

## Dean Forest Food Hub, Welcome Pack for New Producers

There's a few preliminary questions we would like you to ask yourself before you contact us;

- How will you get your produce to the Hub?** You will need to get your produce to our packing room at Oaklands Park near Newnham, by 10 am, or to producer collection points in Coleford/Coalway by 9am, or Longhope or Ruardean, by 10.30 am, on Wednesday or Friday morning. Alternatively we can keep a small stock of non-perishable products so you can deliver less frequently, (but you must take responsibility for ensuring stocks are maintained).
- Does your food production comply with all the relevant regulations?** If you are cooking, slaughtering or preserving food in any form it is your responsibility to ensure you comply with relevant hygiene and food safety and livestock wellbeing regulations.
- Whilst we do not insist on formal registration to ensure **good ethical standards** our customers are looking for produce that is produced in soil friendly ways with minimal chemical use, so we will ask questions about this before we will accept you as a producer
- Have you got relevant public liability insurance?**
- Are you intending to weigh, package and label all your produce?** If so we will take 12.5% of your earnings to cover the costs of running the Hub. If you want us to do any weighing or packing on your behalf we will take a larger cut, up to 42.5%, contact us to discuss details.

Step 1; initial Enquiries	Producer makes contact asking to join, we will ask for written confirmation that you comply with relevant hygiene and environmental health regulations and have your own insurance
Step 2; Join the Food Hub	Join the Food Hub as a member, on one or both routes, if you're not one already. Then email the Hub to let us know that you have done so and give us your producer name and which route/s you want to sell on.
Step 3; Register as a Producer	The website administrator will register you as a producer and email you to confirm that you can now complete the registration process and start selling

Unfortunately at the moment the process to add your products is different for each route, we are currently working on changing this, but for the moment you will need to maintain your product list on each route separately using very different systems

### Process for the Northern Route

Step 1; Provide Producer Information	<ul style="list-style-type: none"> <li><input type="checkbox"/> Log on to the northern website using your membership email and password</li> <li><input type="checkbox"/> Click on the Producer Control Panel on the top right hand side</li> <li><input type="checkbox"/> Go to the "Edit my information panel" and add in the relevant information. It is important that all the boxes are completed and that there should be no mistakes as this information will be used to advise you of your orders, contact you if there is any problem, and provide our customers with information about the sort of producer you are.</li> </ul>
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<p>Step 2: Add your Products to the Food Hub Shop</p>	<p>On the Producer Control Panel go to the Products List and click on Add Product .</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Product name</b>, please put adjectives which describe the item after the noun, e.g cabbage, savoy ( this makes the job of our packing team much easier as packing lists come up in alphabetical order and it's not always easy to guess how you might have described something)</li> <li><input type="checkbox"/> <b>Photo</b>, we really like added photos, but can't handle more than 1mb</li> <li><input type="checkbox"/> <b>Description</b>, this is the text that goes next to your item in the Food Hub shop and there is a maximum of 40 words</li> <li><input type="checkbox"/> <b>Category</b>, don't forget to click on this it's easy to do and you'll find your cake or potatoes turning up under alcoholic drinks</li> <li><input type="checkbox"/> <b>Product code</b>; this is for your reference, so order your products as you wish</li> <li><input type="checkbox"/> <b>Price</b>; this is the price to the customer, so don't forget to include our percentage in your calculations</li> <li><input type="checkbox"/> <b>VAT rate</b>; this is zero for most foods and most of our small producers</li> <li><input type="checkbox"/> <b>Unit type</b>; this could be the weight, number in pack or just "each". If you are selling largish vegetables you may find a number rather than a weight is easier . If it is really difficult to get an exact weight we suggest you put aprox next to the weight, then no one can complain about being slightly underweight</li> <li><input type="checkbox"/> <b>Default quantity</b>; if you put a number in this box we will only sell up to that number each week, you can keep the same availability each week by clicking on the Product List and clicking the "keep availability the same as ..." Box</li> <li><input type="checkbox"/> <b>Product sourcing</b>; sorry you can only use these categories if you are registered with the relevant organisation</li> <li><input type="checkbox"/> <b>Product storage</b>; this tells us whether we need to pack your product in a cold bag or not</li> <li><input type="checkbox"/> <b>More Information</b>; if you are selling cakes breads or preserves you must put a list of ingredients in this section, and must also highlight any allergens by using capital letters. If your ingredients change with the seasons please either update regularly, or list everything that may be included so our customers with allergies can make informed choices. For all producers this is also your opportunity to put more information about your product</li> <li><input type="checkbox"/> <b>Set to unavailable</b>; whilst the box is ticked the item you have listed will not appear in the food hub shop, once you're happy you've got all the information right you can remove the tick and start selling</li> <li><input type="checkbox"/> You can now keep your products list up to date, adding or removing items as you wish</li> <li><input type="checkbox"/> If you are away for a week and want to take all your items off you can click on the Products List and then click the "Closed this week" box</li> </ul>
<p>Step 3, Set up your Delivery and Payment Arrangements</p>	<p>Email the food hub and let us know that you are ready to sell, giving us the following information,</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The arrangements you want to make to get your products to the Hub</li> <li><input type="checkbox"/> Whether you want to be paid into your bank account, in which case we will need your bank account details, or through a credit on your Food Hub</li> </ul>

	Account
Step 4 Your First Order	We will send you an email with your purchase order for that week by midday on Weds. It does make our life easier if you let us know if there is anything you will not be able to deliver by email in advance, as sometimes we can source from another supplier. You will then need to deliver your produce as arranged. We sort and pack your products into customer boxes and deliver them to pick up points on Friday afternoon
Step 5 Getting paid	At the end of each month you need to send us an invoice billing us for all the items you have sold that month. If you click the Sales Summary tab on the top right you can see our record of what you delivered to us over the previous month. If you are selling on both delivery days it would be helpful if you separated your Wednesday and Friday deliveries

### Process for the Southern Route

Step 1; Provide Producer Information	<ul style="list-style-type: none"> <li><input type="checkbox"/> Log on to the southern website using your membership email and password</li> <li><input type="checkbox"/> You will find a Producer Admin Panel box, click on that</li> <li><input type="checkbox"/> Click on the Producers button on the left hand side, hover over the producer name, and click the edit button, please ensure you fill in all the boxes. It is important that all the boxes are completed and that there should be no mistakes as this information will be used to advise you of your orders, contact you if there is any problem, and provide our customers with information about the sort of producer you are.</li> </ul>
Step 2: Add your Products to the Food Hub Shop	<p>Click the Products tab on the left hand side and click on Add Product .</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Product name</b>, please put adjectives which describe the item after the noun, e.g cabbage, savoy (this makes the job of our packing team much easier as packing lists come up in alphabetical order and it's not always easy to guess how you might have described something).</li> <li><input type="checkbox"/> <b>Then in the next box</b> put in a more detailed description of the item, if you are selling cakes breads or preserves, or any other items which contain allergens you must put a list of ingredients in this section, you must also highlight any allergens by using capital letters. If your ingredients change with the seasons please either update regularly, or list everything that may be included so our customers with allergies can make informed choices. For all producers this is also your opportunity to put more information about your product</li> <li><input type="checkbox"/> <b>Category</b>, then go to the box on the right hand side and choose a food category, you can choose more than one category, so you could put mint in fresh herbs and hot drinks if you wish, but don't forget to click on this, it's easy to do.</li> <li><input type="checkbox"/> <b>Product Image</b>, please try to add a photo or picture if you've got one it will make your item much more noticeable, the tab is on the right hand side under the categories, it does take a bit of time to upload and you think it hasn't worked, but it does get there in the end</li> </ul>

	<p>Product Data General Tab</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Price;</b> you can chose to put in the cost price or the retail price, just chose which one you want to use and then type in the price, the system will then calculate the other price based on your food hub mark-up rate.</li> <li><input type="checkbox"/> <b>Tax</b> ignore this for the moment</li> <li><input type="checkbox"/> <b>Organic fairtrade etc,</b> please only tick the organic, fairtrade or biodynamic if the product is registered with the relevant organisations, but you can use the chemical free and all organic ingredients without any registration</li> <li><input type="checkbox"/> <b>Coldbag,</b> if your product needs to be stored in a fridge or a freezer please click on the relevant category, then we'll know whether to use a cold bag or not</li> <li><input type="checkbox"/> <b>Product unit,</b> This field needs to be completed, this could be the weight, number in pack or just "each". If you are selling largish vegetables you may find a number rather than a weight is easier. If it is really difficult to get an exact weight we suggest you put aprox next to the weight, then no one can complain about being slightly underweight</li> </ul> <p><b>STOCK TAB,</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Manage Stock</b> – by ticking this box you will be able to control your stock within the system, otherwise it will just say 'plenty'</li> <li><input type="checkbox"/> <b>Stock Quantity</b> - Put the number you have available now in this box, if you put nothing in the default box below it will automatically reduce each week by the number of sales until you run out,</li> <li><input type="checkbox"/> <b>Stock Status</b> – Allows you to indicate the product is in stock or out of stock.</li> <li><input type="checkbox"/> <b>Default Stock Quantity,</b> if you put a number in here it will automatically bring your stock level back up to that figure each week</li> </ul> <p><b>SAVE</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Instead of using the out of stock button you can hide a product in this section, ignore the first 3, click on the 'catalogue visibility edit' bit and chose visible for available and hidden if you want to temporarily remove something.</li> </ul> <p><b>CONFIRM</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Once you have finished adding or amending your product click the Add/Amend button and it should say 'Product added or amended' under the Edit product heading at the top.</li> </ul>
Step 3, Set up	Email the food hub and let us know that you are ready to sell, giving us the

your Delivery and Payment Arrangements	<p>following information,</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> The arrangements you want to make to get your products to the Hub</li> <li><input type="checkbox"/> Whether you want to be paid into your bank account, in which case we will need your bank account details, or through a credit on your food Hub Account</li> </ul>
Step 4, Your First Order	<p>We will send you an email with your purchase order for that week by 10 pm on Saturday. It does make our life easier if you let us know if there is anything you will not be able to deliver by email in advance, as sometimes we can source from another supplier. You will then need to deliver your produce as arranged. We sort and pack your products into customer boxes and deliver them to pick up points on Weds afternoon</p>
Step 8, Getting paid	<p>At the end of each month you need to send us an invoice billing us for all the items you have sold that month. You can use your weekly purchase order to see how much we will pay you for each item and how much was ordered, but please remember to deduct anything that was not delivered. If you are selling on both delivery days it would be helpful if you separated your Wednesday and Friday deliveries</p>

If you have any questions, problems email us on [deanforestfood@gmail.com](mailto:deanforestfood@gmail.com).