



iPad E-Receipts Program Helpful Tips

- Make sure to choose the correct donor **before** adding any items in the receipt. You will not be able to change the donor once you begin filling out the receipt.
- When adding items, make sure to fill in all 3 boxes: Department, Quantity, and Unit.
- Every receipt must be signed by the agency representative and the donor representative.
- Upload receipts daily. You must have a strong wifi connection to upload the receipts. The receipts will save in the device if you need to wait to upload them when you have an Internet connection.
- If the iPad says “Server Unavailable,” that typically means your iPad is not connected to the Internet. Please check the wifi connection and try again.
- If you notice something was incorrect on the receipt but it has already been marked as complete or uploaded, contact the Partner Relations Coordinator as soon as possible with the needed changes. You will not be able to make changes once the receipt is marked as complete, but Operation Food Search is able to make changes on our end.
- A copy of each store receipt will be e-mailed to Operation Food Search, the donor, and to the Community Food Partner. If you do not wish to receive the receipts via e-mail, contact the Partner Relations Coordinator to update your information.
- If changes are made to your store pick-up list, you will have to connect the iPad to the Internet and click the “Update App Data” button on the home screen in order for the changes to appear in the app.
- If your iPad is lost or stolen, notify Operation Food Search immediately. If the iPad is not found, it will be the responsibility of the Community Food Partner to replace the device per the iPad Agreement.