time

12:00 PM

This option is pre-selected based on the default start time of the event. Please modify as necessary.

Default End Time

3:00 PM

This option is pre-selected based on the default end time of the event. Please modify as necessary.

Default Capacity

300

Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Inactive Date

The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

No Planned End Date

Does the Agency Accept Pre-Registrations?

Yes, Reserve Time

- They'd like **one hour** time slots.

Due to parking lot restrictions, they would like to take **timed reservations**.

Ad-Hoc Service Profiles: An Example

Caution This option is meant to be used for agencies that do not have regular schedules such as Holiday, Special Events, Produce Markets, and Mobile Markets.

Frequency
Ad-Hoc Date

Appointment Window Length: 60
Default Start Time: 12:00 PM
Default End Time: 3:00 PM

The number of minutes you would like each Appointment Window to be (e.g. 30 will make two 30 minute appointment windows per hour)
This option is pre-selected based on the default start time of the event. Please modify as necessary.
This option is pre-selected based on the default end time of the event. Please modify as necessary.

Default Service Offered: Choice Pantry - Pantry - Choice - 3 day

Default Capacity: 300
Optional: Use this field to enter an estimation of how many services each Service Date generated from this Service Profile will be able to provide. Most relevant for programs taking reservations.

Active Date: 10/28/2020
The earliest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule. Must be today or later.

Inactive Date: [Empty field]
The latest date Service Dates will be generated for this Service Profile. Use this field to pre-plan changes to a program's schedule.

Does the Agency Accept Walkins? Yes

Does the Agency Accept Pre-Registrations? Yes, Reserve Time

No Planned End Date

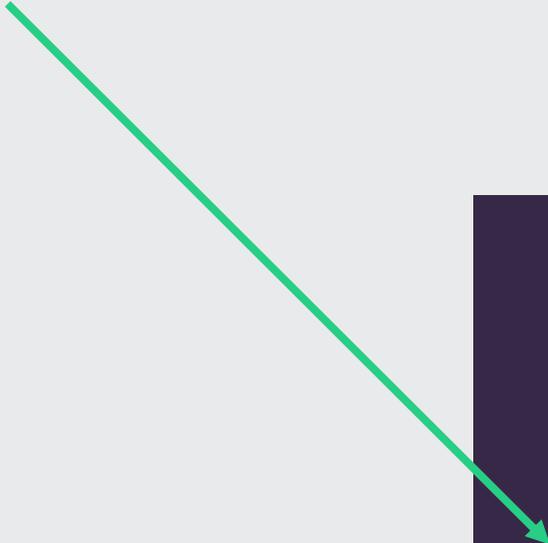
- They will still accept customers **without a reservation.**

- They can serve **300 customers** during the hours they're open.

Ad-Hoc Service Profiles:

Add new Ad Hoc Event Date

You'll choose the Service Date on this screen. This should be the date of the event.



[Main Menu](#) / [List of Agencies](#) / [Manage Schedule Profiles](#) / [Edit Service Profile](#) / Ad Hoc Service Date

Add New Ad Hoc Event Date

Mid-Ohio Foodbank - Admin Account - Faux Pantry

You are a special PantryTrak Admin, you are viewing information for Mid-Ohio Foodbank (#21).

Enter Service Date Information

Service Date

Nov 2020

Su	Mo	Tu	We	Th	Fr	Sa
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	26	27	28
29	30					

This is the length of time you want each appointment window to be. E.g. for 4-15 minute appointment slots in an hour, enter "15"
Please enter a number between 1 and 60

Existing Days of Service for This Service Profile

Ad-Hoc Date Not Defined

Search:

Date	Start Time	End Time	Service Provided	Service Category	Capacity	Reserved	Available	Accept Walkins?	Accept Pre-Registration?
No data available in table									

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Service Profiles : Ad-Hoc Service Dates

Service Date: 10/28/2020
Start Time: 12:00 PM
End Time: 3:00 PM
Capacity: 300
Appointment Window Length: 60

Date	Start Time	End Time	Service Provided	Service Category	Capacity	Reserved	Available	Accept Walkins?	Accept Pre-Registration
11/7/2020	12:00 PM	3:00 PM	Pantry - Choice - 3 day	Choice Pantry	300	0	300	Yes	Yes. Reserve Time

View	Frequency	Day of Week	Start Time	End Time	Service Type	Service Category	Future Service Dates	Published Service Dates	Propose Service Dates	Generation Status
Edit	Ad-Hoc Date	Not Defined	12:00 PM	3:00 PM	Pantry - Choice - 3 day	Choice Pantry	1	1		

You'll now see an Existing Days of Service on the Add New Ad Hoc Event Date Screen as well as active "Ad-Hoc Date" in the Service Profiles.

This means all is correct.

** Be sure your "master" – event level Publishing Status is set to "publish in resource events" **