

Mid-Ohio Food Collective is excited to announce that we will be upgrading our core operating system on April 1st 2025.

This means that the following systems will be retired: Macola, AgencyTrak and eHarvest. The new internal operating system will be NetSuite. Partners will use an ordering and stats reporting tool known as SCA (Suite Commerce Application), which is integrated with NetSuite and will replace eHarvest.

We are making this change because our current systems are outdated and do not support our current or future business.

Key Features and Updates

Agency Portal:

- ❖ You will have access to up-to-date invoices.
- ❖ You will create profiles and passwords for your own individual shoppers.
- ❖ You will be able to update your contact and agency information when it changes.
- ❖ We will be able to make more information available than we currently do on Agency Zone, because it will be password protected instead of open to the general public

Ordering:

- ❖ Products will be continuously added to inventory – no more waiting for sync times – you will see what is available in real time.
- ❖ All shoppers in SCA will be able to see both the up-to-date account balance and available credit.
- ❖ You will have the ability to view more detailed product information in each item's description, including nutritional and ingredient information for most items.
- ❖ Detailed documentation of every step of each transaction.

How to Prepare for this Change: -

- ❖ Before April 2025, please save/print any historic information that you need. You will not be able to access eHarvest after the transition occurs.
- ❖ Enroll in training and review materials that will be offered on-line in March 2025 to get familiar with the new system. Look out for the email with all the training dates and registrations that will be sent Feb. 25th 2025.
- ❖ Our goal is to minimize the impact of this transition on both our partners and the customers we serve. Cutoff dates and other details for orders the last week of March and first week of April may change. We will communicate these changes to affected partners and work with them to minimize any disruption.

While this may be news to you, the MOFC team has been diligently working on this for the past couple years. As part of that process, we have met with at least a dozen different foodbanks across the country who have also made a transition to NetSuite. While we may have some challenges, we are confident that their experiences will help us make this transition successfully.

We will be sending updates, including information about training and resources, in the very near future. Stay tuned!