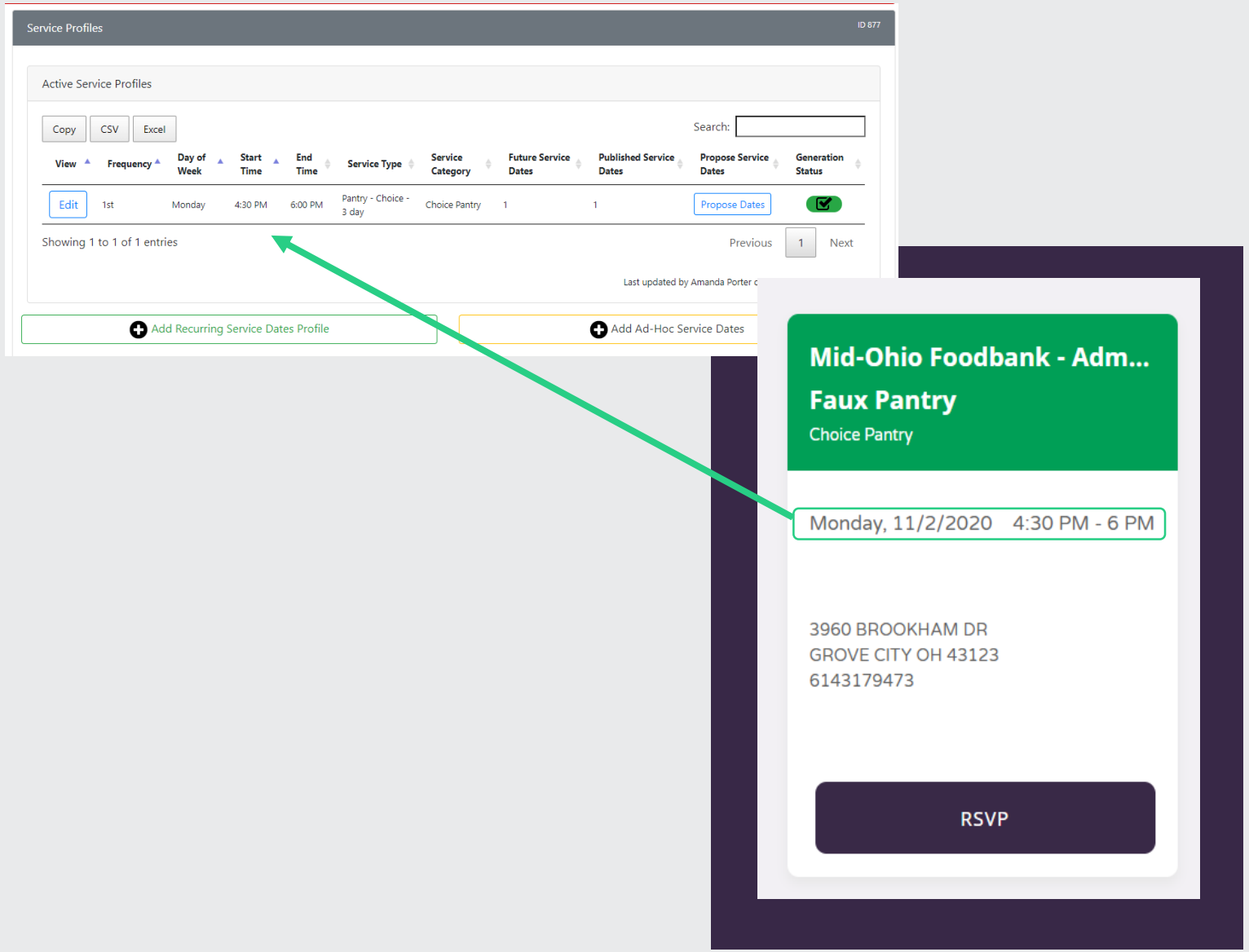
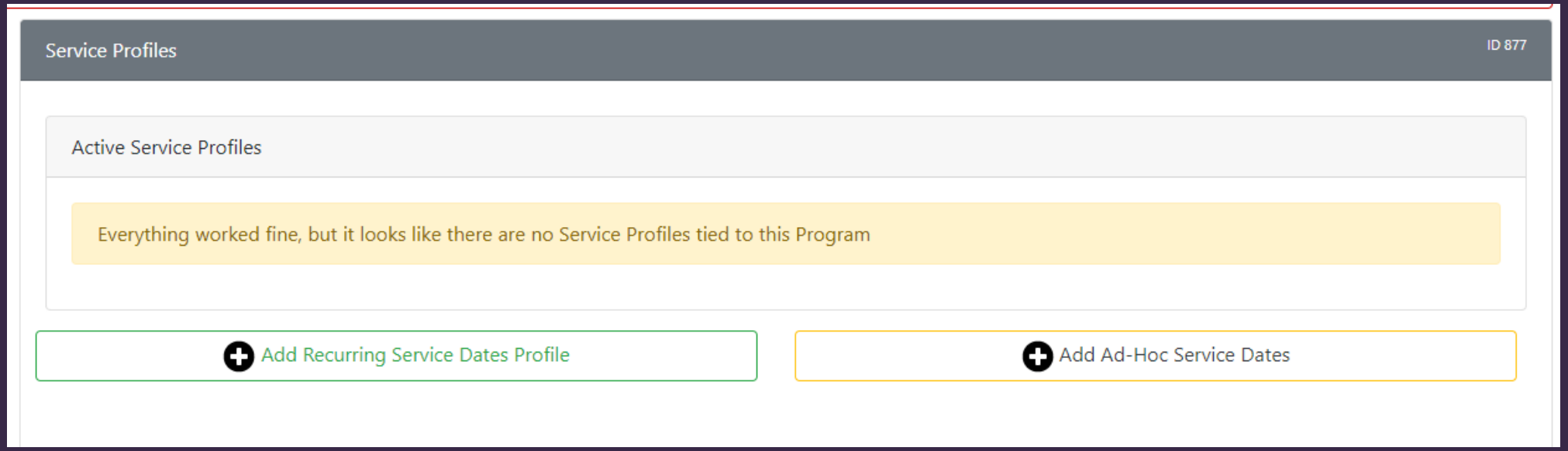
FreshTrak

In Depth: Ad-Hoc Service Profiles – Set Up

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



Service Profiles



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 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 Service Offered

Choice Pantry - Pantry - Choice - 3 day

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.

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

Does the Agency Accept Walkins?

No

Does the Agency Accept Pre-Registrations?

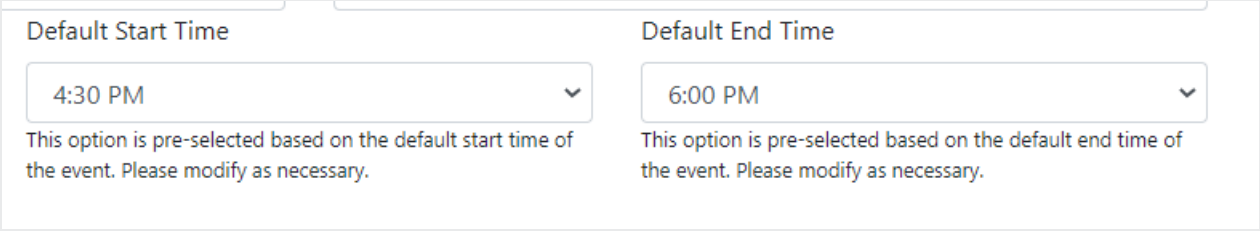
No

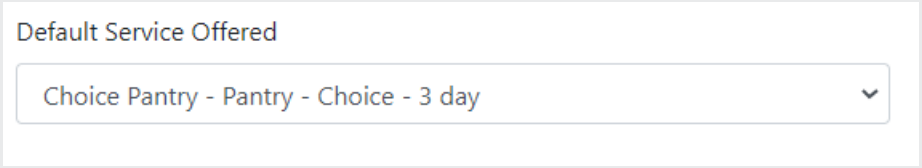
Add

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



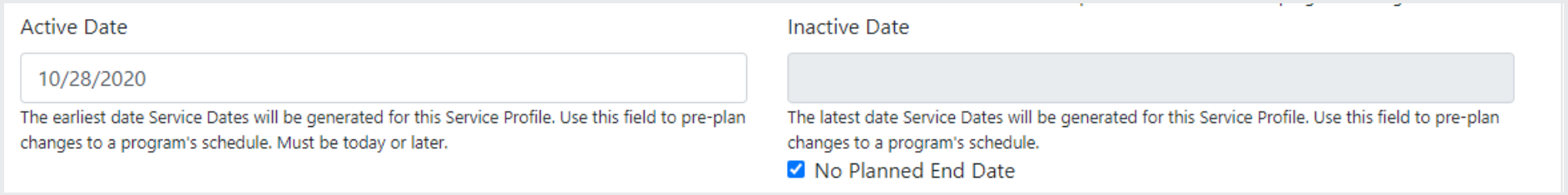


Ad-Hoc Service Profiles:

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).



Ad-Hoc Service Profiles:

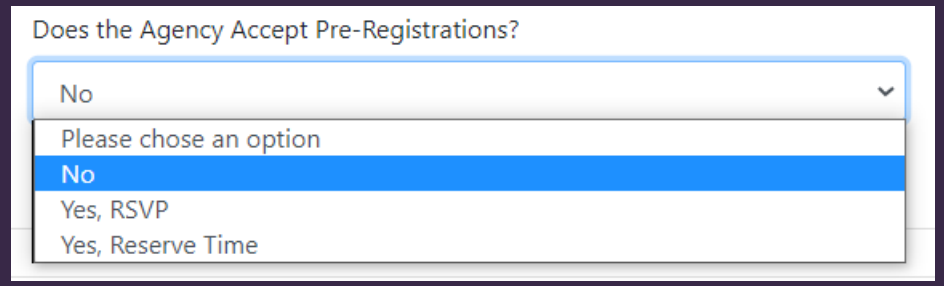
Reservations and RSVP

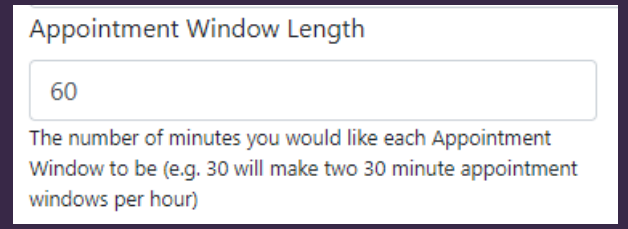
If an agency would like to take RSVP or Registrations, this is set from the “Does the Agency Accept Pre-Registrations?”

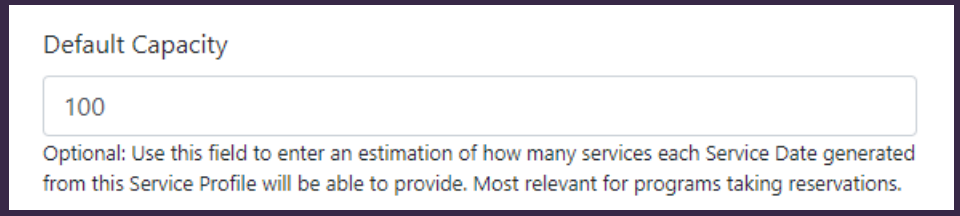
- No: The agency does not accept pre-registrations from FreshTrak: Public

- 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.



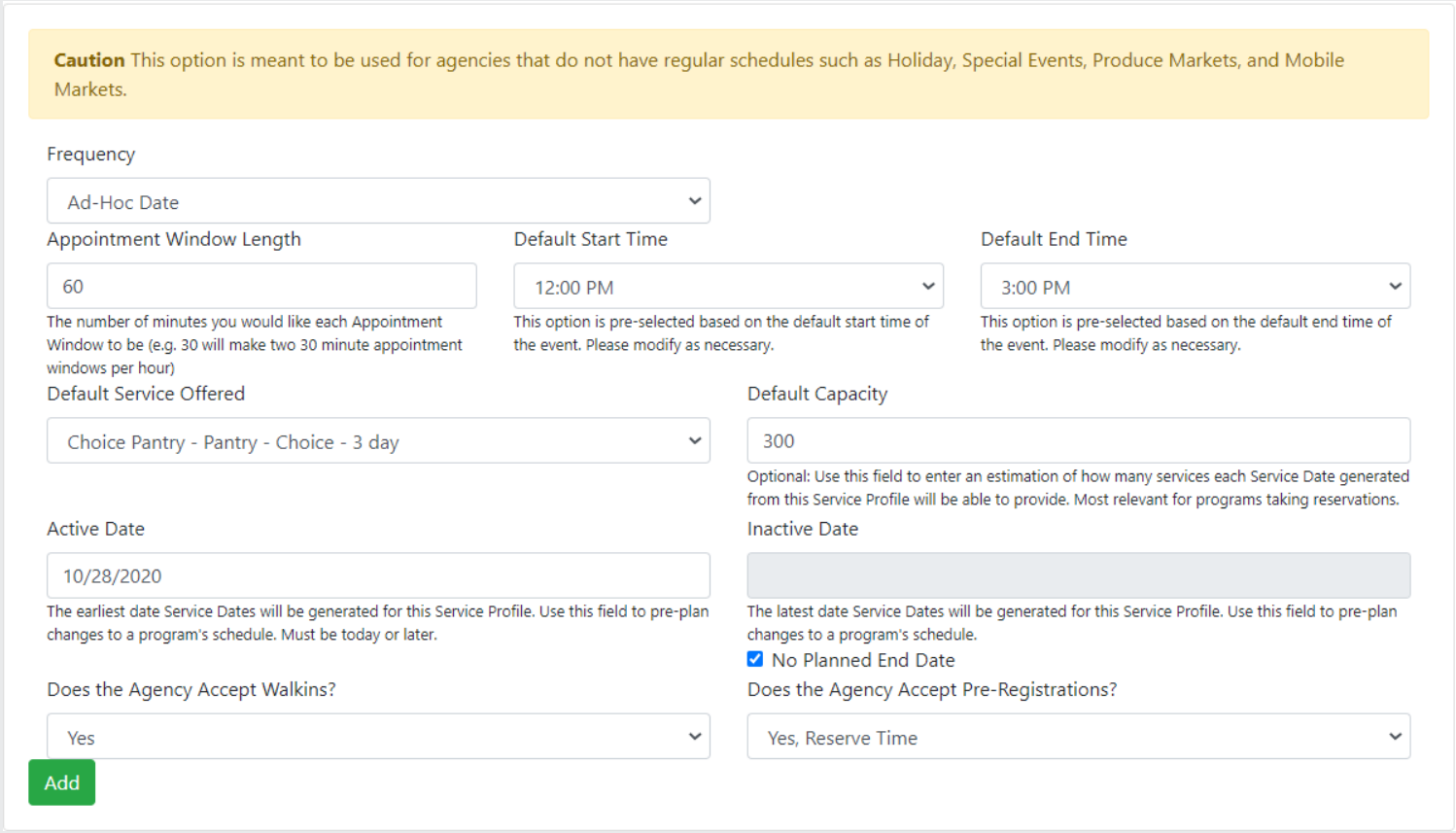




Ad-Hoc Service Profiles:

An Example

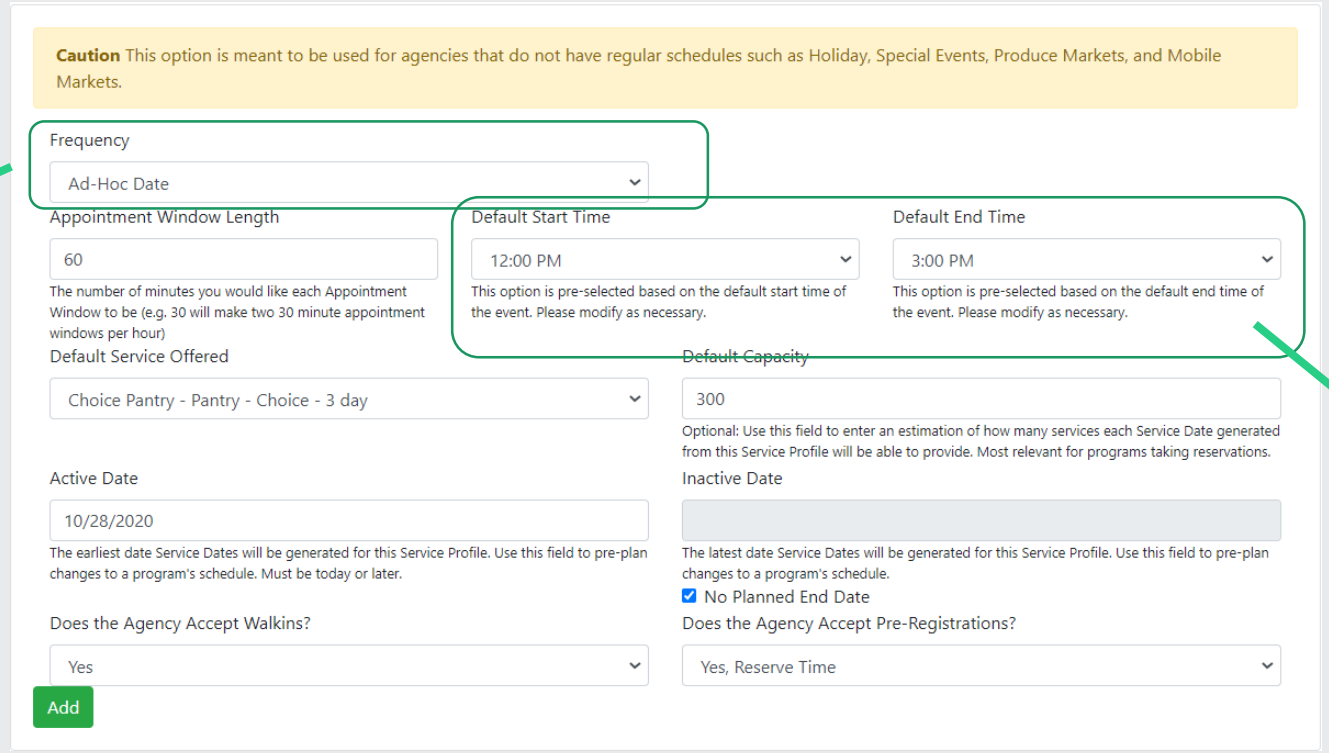
- Faux Pantry is testing out a **Saturday** distribution, but aren't ready to regularly put it on the schedule
- They're going to be open from **12:00 – 3:00**
- Due to parking lot restrictions, they would like to take **timed reservations**. They'd like **one hour** time slots.
- They can serve **300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



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

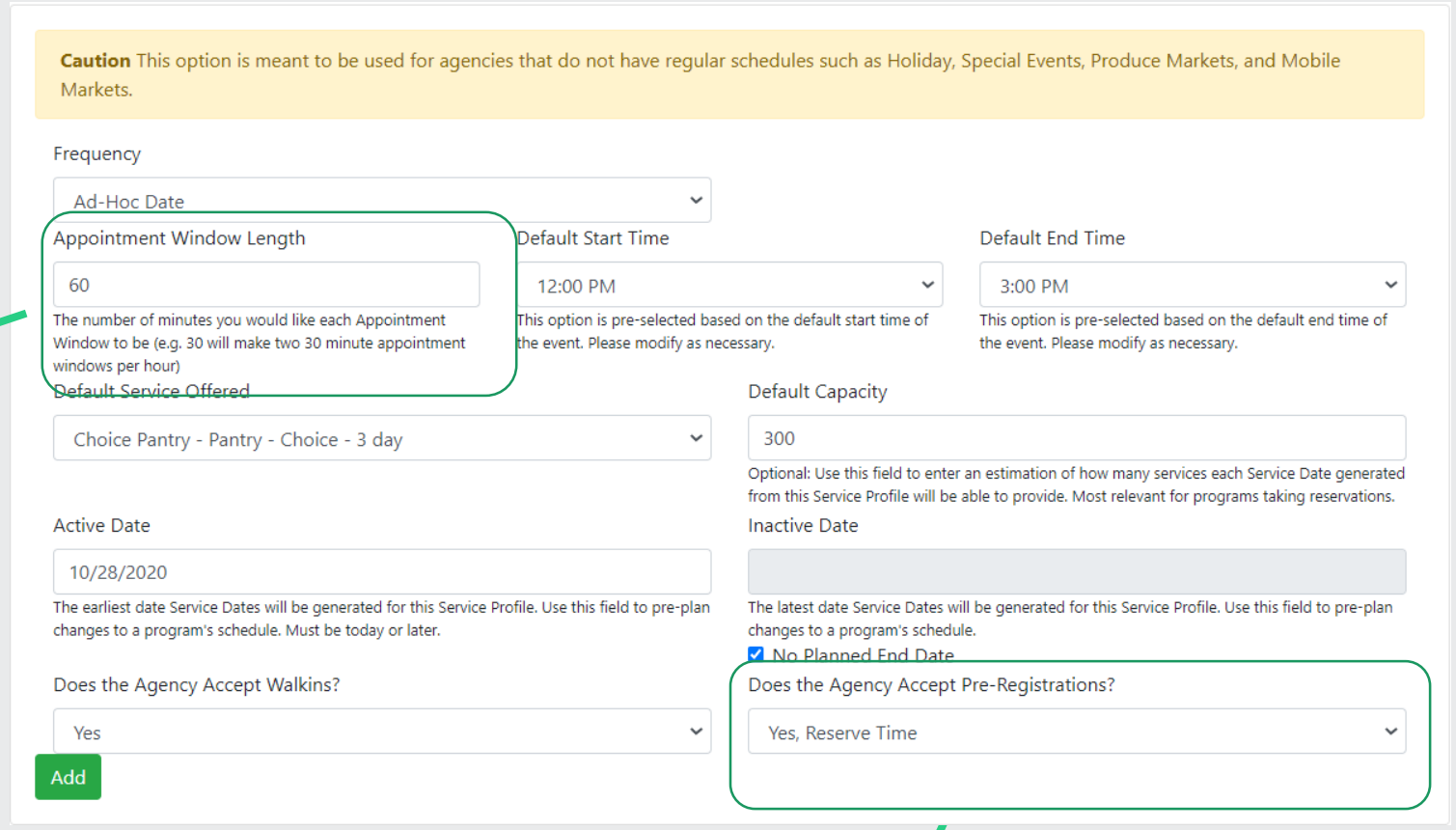
(You'll set the date on the next screen)



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

Ad-Hoc Service Profiles:
An Example

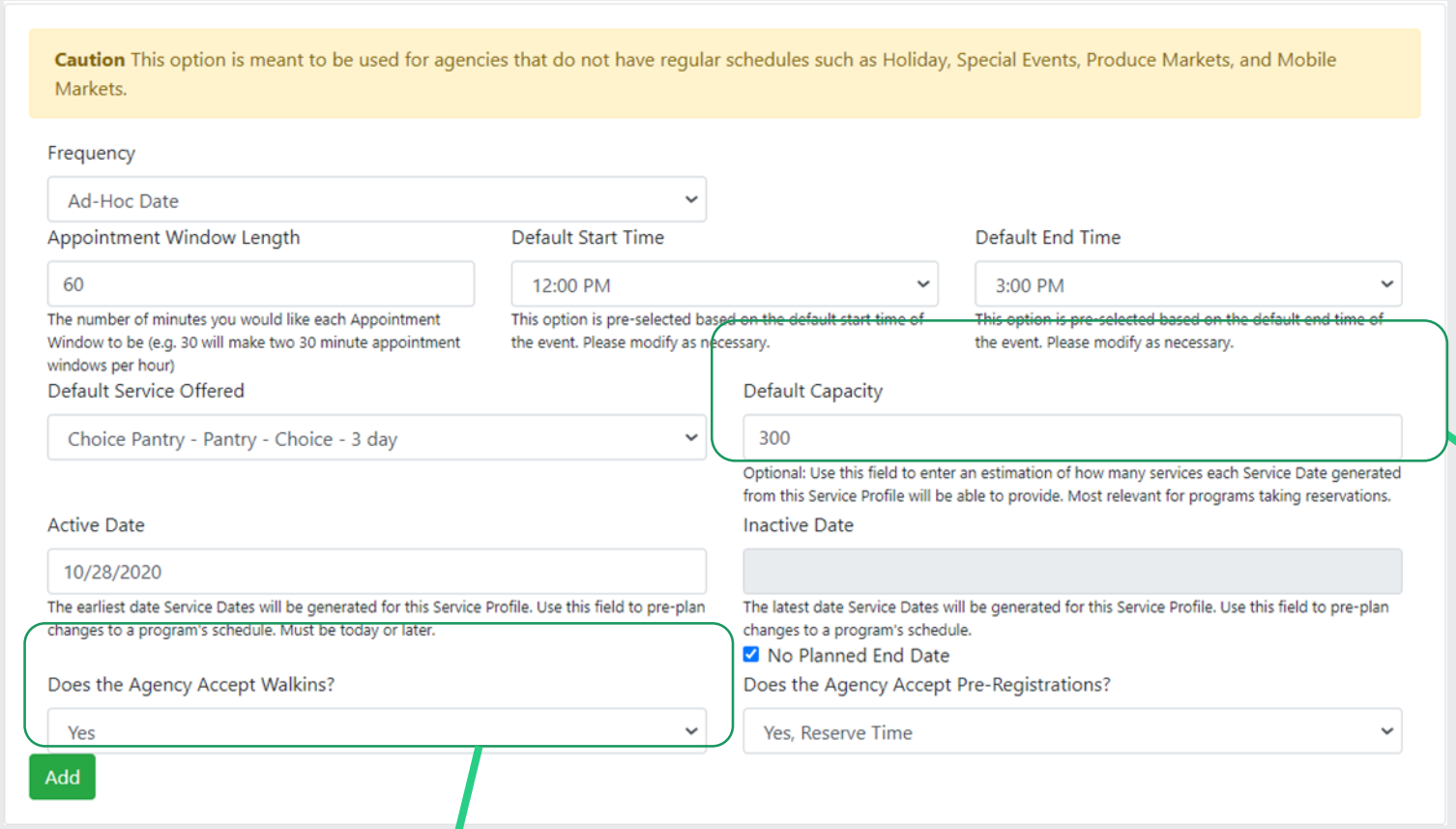
- They'd like **one hour** time slots.



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

Ad-Hoc Service Profiles:

An Example



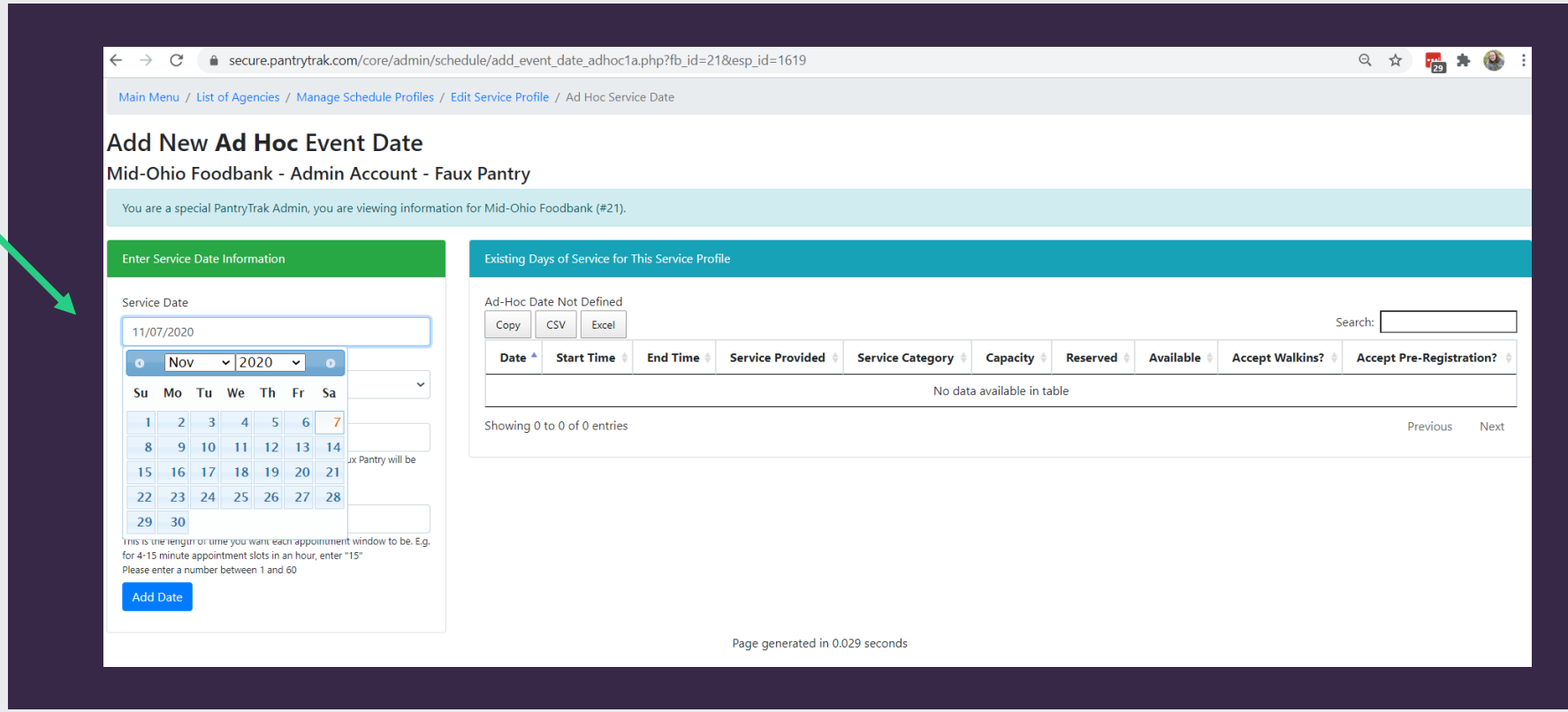
- They can serve **300 customers** during the hours they're open.

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

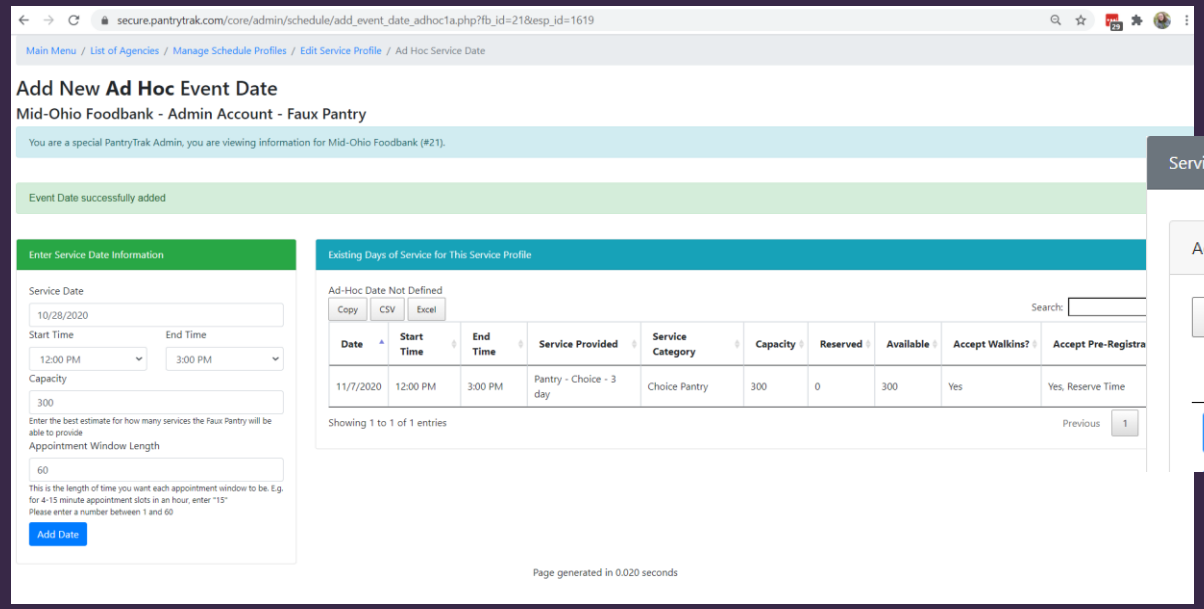
Ad-Hoc Service Profiles:

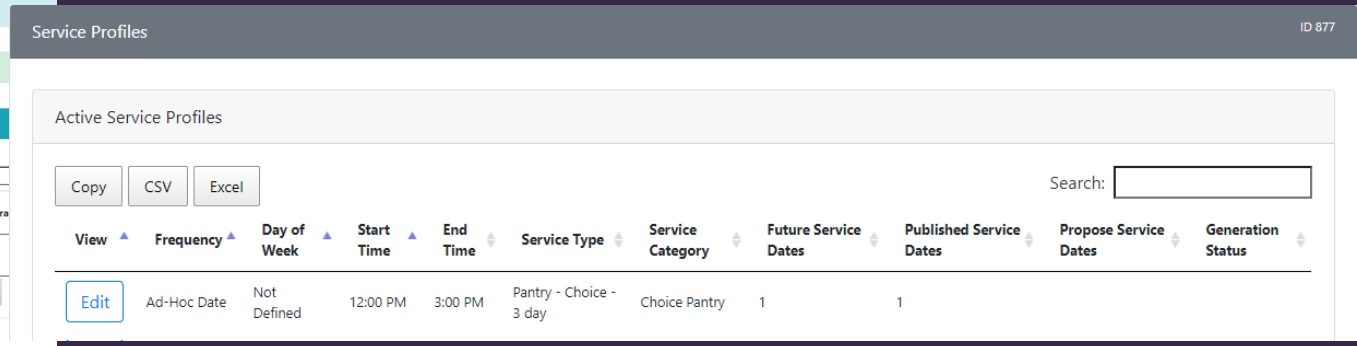
Add new Ad Hoc Event Date

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



Service Profiles : Ad-Hoc Service Dates





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" **