


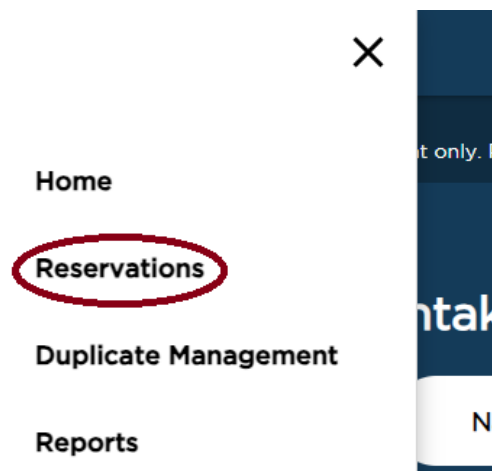
## Creating a Reservation

Pantries that require or allow neighbors to make an appointment to visit their pantry may use the Reservation functions of the system. Reservations may be made for a specific time or as an RSVP that the neighbor will show up at any point during the distribution.

There are two methods available to create a reservation. Creating a Reservation by Date works well if your pantry schedules appointments for only one distribution at a time. Creating a Reservation by Household works well if your pantry is open multiple days per week or month and allows neighbors to make an appointment for any distribution they chose. However, you are encouraged to use whichever method works best for you and/or your pantry.

### Creating a Reservation by Date

To add a reservation, start by clicking the three bars in the top left corner of the page.  Then click on "Reservations."



Scroll to the date for which you would like to add a reservation and click "Reserve."

10/5/2023

11:00 AM - 3:00 PM

Reservation

Food Pantry

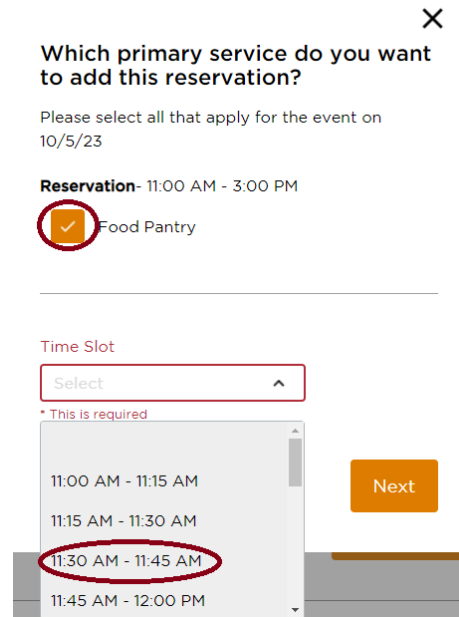
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 Reserve

Search for the neighbor you are adding a reservation for. For more information on searching for and adding neighbors, refer to the [Adding a Visit](#) document. If the neighbor is in the system, click the orange "Reserve" button next to their name.

A pop-up will generate asking which service you are adding a reservation for. Click “food pantry” and then select the time of the reservation or the time frame of the distribution, depending on your pantry operations. Then click the orange “Next” button.



A screenshot of a web application pop-up window. At the top right is a close button (X). The main heading is "Which primary service do you want to add this reservation?". Below it, a sub-heading says "Please select all that apply for the event on 10/5/23". Underneath, there is a section for "Reservation- 11:00 AM - 3:00 PM". A radio button next to "Food Pantry" is selected and circled in red. Below this is a "Time Slot" dropdown menu with "Select" as the current choice. A red asterisk indicates this is required. The dropdown menu is open, showing four options: "11:00 AM - 11:15 AM", "11:15 AM - 11:30 AM", "11:30 AM - 11:45 AM" (which is circled in red), and "11:45 AM - 12:00 PM". To the right of the dropdown is an orange "Next" button.

A pop-up will appear, stating that the reservation has been added.



**Reservation has been added!**

If the neighbor has agreed to be contacted, a confirmation will be sent via text and/or e-mail, along with a unique QR check-in code.

**Neighbor:** Teddy Roosevelt

**Event:** Reservation

**Date:** 10/5/23

**Event Time:** 11:00 AM - 3:00 PM

**Timeslot:** 11:30 AM - 11:45 AM

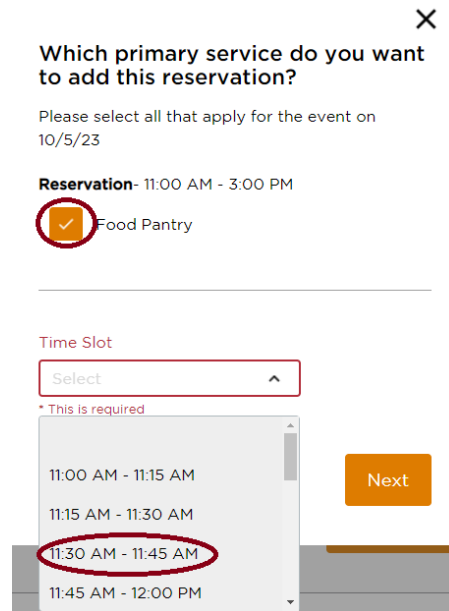
Done

You can now search for the next neighbor that you want to add a reservation for. Please note that the system will continue to add the reservations for the same distribution (on the same date), until you change the date or return to the Home page.

If the neighbor is not in the system, click the +Add New Household & Reservation button.

**+ Add New Household & Reservation**

A pop-up will generate asking which service you are adding a reservation for. Click “food pantry” and then select the time of the reservation or the time frame of the distribution, depending on your pantry operations. Then click the orange “Next” button.



A screenshot of a mobile application pop-up window. At the top right is a close button (X). The main heading is "Which primary service do you want to add this reservation?". Below this is a sub-heading: "Please select all that apply for the event on 10/5/23". Underneath, it says "Reservation- 11:00 AM - 3:00 PM". There is a list of services with checkboxes. The "Food Pantry" option is checked, and the checkbox is circled in red. Below the services is a "Time Slot" section with a dropdown menu currently showing "Select". A red box highlights the dropdown menu. Below the dropdown is a red asterisk and the text "This is required". A list of time slots is shown: "11:00 AM - 11:15 AM", "11:15 AM - 11:30 AM", "11:30 AM - 11:45 AM" (circled in red), and "11:45 AM - 12:00 PM". To the right of the time slot list is an orange "Next" button.

The system will walk you through one tab of information, all of the fields that are required by USDA’s The Emergency Food Assistance Program (TEFAP). Ask the neighbor for their information, filling in the fields as you go. For more information on this tab, refer to the [Adding a Visit](#) document. When you have completed all of the fields, click done. A pop-up will appear, stating that the reservation has been added.



**Reservation has been added!**

If the neighbor has agreed to be contacted, a confirmation will be sent via text and/or e-mail, along with a unique QR check-in code.

**Neighbor:** Teddy Roosevelt

**Event:** Reservation

**Date:** 10/5/23

**Event Time:** 11:00 AM - 3:00 PM

**Timeslot:** 11:30 AM - 11:45 AM

**Done**

## Creating a Reservation by Household

Alternatively, you can create a reservation by first searching for the neighbor. Start on the Main Page and search for the neighbor you are adding a reservation for. For more information on searching for and adding neighbors, refer to the [Adding a Visit](#) document. If you find the correct neighbor, click the plus sign next to their name and scroll down to the bottom of their record. Click the orange “Reserve for Future Event” button.



A list of upcoming distributions will generate. Click the orange “Reserve” button for the date the neighbor would like to attend.

**Make an Event Reservation For Teddy Roosevelt** [Export to excel](#)

Date Range: 11/15/2023 TO 12/15/2023 [Update](#)

Date	Time	Event	Services	Total Reservations	Capacity	
11/15/23	11:00 AM - 3:00 PM	<a href="#">Reservation</a>	Food Pantry	1	20	Reserved
11/16/23	11:00 AM - 3:00 PM	<a href="#">Reservation</a>	Food Pantry	3	20	<a href="#">Reserve</a>
11/17/23	11:00 AM - 3:00 PM	<a href="#">Reservation</a>	Food Pantry	2	20	<a href="#">Reserve</a>
11/18/23	11:00 AM - 3:00 PM	<a href="#">Reservation</a>	Food Pantry	0	20	<a href="#">Reserve</a>

A pop-up will generate asking which service you are adding a reservation for. Click “food pantry” and then select the time of the reservation or the time frame of the distribution, depending on your pantry operations. Then click the orange “Next” button.

✕

**Which primary service do you want to add this reservation?**

Please select all that apply for the event on 10/5/23

**Reservation- 11:00 AM - 3:00 PM**

Food Pantry

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Time Slot

Select

\* This is required

11:00 AM - 11:15 AM

11:15 AM - 11:30 AM

**11:30 AM - 11:45 AM**

11:45 AM - 12:00 PM

[Next](#)

A pop-up will appear, stating that the reservation has been added.



### Reservation has been added!

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**Neighbor:** Teddy Roosevelt

**Event:** Reservation

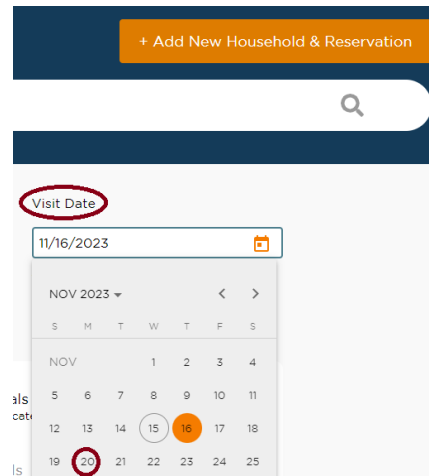
**Date:** 10/5/23

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Done

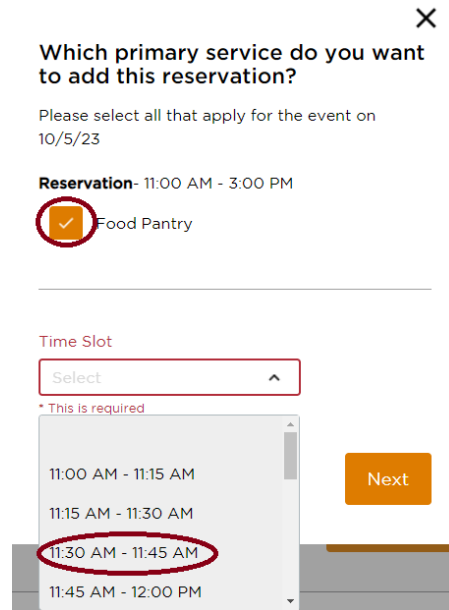
If the neighbor is not in the system, change the “Visit Date” to the date the neighbor would like to attend. Then click “+Add New Household and Reservation.”



The screenshot shows a mobile application interface. At the top, there is a dark blue header with a white button labeled "+ Add New Household & Reservation". Below the header is a white search bar with a magnifying glass icon. The main content area is white and features a "Visit Date" label circled in red. Below the label is a date picker showing "11/16/2023" with a calendar icon. The calendar is for "NOV 2023" and shows a grid of dates. The date "16" is highlighted in orange, and the date "20" is circled in red. The calendar grid is as follows:

S	M	T	W	T	F	S
			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

A pop-up will generate asking which service you are adding a reservation for. Click “food pantry” and then select the time of the reservation or the time frame of the distribution, depending on your pantry operations. Then click the orange “Next” button.



A screenshot of a mobile application pop-up window. At the top right is a close button (X). The main heading is "Which primary service do you want to add this reservation?". Below this is a sub-heading: "Please select all that apply for the event on 10/5/23". Underneath, it says "Reservation: 11:00 AM - 3:00 PM". There is a single radio button option labeled "Food Pantry", which is selected and circled in red. Below this is a "Time Slot" section with a dropdown menu currently showing "Select". A red asterisk indicates "This is required". The dropdown menu is open, showing four time slot options: "11:00 AM - 11:15 AM", "11:15 AM - 11:30 AM", "11:30 AM - 11:45 AM" (which is circled in red), and "11:45 AM - 12:00 PM". To the right of the dropdown is an orange "Next" button.

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**Event:** Reservation

**Date:** 10/5/23

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**Done**