First Things First – Link is listed as “Agency Express 3.0 Order System” on SAFB website at https://safoodbank.org/partner-agencies/agency-resources/partner-agency-forms/

Or you can log in at https://agencyexpress3.org/AgencyExpress30/newLogin.aspx

Logging On

**User Name:** Your username will be your Agency Account Number.

**Password:** The default Password is **change12**. This is case sensitive. You can (and SHOULD) change the Password as soon as you log in. This can be re-set if necessary.

**Program Code:** The Program Code is always going to be 0076 plus the letter “p” plus the Agency Code (e.g., “0076paccount number”).

**Remember me next time.** Check this box in order to avoid having to re-enter all Login information each time.

**Need to clear your username and program code? “Click Here”** If you previously chose to have the credentials remembered and need to make a change to something that is being pre-populated, this will allow you to start fresh.
Once you’ve logged in, you will see the webpage for the San Antonio Food Bank. This is your “Welcome” screen. From here, you can select the tabs at the top of the screen to maneuver through the system. Your first stop might be “Order Options” where you can visit “Scheduler”, “Shopping List”, “Check Out” and “Order Management”.

The tabs at the top will also take you to other areas; explore and look around. Make your first stop the “Help” tab so you can change your password!
Step Two – Scheduling An Appointment

The Shopper needs to go to Order Options → Scheduler. Once in that screen, you should see any available Standing Appointments, which will be your regularly scheduled pickups or deliveries. Regularly scheduled appointments will show up in the calendar as blue and be listed below in green.

STANDING APPOINTMENTS:
(You won’t be able to see more than more than 30 days out).
If you need to schedule another pickup or delivery different from your usual schedule you can select an available pickup appointment. This time is subject to SAFB staff approval and may not be accepted.

In order to select an available pickup time, you must select an option from the Pickup / Delivery drop-down (Deliver or Pickup) in order to see dates available in the calendar. Dates available will show in yellow. Dates that are not available will show as crossed out. As soon as you make the selection you can pick a Time, then click on <Reserve>.
Step Three – Now It’s Official – Let’s Shop!

Once an appointment has been scheduled, the Shopper can visit the Shopping List (Order Options → Shopping List) to select Items. It is essential that you not only input the Order Quantity but also click on Add to Cart.

HINT: Use the Category search field to narrow down the shopping list! There are 32 categories to choose from including “Meat, Fish & Poultry” and “Protein – Non-meat, Peanut Butter, Beans, Legumes”.

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You will see a Message similar to the following confirming the addition(s).

The Home Stretch – Check It Out!

Once finished shopping the Shopper must click on <Check Out> to determine which appointment will be associated with this order and confirm the contents of the Shopping Cart.
Again, if no appointments are set up via the Scheduler, the Shopper will not see any available dates in the calendar. In the example below, you have Pickup Dates set up but did not set up Delivery Dates.

![My Appointment and Shopping Cart Summary](image)

Note that although the Date has been selected, the Shopping Cart has Items, and a Reference PO Number is assigned, **the order will not be processed unless the Shopper clicks on `<Submit Cart>`. This is absolutely essential.**

`<Clear Cart>` will empty the contents of the Cart (although this will not be visibly empty until you update the cart). `<Continue Shopping>` will take you back to the Shopping List. `<Update Cart>` will accept any changes to quantity made from this screen. **Only `<Submit Cart>` processes the actual order and sends it to the inventory system at the San Antonio Food Bank.**
Agency Express and Ceres are set to synchronize every 10 minutes. **The Shopper will receive a confirmation email AFTER the order is released to the Warehouse.** You will not receive an email immediately when you submit your order, but only after SAFB staff has accepted the order and sent to warehouse.

i.e. “Thank you for submitting your order to the San Antonio Food Bank. Your order is now with the warehouse staff and is no longer available for edits.”

**How do you know if your order went through?**

If the Shopper needs to verify the status of their existing orders you can simply visit the Order Options → Order Management screen. The icons to the left of the PO/Reference Number allow you to Print, Delete, or Edit this order at this stage. Once it is released to the Warehouse, only the option to Print will be available. In the example below, for PO171296 you could print, delete or edit. But once the order is submitted or invoiced, like AO20051, you can only see the option to print the order.

![Order Management Screen](image)

**THE END**

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