

AGENCY EXPRESS

Frequently Asked Questions



What do I do if I am unable to select a date? Or a date is not showing for me to attach to my order?

1. If there are no available dates in the **Scheduler**, be sure you have selected the correct option of Delivery or Pick-up from the dropdown menu. If there are still no dates, contact Care and Share.
2. If there are no dates at **Check Out** you forgot to go to reserve an appointment.
 - a. Go to **Order Options > Scheduler** select *Pickup* and then select a date and time highlighted in yellow
 - b. Press **Reserve**
 - c. A successful reservation will appear on a grid under **My Appointments**, the reserved date and time will be available at **Check Out**.

What do I do if I thought I submitted an order but it does not show up on my Order Management page?

1. If an order is not displayed in **Order Management**, you did not click the **<Submit>** button. The order was not sent to the food bank, and you will have to submit a new order.
2. When you submit a new order the available inventory may have changed, so it is very important that you click the **<Submit>** icon after creating an order.

How can I change my order after I've submitted it? (add to, delete from, cancel order)

1. An order can be cancelled or edited only if the status is Acknowledged, Draft or Editing.
2. An order can never be edited once it is in Released status; that means the order is being processed by the warehouse.
3. To see the status of the order go to your **Order Management** page. If you see these icons in the first column:
 - a. **A red circle with an X** - order can be canceled by the shopper.
 - b. **A pencil** - order can be edited by the shopper.
4. After editing an order, click **<Submit>** to send the edited order to the food bank. Failure to click **<Submit>** means no changes are recorded.

How can I change my appointment time on a submitted order?

1. An appointment time can be changed only if you are a pick up agency and the status is Acknowledged, Draft or Editing.
 - a. Go to **Order Options > Scheduler** select *Pickup* or *Delivery*, and a date highlighted in yellow
2. Reopen the order to be changed
 - a. Go to **Order Options > Order Management** and click on the pencil
 - b. Click **<Continue Shopping>** icon
 - c. Click the **<Check Out>** icon and replace the old date/time with the new appointment time.
 - d. Click the **<Submit>** icon
3. Go to Order Options > Scheduler and delete the old appointment.

How do I know if my order has changed from the quantities I originally ordered?

1. You can confirm the quantities on your order by logging into Agency Express and going to-> **Order Options -> Order Management**.
2. Locate the PO # in the Reference Number column, and click on the **Print** icon.
3. The **Quantity Accepted** column displays the quantities acknowledge by the food bank. Please allow 15 minutes from the time you submit the order.

How do I confirm an order is attached to an appointment?

1. From your Scheduler window **Order Options > Scheduler** look under My Appointments:
 - a. If there's a Reference Number listed, that indicates we have received your order and your appointment is scheduled in our system.
 - b. If there's no Reference Number listed, that means you have reserved an appointment but not assigned it to an order.
 - c. You must order an item from the shopping list, select the appointment time, and submit the order to us to lock in your appointment.

	Date	Time	Reference Number	Standing	Type
Delete	5/27/2016	08:00 AM	[REDACTED]	N	Pickup
	5/26/2016	08:00 AM	PO2408018	N	Pickup

How do I know how many pages are on the shopping list?

At the bottom of the first page, you will see boxes with numbers starting with the number 1. If your shopping list is 5 pages, there will be 5 boxes with the numbers 1-5. To move to another page, click on the box/number you wish to access.

How can I confirm I submitted my monthly report?

1. Under the **Report** tab, choose **Survey Management**.
2. Under **Search**, change the **From Date** to any past date, then click **Search**. Under **My Responses** you'll see every report you submitted after the date you selected. You can click on **View Your Responses** to review the reports sent to us.

Search

From Date:
6/1/2015

Search ✓ **Clear**

My Surveys

No records found!

<

My responses

	<u>Ref #</u>	<u>Title</u>	<u>Start Date</u>	<u>End Date</u>	<u>My Response #</u>
View Your Responses	764	Monthly Report 2015 June	6/24/2015 12:00:00 AM	7/24/2015 12:00:00 AM	1