Instructions for Online Ordering

For pick-up questions, call Susan: 314-382-FOOD (3663)
For deliveries, call: Robert 314-292-5765

1. Go to http://www.stlfoodbank.org/
2. Click on Agency Access in the top right hand corner of the page.
3. Click on:

   ![Agency Access](image)

4. Login using the information given to you by Partner Services:
5.

- Username: jsmith (First initial followed by your last name)
- Password: change12 (default password if you have never changed it)
  - Please do not change your password. The Partner Relationship team is unable to reset the password and using “change12” enables our team to log in to your partner account and assist if needed.
6. When you have successfully logged in, the Activity Status Alert will pop up. The Activity Status Alert will inform agencies of any pertinent information. Click close once you have reviewed the message.

7. Go to Order Options and click Scheduler.
FOR PARTNERS RECEIVING DELIVERIES: You must first contact the transportation manager at the number above to coordinate a delivery date. The Transportation Manager will reserve your date and time in the scheduler; please proceed to step number 8.

8. In the Scheduler:
   - Select Pick Up

PLEASE NOTE: Partners located in St. Louis City/County are not permitted to receive deliveries and must come in to pick up their orders.

Updated 5/3/2023
Agency Express will allow the shopper to begin ordering 8 days from the scheduled pick up date. For example:

If the shopper wants to schedule a pick up for December 19\textsuperscript{th}, they may select this date and begin ordering starting December 11\textsuperscript{th}.

If the shopper wants to schedule a pick up for December 30\textsuperscript{th}, they must wait until the date opens starting December 22\textsuperscript{nd}.

- Click the calendar icon and select any of the highlighted dates.

- Click the clock icon and select the time.

9. Go to Order Options and click Check Out.
10. In the Check Out, **YOU** must reserve the date and time that was reserved in the scheduler.

- Select Pick Up/Delivery

- Click the calendar icon and select a date that was reserved in the scheduler

- Click the clock icon and select the time you reserved in the scheduler.
10. While you are still in the Check Out, click the Continue Shopping icon.

- This will take you to the Shopping List.

11. On the Shopping List, you can begin to add items to your shopping cart.

- Type in how much you want of a certain item in the Order Quantity box

- Do not exceed the available quantity of that item
- Click on the Item Number to see a photo of the item and obtain more information

<table>
<thead>
<tr>
<th>Order Qty</th>
<th>Available Qty</th>
<th>Item No.</th>
<th>Description</th>
<th>UOM</th>
<th>Unit Price</th>
<th>VAP Fee</th>
<th>Pack Size</th>
<th>Feature Type</th>
<th>Gross Weight</th>
<th>Favorite</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>59</td>
<td>30193</td>
<td>BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY 11/22/15</td>
<td>CASE</td>
<td>0.70</td>
<td>0.00</td>
<td>42/2 OZ</td>
<td></td>
<td>7</td>
<td></td>
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- Be sure to carefully read the description when ordering

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- Unit Price tells you how much that item is per case or pallet

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- Pack Size tells you how much is available per case or pallet

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- Gross Weight tells you the weight of that particular item so you may properly coordinate transportation

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⭐ Do not forget to Add to Cart before you leave each page. If you leave the page before you Add to Cart, those items will be lost and you will have to start over.
When you Add to Cart, you will see this notice:

- If any of your items exceed the available quantity, you will receive an error message—you must correct the quantity of this item.

12. When you are finished shopping, return to Check Out.
13. In the checkout, you can review your entire order before submitting to the Foodbank.

- At this point you may edit your cart.
- By clicking this icon ☠, you will delete an item from your shopping cart.
- Click Update Cart 🛒
- If you would like to change the quantity, click inside the order quantity box and type in the desired quantity; DO NOT EXCEED THE AVAILABLE QUANTITY. Click Update Cart 🛒.
YOUR ORDER HAS NOT BEEN SUBMITTED TO THE FOODBANK. The order appears as DRAFT in Order Management:

14. If you are finished with your order, **CLICK SUBMIT CART**

- You must click Submit Cart for your order to go through
- If you do not Submit Cart, items that were added to your shopping cart will gradually decrease due to other agencies ordering these items and submitting their order.
- If you attempt to leave the page before submitting your cart, you are reminded that your order is not submitted
The shopper will be notified via email of an unsubmitted shopping cart. Please make sure your email address is current and up to date with the Foodbank.

15. Once you submit your cart, Agency Express will then take you to Order Management.

- Order Management lists your organization's order history. It will display all orders your organization has placed with the Foodbank.
16. The status of your order will appear as New Order.
- The printer icon allows you to view what you have just ordered—since this is a new order, all items in the Accepted Quantity column will appear as “0”

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Description</th>
<th>Order Qty.</th>
<th>Accepted Qty.</th>
<th>UOM</th>
<th>Gross Weight</th>
<th>Unit Price</th>
<th>Packaging Type</th>
<th>Pack Size</th>
<th>Handling Requirements</th>
<th>VAP Fee</th>
<th>Special</th>
</tr>
</thead>
<tbody>
<tr>
<td>30100</td>
<td>BEV. COFFEE VANILLA LATTE CONJURE BY 11/25/15</td>
<td>2</td>
<td>0</td>
<td>CASE</td>
<td>6</td>
<td>0.30</td>
<td>Case</td>
<td>6/32 oz</td>
<td>Dry</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>30122</td>
<td>HBC. FORMING HAND WASH</td>
<td>3</td>
<td>0</td>
<td>CASE</td>
<td>42</td>
<td>1.40</td>
<td>Case</td>
<td>6/32 oz</td>
<td>Dry</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>30123</td>
<td>HBC. NAIL POLISH REMOVER PADS REGULAR</td>
<td>2</td>
<td>0</td>
<td>CASE</td>
<td>10</td>
<td>0.50</td>
<td>Case</td>
<td>24/5 RL</td>
<td>Dry</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

- The red circle will delete your order
17. In a few minutes your order status will change to Sent to Foobank.

18. In a few more minutes your order status will change to Acknowledged.

- You will now see a pencil icon next to the delete icon; this icon will allow you to edit your order—delete any items you no longer want or add additional items to your order.

19. Click on the pencil to edit your order.
Agency Express will take you to the Checkout where you will see your order.

You may delete items by clicking 

You may edit quantities by clicking inside the order quantity box to change the number—do not exceed the available quantity of an item.

Updated 5/3/2023
- After every update made, click Update Cart.

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<tr>
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<th>Item No.</th>
<th>Description</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Handling Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>20122</td>
<td>HBC, FOAMING HAND WASH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>20122</td>
<td>HBC, BAIL POLISH REMOVER PADS</td>
<td></td>
<td></td>
<td></td>
</tr>
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20. To continue adding items, repeat steps 9-14.

- While editing, your status in Order Management will appear as Editing
● If the order is not submitted once editing is complete, the order will not go through

- If you decide not to edit your order, click Cancel Edit at any time

- DO NOT FORGET TO SUBMIT CART WHEN YOU ARE DONE SHOPPING
21. You must allow 2 FULL BUSINESS DAYS between the last time you edit/place an order and the day your organization is scheduled for pickup/delivery. For example:

- If your organization is scheduled for pickup/delivery on a Thursday, the last day to edit would be a Monday.
- If your organization is scheduled for a pick up/delivery on a Monday, the last day to edit would be the Wednesday before.

⭐ Please review the St. Louis Area Foodbank Holiday/Closed Schedule when planning your pickups/deliveries. These closures will affect your cut off time for ordering.

- Click on Agency Access in the top right hand corner of the page
- Scroll down to view the Holiday/Closed schedule

Updated 5/3/2023
HOLIDAY/CLOSED SCHEDULE 2023

January 2023
January 16 | Martin Luther King Day

February 2023
February 20 | Presidents’ Day

May 2023
May 29 | Memorial Day

June 2023
June 19 | Juneteenth

July 2023
July 4 | Independence Day

September 2023
September 4 | Labor Day

November 2023
November 23 | Thanksgiving
November 24 | Day after Thanksgiving

December 2023
December 22 | Christmas Eve
December 25 | Christmas Day
December 29 | New Year’s Eve

22. Always check your Order Management before you come to the Foodbank.