Welcome

AGENCYExpress®

CARE AND SHARE℠
FOOD BANK FOR SOUTHERN COLORADO
A member of FEEDING AMERICA®

FEEDING AMERICA®

Quick Guide

ORDERING WITH AGENCY EXPRESS 4 –

A GUIDE FOR AGENCIES WITH EXPERIENCE ORDERING VIA AGENCY EXPRESS 3

Summary List of changes

❑ Logging in – the "P" is no longer needed between the food bank number and your agency number

❑ New User Interface
- Mobile Savvy – you can order from a phone or tablet and Agency Express 4 screens will adapt.
- The initial home screen has a lot more information from the food bank
- The look and feel has changed, so give yourself extra time the first time you shop

❑ You need to choose your delivery/ pickup date and time BEFORE you see the shopping list so the available items can be tailored for your specific appointment date.

❑ Get available quantity information more often during the ordering process.

❑ Speedy Order receipt confirmation

Logging in

New Web Site address -
https://agencyexpress4.org/AgencyExpress

User Name and password will stay the same as what you have used with Agency Express 3

Your Agency Number will follow this model (no more P in between)

◦ Four digit food bank number + Agency Number (0019MM019)

We believe no one should go hungry.

Welcome

AGENCYExpress®

User Name

CFENN

Password

••••••••

Forgot Password?

Agency Number

0019MM019

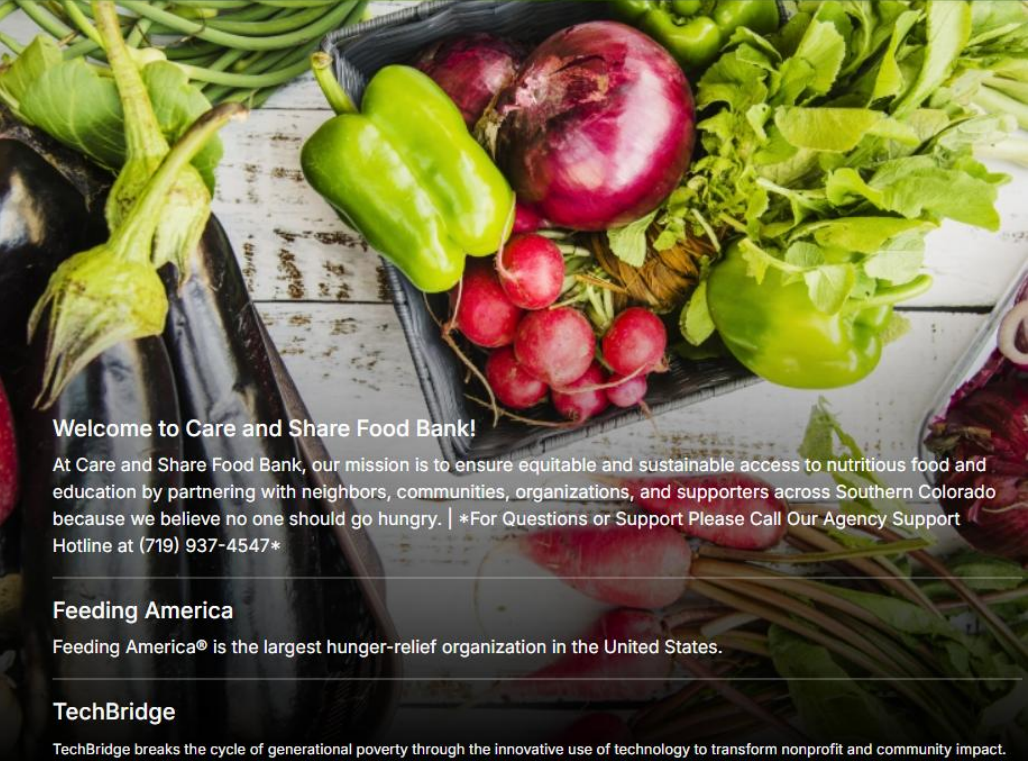Forgot Food Bank Number?

☐ Remember me next time   Login

Clear your User Name & Agency Number here

Certified Secure this site is tested and certified daily to pass the
∗MacAfee Secure∗ Security Scan.

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Welcome to Care and Share Food Bank!
At Care and Share Food Bank, our mission is to ensure equitable and sustainable access to nutritious food and education by partnering with neighbors, communities, organizations, and supporters across Southern Colorado because we believe no one should go hungry. | ∗For Questions or Support Please Call Our Agency Support Hotline at (719) 937-4547∗

Feeding America
Feeding America® is the largest hunger-relief organization in the United States.

TechBridge
TechBridge breaks the cycle of generational poverty through the innovative use of technology to transform nonprofit and community impact.
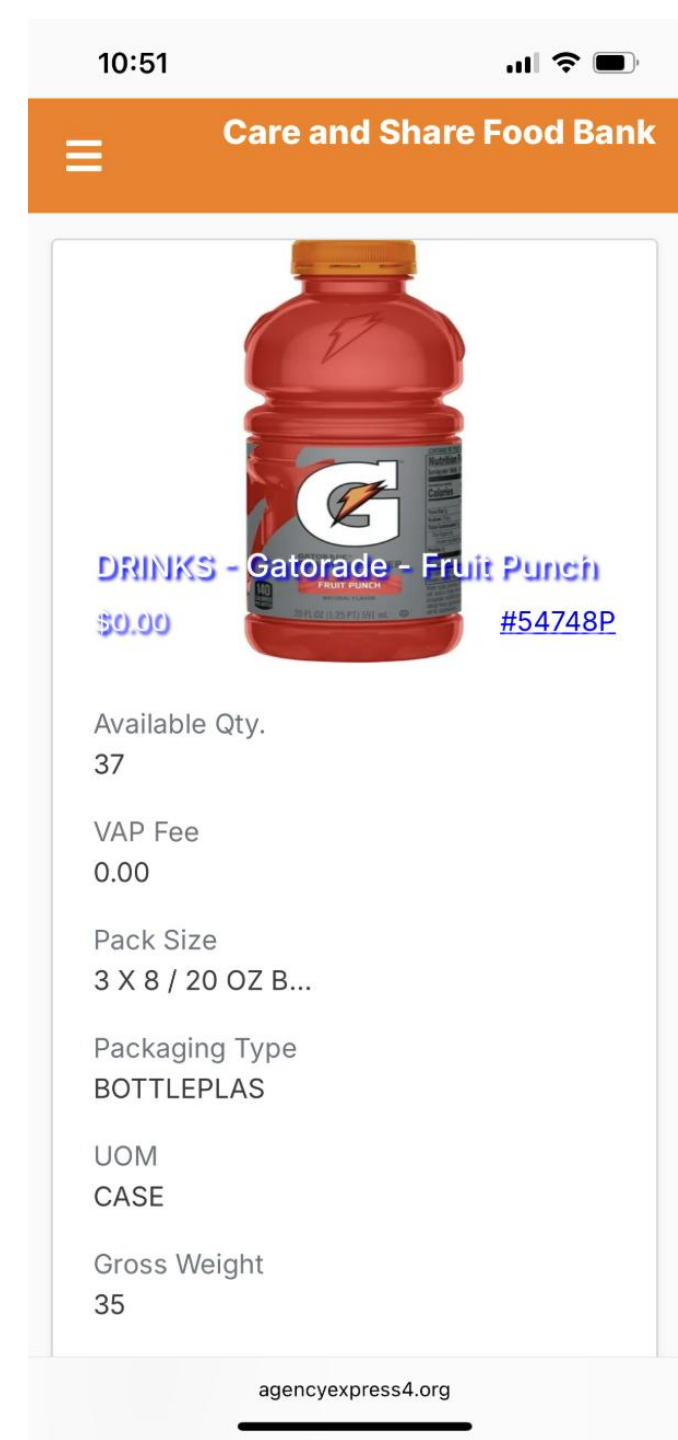
User Interface Changes

Mobile capable – Agency Express 4 can be used with a phone or tablet to place orders etc. A good cell signal or wifi is recommended. You can view pictures of the items on the mobile version.

All of the user interface components of Agency Express 3 remain, but the buttons/menus often look different. There is now inline help on most pages.

The Shopping list Search/ Filtering looks very different now. Set aside a bit of time to explore your options the first time you shop.

The > and ^ characters indicate that there is a collapsed menu or page component.

Ordering flow changes

Agency Express 3

| Shopping list | Check out | Appointment | Submit Order |

Agency Express 4

| Appointment | Tailored Shopping list | Check out | Submit Order |

* The tailored shopping list will only show items that will still be available/ good at your chosen appointment date.

Verifying available quantity

We heard you – submitting an order and then learning later that an item is not available is disappointing. Agency Express 4 checks back to the food bank's inventory more often. This means some tasks are slower, because the site is rechecking what is available.

➢ When loading the tailored Shopping List (or reloading)

➢ When adding to Cart

➢ When checking out/ going to Cart page

➢ When editing quantity in the Cart

➢ When moving an Appointment for an Order

➢ When submitting an Order to the food bank

➢ When you edit a previously submitted Order

Speedy Order Receipt Confirmation

With Agency Express 3, the food bank needed 15 minutes or so to receive the Order and for the confirmation of receipt to return to Agency Express 3. Then you would also receive an email from the food bank with a PDF copy of the order contents.

↓
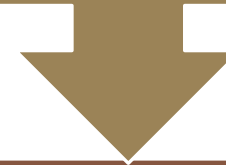
With Agency Express 4, the receipt confirmation is nearly instantaneous. After the Order is submitted, the user is routed to Order Management. The Acknowledged Order should be visible right away. The email from the food bank with the PDF of the order contents will still be sent and take 5+ minutes.

↓

Note that the food bank team may still need to adapt the received Order before final fulfillment and those changes will be reflected in Order management.

Need more guidance?

❑ Agencies@careandshare.org

❑ Call the Agency Hotline at (719) 937-4547

❑ Visit the new Agency Express section of the website –
https://careandshare.org/agency_updates/agency-express/

❑ Watch the video for Agency Express 3.0 compared to Agency Express 4.0
https://careandshare.org/wp-content/uploads/2025/11/Agency-Express-4-Demo-Recording-20250815_195129-Meeting-Recording.mp4