



Agency Express:  
How to Submit an Order  
Guide

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

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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](#)

# Log In

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

**FEEDING AMERICA**

**AGENCYExpress®**

**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**

**TechBridge®**  
Delivering technology, driving change.

**About TechBridge**

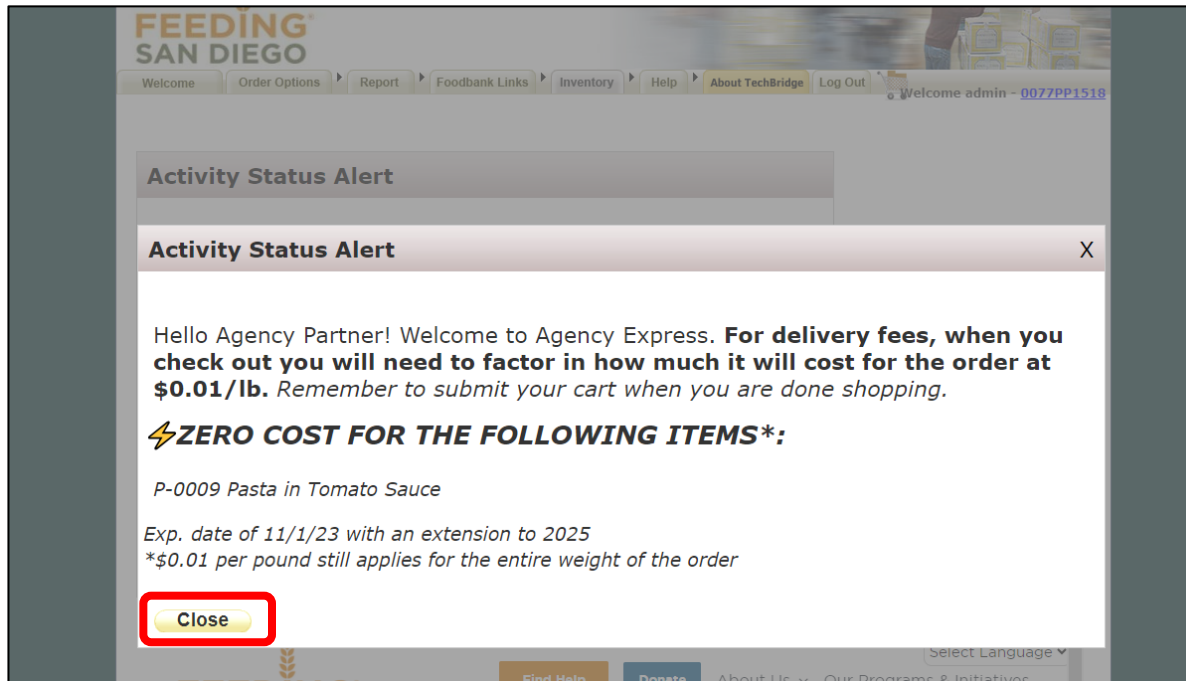
TechBridge breaks the cycle of generational poverty through the innovative use of technology to transform nonprofit and community impact.

**About Feeding America**

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.



The screenshot shows the Feeding San Diego website interface. At the top, there is a navigation bar with links: Welcome, Order Options, Report, Foodbank Links, Inventory, Help, About TechBridge, and Log Out. A user is logged in as 'admin - 0077PP1518'. A pop-up window titled 'Activity Status Alert' is displayed in the center. The pop-up contains the following text: 'Hello Agency Partner! Welcome to Agency Express. **For delivery fees, when you check out you will need to factor in how much it will cost for the order at \$0.01/lb.** Remember to submit your cart when you are done shopping.' Below this, it says '⚡ZERO COST FOR THE FOLLOWING ITEMS\*:' followed by 'P-0009 Pasta in Tomato Sauce' and 'Exp. date of 11/1/23 with an extension to 2025'. A note states '\*\$0.01 per pound still applies for the entire weight of the order'. At the bottom of the pop-up is a 'Close' button, which is highlighted with a red rectangle.

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**.

# Scheduler – My Standing Appointments

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](#)



If standing appointments look correct, move on to the next step and be ready to shop.

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.

### Scheduler

Pickup / Delivery:  Date:  Time:

### My Appointments

Date	Time	Reference Number	Standing	Type
11/28/2023	12:00 PM		Y	Delivery
11/21/2023	12:00 PM		Y	Delivery
11/14/2023	12:00 PM		Y	Delivery
11/7/2023	12:00 PM		Y	Delivery
10/31/2023	12:00 PM		Y	Delivery
10/24/2023	12:00 PM	PO5062413	Y	Delivery

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.

# Shopping List

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.

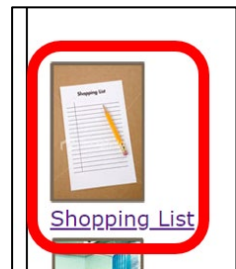
The shopping list is our inventory and what we have available for agencies to purchase. You will notice that each item has its own information regarding pack size, unit price, and how much is available to you. All this information is important for you to review as it will determine not only what you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

To access the shopping list:

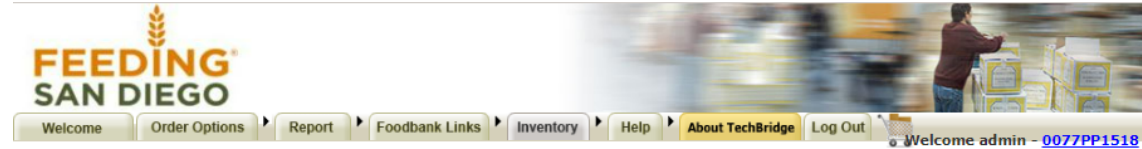
Click on **Order Options** found on the top-left of the page under the FSD logo



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



Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>	47	<a href="#">D-0230</a>	ASFD Beverages Assorted	CASE	2.00	0.00	20 Units Per Case		20	Assorted Not Ranked	<input type="checkbox"/>
<input type="text"/>	88	<a href="#">D-0212</a>	ASFD Snacks Assorted	CASE	0.00	0.00	20 Units Per Case		10	Assorted Not Ranked	<input type="checkbox"/>
<input type="text"/>	1	<a href="#">D-0789</a>	ASFD-DRY Hold Based On Availability	CASE	0.00	0.00			1	Choose Often	<input type="checkbox"/>
<input type="text"/>	1	<a href="#">D-0788</a>	ASFD-FRZN Hold Based On Availability	CASE	0.00	0.00			1	Choose Often	<input type="checkbox"/>

**!**  
**Add to Cart** before moving on to the second page. Remember to do this when moving from page to page.

# Item Review

**Item Detail : D-0764**

<b>Gross Weight.</b> 6	<b>Item Name</b> Instant Oats, Vanilla Almond BP   Microwaveable	<b>Handling Req.</b> Dry
<b>Extra Info.</b> NA		<b>Pack Size</b> 12-2.18oz
<b>Category</b> Grain		<b>Price per Unit</b> 0.60
<b>Food Source</b> DONATED		<b>Cube Size</b> 0
<b>VAP Fee</b> 0.00		<b>Packaging Type</b> Box
<b>Unit of Measure</b> BOX		<b>People Served</b> 0
<b>Price per Pound</b> 0.10		<b>Cost per person</b> NA

[Close](#)

↑  
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.

**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.

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

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

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
<input type="text"/>	50	<a href="#">D-0764</a>	Instant Oats, Vanilla Almond BP   Microwaveable	BOX	0.60	0.00	12-2.18oz		6	Choose Sometimes	<input type="checkbox"/>

**Order Qty.** is for you to submit the amount you want for this item.  
Ex: If you want 10 cases, enter 10 in the space provided

**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.*

The **Unit Price** is the price per [UOM](#) – in this example, it is \$0.60 per BOX

**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.

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





# 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.

<input type="checkbox"/>	1	<a href="#">D-0660</a>	Produce Hold Based On Availability	CASE	0.00	0.00			1	Choose Often	★
--------------------------	---	------------------------	------------------------------------	------	------	------	--	--	---	--------------	---

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.

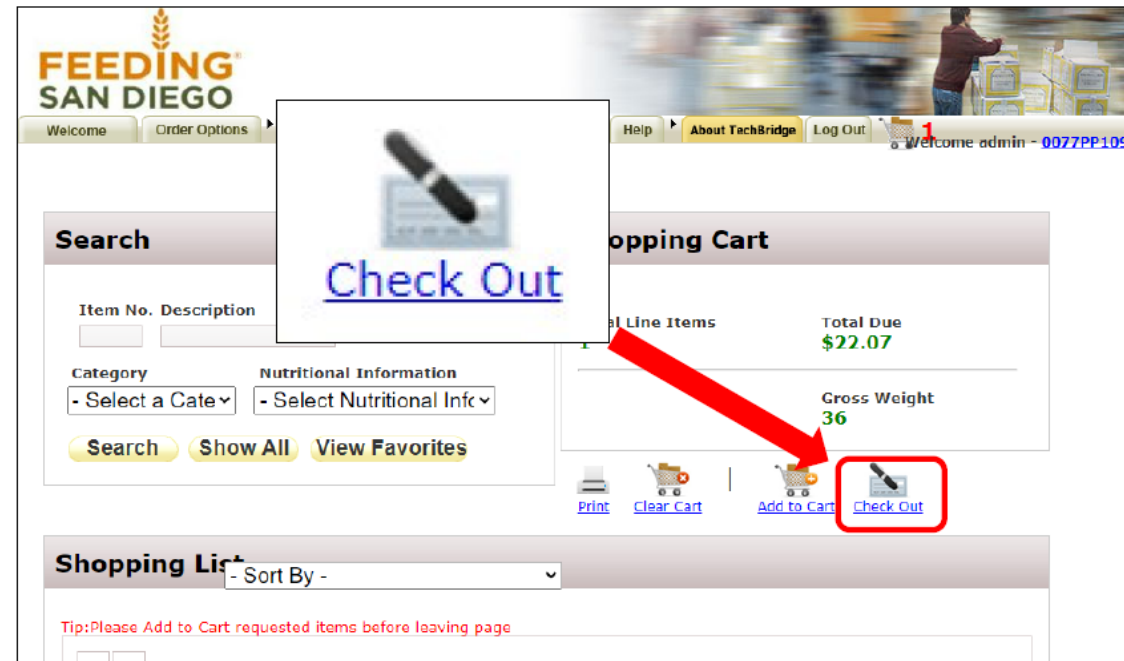
<u>Item No.</u>	<u>Description</u>
<a href="#">D-0789</a>	ASFD-DRY Hold Based On Availability
<a href="#">D-0788</a>	ASFD-FRZN Hold Based On Availability
<a href="#">D-0786</a>	ASFD-MILK Hold Based On Availability
<a href="#">D-0790</a>	ASFD-NON FOOD Hold Based On Availability
<a href="#">D-0787</a>	ASFD-REF Hold Based On Availability
<a href="#">D-0791</a>	BREAD Hold Based On Availability

- ➔ 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

# Check Out – 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.*

### My Appointment

Reference Number: **PO5083571**

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

<b>Total Due</b> <b>\$19.20</b>	<b>Total Line Items</b> <b>4</b>
<b>Gross Weight</b> <b>194 lbs</b>	<b>Total Cube Size</b> <b>0 Cu. Ft.</b>
	<b>Estimated Delivery Fee</b> <b>\$0.00</b>

### Shopping Cart Summary

<b>Total Due</b> This is totaling the <b>Unit Price</b> – this will not include the produce and the \$0.01/lb.	<b>Total Line Items</b> Total number of line items
<b>Gross Weight</b> This is totaling the weight– this will not include the produce and any ASFD or Rescued product.	<b>Total Cube Size</b> <b>This is a disabled function.</b>
	<b>Estimated Delivery Fee</b> <b>This is a disabled function.</b>

### Shopping Cart

Top Off

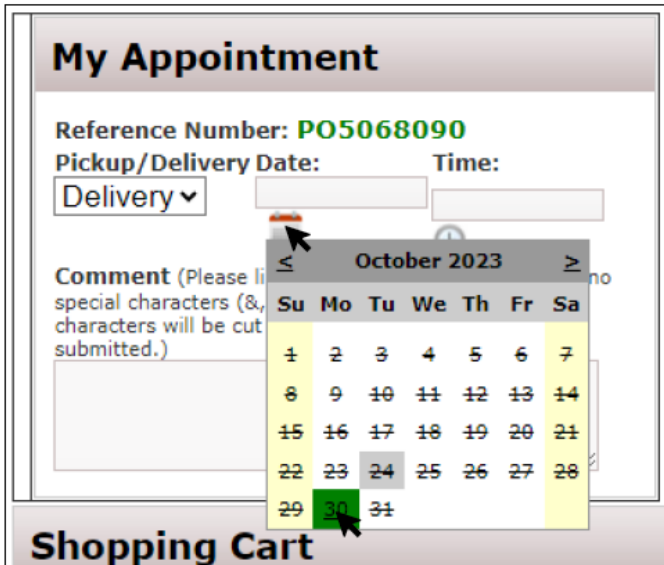
[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

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. [1]	<a href="#">D-0789</a>	ASFD-DRY Hold Based On Availability	1	CASE	1	0.00	Case		Dry	0.00		Choose Often
<input type="text" value="7"/> Available Qty. [7]	<a href="#">D-0765</a>	Applesauce	7	BOX	42	0.60	Box	4/12-3.2oz (48 Units)	Dry	0.00		Choose Sometimes
<input type="text" value="1"/> Available Qty. [1]	<a href="#">D-0385</a>	Big Lots-Dry Goods	1	EACH	150	15.00	Shipper Display	Up to 150 HHs= 1 pallet	Dry	0.00		Assorted Not Ranked
<input type="text" value="1"/> Available Qty. [1]	<a href="#">D-0660</a>	Produce Hold Based On Availability	1	CASE	1	0.00	Case		Dry	0.00		Choose Often

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.

# Check Out – Shopping Cart Cont.

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.



**My Appointment**

Reference Number: **PO5068090**

Pickup/Delivery Date:  Time:


Delivery

Comment (Please limit comment to 255 characters. Special characters (&, <, >, ", ') will be cut off when PO is submitted.)


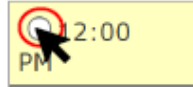
Shopping Cart

October 2023

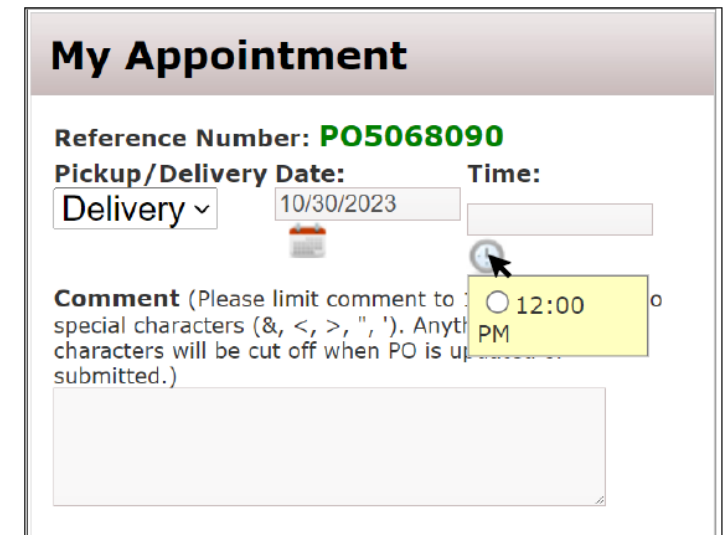
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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.



**My Appointment**

Reference Number: **PO5068090**

Pickup/Delivery Date:  Time:

Delivery  10/30/2023

Comment (Please limit comment to 255 characters. Special characters (&, <, >, ", ') will be cut off when PO is submitted.)

12:00 PM

# Submit Cart

**FEEDING SAN DIEGO**

Welcome | Order Options | Report | Foodbank Links | Inventory | Help | About TechBridge | Log Out | Welcome admin - 0077PP1097

### My Appointment

Reference Number: **PO5064159**

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: **\$109.97**

Gross Weight: **158 lbs**

Total Line Items: **4**

Total Cube Size: **0 Cu. Ft.**

Estimated Delivery Fee: **\$0.00**

### Shopping Cart

Top Off **Bread** ASFD-REF A

[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
1	D-0560	Produce Hold Item used to request produce	1	CASE	1	0.00	Case		Dry	0.00		Choose Often
1	D-0479	Rescued Frozen Grocery	1	LB	1	0.00	Case	Assorted Food Rescue	Frozen Food	0.00		Assorted Not Ranked
5	P-12012	Rice, White	5	CASE	120	17.58	Case	24-16oz bags	Dry	0.00		Choose Sometimes
1	P-0487	Enchilada Sauce	1	CASE	36	22.07	Case	24-28oz Cans	Dry	0.00		Unranked

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.

# Editing a Submitted Order

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.

  	PO182972	Linda Dermody	Acknowledged	5,924.00	\$3,324.76	09/12/2023		09/05/2023
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sandbox.agencyexpress3.org says

You are editing a submitted order. All changes are subject to foodbank approval. Please remember to \*\*\*SUBMIT\*\*\* the order once you have completed your changes.

OK

**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

# Editing a Submitted Order (Cont.)

**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.

### My Appointment

Reference Number: **PO182972**  
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: **\$3,324.76**  
Total Line Items: **7**  
Gross Weight: **5924 lbs**  
Total Cube Size: **0 Cu. Ft.**  
Estimated Delivery Fee: **\$0.00**  
[Cancel Ed](#)

### Shopping Cart

Top Off [Produce](#)

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

Order Qty	Item No.	Description	Quantity
<input type="text" value="100"/> Available Qty. [100]	<a href="#">D-0372</a>	Cereal	100
<input type="text" value="38"/> Available Qty. [38]	<a href="#">D-0191</a>	Cheese, Shredded	38
<input type="text" value="100"/> Available Qty. [100]	<a href="#">P-0231</a>	Chili Beans w/ Chicken	100
<input type="text" value="38"/> Available Qty. [38]	<a href="#">P-0417</a>	Diced Tomatoes, Fire Roasted	38
<input type="text" value="38"/> Available Qty. [38]	<a href="#">P-0173</a>	EZO, Beef Ravioli	38
<input type="text" value="38"/> Available Qty. [38]	<a href="#">P-0185</a>	Rice, White	38
<input type="text" value="1"/> Available Qty. [1]	<a href="#">D-0357</a>	Tomatoes, Crushed	1

**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