Agency Express Tutorial

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

CFBNJ
COMMUNITY
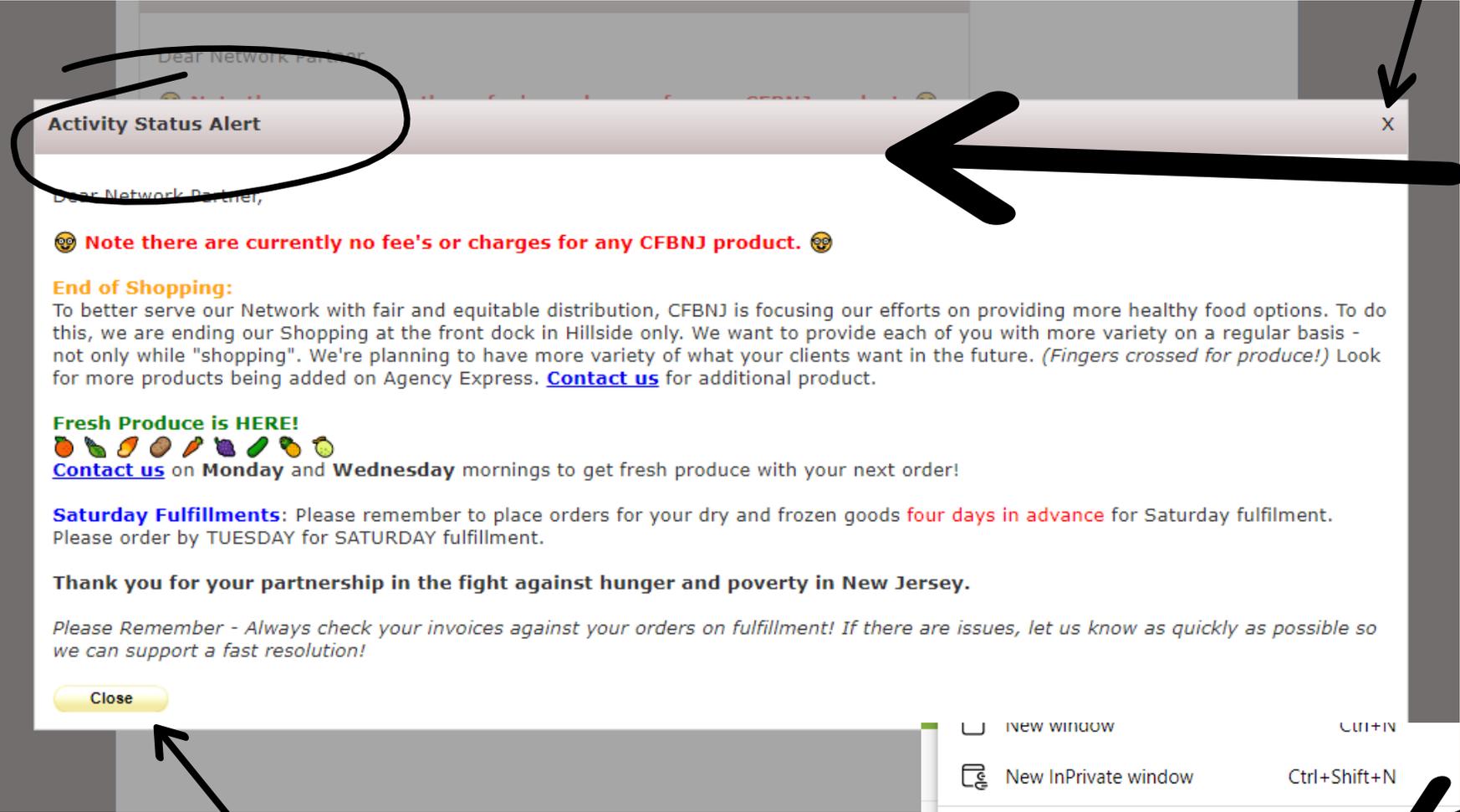FOODBANK
OF NEW JERSEY

1. Go to **www.agencyexpress3.org**

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

Activity Status Alert   X

Dear Network Partner,

🤓 **Note there are currently no fee's or charges for any CFBNJ product.** 🤓

End of Shopping:
To better serve our Network with fair and equitable distribution, CFBNJ is focusing our efforts on providing more healthy food options. To do this, we are ending our Shopping at the front dock in Hillside only. We want to provide each of you with more variety on a regular basis - not only while "shopping". We're planning to have more variety of what your clients want in the future. *(Fingers crossed for produce!)* Look for more products being added on Agency Express. **Contact us** for additional product.

Fresh Produce is HERE!
🍊 🫛 🥕 🥔 🥕 🍆 🥒 🫛 🍋
Contact us on **Monday** and **Wednesday** mornings to get fresh produce with your next order!

Saturday Fulfillments: Please remember to place orders for your dry and frozen goods four days in advance for Saturday fulfilment. Please order by TUESDAY for SATURDAY fulfillment.

Thank you for your partnership in the fight against hunger and poverty in New Jersey.

Please Remember - Always check your invoices against your orders on fulfillment! If there are issues, let us know as quickly as possible so we can support a fast resolution!

[Close]

	New window	Ctrl+N
🗔	New InPrivate window	Ctrl+Shift+N
	Zoom — 100% +	
☆≣	Favorites	Ctrl+Shift+O
🗗	Collections	Ctrl+Shift+Y

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.
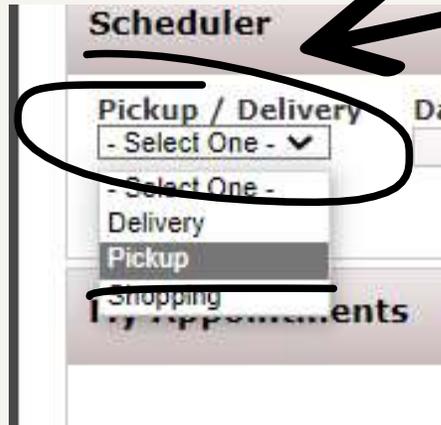

Go to **Order Options** and select **Scheduler**

3. Select type of appointment, date, and time

* Shopping is CLOSED and cannot be selected

Select Pickup or Delivery

Scheduler

Pickup / Delivery
- Select One -
- Select One -
Delivery
Pickup
Shopping

My Appointments

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
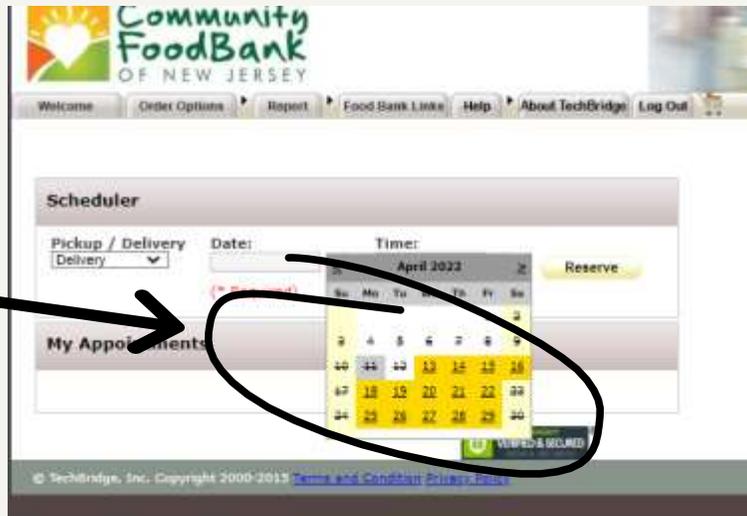
Select Time

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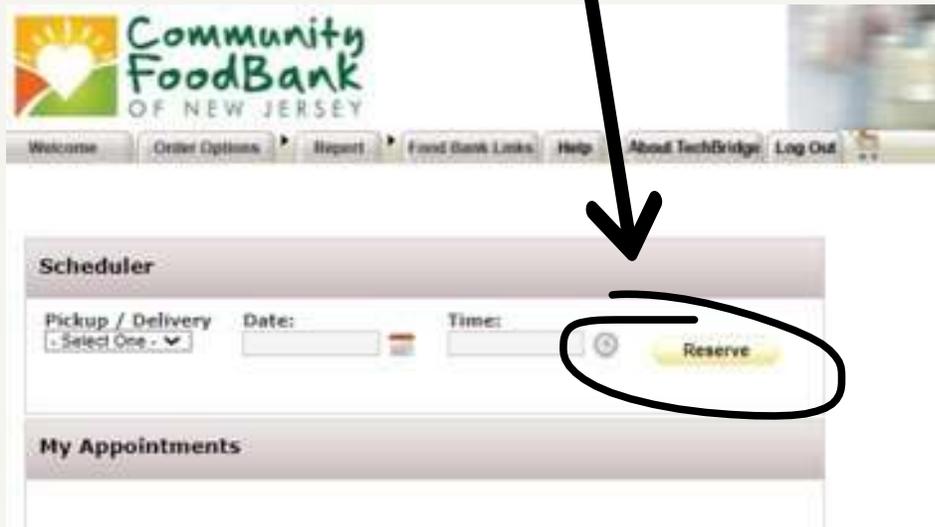
You will receive a pop-up notification that your Reservation/Appointment is successful. When you're done, click OK.

Select **Reserve**
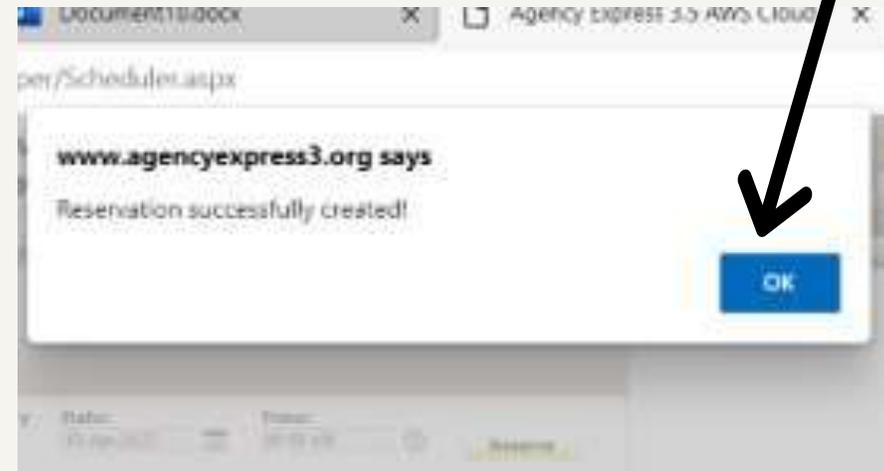
4. Select your items

Select **Shopping List**

Type in the quantity of the item you are ordering.

5. Update Cart

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

Select **OK** to close notification

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

7. Update Cart AGAIN

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.

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

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

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

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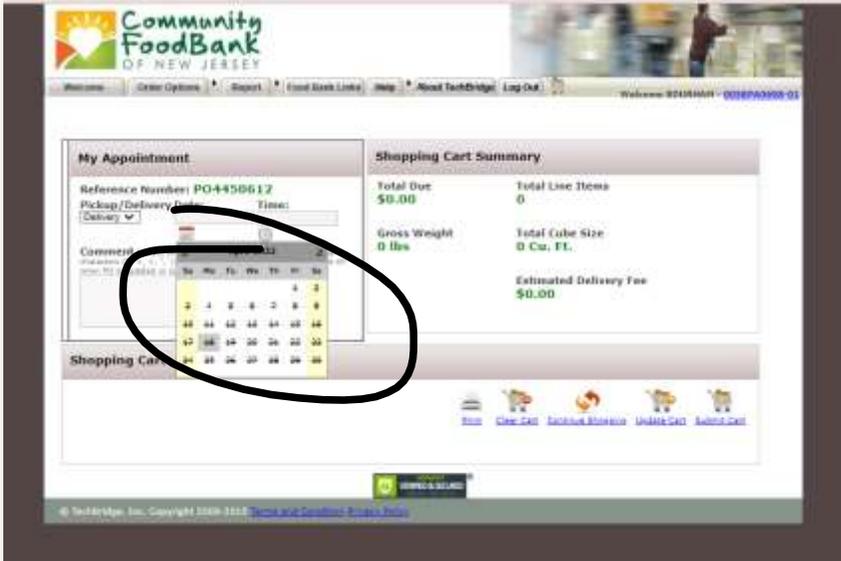
Question: When picking a date, why are some or all the dates crossed out?

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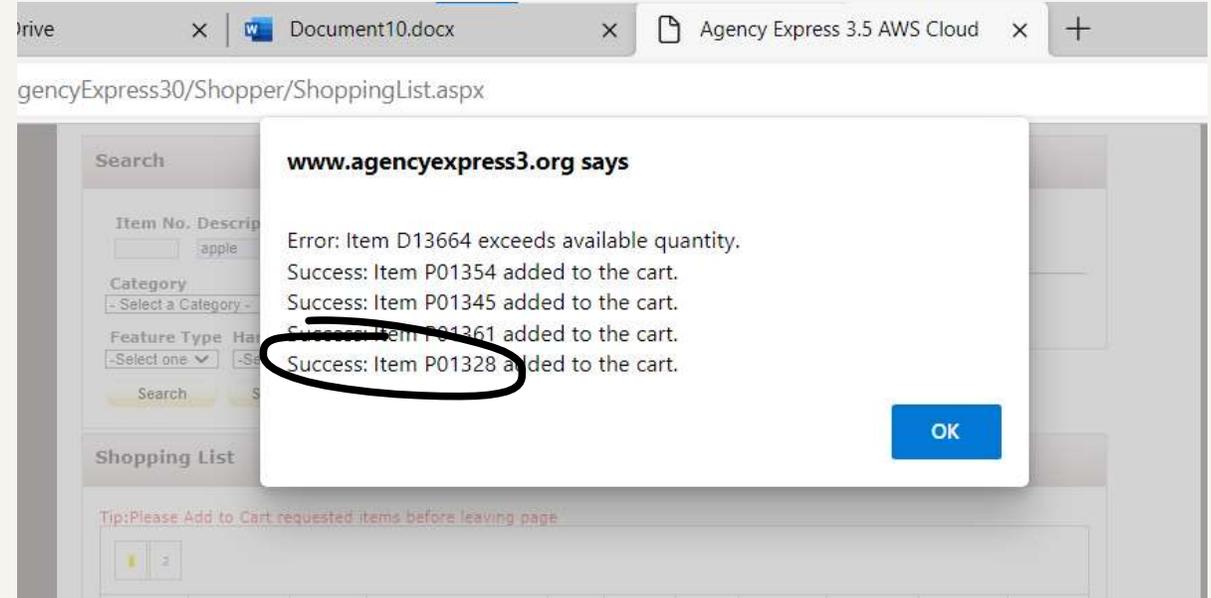
Question: Why is there an error on an item I want?

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.