

Agency Express: Frequently Asked Questions

Q: I have a scheduled delivery already, do I still have to submit an order through Agency Express?

A: YES. All Agencies must submit an order through Agency Express to receive a delivery. In the past, the Partnerships Coordinators have placed orders on your behalf, we are no longer able to do this because of the way Agency Express is set up. You will not receive a delivery on your scheduled day if no order is submitted.

Q: I receive a delivery on the 2nd and 4th Wednesday of every month, will my delivery days stay the same?

A: YES. We set up standing appointments for you and they are the same. If you wish to reschedule a day, you must let your Partnerships Coordinator know a week in advance. The transportation team needs to plan their route ahead of time.

Date	Time	Reference Number	Standing	Type
9/29/2023	09:00 AM		Y	Delivery
9/22/2023	09:00 AM		Y	Delivery
9/15/2023	09:00 AM	PO5013119	N	Delivery

In Agency Express you can check and make sure your standing appointments are correct by clicking on the **Order Options Tab** and then selecting the **Scheduler** from the drop-down menu, you will see the example here, this agency has a delivery every Friday, their 9/15 order has been submitted and are scheduled for the next two Fridays left in the month. These standing appointments are set up by your coordinator and can only be updated by them. Reach out to them if you wish to reschedule a day.

Q: I need to reschedule. Can I reschedule any time I want through Agency Express?

A: No. However, you can reschedule by letting your coordinator know a week in advance. The transportation team needs to plan their route ahead of time.

Q: What if I don't place my order on time?

A: You will not receive a delivery. Unfortunately, because of the way Agency Express is set up, it won't allow us to submit orders past the deadline. It is important to keep in mind the day you can start your order and when it must be submitted.

Q: I will be out of town during the time frame that I am supposed to place my order, can I submit it sooner or can you submit it for me?

A: No. Orders cannot be submitted weeks in advance. Unfortunately, because of the limited space in our warehouse orders cannot be stored. We suggest you train an additional person to place these orders for you. Your partnership coordinator can help with training an additional person by providing you with the right resources and adding an additional user to your Agency Express account.

Q: How am I supposed to know when to start placing my order?

A: You can start placing your order a week prior to your delivery day (including weekends) and must be submitted 2 ½ business days before your delivery day. See the table below for order submission deadlines:

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

Q: Will I receive an email reminder to submit my order?

A: Yes, BUT only until October 20th, 2023. After this time, you must remember when to place your order.

Q: Is food still free?

A: No. As we have stated in the past, **dry items will no longer be free**, they all come with a unit fee with the additional delivery fee. Produce has only a delivery fee associated with it.

Item No.	Description	Order Qty.	Accepted Qty.	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Nutritional Information
D-0660	Produce Hold	1	0	CASE	0	0.00				0.00	Not Yet Ranked
P-0241	Garbanzo Beans, Low Sodium (15oz)	3	3	CASE	81	21.58		24 - 15oz Cans		0.00	Choose Often
P-01070	Beans, Pinto, Dry	3	3	CASE	7	22.14		24 - 16 ba		0.00	Choose Often
D-0737	Fruit Cups, Mandarin Oranges	3	3					24 4oz Cu (96		0.00	Choose Rarely

In this example we are on the Shopping Cart in Agency Express: you can see that for Item P-0241 Garbanzo Beans, each case has 24 - 15oz CANS, it is sold per case, and each case costs \$21.58.

Q: Are delivery fees still \$40?

A: No. The delivery fees will now be replaced with the **\$0.01 per pound** for the order's overall weight. There is a minimum delivery fee of \$25 and a \$125 maximum delivery fee.

Q: Are agencies expected to pay a membership fee on top of the food cost?

A: No. Membership fees ended in July 2023. However, if you still owe it, you are still expected to pay it. Membership Fees started in January of 2023 and it was a one-time payment.

Q: I ONLY want produce, do I still have to submit an order?

A: Yes. If your agency only receives produce or would only like to receive produce, there is a **Produce Hold Item** line that you submit a quantity of one (see *example below*) This will let our warehouse team know to add produce to your order.

<input type="text" value="1"/>	1	D-0660	Produce Hold Item used to request produce	CASE	0.00	0.00				1	Not Yet Ranked	<input type="checkbox"/>
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Q: How much and what type of produce will we get?

A: The same amount you have been receiving in the past, the type will vary. We are going based on the household numbers we have in our system. You will get 4 types at 4lbs per household.

Q: My Agency can't afford this. What do you suggest we order?

A: Produce does not have a cost associated, other than the delivery fee. Another idea is to look for D item numbers. See example below:

For item D-0737 you get 24 / 4 - 4oz cups at \$2.50 per case, this means that each 4-pack costs \$0.10

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>	7	D-0737	Fruit Cups, Mandarin Oranges	CASE	2.50	0.00	24/4-4oz Cups (96 total cups)		25	Choose Rarely	<input type="checkbox"/>

Another idea is to look for **Top Off** options when checking out, just like produce there is only a delivery fee cost associated with this item.

Shopping Cart

Top Off Bread ASFD-REF ASFD-MIL

And finally, **Food Rescue** reach out to your Partnership Coordinator if you would like to learn more about how you can be a part of this program.

Q: What does ASFD mean?

A: Assorted Food Product. This is food product that comes to FSD as a donation. Typically, this means that it is a randomized product.


Q: How will I know if I am a member program or an agency?



A: With your FSD Agreement. If you have a member program agreement or if you have an agency agreement. If you do not have a copy of this, reach out to your coordinator.

Q: I already submitted my order, but I need to change it, can I edit my order?

A: Yes, you can edit your order if the order is opened to be edited. Below are the steps on how to access your order and edit it through Agency Express.



Sign in to [Agency Express](#) then click on the **Order Options** tab. You will see a drop-down menu, then click on **Order Management**. This will bring you to your current orders as well as a record of past orders. Go to your most recent order and if it is possible to edit your order, you will see a  pencil icon, click on it and this will open the order to edit. **NOTE: You cannot edit the order past the deadline. Even though you will be able to edit it, the system will not allow you to submit it.**

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
 	PO5017213	Melodee Takasugi	Acknowledged	1.00	\$0.00	09/21/2023		09/14/2023

Q: How can I estimate the delivery fee?

A: Unfortunately, if you are requesting produce, we cannot calculate the total weight through Agency Express. However, look through past invoices. The same pounds of produce will be sent to you unless you request an increase.

When in the shopping cart, you will see the shopping cart summary to your right. Add the Gross Weight plus the estimated pounds received in previous deliveries (use past invoices) and multiply it by .01 (cost per pound). **NOTE: This will only help you estimate the delivery fee.**

Shopping Cart Summary

Total Due	\$797.95	Total Line Items	4
Gross Weight	1223 lbs	Total Cube Size	0 Cu. Ft.
		Estimated Delivery Fee	\$0.00

Q: I can't log in, please help.

A: Your coordinator should have shared this information with you, however, if you don't have it or can't find it, reach out to your coordinator so they can share your login information with you.

If you have all your information but get **Login Failed. Please try again.** Make sure the following information is correct.

The username is your first name initial and your last name.

The password is *change12* – lowercase and no spaces.

Program Code: 0077PP1234 – this is a combination of 0077PP + your 4-digit agency number.

Q: What is my agency number?

A: You can find your agency number in past invoices.

AGENCYExpress®

Login

User Name:

RCASTRO

Password:

change12

[Forgot Password?](#)

Program Code:

0077PP1518

[Forgot Program Code?](#)

Remember me next time.

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

0077PP must be included in front of your 4-digit agency number