

Agency Express Tutorial



CFBNJ
COMMUNITY
FOODBANK
OF NEW JERSEY

-
- Creating a Pickup or Delivery order
 - Accepting and editing your Government Allocation

1. Go to www.agencyexpress3.org

FEEDING AMERICA

AGENCYExpress®

Login

User Name:
DJENDREK

Password:
***** [Forgot Password?](#)

Program Code:
0058PA0183-03 [Forgot Program Code?](#)

Remember me next time.

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

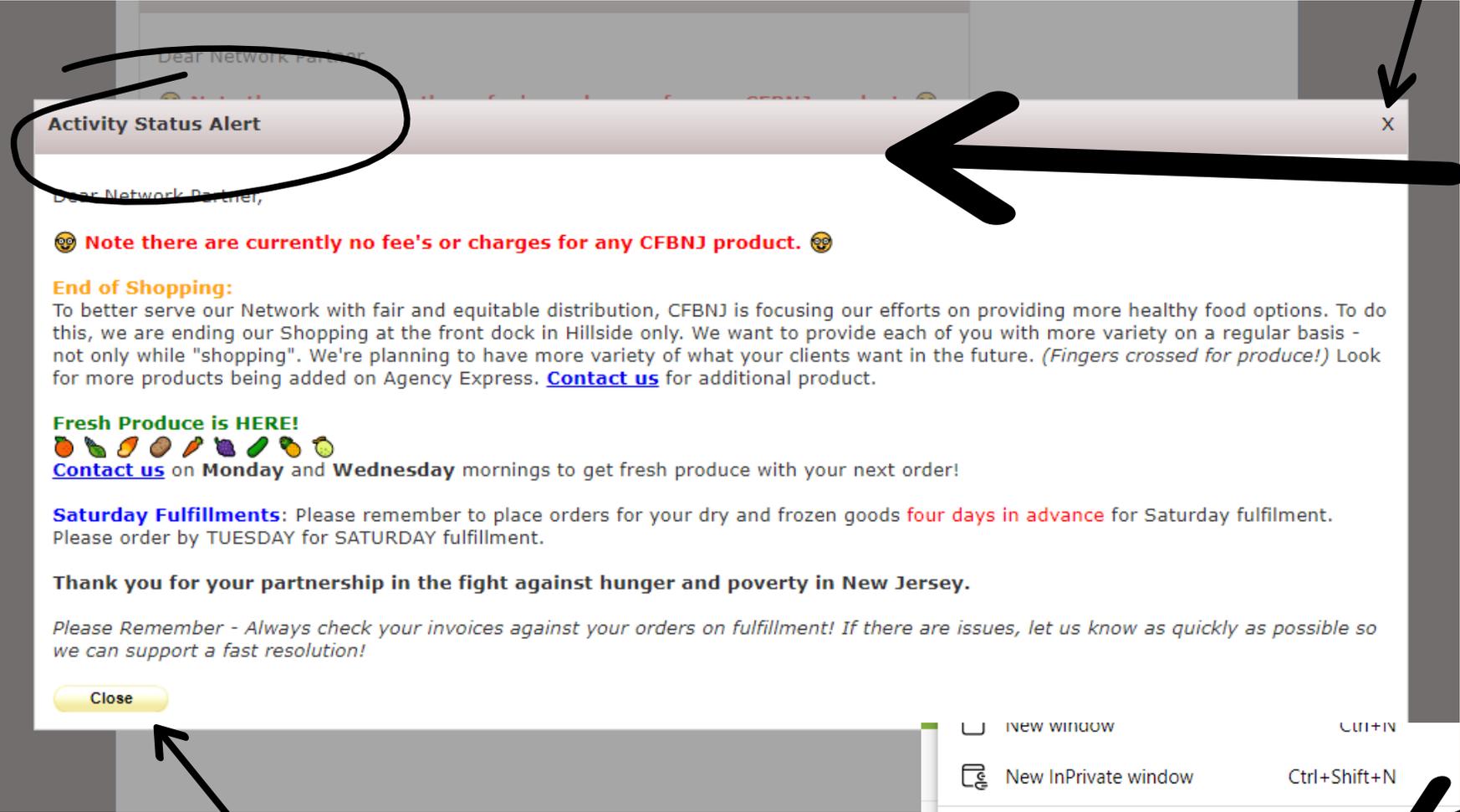
Log In

User Name: First letter of your first name followed by your last name (some agencies may also have a number after their name). For example, my user name is: DJendrek

Password: Provided after attending training (Suggestion: do not change your password)

Program Code: 0058P followed by your agency number. For example, my agency number is A0183-03 (contact us if you don't know your #)
my program code is: 0058PA0183-03

2. Read Activity Status Alert



Pop up notification:
Activity Status Alert
This has announcements
that change.

If you can't close this pop-up notification, go to your menu and zoom out on your webpage screen

Select **Close** in bottom left or **X** in top right to close



3. Schedule your appointment

Agency Express requires you to schedule your appointment before you place your order. This is as if you're "ordering" your appointment time.

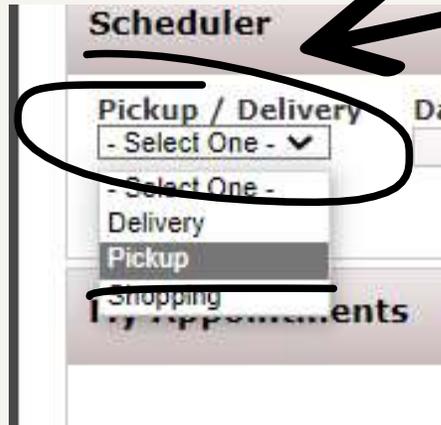


Go to **Order Options** and select **Scheduler**

3. Select type of appointment, date, and time

* Shopping is CLOSED and cannot be selected

Select Pickup or Delivery



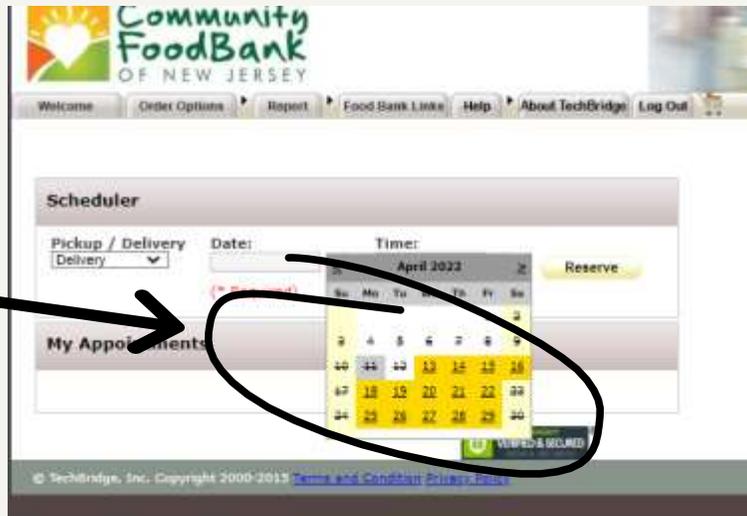
Pickup ONLY:

- Select Date and Time
- This is NOT your confirmed time
- This is your confirmed Date
- CFBNJ will choose the earliest out of your timeslots
- CFBNJ will call you the day before to confirm your Pickup time

Delivery ONLY:

- Only select a delivery if you are a confirmed agency partner on our Delivery Calendar. If you're unsure, or would like to be added, please call us
- Select Date and Time
- This is NOT your confirmed time. This is only your confirmed Date.
- **CFBNJ will call you with a time range**

Select Date



Select Time

3. Continued: Select type of appointment, date, and time

If you're **placing multiple orders**, you must schedule all your appointments during this step

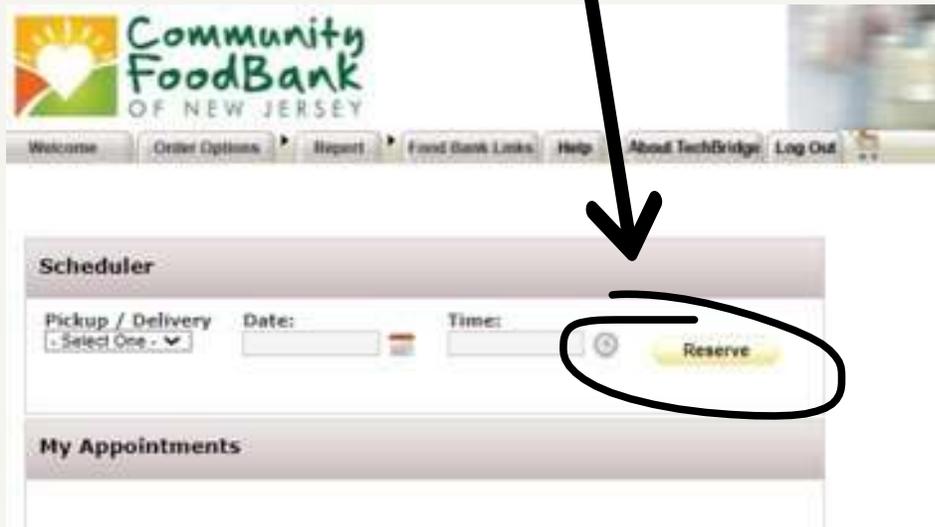
Pickup ONLY:

- Appointments should be scheduled 30 minutes apart
- NOTE: this step is just for our system. Everything will be pickup or delivered the 1st time slot selected

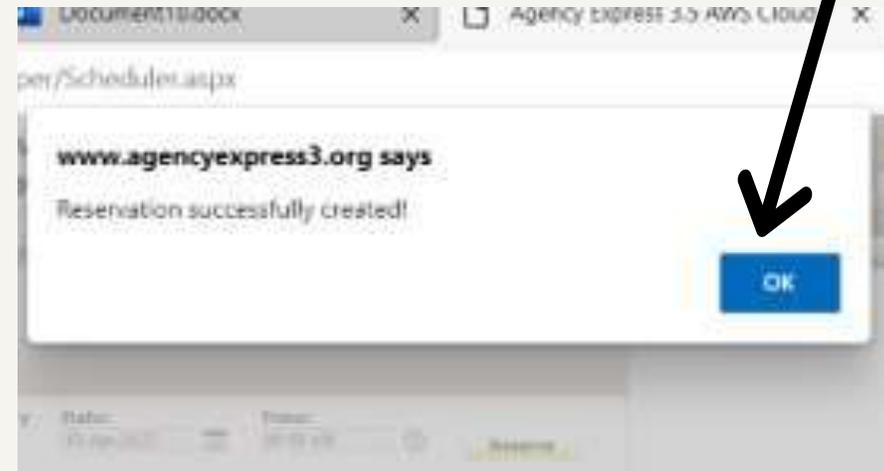
Delivery ONLY:

- Appointments should be scheduled 1 hour apart for delivery

Select **Reserve**



You will receive a pop-up notification that your Reservation/Appointment is successful. When you're done, click OK.



4. Select your items



Select **Shopping List**

Type in the quantity of the item you are ordering.

Community FoodBank OF NEW JERSEY

Welcome ASTEWART - 0058PA2673-01

Search

Item No. Description

Category

Feature Type Handling Req. Desc. Code 2 Food Source

Shopping Cart

Total Line Items: 0, Total Due: \$0.00, Gross Weight: 0

Shopping List

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	9	D13664	Bacon, Pork, Hickory Sage	CS	0.00	0.00	10/5.5 oz		4	<input type="checkbox"/>
<input type="text"/>	32	P01354	COOP Apple Juice GV008	CS	14.10	0.00	8/64 oz		37	<input type="checkbox"/>
<input type="text"/>	752	P01345	COOP Applesauce GV008	CS	22.47	0.00	24/15 oz		26	<input type="checkbox"/>
<input type="text"/>	36	P01362	COOP Beans, Vegetarian GV008	CS	15.99	0.00	24/300 cans		26	<input type="checkbox"/>
<input type="text"/>	32	P01328	COOP Beef Stew GV008	CS	11.00	0.00	12/15 oz		13	<input type="checkbox"/>
<input type="text"/>	88	P01351	COOP Beans GV008	CS	16.94	0.00	24/15 oz		26	<input type="checkbox"/>

5. Update Cart

My Appointment

Reference Number: **PO4444028**
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.)

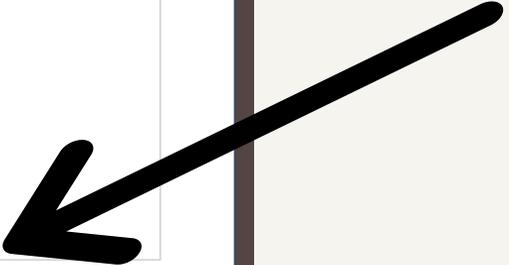
Shopping Cart Summary

Total Due **\$184.67** Total Line Items **4**
Gross Weight **306 lbs** Total Cube Size **0 Cu. Ft.**
Estimated Delivery Fee **\$0.00**

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
<input type="text" value="3"/> Available Qty. [752]	P01345	COOP Applesauce GV008	3	CS	78	22.47	Case	24/15 oz	Dry	0.00	
<input type="text" value="3"/> Available Qty. [32]	P01354	COOP Apple Juice GV008	3	CS	111	14.10	Case	8/64 oz	Dry	0.00	
<input type="text" value="4"/> Available Qty. [56]	P01361	COOP Beans, Vegetarian GV008	4	CS	104	15.99	Case	24/300 cans	Dry	0.00	
<input type="text" value="1"/> Available Qty. [32]	P01328	COOP Beef Stew GV008	1	CS	13	11.00	Case	12/15 oz	Dry	0.00	



Select **Update Cart**. This confirms that all your items are still available and that all edits you made are updated and saved



6. Add to Cart

Select **Add to Cart** at top or bottom of page

Search

Item No. Description
Category
Feature Type Handling Req. Desc. Code 2 Food Source

Search Show All View Favorites

Shopping Cart

Total Line Items: 0
Total Due: \$0.00
Gross Weight: 0

Print Clear Cart Add to Cart Check Out

Shopping List - Sort By -

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
1	0	D13664	Bacon: Pork, Hickory Sage	CS	0.00	0.00	10/5.5 oz			

Tip: Please Add to Cart requested items before leaving page

Print Clear Cart Add to Cart Check Out

Select **OK** to close notification

This pop-up notification is displayed to notify you of any errors or if the order was successful.

agencyExpress30/Shopper/ShoppingList.aspx

www.agencyexpress3.org says

- Error: Item D13664 exceeds available quantity.
- Success: Item P01354 added to the cart.
- Success: Item P01345 added to the cart.
- Success: Item P01361 added to the cart.
- Success: Item P01328 added to the cart.

OK

7. Update Cart AGAIN

My Appointment

Reference Number: **PO4444028**
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.)

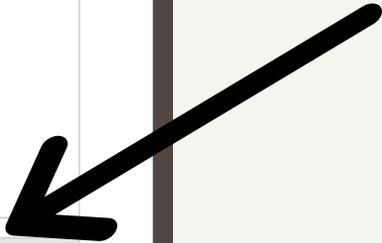
Shopping Cart Summary

Total Due **\$184.67** Total Line Items **4**
Gross Weight **306 lbs** Total Cube Size **0 Cu. Ft.**
Estimated Delivery Fee **\$0.00**

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
<input type="text" value="3"/> Available Qty. [752]	P01345	COOP Applesauce GV008	3	CS	78	22.47	Case	24/15 oz	Dry	0.00	
<input type="text" value="3"/> Available Qty. [32]	P01354	COOP Apple Juice GV008	3	CS	111	14.10	Case	8/64 oz	Dry	0.00	
<input type="text" value="4"/> Available Qty. [56]	P01361	COOP Beans, Vegetarian GV008	4	CS	104	15.99	Case	24/300 cans	Dry	0.00	
<input type="text" value="1"/> Available Qty. [32]	P01328	COOP Beef Stew GV008	1	CS	13	11.00	Case	12/15 oz	Dry	0.00	



Again, select **Update Cart**. This confirms that all your items are still available and that all edits you made are updated and saved.

8. Check Out

Select **Submit Cart**

Select the **calendar icon**. The only date that will show is the one you selected in the scheduler in the beginning of this process.

The screenshot shows the 'My Appointment' and 'Shopping Cart Summary' sections. The 'My Appointment' section includes a reference number (PO4444028), pickup/delivery date (04/13/2022), and time (08:00 AM). The 'Shopping Cart Summary' shows a total cost of \$184.67, gross weight of 306 lbs, and an estimated delivery fee of \$0.00. Below these is the 'Shopping Cart' table with columns for Order Qty, Item No., Description, Quantity, UOM, Gross Weight, Unit Price, Pack Type, Pack Size, Handling Requirements, Ytd Fee, and Special. A black arrow points to the 'Submit Cart' button in the 'Shopping Cart' section.

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Pack Type	Pack Size	Handling Requirements	Ytd Fee	Special
3	00140	COOP Apples 3/16	3	CS	36	22.40	Case	24/30	Dry	0.00	
3	00141	COOP Apples 3/16	3	CS	36	22.40	Case	24/30	Dry	0.00	
4	00142	COOP Apples 3/16	4	CS	36	22.40	Case	24/30	Dry	0.00	
5	00143	COOP Apples 3/16	5	CS	36	22.40	Case	24/30	Dry	0.00	

This close-up shows the 'My Appointment' section. A black arrow points to the calendar icon next to the 'Pickup/Delivery Date' field, which is set to 04/13/2022. Another black arrow points to the time selection dropdown, which is set to 08:00 AM.

Select the time. The only time that will show is the one you selected in the scheduler in the beginning of this process.

9. Review Order

Community FoodBank OF NEW JERSEY

Welcome | Order Options | Report | Food Bank Links | Help | About TechBridge | Log Out | Welcome ASTEWART - 0058PA2672-01

Search

From Date: To Date: Reference Number:

Summary

Total Orders: **3** Total Weight: **960 lbs.**

Total Amount: **\$14.10**

Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	P04444028	Andrew Stewart	New Order	37.00	\$14.10	04/13/2022		04/11/2022
	394499		Invoice	803.00	\$0.00	03/18/2022		03/14/2022
	593804		Invoice	120.00	\$0.00	03/18/2022		03/07/2022

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My Appointment

Reference Number: **P04444028**

Pickup/Delivery Date/Time: 04/13/2022 @ 08:00 AM

Deliver

Comment

Shopping Cart Summary

Total Due: **\$14.10** Total Line Items: **1**

Gross Weight: **37 lbs** Total Cube Size: **0 Cu. Ft.**

Estimated Delivery Fee: **\$0.00**

Shopping Cart

Item No.	Description	Order Qty.	Accepted Qty.	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
P01354	COOP Apple Juice GV008	1	0	CS	37	14.1	Case	8/64 oz	Dry	0.00	

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After it's submitted, your order is processed through Agency Express and then sent to the Network Relations. We will process and approve your order and contact you if necessary.

10. Submit your order

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

OK Cancel

My Appointment
Reference Number: **PO4444028**
Pickup/Delivery Date: 04/13/2022 Time: 08:00 AM
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: **\$14.10** Total Line Items: **1**
Gross Weight: **37 lbs** Total Cube Size: **0 Cu. Ft.**
Estimated Delivery Fee: **\$0.00**

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	MAP Fee	Special
1	P01354	COOP Apple Juice GV008	1	CS	37	14.10	Case	8/64 oz	Dry	0.00	

Available Qty. [32]

VERIFIED & SECURED

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This pop-up notification confirms your submission. Click OK

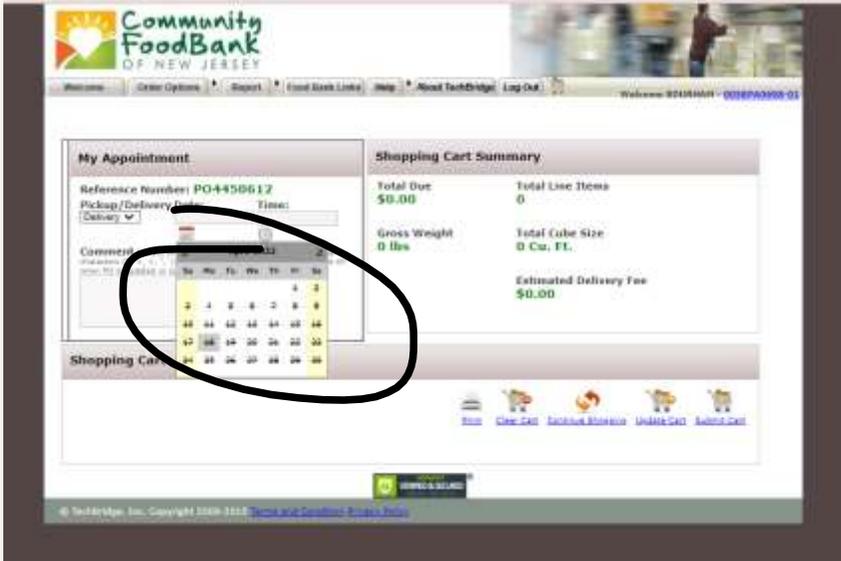
Select **Submit Cart**

This pop-up notification confirms that the order was submitted successfully. Click OK

www.agencyexpress3.org says
Order PO4444028 was submitted successfully.

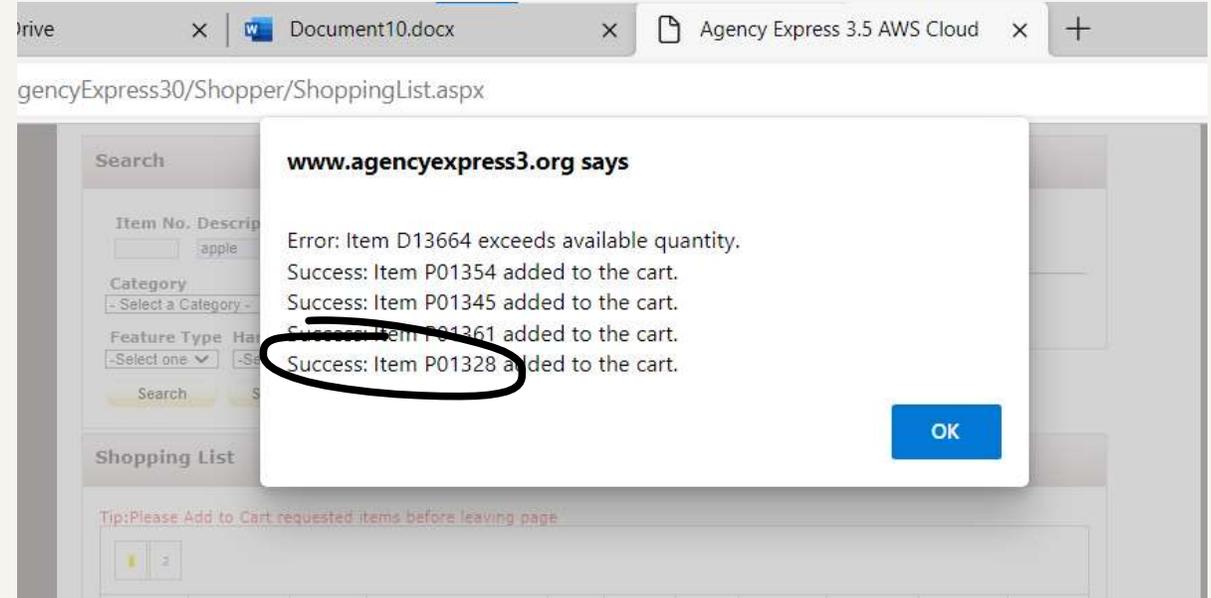
OK

Common Errors



Question: When picking a date, why are some or all the dates crossed out?

- **If it's the beginning or end of the month:** We operate on a monthly basis of evaluating our inventory to plan ahead, ensuring everyone who wants food gets food for the following month. Select the arrow for the following month. The calendar for the next month may be ready and available for you to place orders for the following month.
- **You did not select "Scheduler" to schedule your appointment.** Go back to the beginning of this tutorial to schedule your pickup or delivery.



Question: Why is there an error on an item I want?

There are a few possibilities:

- You did not select Update Cart before adding all items to your cart.
- This item could have been added by another agency at a similar time and it is no longer available.
- Last, although this item is showing, it is not available to you based on your qualifications but is still showing on Agency Express. Call us for support.