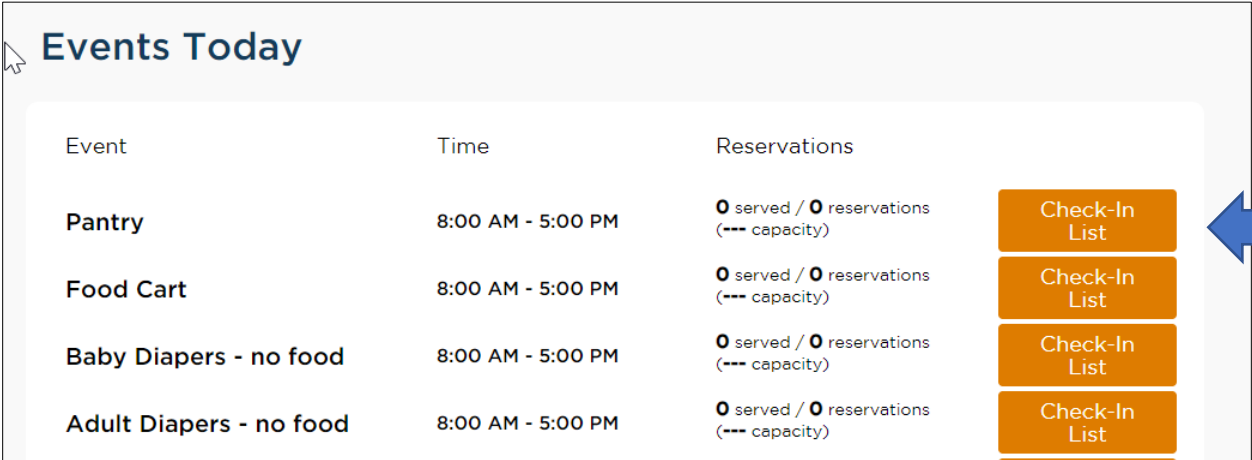


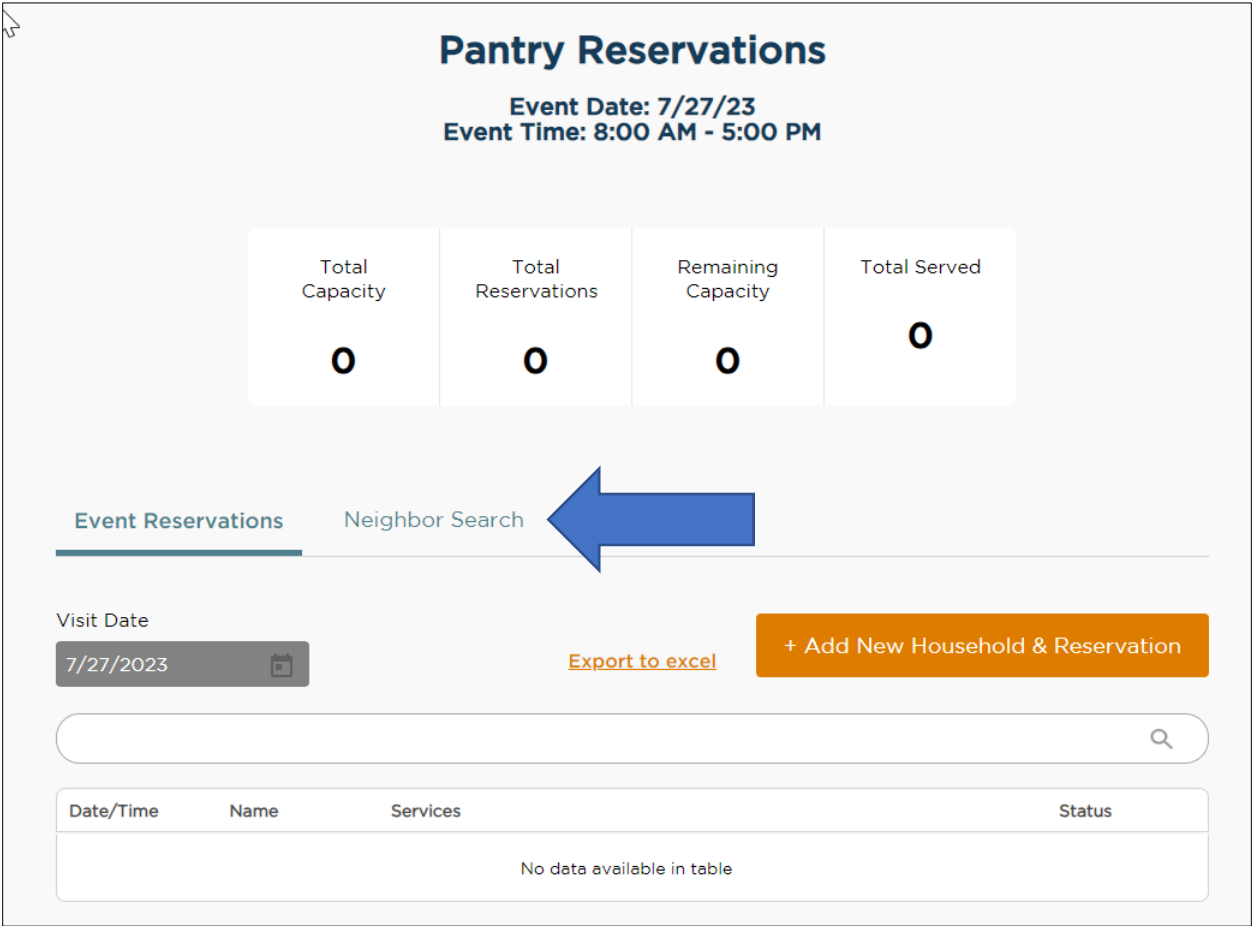
# Searching for a Neighbor – Using Reservations

Once you are logged into the site, scroll down to Events Today



Event	Time	Reservations	
Pantry	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	Check-In List
Food Cart	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	Check-In List
Baby Diapers - no food	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	Check-In List
Adult Diapers - no food	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	Check-In List

Click on Check- On List. For this example, I am clicking on the Check-In List for the Pantry. The following screen will appear.



## Pantry Reservations

Event Date: 7/27/23  
Event Time: 8:00 AM - 5:00 PM

Total Capacity	Total Reservations	Remaining Capacity	Total Served
0	0	0	0

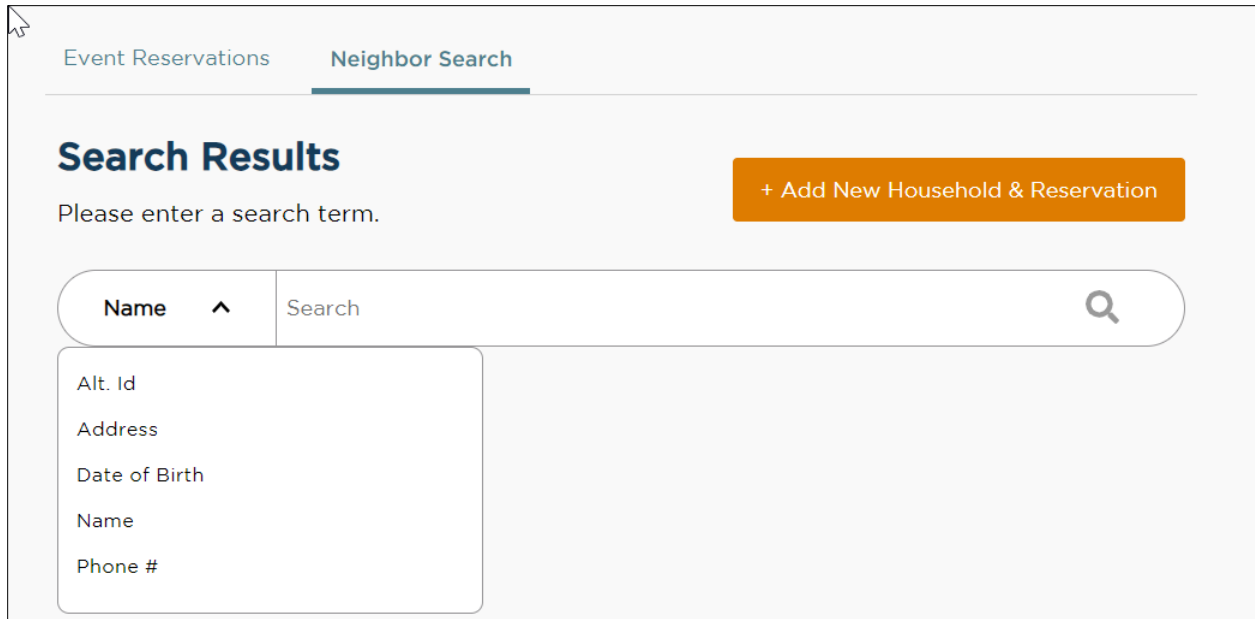
[Event Reservations](#) | [Neighbor Search](#)

Visit Date: 7/27/2023 [Export to excel](#) [+ Add New Household & Reservation](#)

**Date/Time**   **Name**   **Services**   **Status**

No data available in table

Click on Neighbor Search.



Click on the down arrow next to the word Name and you will see that you may search for a person using any of the criteria listed.

#### Search by Neighbor Name

You can search by:

last name only (e.g., Doe)

first SPACE last name (e.g., John Doe)

last COMMA first name (e.g., Doe, John)

You can use a partial name search. It is recommended to use the first 3-4 letters of the last name and the first 3-4 letters of the first name to account for spelling errors. If only one name is used the system will only search on last name. Searching with only first name, wildcards or the end of last names only will not return results.

#### Search by Neighbor Address

Search for a neighbor's street address (e.g., 5 Test Dr.). However, you cannot search by only city, state, or ZIP code.

#### Search by Neighbor Phone Number

Search by phone number in multiple formats:

123-123-4444

1231234444

the last 4 digits (e.g., 4444)

#### Search by Neighbor Birthdate

Search by birthdate in in multiple formats:

MM-DD-YYYY

MM/DD/YYYY


MM.DD.YYYY

MMDDYYYY

### Search by Neighbor Alt. Id

Use this for quick check-in if the returning neighbor has a barcode card or Alt. Id number. When the Alt. Id search type is selected, the barcode icon will appear on the right-hand side of the search bar. Click on the barcode icon to activate your device's camera or external barcode scanner. Scanning a barcode card will pull up the neighbor's household profile. You can also type an Alt. Id number directly into the search bar if the neighbor knows their Alt. Id number but does not have their card.

The screenshot shows the 'Neighbor Search' tab in a web application. At the top, there are two tabs: 'Event Reservations' and 'Neighbor Search'. Below the tabs, the heading 'Search Results' is displayed. A search bar contains the text 'Peach, P' and a magnifying glass icon. To the right of the search bar is an orange button labeled '+ Add New Household & Reservation'. Below the search bar, a table lists search results. The table has columns for 'Name', 'Active Household Members', 'Last Visit', 'Phone', and 'DOB'. One result is shown for 'Presley Peach' with 1 active household member, a last visit of 'N/A', and a date of birth of '1/1/1968'. To the left of the name is a plus sign icon, and to the right are two orange buttons: 'Add Visit' and 'Reserve'. The address '15 Ridge Rd, Horseheads, NY 14845' is listed below the name.

Name	Active Household Members	Last Visit	Phone	DOB
 Presley Peach 15 Ridge Rd Horseheads, NY 14845	1	N/A		1/1/1968

For each person listed, you will see the number of Active Household Members, the date of the Last Visit *at your pantry only*, phone number, date of birth, and address. Note: N/A under Last Visit indicates that the person visited another pantry. If the person visited your pantry, there will be a date for the last visit. You may confirm the person's street address and click on Add Visit. Or, you may click on the (+) sign to see more information to help determine that this is the person you want to add to the visit.

This screenshot shows the detailed view of the search result for 'Presley Peach'. The table from the previous screenshot is visible at the top, but the 'Last Visit' date is now '7/27/2023'. To the left of the name is a minus sign icon. Below the table, there is a detailed profile section with the following information:

- Alt ID #: **AQ108321**
- Household Members: **N/A**
- Proxy: (empty)
- Preferred Language: **English**
- TEFAP Status: **ELIGIBLE**
- Notes: (empty)
- [07/01/2024 Recertification date]

At the bottom of the profile section, there are two icons: a hand holding a box and a green leaf with a '1' inside. Below these icons is a link labeled 'More Notes'.

At this point you have two choices: **Option 1: Add Visit** or **Option 2: Reserve** (instructions begin on page 8).

### Option 1: Add Visit

If you click Add Visit, the following box will pop up.

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

Please select all that apply for the event.

**Pantry**

Choice Pantry - 3 Day Supply

**Food Cart**

Food Cart

**Baby Diapers - no food**

Baby Diapers

Next

Choose the Primary Service and click Next.

The next screen will ask you to confirm or update information.

Has any of your information changed?

Make the necessary changes and click Save and Continue.

The next screen will be the TEFAP attestation.



# Office of General Services

## The Emergency Food Assistance Program (TEFAP) Attestation of Eligibility

<b>Recipient Name:</b>	Presley Peach
<b>Address: *</b>	15 Ridge Rd, Horseheads, New York 14845

<b>Total Household Members</b>
1

No signature required today because Neighbor was previously determined to be eligible.

**Eligible: Categorical Government Programs**

**07/01/2024 Recertification Date**

Click Save and Continue.

The next screen will ask you to update optional information.

The following questions are optional and will not impact your TEFAP service.

Has any of your information changed?

Make any necessary changes and click Save and Continue.

The last screen will as you to confirm the Primary Service and to select any Additional Services provided.

Primary Service Provided
^

Choice Pantry - 3 Day Supply

Pounds

Pieces

Dollars

Meals


Description

---

**Add Additional Services to Visit**
^

Baby Diapers  
  
 Adult Diapers

Click Finish. The following box will pop up.



Visit has been added!

If this is the household's first visit to your agency and they agreed to be contacted, a confirmation will be sent via text and/or email, along with a unique QR code they can use for future visits.

[Make future reservation](#)

You then have the option of clicking Done or to make a future reservation.

When you click on the Make Future Reservation link, it will take you to the following screen.

### Make an Event Reservation For Presley Peach [Export to excel](#)

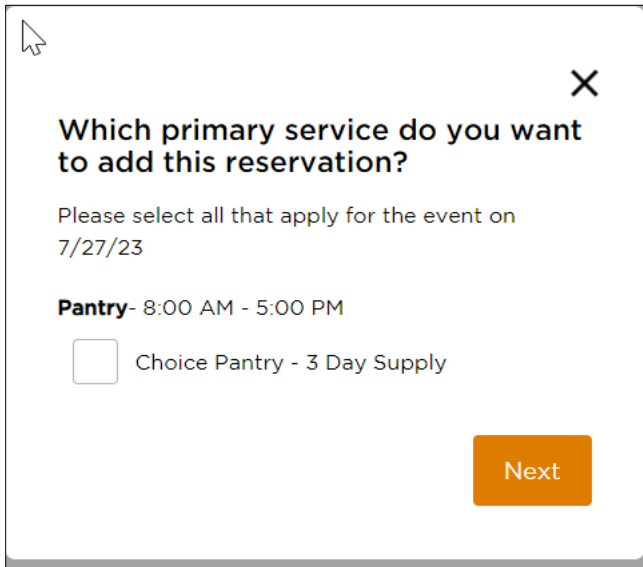
Date Range:  TO

Date	Time	Event	Services	Total Reservations	Capacity	
7/27/23	8:00 AM - 5:00 PM	<a href="#">Pantry</a>	Choice Pantry - 3 Day Supply	1	---	<input type="button" value="Reserve"/>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Food Cart</a>	Food Cart	0	---	<input type="button" value="Reserve"/>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Baby Diapers - no food</a>	Baby Diapers	0	---	<input type="button" value="Reserve"/>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Adult Diapers - no food</a>	Adult Diapers	0	---	<input type="button" value="Reserve"/>

From this screen you may make reservations for any of the events offered during the designated date range. And, you have the ability to change the date range.

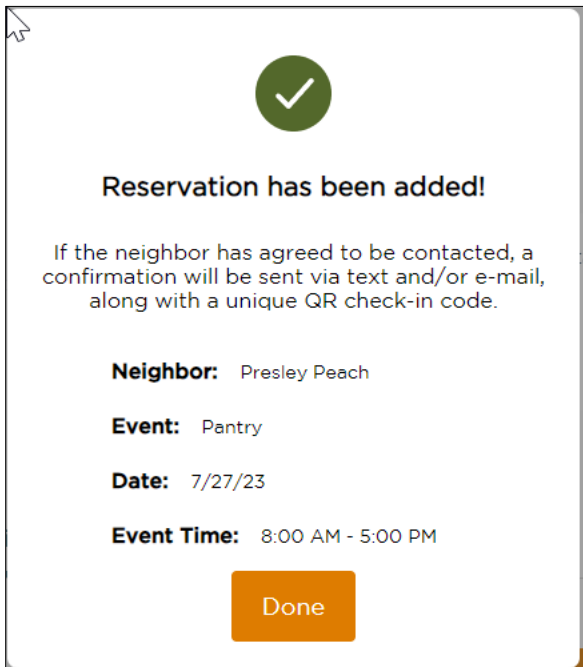
## Option 2: Reserve

If you click on Reserve, the following box will pop up. Because I clicked on the Check-In List for the Pantry, only one Primary Service appears.



A screenshot of a white dialog box with a grey border and a close button (X) in the top right corner. The text inside reads: "Which primary service do you want to add this reservation?" followed by "Please select all that apply for the event on 7/27/23". Below this, it says "Pantry- 8:00 AM - 5:00 PM". There is a single checkbox labeled "Choice Pantry - 3 Day Supply". At the bottom right, there is an orange button labeled "Next".

Check the Choice Pantry – 3 Day Supply box and click next. The following box will pop up.



A screenshot of a white dialog box with a grey border and a green checkmark icon at the top center. The text inside reads: "Reservation has been added!" followed by "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." Below this, it lists details: "Neighbor: Presley Peach", "Event: Pantry", "Date: 7/27/23", and "Event Time: 8:00 AM - 5:00 PM". At the bottom center, there is an orange button labeled "Done".

Click Done. You will need to refresh the screen for the reservation to appear under Total Reservations.



## Pantry Reservations

**Event Date: 7/27/23**  
**Event Time: 8:00 AM - 5:00 PM**

Total Capacity	Total Reservations	Remaining Capacity	Total Served
<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

When you go back to the homepage, the reservation will appear for the Pantry under Events Today.

### Events Today

Event	Time	Reservations	
<b>Pantry</b>	8:00 AM - 5:00 PM	0 served / 1 reservations (--- capacity)	<a href="#">Check-In List</a>
<b>Food Cart</b>	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	<a href="#">Check-In List</a>
<b>Baby Diapers - no food</b>	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	<a href="#">Check-In List</a>
<b>Adult Diapers - no food</b>	8:00 AM - 5:00 PM	0 served / 0 reservations (--- capacity)	<a href="#">Check-In List</a>

When you click on Check-In List for the Pantry, you will see that the person has been added.

Event Reservations
Neighbor Search

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Visit Date: 7/27/2023 [Export to excel](#) + Add New Household & Reservation

🔍

Date/Time	Name	Services		Status
7/27/2023 8:00 AM - 5:00 PM	<a href="#">Presley Peach</a>	Choice Pantry - 3 Day Supply	<a href="#">Edit</a> <a href="#">Cancel</a>	<span style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 3px;">Check-In</span>

When you click on Check In, the following box will appear.

✕

**Please answer the following question for this visit.**

Please select all that apply for the event on 7/27/23

**Pantry**- 8:00 AM - 5:00 PM

Choice Pantry - 3 Day Supply


**Next**

Click Next. You will be asked if any information has been changed.

Has any of your information changed?

Update any information that needs to be updated. Click Save and Continue.

The next screen is the TEFAP Attestation. Since this person is already in the system and the TEFAP attestation is still current, the following screen appears.


Office of  
General Services

**The Emergency Food Assistance Program (TEFAP)  
Attestation of Eligibility**

<b>Recipient Name:</b>	Presley Peach
<b>Address: *</b>	15 Ridge Rd, Horseheads, New York 14845

<b>Total Household Members</b>
1

No signature required today because Neighbor was previously determined to be eligible.

Eligible: Categorical Government Programs

07/01/2024 Recertification Date

Click Save and Continue.

Next you will be asked to confirm or update optional information.

The following questions are optional and will not impact your TEFAP service.

Has any of your information changed?

Update information as needed. Click Save and Continue.

The final screen will ask you to confirm the Primary Service Provided and any Additional Services.

### Primary Service Provided

Choice Pantry - 3 Day Supply

Pounds  Pieces  Dollars  Meals

Description

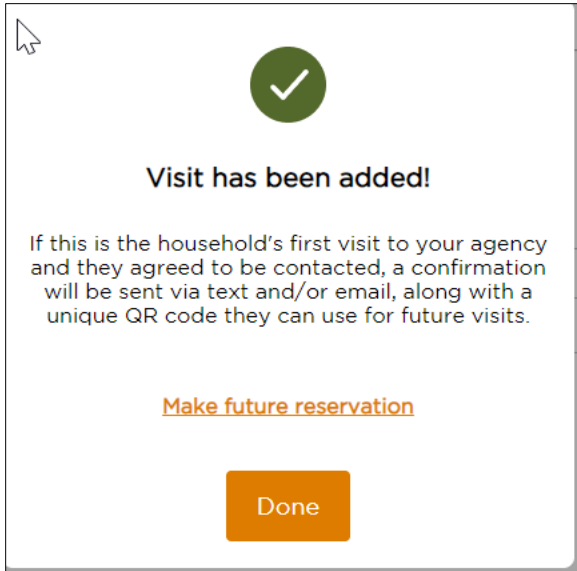
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### Add Additional Services to Visit

Baby Diapers

Adult Diapers

Click Finish.



You then have the option of clicking Done or to make a future reservation.

When you click on the Make Future Reservation link, it will take you to the following screen.

### Make an Event Reservation For Presley Peach [Export to excel](#)

Date Range:  TO  [Update](#)

Date	Time	Event	Services	Total Reservations	Capacity	
7/27/23	8:00 AM - 5:00 PM	<a href="#">Pantry</a>	Choice Pantry - 3 Day Supply	1	---	<a href="#">Reserve</a>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Food Cart</a>	Food Cart	0	---	<a href="#">Reserve</a>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Baby Diapers - no food</a>	Baby Diapers	0	---	<a href="#">Reserve</a>
7/27/23	8:00 AM - 5:00 PM	<a href="#">Adult Diapers - no food</a>	Adult Diapers	0	---	<a href="#">Reserve</a>

From this screen you may make reservations for any of the events offered during the designated date range. And, you have the ability to change the date range.