



Feeding San Diego Agency Express (AE3) A Guide to Online Ordering



Agency Express Overview

- Agency Express is a powerful Web-based tool sponsored by Feeding America and TechBridge to help our Partners shop for and manage food bank orders online. Shoppers can use Agency Express to search for items, view item details, send orders to the food bank, and review the status of orders, as well as create and report survey's formally known as statistics.
- Agency Express is web based, you can access it from anywhere, at any time, using any device that has internet access and a web browser.
- Please read the instructions on these slides thoroughly before actually placing your order. When you are ready, use this guide as an assistant for each step. If you still have questions or concerns about Agency Express, please contact your Partnership Coordinator
- You must have the following items before you can start using Agency Express:
 - A computer, tablet, or smart phone
 - Internet Access
 - Web browser



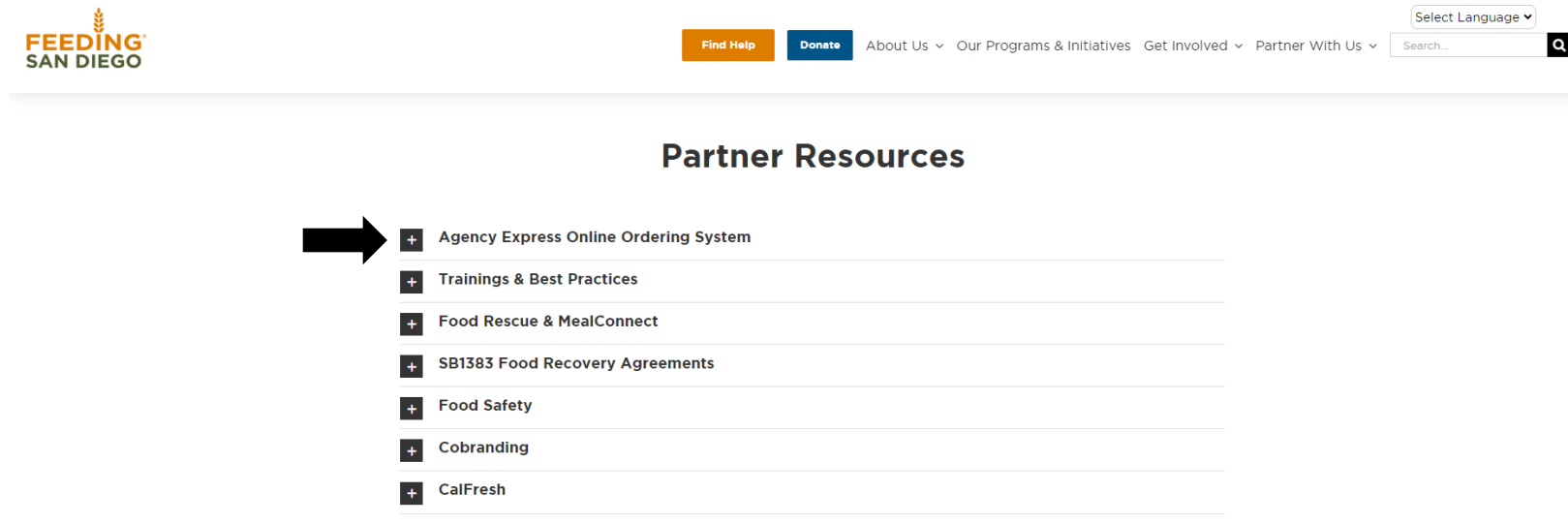
Agency Shopper Activation

1. In order to register for Agency Express you should:
 - a) Review all the training material (in this PowerPoint presentation)
 - b) Receive your **login and password information** from your Partnership Coordinator
2. To become an active Agency Express Shopper, you must currently be an approved Shopper from your agency. If you would like to be added as a Shopper, please contact your Partnership Coordinator



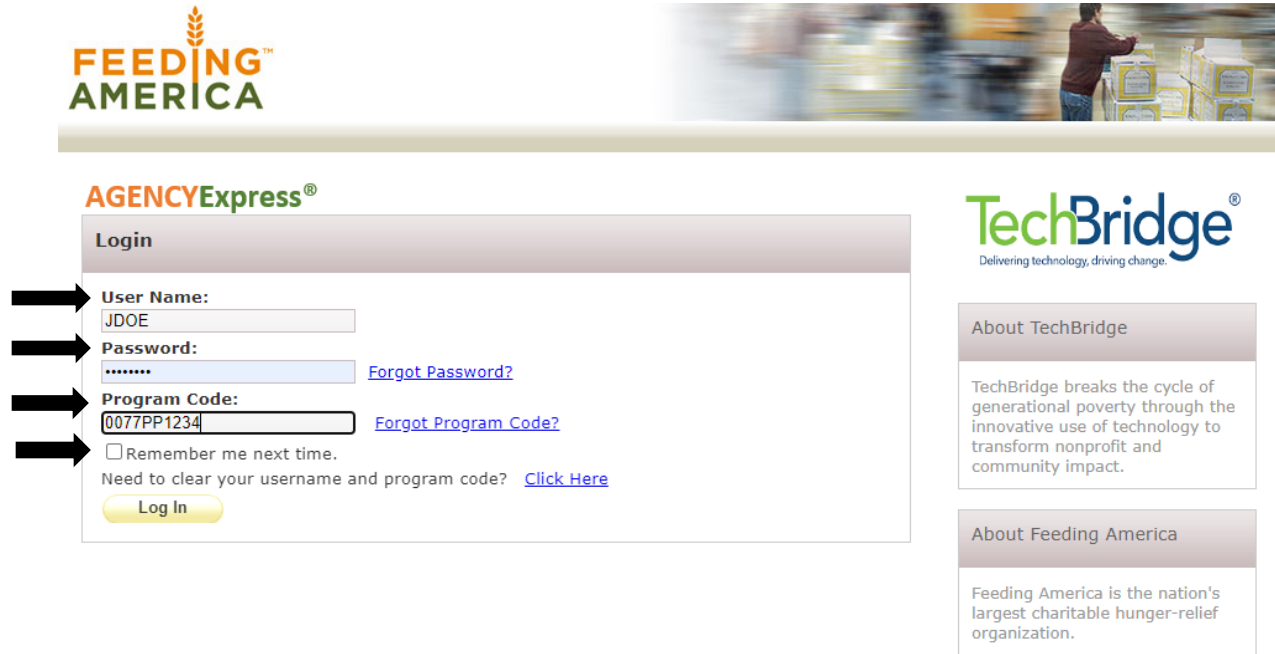
Getting to Agency Express

1. Open your favorite web browser such as Google Chrome or Firefox
2. Then go to: <https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx>
**Save it as a Favorite or Bookmark it to your browser for easy access*
3. Or you can access it through the [Agency Partner Portal](#) under "Partner Resources" then "Agency Express Online Ordering System"



Logging into Agency Express

- The login page for [Agency Express](#) should appear below



FEEDING AMERICA

AGENCYExpress®

Login

User Name: JDOE

Password: [Forgot Password?](#)

Program Code: 0077PP1234 [Forgot Program Code?](#)

☐ Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

TechBridge®
Delivering technology, driving change.

About TechBridge

TechBridge breaks the cycle of generational poverty through the innovative use of technology to transform nonprofit and community impact.

About Feeding America

Feeding America is the nation's largest charitable hunger-relief organization.

- Username:** Each agency shopper will have a specific User Name. Your Username is your first initial and last name. (Example: Jane Doe = JDOE)
- Password:** The default password is **change12**. This is case sensitive: all lowercase, no spaces.
 - After logging in the first time, please change your password. (Click on “Change Password” in the Help Menu)
- Program Code:** The Program Code is always going to be 0077 (FSD’s Feeding America 4digit number) plus the letter **p**, plus your *four-digit agency number* (Example: 0077pp1234).
- Check “Remember me next time” box to save your login information in the web browser



Forgot Password/Program Code

1. In the event you forget your password, click on “[Forgot Password?](#)” A new message box will appear on the screen:
 - a) Enter your **User Name** and **Program Code** to retrieve password
 - b) Click on “**Submit**”
 - c) An email will be sent to the email address on record at the Food Bank. If you need further assistance call or email your Partnership Coordinator and they will be able to reset your password
2. If you forget the Program Code, click on “[Forgot Program Code?](#)” A new window will appear, and you find **0077 Feeding America San Diego**, on page 2

Login

User Name:

*

Password:

* [Forgot Password?](#)



Program Code:

* [Forgot Program Code?](#)



Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

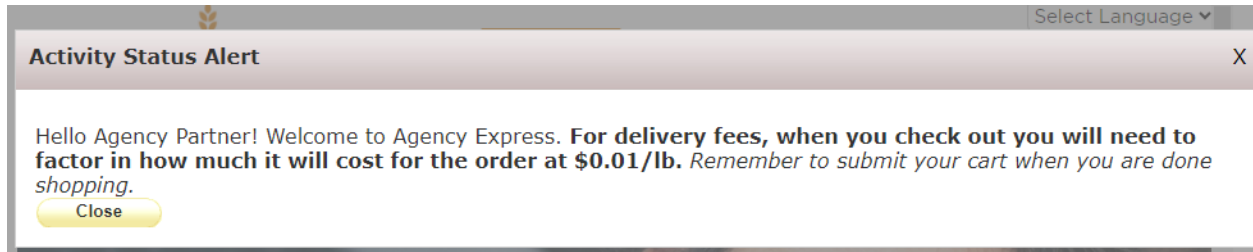
Program Code:

Food Bank Code	Food Bank Name
0062	Oklahoma Food Bank
0063	The Nebraska Food Bank Network
0064	Second Harvest Food Bank of Orange County
0068	Oregon Food Bank
0072	Feedmore Food Bank
0074	Feeding America Southwest Virginia
0075	Foodlink
0076	San Antonio Food Bank
0077	Feeding America San Diego

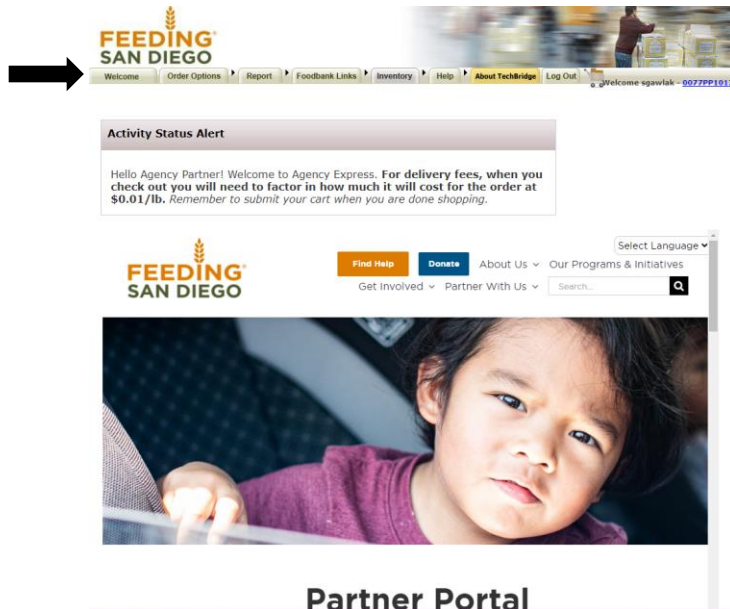


Welcome to Agency Express!

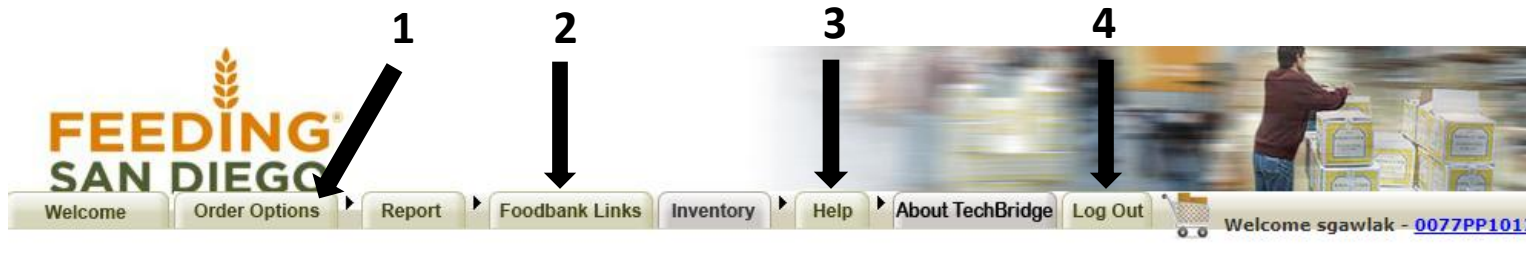
Activity Status Alert: Once you have successfully logged in, a pop-up message “**Activity Status Alert**” box will appear. This alert will provide important information about your account, closings, trainings, etc. After you have thoroughly read the alert, you can click the “Close” button to make the pop-up go away.



Welcome Page: is displayed each time the shopper logs in; however, the contents of this screen will vary. Below is the Partner Portal for Agency Partners. To return to this Welcome screen at any time, click Welcome located at the top left-hand corner of the page.



Welcome Page Links



On the Welcome Page the shopper will have access to multiple functions through different tabs:

1. **Order Options:** Contains links to the scheduler, shopping list, check out and order management. *Most of the features you will likely use will be found under this tab.* Click on the tab to access the page with a list of options, or drag your cursor over the tab to view the list of links and it will redirect you to another page
2. **Food Bank Links:** This will redirect you to the Agency Partner Portal, Find Food Map, FSD Main Website
3. **Help:** Contains links to change password or report a problem to Feeding San Diego
4. **Log Out:** Logs the shopper out of Agency Express



Order Options Tab



All of the scheduling and ordering activity functions occur within the **Orders Options** tab

- **Scheduler:** This page is to schedule your agency's pick-up or delivery.
- **Shopping List:** This page will bring up a list of current available items.
- **Check Out:** This page will bring up your appt time, reference #, shopping cart summary and a section to leave any important notes.
- **Order Management:** This page will show your past orders.



Scheduler – For Deliveries



- If you receive a delivery, your standing appointment is already scheduled for you and will appear under “My Appointments” in **green**
 - If you see your time slot in green, you *DO NOT* need to schedule anything further on this screen
 - If you *DO NOT* see your time slot in green, contact your Partnership Coordinator immediately
- *DO NOT* try to schedule or change your delivery on the Scheduler page. It will *NOT* work. Deliveries must only be arranged through your Partnership Coordinator



Scheduler

Pickup / Delivery
- Select One -

Date:

Time:

Reserve

My Appointments

	Date	Time	Reference Number	Standing	Type
	8/28/2023	08:00 AM		Y	Delivery
	8/21/2023	08:00 AM		Y	Delivery
	8/14/2023	08:00 AM		Y	Delivery
	8/7/2023	08:00 AM		Y	Delivery
	7/31/2023	08:00 AM	PO4953512	N	Delivery



Scheduler – For Pick-Ups

Only applicable for 50HH and below



Your assigned day and time to pick-up your order will show “My Appointments” in **green**. To schedule:

1. From the Pickup/Delivery drop down box, select “Pickup”
2. Click on the calendar icon to see the assigned date for your Pickup in yellow. Select the date for Pickup
3. Click on the clock icon to see the assigned time for Pickup for your selected date. Select the assigned time
4. Click “Reserve” to schedule your appointment. Once the appointment appears under “My Appointments” you have successfully scheduled your pickup



Scheduler

Pickup / Delivery: Date: Time:

My Appointments

	Date	Time	Reference Number	Standing	Type
<input type="button" value="Delete"/>	11/29/2017	04:02 PM		N	Pickup
<input type="button" value="Delete"/>	11/29/2017	04:01 PM		N	Pickup
	11/29/2017	04:00 PM	PO178268	Y	Pickup

How Soon Can I Start My Order?

- You can begin your order **3 business days** prior to your delivery or pick-up date
- You can check the active ordering days by going to the **Scheduler** tab, then selecting “Delivery” or “Pickup” and looking at the calendar. Days highlighted in yellow are active ordering days
- **REMEMBER:** Your order deadline is by 12:00pm, 1.5 business days prior to your delivery or pickup *See chart below for further clarification*
 - If you go beyond the submission date, the system will *NOT* allow you to submit the order and all the dates will be crossed off.

Delivery Day	Pickup Day	Submit Order By
Monday	Monday	Tuesday by 12:00pm
Tuesday	Tuesday	Thursday by 12:00pm
Wednesday	Wednesday	Thursday by 12:00pm
Thursday	Thursday	Friday by 12:00pm
Friday	Friday	Monday by 12:00pm
Saturday		Tuesday by 12:00pm

Shopping List



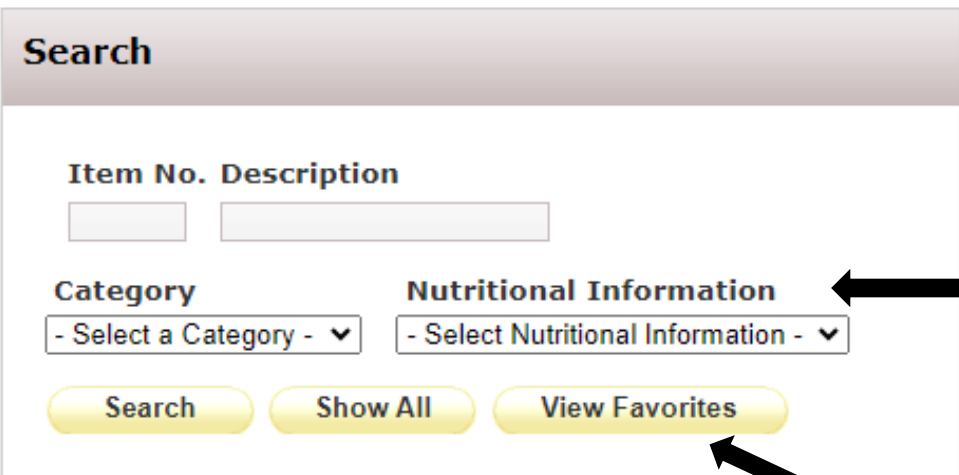
To browse the available inventory, select “**Shopping List**” from the “**Order Options Tab**”

The Shopping List is a menu of available inventory that can be sorted, printed, and/or added to your cart. There are three sections to the Shopping List:

- **Search:** Can be used to search for items that meet specific criteria
- **Shopping Cart:** Displays the total number of items, weight, available credit limit and charges for the items in the cart
- **Shopping List:** Displays the list of items that are available to your agency to select to order.

Shopping List Search

There are several different methods for finding and sorting items under the shopping list:



The screenshot shows a search interface titled "Search". It includes two input fields for "Item No." and "Description". Below these are two dropdown menus: "Category" with the text "- Select a Category -" and "Nutritional Information" with the text "- Select Nutritional Information -". At the bottom are three buttons: "Search", "Show All", and "View Favorites".

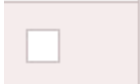
Category (Beverages, Grains, Cereal, etc) →


← **Nutritional Information** (based on Feeding America H.E.R. guidelines)

↙ **View Favorites** (show you items you've favorited)

Favorite Certain Shopping Items

The shopper has the ability to select and save **Favorites**. The Favorite items are indicated by a STAR in the Favorite column. This can be a real time saver for those that order the same products each time. If you would like to add favorites to your shopping list, please follow the steps below:

1. To create a favorite, click on the square  under the column "Favorite" to the far right.

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>	2	D-0096	Virgin Avocado Oil	CASE	0.00	0.00	6 - 8.4oz Bottles		7	Not Yet Ranked	





- To undo the favorite, click on the star
- You can select "View Favorite" button to see only items that you have selected as a favorite. This is indicated by a star in the favorite column. The "Show All" button displays all items available in alphabetical order



Item Details

If the shopper wants more information about the item, click on the “Item No.” This will display a detailed information box for that specific item. If an area is left blank and you have further questions, please contact your Partnership Coordinator

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>		D-0096	Virgin Avocado Oil	CASE	0.00	0.00	6 - 8.4oz Bottles		7	Not Yet Ranked	

Item Detail : P-12101

Gross Weight. 12	Item Name Oats	Handling Req. Dry
Extra Info. NA		Pack Size 12-16oz bags
Category Cereal		Price per Unit 9.36
Food Source PURCHASE		Cube Size 0
VAP Fee 0.00		Packaging Type Case
Unit of Measure CASE		People Served 0
Price per Pound 0.78		Cost per person NA

Close



Decoding Item Details

- All items are available in quantities by the **Case**. That is your only order option. They will not be counted by the box, the bag, or any other type of unit
- **Pay close attention to pack size** of items. Pack sizes will inform you as to how many items comprise one case, as well as the size of each individual item within the case.
- *Even if you've ordered the item before, review the description thoroughly to make sure it is the same size item you've ordered previously (what use to be 15oz cans may now only be available in 8oz cans)*

Item Detail : D-0272


Gross Weight. 10	Item Name Plant Based Ground Meat Alternative	Handling Req. Frozen Food
Extra Info. NA		Pack Size 5-2lb chubs
Category Meat, Fish & Poultry		Price per Unit 0.00
Food Source DONATED		Cube Size 0
VAP Fee 0.00		Packaging Type Case
Unit of Measure CASE		People Served 0
Price per Pound 0		Cost per person NA


Close

Add Items to Shopping Cart

To add items to your cart:

- 1. Enter the desired quantity of an item or multiple items in the **Order Qty.** field (Example: 10 cases of Item A and 2 cases of Item B)



Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>	2	D-0096	Virgin Avocado Oil	CASE	0.00	0.00	6 - 8.4oz Bottles		7	Not Yet Ranked	

- 2. You MUST click **Add to Cart** icon at the bottom or top of the page to add the items to your cart before you navigate away from this page. If you do not click **Add to Cart** before navigating away from this page, Agency Express *will not* add them to your cart and will clear the entered desired quantity for that item.



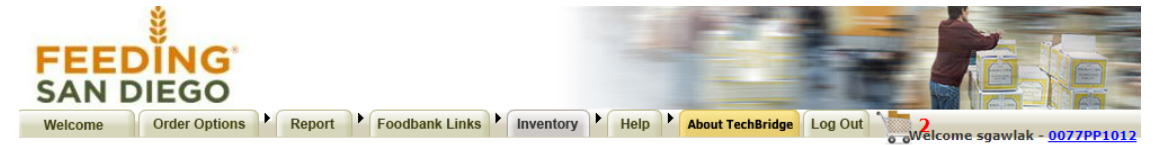
- 3. Once you add to cart, a pop-up window with the words “**Success: Item added to the cart**” will be displayed, confirming the addition of the item(s) to your cart. If “**Error**” appears that means you attempted to order more than the available quantity and it will not be added to your current order.
- 4. **NOTE:** As soon as an item is added to the cart, the number of items is displayed in red next to a shopping cart on the tab line. This number also indicates there is an order in draft status. It has items in the cart, but is not submitted to the Food Bank.



Top-Off Items

The top-off items are not always guaranteed and will be fulfilled if quantities are available. Weights will vary. The top-off items are bread, assorted refrigerated items (ASFD-REF), assorted cold milk (ASFD-MILK). These items can **ONLY** be added when you are on the check-out screen.

- **Bread:** Assortment of bread types (hamburger buns, sandwich bread, bagels, etc)
- **ASFD-REF:** Assorted refrigerated items (dairy, meat, beverages, etc)
- **ASFD-MILK:** Assorted sizes of cold milk (individual sizes, half-gallons, full gallons)



My Appointment

Reference Number: **PO4959695**

Pickup/Delivery Date: Time:

Delivery

Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ',). Anything over 150 characters will be cut off when PO is updated or submitted.)

Shopping Cart Summary

Total Due
\$1.60

Total Line Items
2

Gross Weight
16 lbs

Total Cube Size
0 Cu. Ft.

Estimated Delivery Fee
\$0.00

Shopping Cart

Top Off **Bread** **ASFD-REF** **ASFD-MILK**

[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special	Nutritional Information
<input type="text" value="1"/> Available Qty: [14]	P-0347	1% Milk (8oz) BP	1	CASE	16	1.60	Case	27-8oz Cartons	Dry	0.00		Choose Often
<input type="text" value="1"/> Available Qty: [1]	3	ASFD-MILK	1		0	0.00				0.00		



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Shopping Cart Summary

The Shopping Cart Summary section displays the following statistics of the current order:

- **Total Due:** total product fees that will be charged to your agency for this order
- **Gross Weight:** total gross weight of all items on this order
- **Total Line Items:** total number of unique item numbers on this order
- **Total Cube Size:** total volume of this order
- **Estimated Delivery Fee:** is not calculated through Agency Express. You will need to factor in how much it will cost for the order at \$0.01/lb for dry goods and produce

Shopping Cart Summary	
Total Due	Total Line Items
\$6.40	2
Gross Weight	Total Cube Size
64 lbs	0 Cu. Ft.
	Estimated Delivery Fee
	\$0.00

Checking Out Overview

Once you have finished shopping, you need to review the items in your cart, make any changes, enter a reserved appointment date (Delivery or Pickup) and then submit your cart by clicking **Check Out**. This function is used when you have finished adding product to a new order or you have finished editing an existing order. It is from this page that orders are submitted to the Food Bank.

The Check Out screen consists of three sections:

- **My Appointment:** Your delivery or pick-up information
- **Shopping Cart Summary:** Total Due, Gross Weight, Total Line Items
- **Shopping Cart:** All the items in your shopping cart



My Appointment						Shopping Cart Summary						
Reference Number: P04959695						Total Due \$6.40		Total Line Items 2				
Pickup/Delivery Date: <input type="text"/> Time: <input type="text"/>						Gross Weight 64 lbs		Total Cube Size 0 Cu. Ft.				
Delivery <input type="button" value="v"/>								Estimated Delivery Fee \$0.00				
Comment (Please limit comment to 150 characters, no special characters (&, <, >, *, "). Anything over 150 characters will be cut off when PO is updated or submitted.) <input type="text"/>												






Shopping Cart												
Top Off <input type="button" value="Bread"/> <input type="button" value="ASFD-REF"/> <input type="button" value="ASFD-MILK"/>												
<div><input type="button" value="Print"/> <input type="button" value="Clear Cart"/> <input type="button" value="Continue Shopping"/> <input type="button" value="Update Cart"/> <input type="button" value="Submit Cart"/></div>												
Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special	Nutritional Information
<input type="button" value="x"/> <input type="text" value="4"/> Available Qty. [14]	P-0347	1% Milk (8oz) BP	4	CASE	64	1.60	Case	27-8oz Cartons	Dry	0.00		Choose Often
<input type="button" value="x"/> <input type="text" value="1"/> Available Qty. [1]	3	ASFD-MILK	1		0	0.00				0.00		




Checking Out - Cart Adjustments

To make cart adjustments, change the number in the Order Quantity column or delete an item by clicking on the red circle the “x”. Then click on “Update Cart” to update your order

Shopping Cart

[Print](#)[Clear Cart](#)[Continue Shopping](#)[Update Cart](#)[Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special	Nutritional Information
 <input type="text" value="20"/> Available Qty. [0]	P-24120	Gulf Pacific Long Grain Brown Rice	20	CASE	480	10.85	Case	24 - 1 lb. bags	Dry	0.00		Not Yet Ranked

- **While shopping, available quantities may turn to zero** as other shoppers submit their carts first
- **If zero quantity is available**, click on the red “x” to eliminate the line from appearing on the order, and then click on “**Update Cart**”

Successful Check Out

Once the order is reviewed and finalized you can submit the order:


1. After you click **Submit Cart**, you will be asked if you are sure you want to submit the order, please click on the “**OK**” button to confirm
2. You will then see a pop-up message stating that your order was submitted successfully

sandbox.agencyexpress3.org says:

Order PO178297 was submitted successfully.

Cancel OK

3. **The Shopper will receive a confirmation email** after your order has been acknowledged by the Foodbank. This typically takes about 15 minutes for the email to be sent. Be sure to open the attached order confirmation to know what items were released to your agency and what to expect at time of pick-up or delivery.



www.agencyexpress3.org says
Are you sure you want to submit the order?

OKCancel

g Out
Welcome sgawlak - 0077PP1012

My Appointment

Reference Number: **P04959695**
Pickup/Delivery Date: Time:

Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ',). Anything over 150 characters will be cut off when PO is updated or submitted.)

Shopping Cart Summary

Total Due
\$6.40

Gross Weight
64 lbs

Total Line Items
2


Total Cube Size
0 Cu. Ft.

Estimated Delivery Fee
\$0.00

Shopping Cart

Top Off


Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special	Nutritional Information
<input type="button" value="x"/> <input type="text" value="4"/> Available Qty. [14]	P-0347	1% Milk (8oz) BP	4	CASE	64	1.60	Case	27-8oz Cartons	Dry	0.00		Choose Often
<input type="button" value="x"/> <input type="text" value="1"/> Available Qty. [1]	3	ASFD-MILK	1		0	0.00				0.00		

 **VERIFIED & SECURED**
Verify security





Edit and Cancel Orders


To be permitted to edit your order, the status must be in **Acknowledged** status. Please follow the steps below:

1. **Order Options Tab** and select **Order Management**
2. Select the order and click on the Pencil  icon. This will reopen your shopping cart and allow you to add items to your order as well as adjust the quantities of items you have already submitted
 1. **NOTE:** You must wait **15 minutes** after you have submitted your order before editing is allowed. Reminder to re-submit the cart again!

If for any reason you want to cancel your order, you must follow the steps below:


1. **Order Options** tab then select **Order Management**
2. Click on the red “x”  icon
3. A box will appear, and you must choose a reason, select “**Cancelling Order**” the click **Submit**

Order Management								
<div>1 2</div>								
	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO174717	Ida_Beal	Sent To Foodbank	7.00	\$0.70	02/19/2015		02/18/2015
 	PO174716	Ida_beal2	Draft	1,000.00	\$0.00	02/09/2015		01/29/2015



Order Management Overview

Once you click on the **Order Management** from the drop down list under **Order Options** tab, this page will pull up:



Welcome | Order Options | Report | Foodbank Links | Inventory | Help | About TechBridge | Log Out

From Date:

To Date:

Reference Number:

Search




Show All

Total Orders:
21

Total Weight:
17915 lbs.

Total Amount:
\$978.85

Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
<div></div>	PO4953512	Shae Gawlak	Invoiced	5,725.00	\$107.08	07/31/2023		07/24/2023

You can search for orders or groups of orders by date range or reference number

This box tells you the total number of orders you have placed through Agency Express as well as the total weight and cost for those orders




You can print a copy of your order by clicking the printer icon

To add on to your existing order click the pencil icon. This will reopen your shopping cart and allow you to add items to your order as well adjust the quantities of items you already submitted

Check the status of your order

Order Status Definitions

There are nine order status message options will appear in the status column next to a submitted order:

Order Management								
<div><div>1</div><div>2</div></div>								
	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO174717	Ida_Beal	Sent To Foodbank	7.00	\$0.70	02/19/2015		02/18/2015
 	PO174716	Ida_beal2	Draft	1,000.00	\$0.00	02/09/2015		01/29/2015
								

- **Draft Order:** has been started but not submitted. The grocery cart in the right-hand corner will have a red number next to it.
- **New Order:** indicates that you have successfully created a new order. You may delete the order by click the red “X”
- **Sent to Food Bank:** means the order has been submitted to the Food Bank. No changes to the order can be made while in this status.
- **Acknowledged:** This means that your order has been received by our system. You can delete the order by clicking on the red “X”, or make changes to the order by clicking on the pencil and then clicking **Continue Shopping**. After you submit your cart, it is very important that you come back to the Order Management screen after about 20 minutes to make sure that your order is in the **Acknowledged** mode and not still in **Sent to Foodbank** mode. If your order has not been Acknowledged, there will be no order for you to pick up. You don’t want to drive all the way to the Foodbank and there not be an order. *It is up to you to ensure that your order has been Acknowledged*
- **Released:** the order has been completely processed and can no longer be changed.
- **Editing:** this means you went into an existing order to make changes but you didn't resubmit the cart. You must submit the cart again if you made changes. If you made no changes, you can click Cancel Edit and the order will be restored to the Acknowledged state.
- **Cancelled:** means the order was cancelled by the shopper
- **Rejected:** means the order has been rejected and your Partnership Coordinator will contact you
- **Invoiced:** means the order has been delivered or picked up. You will see every invoice generated on your account since the time your account was authorized to order online.

Invoices

- Invoices **cannot** be found on Agency Express. All invoices and statements are automatically sent to the email address that is on file. A total of two email addresses can receive invoices.
 - If you need to update the email address, you must contact your Partnership Coordinator
 - If you do not see the invoice or in your email inbox you must check your spam/junk folder
 - We recommend that you keep a designated folder for all invoices and statements so that you can track information as needed.
- Orders showing on **Order Management** are to be used only as a recap of the items you have selected. Invoices sent via email should be your main source for accurate charges of all fees including delivery fees
- All invoices will be generated when the food is delivered. The emails will come from: receivables@feedingsandiego.org
- Agencies can pay for invoices multiple ways:
 - **By Check:** when sending in payments you must include your four-digit agency number in the memo. All checks should be sent to the following address:
 - Attn: Finance - Feeding San Diego 9477 Waples St. Ste 100 San Diego, CA 92121
 - **By Clover:** to pay via credit or debit card, an email will be sent to you with a link to make the payment online
 - **By Bill.com:** Agencies need to create an account so payment can be made through ACH. Contact your Partnerships Coordinator if you need assistance



Troubleshooting

Q: Why can't I login?

A: There are a few reasons you could be having difficulty logging into Agency Express. Make sure the credentials you are using to login are being entered correctly. The most common error is users forgetting to include '0077P' at the beginning of the Program Code field. Additionally, it is possible that your agency made changes to its Authorized Agency Express Users list and your Username was deactivated.

Q: What do I do if I am unable to select a date and time to attach to my order?

A: If there are no dates on the calendar at Check Out, contact your Partnership Coordinator

Q: Why are the items I added to my cart not showing on the Checkout page?

A: It is likely that you did not click "Add to Cart" before going to the next page of the order list. If you do not click "Add to Cart" before you move to the next page, Agency Express clears the quantities you entered. Another possibility is that you entered a quantity that exceeds the case limit we have set for that item. Agency Express will not add an item to your shopping cart if your request exceeds the set limit.

Q: How can I change my order after I've submitted it?

A: On Order Management if you see these icons in the first column:

- A red circle with an X - order can be canceled by the shopper.
- A pencil - order can be edited by the shopper.
- After editing an order, click to send the edited order to the food bank. Failure to click means no changes are recorded.
- An order can never be edited once it is in Released status

Troubleshooting

Q: Why doesn't my invoice on Order Management match my invoice sent through email?

A: Orders on Order Management are to be used only as a recap of what items you have selected. Invoices sent via email should be your main source for accurate charges of all fees including delivery fees.

Q: How do I view my invoices each month?

A: Invoices are only sent through email. Only two people can be on the account to receive invoices.

Q: What do I do if I submitted an order, but it does not show up in Order Management?

A: Check to see if the order is still in DRAFT status. If you see a red number next to the grocery cart at the upper righthand corner that means your order is in DRAFT mode. If you do not see this, wait an additional 15 minutes for it to appear. If you still do not see anything, contact your regional representative.

Q: I forgot my password, what should I do?

A: Select forgot password at the login page.

Q: I do not see a delivery for the day I'm scheduled for, what do I do?

A: Contact your Partnership Coordinator and confirm schedule.



Thank you!

