

Instructions for Online Ordering

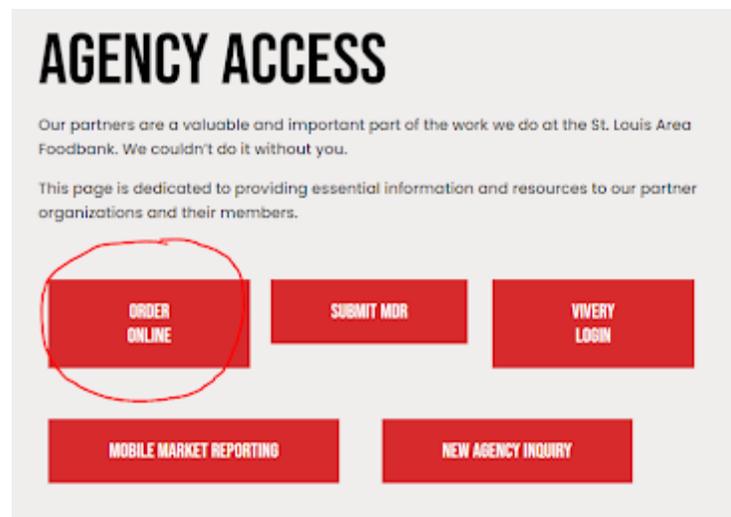
For pick-up questions, call Susan: 314-382-FOOD (3663)

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:

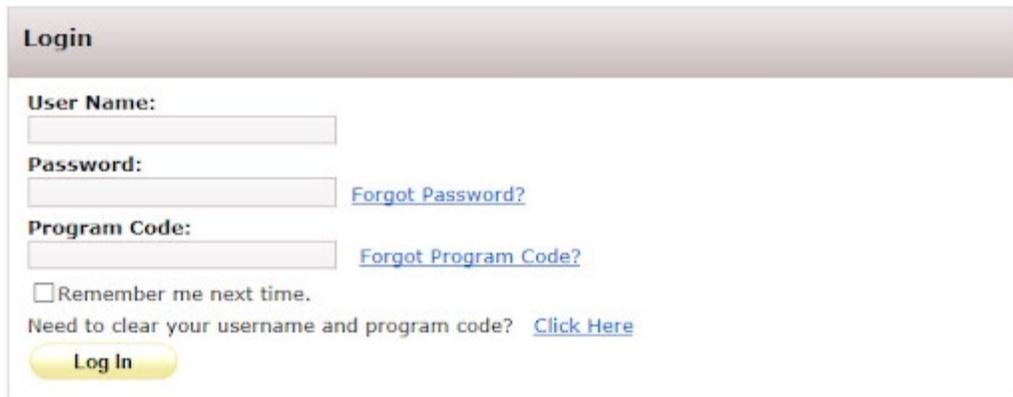


4. Login using the information given to you by Partner Services:
- 5.



- 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.

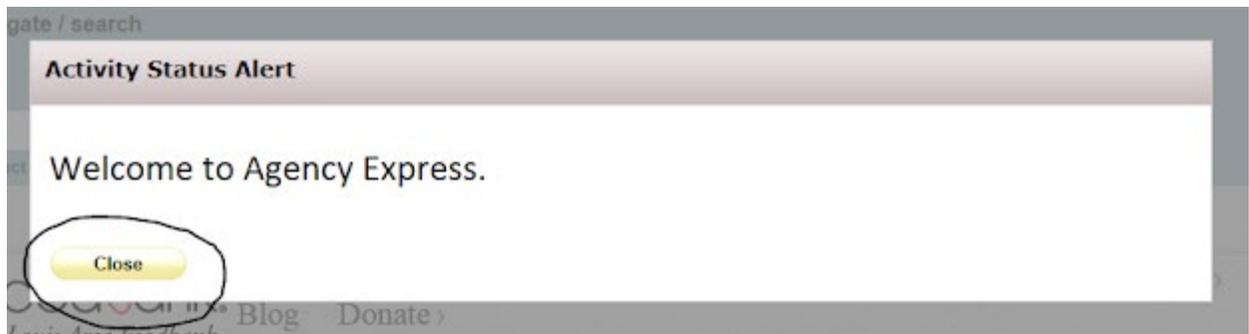
- Program Code: 0085PAgency number (For example: agency #440 = 0085P440)



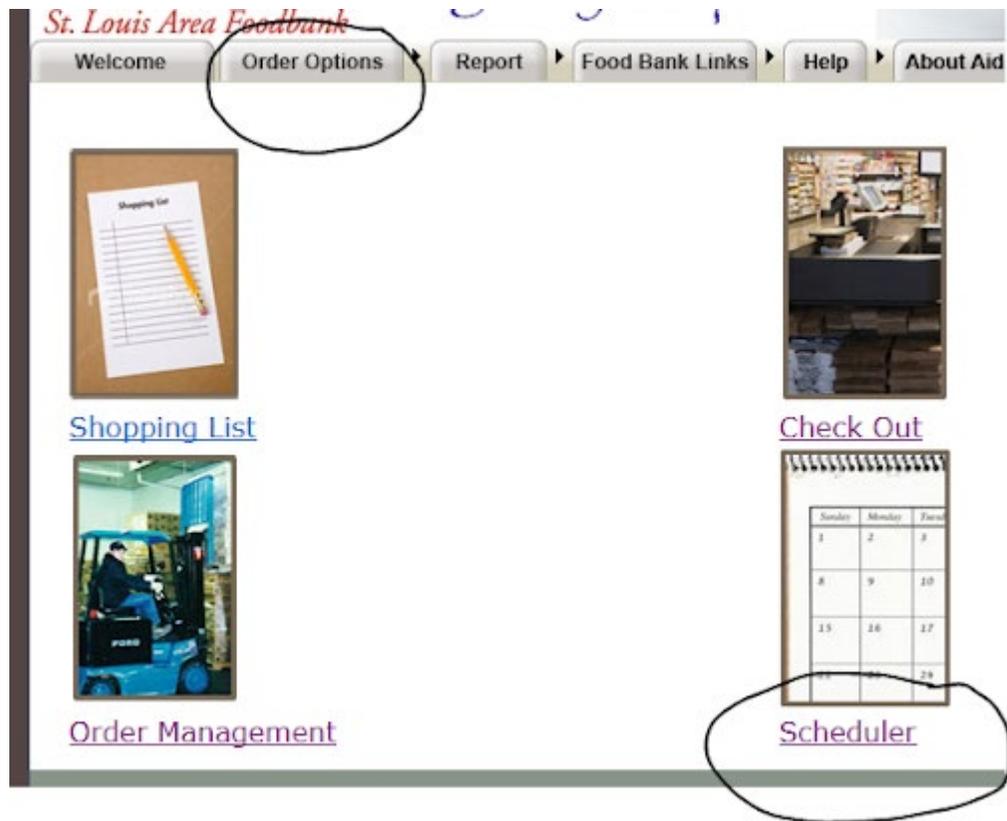
The screenshot shows a login form with the following fields and options:

- User Name:** A text input field.
- Password:** A text input field with a [Forgot Password?](#) link to its right.
- Program Code:** A text input field with a [Forgot Program Code?](#) link to its right.
- Remember me next time.
- Need to clear your username and program code? [Click Here](#)
- Log In** button (yellow oval)

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

Scheduler

Pickup / Delivery

Pickup ▼

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



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 19th, they may select this date and begin ordering starting December 11th.

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

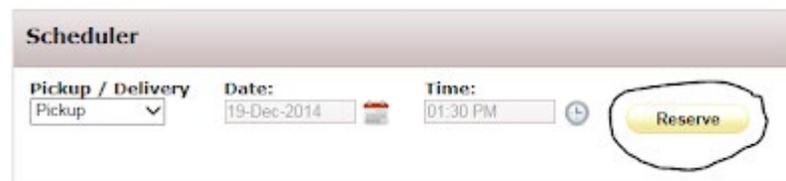
- Click the calendar icon  and select any of the highlighted dates.



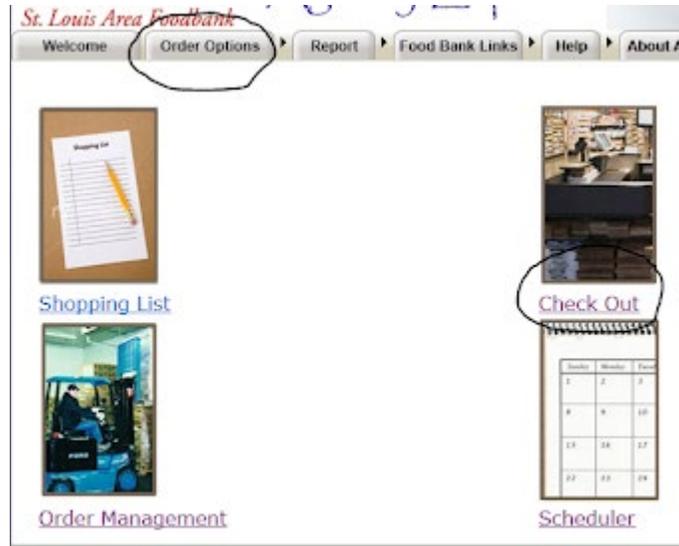
- Click the clock icon and select the time.



- Click **RESERVE**



9. Go to Order Options and click Check Out.



10. In the Check Out, under My Appointment, **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

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 the clock icon and select the time you reserved in the scheduler.

Time:

Time: 

aters, no special
ut off when PO is upda

\$0.00

08:30 AM

10. While you are still in the Check Out, click the Continue Shopping icon  .

My Appointment	Shopping Cart Summary
Reference Number: PO1713042 Pickup/Delivery Date: <input type="text" value="12/15/2014"/> Time: <input type="text" value="08:30 AM"/>  Pickup <input type="text" value=""/> Comment (Please limit comment to 150 characters, no special characters. Anything over 150 characters will be cut off when PO is updated or submitted.) <input type="text"/>	Total Due: \$0.00 Total Line Items: 0 Gross Weight: 0 lbs Total Cube Size: 0 Cu. Ft. Available Credit Limit: \$196.94
Shopping Cart	
<div style="text-align: center;">      </div>	

- 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

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

- Do not exceed the available quantity of that item

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

- Click on the Item Number to see a photo of the item and obtain more information

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

Item Detail : 30193

Gross Weight. 7	Item Name BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	Handling Req. Dry
Extra Info. NA		Pack Size 42/2 OZ
Category Beverages		Price per Unit 0.70
Food Source DON		Picture 
VAP Fee 0.00		Cube Size 0
Unit of Measure CASE		Packaging Type Case
Price per Pound 0.10		People Served 0
		Cost per person NA

[Close](#)

- Be sure to carefully read the description when ordering

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

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

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

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

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

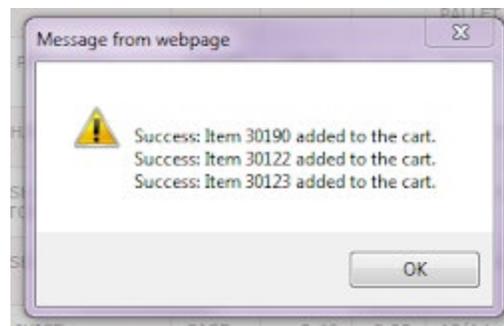
- Gross Weight tells you the weight of that particular item so you may properly coordinate transportation

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	59	30193	BEV, COFFEE MILD, LIGHT, AND CRISP CONSUME BY11/22/15	CASE	0.70	0.00	42/2 OZ		7	<input type="checkbox"/>

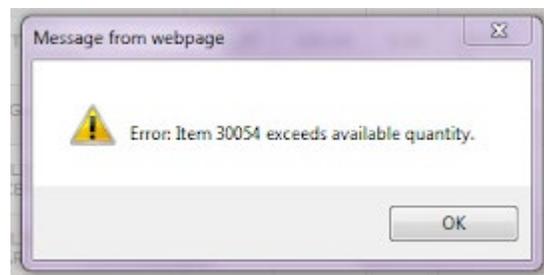
- ★ Do not forget to **Add to Cart** before you leave each page. If you leave the page before you Add to Cart, those items will be lost and you will have to start over.



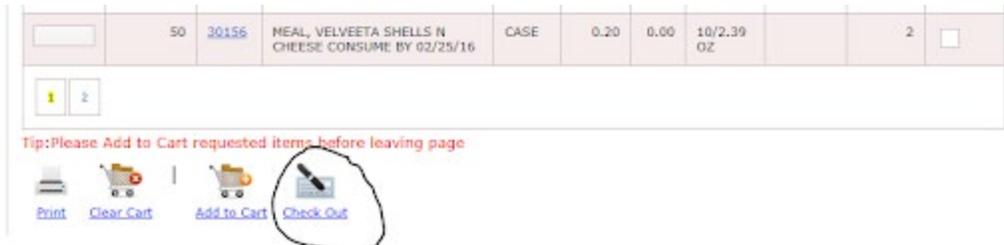
- When you Add to Cart, you will see this notice:



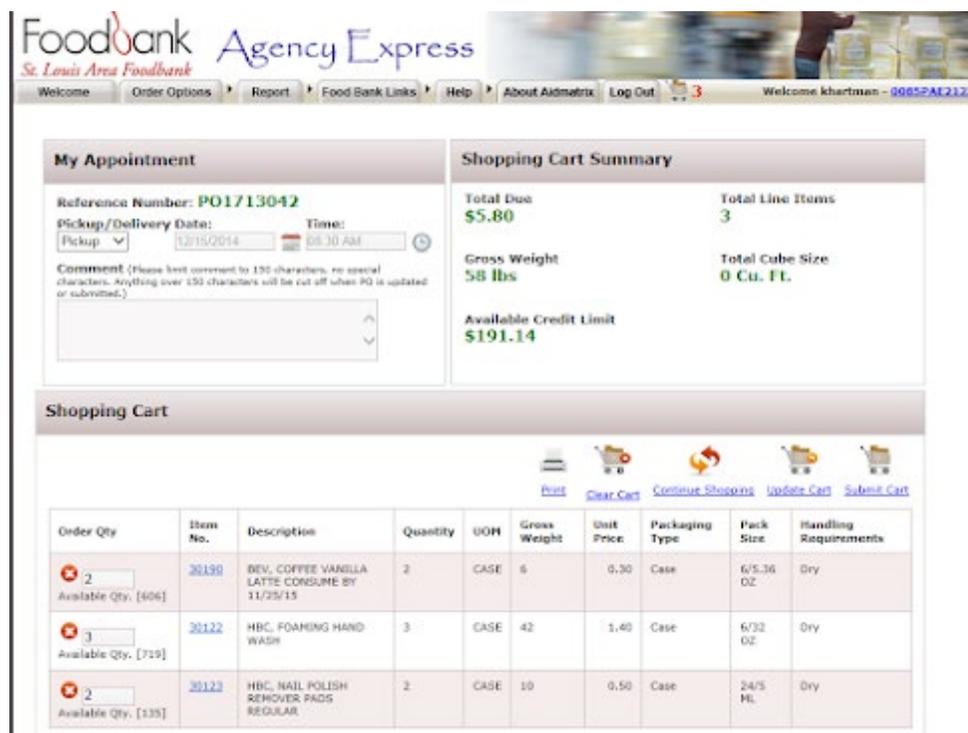
- If any of your items exceed the available quantity, you will receive an error message—you must correct the quantity of this item



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.

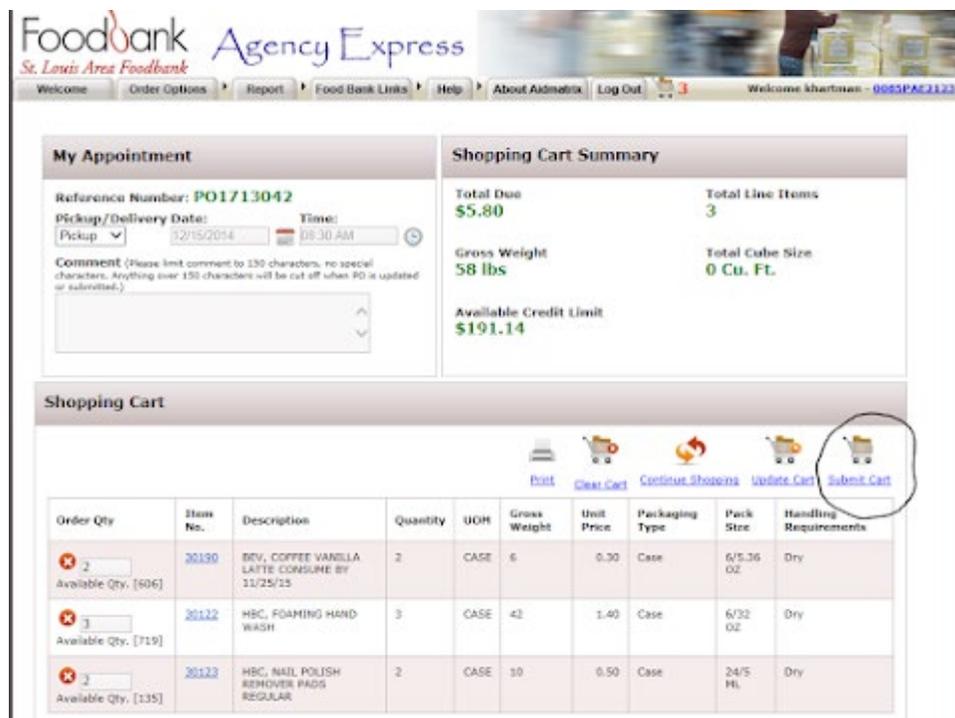


- At this point you may edit your cart.
- By clicking this icon , you will delete an item from your shopping cart.
- Click Update Cart 
- If you would like to change the quantity, click inside the order quantity box and type in the desired quantity; DO NOT EXCEED THE AVAILABLE QUANTITY. Click Update Cart 

★ **YOUR ORDER HAS NOT BEEN SUBMITTED TO THE FOODBANK.** The order appears as **DRAFT** in Order Management:

	PO1713042	Kate Hartman	Draft	58.00	\$0.00	12/15/2014	12/05/2014
---	-----------	--------------	-------	-------	--------	------------	------------

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

Foodbank Agency Express
St. Louis Area Foodbank

Welcome | Order Options | Report | Food Bank Links | Help | About Admetrix | Log Out | Welcome khartman - 0053PAE2123

My Appointment

Reference Number: **PO1713042**

Pickup/Delivery Date: Time:

Comment (Please limit comment to 130 characters, no special characters. Anything over 130 characters will be cut off when PO is updated or submitted.)

Shopping Cart Summary

Total Due: **\$5.80**

Gross Weight: **58 lbs**

Available Credit Limit: **\$191.14**

Total Line Items: **3**

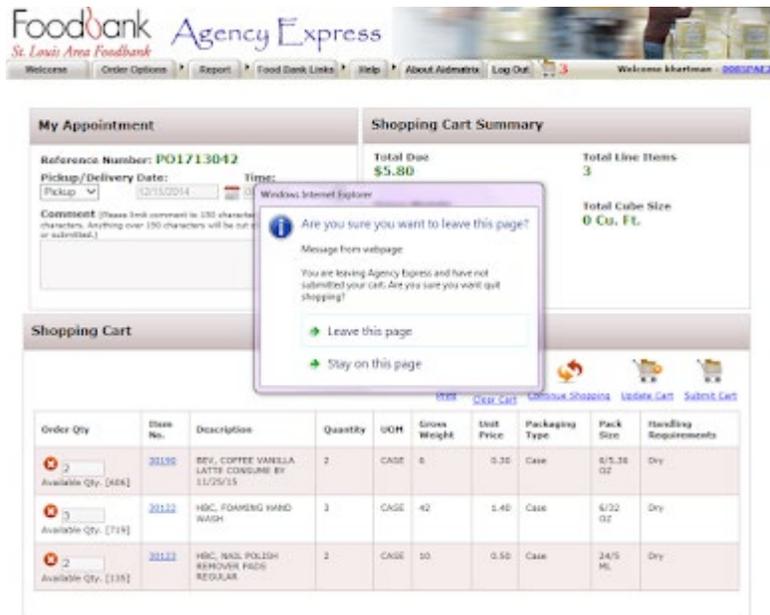
Total Cube Size: **0 Cu. Ft.**

Shopping Cart

Print | Clear Cart | Configure Shoppers | Update Cart | **Submit Cart**

Order Qty	Item No.	Description	Quantity	UOH	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements
<input type="text" value="2"/> Available Qty. [606]	20130	DEV. COFFEE VANILLA LATTE CONSUME BY 11/25/15	2	CASE	6	0.30	Case	6/5.36 OZ	Dry
<input type="text" value="3"/> Available Qty. [719]	20122	HBC, FOAMING HAND WASH	3	CASE	42	1.40	Case	6/32 OZ	Dry
<input type="text" value="2"/> Available Qty. [135]	20123	HBC, NAIL POLISH REMOVER PADS REGULAR	2	CASE	10	0.50	Case	24/5 Fl.	Dry

- 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 the leave page before submitting your cart, you are reminded that your order is not submitted

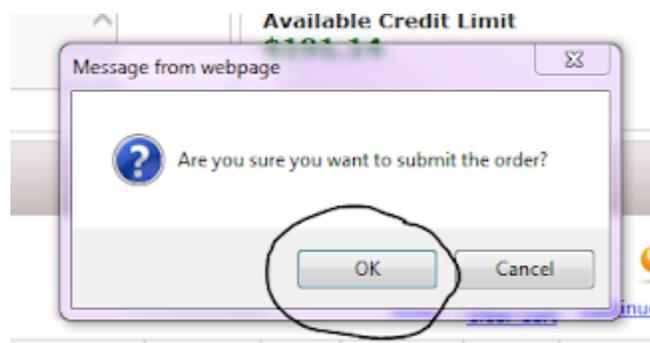


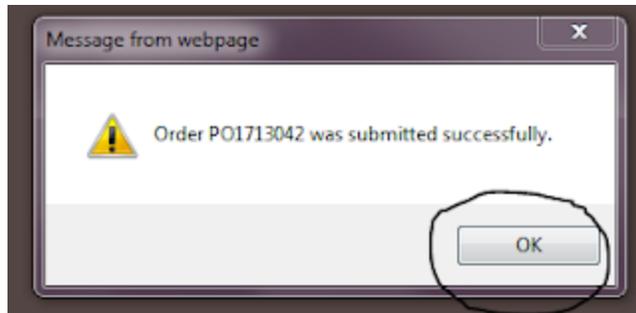
- The

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.





Order Management								
1 2 3 4 5 6 7 8 9 10 ... >>								
	<u>Reference Number</u>	<u>Created By</u>	<u>Status</u>	<u>Gross Weight</u>	<u>Total Price</u>	<u>Pickup/Delivery Date</u>	<u>Admin Edited</u>	<u>Modified Date</u>
 	PO1675186	Tim Jackson	Acknowledged	3,713.00	\$270.58	12/16/2014		12/05/2014
								
 	PO1713042	Kate Hartman	New Order	58.00	\$5.80	12/15/2014		12/05/2014
	PO1633705	Kate Hartman	Rejected	0.00	\$0.00	11/21/2014		11/18/2014

16. The status of your order will appear as New Order.

 	PO1713042	Kate Hartman	New Order	58.00	\$5.80	12/15/2014		12/05/2014
---	-----------	--------------	-----------	-------	--------	------------	--	------------

- 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”

	PO1713042	Kate Hartman	New Order	58.00	\$5.80	12/15/2014		12/05/2014
---	-----------	--------------	-----------	-------	--------	------------	--	------------

My Appointment

Reference Number: **PO1713042**

Pickup/Delivery Date/Time
Pickup 12/15/2014 @ 08:30 AM

Comment

Shopping Cart Summary

Total Due **\$5.80**

Total Line Items **3**

Gross Weight **58 lbs**

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

Available Credit Limit **\$191.14**

Shopping Cart

Item No.	Description	Order Qty.	Accepted Qty.	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
20199	BEV. COFFEE VANILLA LATTE CONSUME BY 11/25/15	2	0	CASE	6	0.30	Case	6/5.36 OZ	Dry	0.00	
20122	HBC, FOAMING HAND WASH	3	0	CASE	42	1.40	Case	6/32 OZ	Dry	0.00	
20123	HBC, NAIL POLISH REMOVER PADS REGULAR	2	0	CASE	10	0.50	Case	24/5 HL	Dry	0.00	

- The red circle will delete your order

	PO1713042	Kate Hartman	New Order	52.00	\$5.20	12/15/2014		12/05/2014
---	-----------	--------------	-----------	-------	--------	------------	--	------------

Cancel Order Number:PO1713042

Please choose a cancel reason code below and click submit.

Rejected

Submit Cancel

17. In a few minutes your order status will change to Sent to Foobank.

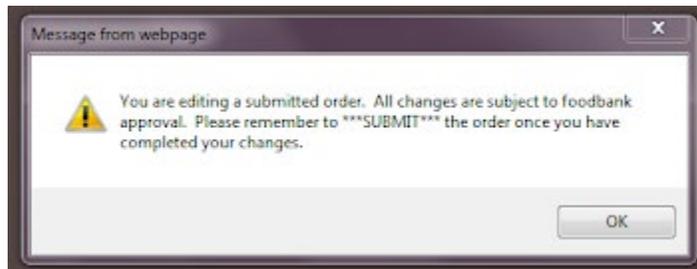
	PO1713042	Kate Hartman	Sent To Foodbank	52.00	\$5.20	12/15/2014		12/05/2014
---	-----------	--------------	------------------	-------	--------	------------	--	------------

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.

 	PO1713042	Kate Hartman	Acknowledged	52.00	\$5.20	12/15/2014		12/05/2014
---	-----------	--------------	--------------	-------	--------	------------	--	------------

19. Click on the pencil to edit your order.



- Agency Express will take you to the Checkout where you will see your order.

My Appointment

Reference Number: **PO1713042**

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	\$5.20	Total Line Items	3
Gross Weight	52 lbs	Total Cube Size	0 Cu. Ft.
Available Credit Limit	\$191.74		

[Cancel Edit](#)

Shopping Cart

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements
<input type="text" value="3"/> Available Qty. [573]	20122	HBC, FOAMING HAND WASH	3	CASE	42	1.40		6/32 OZ	DRY
<input type="text" value="2"/> Available Qty. [128]	20123	HBC, NAIL POLISH REMOVER PADS	2	CASE	10	0.50		24/5 NL	DRY

- 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**

- After every update made, click Update Cart.

My Appointment

Reference Number: **P01713042**

Pickup/Delivery Date: Time:

Comment (Please limit comment to 150 characters, no special characters. Anything over 150 characters will be cut off when PG is updated or submitted.)

Shopping Cart Summary

Total Due: **\$5.20**

Gross Weight: **52 lbs**

Available Credit Limit: **\$191.74**

[Cancel Edit](#)

Total Line Items: **3**

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

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
<input type="text" value="3"/> <small>Available Qty. [573]</small>	30122	HBC, FOAMING HAND WASH	3	CASE	42	1.40		6/32 OZ	DRY
<input type="text" value="2"/> <small>Available Qty. [128]</small>	30123	HBC, NAIL POLISH REMOVER PADS	2	CASE	10	0.50		24/5 ML	DRY

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

 	PO1713042	Kate Hartman	Editing	52.00	\$5.20	12/15/2014		12/05/2014
---	-----------	--------------	---------	-------	--------	------------	--	------------

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

My Appointment

Reference Number: **PO1713042**

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: **\$5.20**

Gross Weight: **52 lbs**

Available Credit Limit: **\$191.74**

[Cancel Edit](#)

Total Line Items: **3**

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

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
<input type="text" value="3"/> Available Qty. [573]	30122	HBC, FOAMING HAND WASH	3	CASE	42	1.40		6/32 02	DRY
<input type="text" value="2"/> Available Qty. [128]	30122	HBC, NAIL POLISH REMOVER PADS	2	CASE	10	0.50		24/5 HL	DRY

- **DO NOT FORGET TO SUBMIT CART WHEN YOU ARE DONE SHOPPING**

My Appointment

Reference Number: **PO1713042**

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: **\$5.20**

Gross Weight: **52 lbs**

Available Credit Limit: **\$191.74**

Total Line Items: **3**

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

[Cancel Edit](#)

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
<input type="text" value="3"/> Available Qty. [659]	30122	HBC, FOAMING HAND WASH	3	CASE	42	1.40		6/32 OZ	DRY
<input type="text" value="2"/> Available Qty. [128]	30123	HBC, NAIL POLISH REMOVER PADS	2	CASE	10	0.50		24/5 ML	DRY

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

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.