Attention Partner Agency,

We have great news! Your agency can soon begin to schedule your Market Place appointments on Agency Express 3. Please review the Agency Express Shoppers Guide to familiarize yourself with the *new* pre-reservation process, as it will change the way your agency submits your orders moving forward.

Thank you,

Carlea Milton-Sturdivant
Agency Relations Manager

**SCHEDULING MODELS - PRE-RESERVATION**

There are two primary ways that food banks manage the agency appointments. These are the Pre-reservation model and the Open model. While shopping is the same under the two models the shopping process begins differently.

Under Pre-reservation model, the food bank establishes standing appointments and assigns them to the agency. These appointments are set up in Ceres and sent to Agency Express. The food bank may make open appointments available for the agency as well.

Under the Pre-reservaton model the shopper starts with the **Scheduler**, accessing it from **Order Options ➔ Scheduler**. Once in that screen, he/she sees any available appointments.
If there are only Standing Appointments available, they appear in the **Scheduler** in green rows:

![Scheduler Image]

If there are Standing and Open Appointments, the Standing Appointments are listed in rows, and above the rows under the Scheduler banner, Open Appointments show on the calendar in gold. If there are both Standing and Open Appointments on the same day, the date on the calendar will be blue.

Once the shopper sees available appointments he/she selects the Date, chooses a Time from the pop-up, and clicks **<Reserve>**.

Once successfully completed, the **reserved** date and time will appear on the **My Appointments** grid.
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