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Welcome to the Agency Express: How to Submit an Order Guide

Thank you for taking the time to review this guide, we hope that it is helpful to you and guides you to place an order successfully. A reminder that all this information will seem overwhelming, and we tried to condense it as much as possible but did not want to leave any important information out. Please take the time to go over this guide carefully. Below are a few reminders to keep in mind:

• All items have a cost associated with them; you will see the cost of each item in the Unit Price row. Food is no longer being given out at no cost.

• For Delivery Fees, there is a $0.01 per pound for the entire order, this is including dry and produce

• Orders must be submitted by the deadline. It is important that orders are submitted by the deadline, if no order is submitted your agency misses the opportunity to receive a delivery and will have to wait until your next standing appointment.

• You will need your login information to Agency Express, if you do not have it, reach out to your Partnership Coordinator.

• All agencies must use Agency Express to submit an order for their standing appointment, if no order is received FSD will assume you are canceling your delivery, and your agency will not receive a delivery. **If you only want produce, an order is still required to be submitted.**

• If you need more information on Agency Express, we highly recommend to review the Agency Express Guide.
Login to the LIVE Agency Express website → https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx

*Remember that the LIVE website will NOT include the word SANDBOX in front of agencyexpress3

**Username** is your first name initial and your last name

**Password** is always change12

**Program Code** will always start with 0077PP followed by your 4-digit agency number

Once you have filled out all the fields, click **Log In**
Activity Status Alert

Once logged in you will see the **Activity Status Alert** pop-up, be sure to read this because it will always have some reminders, updates, or special item descriptions that will help you when shopping.

Once you have read it, you can click close. This will bring you to the Welcome page which we go over further in the **Agency Express Guide**.
You will want to check the scheduler to make sure your standing appointments for delivery are correct and to communicate with your Partnership Coordinator any errors.

You will only need to do this once; you will see all standing appointments for the current month.

*You still must submit an order.

To access the Scheduler:

Go to Order Options found on the top-left of the page under the FSD logo (see image below)

Then select the Scheduler

Your standing appointments will show in the My Appointments section and they are highlighted green, like in the example above – this agency receives a delivery every Tuesday, and they will see the:

- **Date** – Date of delivery
- **Time** – Time of delivery
- **Reference Number** – if they have submitted an order for that standing appointment, there will be a reference number.
- **Standing** – if this is a standing appointment it will have a Y for “yes”
- **Type** – Depends if your agency receives a delivery or picks up at FSD.

FSD does not use this area do not attempt to make your own standing appointments as it will not work, if you wish to reschedule or cancel, reach out to your Partnership Coordinator, for any changes to your schedule.

If standing appointments look correct, move on to the next step and be ready to shop.
Now that you have checked that your standing appointments are correct, it is time to shop and pick from our inventory what you wish to receive in your upcoming delivery – even if you want ONLY produce, you must submit an order for that.

The shopping list is our inventory and what we have available for agencies to purchase. You will notice that each item has its own information regarding pack size, unit price, and how much is available to you. All this information is important for you to review as it will determine not only what you will receive but how much you will pay.

To access the shopping list:

Click on Order Options found on the top-left of the page under the FSD logo.

Select the Shopping List.

Select the Items you want then click Add to Cart – On the next slide we review an example item. If you wish to check out, go to slide 9.

Add to Cart before moving on to the second page. Remember to do this when moving from page to page.
### Item Review

**Available Qty.** is the quantity that is available to you, this is the maximum amount you can add to your order.

- The Unit of Measure (UOM) is related to how this item is packed, it could be a BOX, CASE and sometimes it will say LB or EACH. For LB you will want to enter a qty. of 1 as this is sent out depending on your household delivery number. EACH is for an entire pallet.

<table>
<thead>
<tr>
<th>Order Qty</th>
<th>Available Qty.</th>
<th>Item No.</th>
<th>Description</th>
<th>UOM</th>
<th>Unit Price</th>
<th>VAP Fee</th>
<th>Pack Size</th>
<th>Feature Type</th>
<th>Gross Weight</th>
<th>Nutritional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>D-0764</td>
<td>Instant Oats, Vanilla Almond BP</td>
<td>BOX</td>
<td>0.60</td>
<td>0.00</td>
<td>12-2.18oz</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Item No.** is the unique number of the item. You will notice there are items that start with a D and P. D-Items will have a lower cost than P-Items. Clicking on this number will open a pop-up window that will give you more information regarding the item, see the left example picture.

- **Ex:** If you want 10 cases, enter 10 in the space provided.

**Gross Weight** (in pounds) The weight of one unit of the item.

**Pack Size** is the size and number of items included in each unit. This section can also help you determine how much product to order. Ex: you serve 150HH and each case has 12 cans per case and you want to provide each HH 1 can then you would order 13 cases.

**VPA Fee** is the value-added processing fee.

**Favorite** will allow you to designate an item as a favorite.

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This window will pop up if you select Item No. – Not all information will be updated as most item details are provided within the line item. Some items will have more information regarding Expiration Dates and sometimes include pictures.
Produce Hold Item Line & Other Hold Item Lines

If you would only like to receive produce OR include produce in your order, you must include the Produce Hold item line. Just add a 1 to your Order QTY. This will alert our Order Fulfillment team that you wish to receive produce.

You will get 4 types of produce at 4lbs per household of each type. If you wish to know this household number reach out to your Partnership Coordinator. Produce such as melons watermelons, cabbage, etc. are weighed by how many are in tote/case.

There are more Hold items, such as the ones listed below. ASFD are assorted items, these are donated items that come through the front doors of FSD. These items are based on availability. If anything is refrigerated or frozen and you do not have the capacity to hold these items, please do not add them to your cart. Just add a 1 to your Order QTY.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Description</th>
<th>Available?</th>
</tr>
</thead>
<tbody>
<tr>
<td>D-0789</td>
<td>ASFD-DRY held based on availability</td>
<td>Available</td>
</tr>
<tr>
<td>D-0788</td>
<td>ASFD-FRZN held based on availability</td>
<td>Available</td>
</tr>
<tr>
<td>D-0786</td>
<td>ASFD-MILK held based on availability</td>
<td>Available</td>
</tr>
<tr>
<td>D-0790</td>
<td>ASFD-NONFOOD held based on availability</td>
<td>Available</td>
</tr>
<tr>
<td>D-0787</td>
<td>ASFD-REF held based on availability</td>
<td>Available</td>
</tr>
<tr>
<td>D-0791</td>
<td>BREAD held based on availability</td>
<td>Available</td>
</tr>
</tbody>
</table>

- **ASFD-DRY** is assorted dry food, this can be grains, cans, snacks, condiments, or anything that can be stored in a pantry.
- **ASFD-FRZN** is assorted frozen food, anything that needs to be frozen.
- **ASFD-MILK** is assorted milk
- **ASFD-NONFOOD** is assorted non-food items. Sometimes at FSD, we get donations that are not food. EX. We got a donation of travel-size body lotion as well as a pallet of paper plates. These items are not often available, Keep an eye on the Activity Status Alert pop-up for whenever we have this available.
- **ASFD-REF** assorted refrigerated items
- **BREAD** is assorted bread; you will get one item per household.
Check Out

Once you have all the items you wish in your shopping cart, you are now ready to check out. From the shopping list, you will see the check and pen icon that says Check Out (see example below).

Click the Check Out icon to go to your Shopping Cart.
The checkout page will take you to your shipping cart. You will see the Shopping Cart on the top-right side of the page, it will display how many line items you currently have in your cart in **red**.

### My Appointment

**Reference Number:** PO5083571

This section will have the delivery details such as the time and date of delivery and any comments you wish to share with the Order Fulfillment team. We will review this in the next slide. **Slide 12.**

### Shopping Cart Summary

- **Total Due:** This is totaling the Unit Price – this will not include the produce and the $0.03/lb.
- **Total Line Items:** Total number of line items
- **Gross Weight:** This is totaling the weight – this will not include the produce and any ASFD or Rescued product.
- **Total Cube Size:** This is a disabled function.
- **Estimated Delivery Fee:** This is a disabled function.

### Shopping Cart

The **Shopping Cart** section will have all the items you would like to purchase, the quantity of UOM (CASE, BOX, or EACH) and you can update, clear, or submit your cart through this page.
Before submitting your order, you need to fill in the date and time of your delivery, you won’t be able to submit your order without this information.

Click on the calendar icon to open the calendar, you will see that your delivery date will be highlighted in green for you to choose. Click on the date highlighted in green, this will auto-fill the Date: field.

If you do not see your delivery day in green, and you are trying to submit an order during the appropriate time, reach out to your Partnership Coordinator, they will be able to help you.

Now choose the time. Click the clock icon, this will open only one available time for you to choose. Select the time by clicking on the left-side white circle this time will auto-populate on the Time: field.
Once the date and time have been filled out and you have checked that your shopping list looks correct – you can now click Submit Cart. You will see a pop-up that will say you have successfully submitted the cart.

Be sure to review this pop-up as it will have any information regarding your order such as any errors found. If any errors are found be sure to correct them.

IF submitted successfully, you will be redirected to the Order Management page. If you want to know what the status of your order means, go to the Agency Express Guide.

IF there are any errors found and you are unable to submit your order, check the pop-up window as it will tell you what errors it found. A few examples are: No date and time of delivery submitted, unavailable item etc.

Email AND call your Partnership Coordinator if you are unable to submit your cart.
If you have submitted an order and you wish to edit it, you can ONLY edit it between the time before your order is due, if the order is open and edited past the due date and time, the order will be marked as late, and the system will not allow you to submit the order.

**Step 1.** Go to the **Order Management** page

**Step 2.** Go to the order you just submitted and wish to edit – you will notice there is a red circle and a pencil icon – this means this order can be deleted and canceled.

**Step 3.** When you click on the pencil icon, you will get a pop-up like the one pictured on the left. Click OK.

This will open the order and you can make edits – we review this further in the next slide.
Step 4. Start by updating your cart from the current items you have by increasing/decreasing or deleting item lines.

Step 5. Click on Update Cart.

If you do not wish to delete or update any items but would like to add more items from the shopping list, skip steps 4 & 5 and go to step 6.

Step 6. Click Continue Shopping – this will bring you back to the Shopping List, add items you wish, and click Check Out from the Shopping List.

Deleting an Item – click on the red circle with an x.

Updating the number of items from your current list – in the Order Qty. field update the number of items you wish to purchase.

EX: I only want 50 cases of Item D-0372 Cereal instead of 100 – update it to 50.

Step 7. Once you have updated your Shopping Cart, click Update Cart.

Step 8. Click Submit Cart.

You will be redirected to the Order Management page – make sure to check the status, it should be in the Sent to Food Bank status, and within 1 hour it should come back to the Acknowledge status. If not, reach out to your Partnership Coordinator for them to assist you.

Please do not wait until the submit by day to edit an order – This will allow your Partnership Coordinator to assist you in a timely manner if you encounter any errors.