AgencyExpress Quick Reference Guide
ONLINE ORDERING

AgencyExpress Benefits:
24/7 access to Maryland Food Bank Inventory
View your organization(s) available balance
View active and past order history
Ability to create a "Favorites List" of product, for quick search when ordering
Ability to view item storage requirements

Requirements:
Computer
Internet Access
Web Browser (Internet Explorer 6.0 or higher, or Firefox 2.x or higher)
Email address

LOGIN INFO:
Web Address: www.agencyexpress3.org
Username:
Password: change12
Program Code: 0007p(enter your MFB program number after the p, no spacing)

AgencyExpress Navigation:
Once you *Login into AgencyExpress:*

- A pop-up window will appear; this window contains policies/procedures for delivery and pick-up cut-off times. The pop-up window will also contain any changes in operations of Maryland Food Bank, example: Dates for closing of Holidays. Once you have completed reading the pop-up window, *click the CLOSE button*.
- Hover over the *Order Options* tab, located in the top left corner of the page, you will see the following choices:
    Shopping List- this tab starts your order
    Check Out- DO NOT USE
    Order Management- Shows active order and order History
- Click *"Shopping List"* , scroll though the list of product items (this is the live menu)
- Select the item(s) you want by entering a quantity in the *Order Quantity* box, located to the left of the item number. Before you move to the next page, you *must* click the shopping cart labeled *Add to Cart,* icon is located in the top right-hand corner of the page and at the bottom left of the page.
- When you have added all of the items to your cart, click the *Check Out*, icon located in the top right-hand corner of the page and at the bottom left of the page
- Once in *Check Out Screen*, *select* *Delivery or Pick-up* by clicking the drop down arrow. Next, *select* *Date* using the calendar icon, click on the preferred date. Finally *select* a *Time Slot* by clicking on the clock icon and choosing one of the times listed. **Please note: If you clicked an AM delivery time, we will deliver between 8:00am-12:00pm, if you click a PM time, we will deliver between 12:00pm-4:00pm.**
- Optional: There is a *Comment Section* for you to make notes to NSC, example: Dessert Pallet
- Once you have reviewed you order the final step is to *Submit Cart*, the icon is located in the top right-hand corner of the page. A screen will pop-up stating 'Are you sure you want to Submit this order', *click Okay*.
- A representative from NSC will call you to confirm the order has been received. You will also receive a *confirmation email* from AgencyExpress.

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Adding to an Existing Submitted Order:

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- Hover over the ***Order Options*** tab, located in the top left corner of the page, you will see the following choices:
  - ***Shopping List***- this tab starts your order
  - Check Out- DO NOT USE
  - ***Order Management***- Shows active order and order History
- Click ***"Order Management"***, locate your active order, a pencil will be present, located on the left side of the page, *click* the ***Pencil***. A pop-up window will appear, **click *Okay*** and your active submitted order will appear. Next **click *Continue Shopping***, the icon is located in the top right-hand corner of the page.
- Select the item(s) you want by entering a quantity in the ***Order Quantity*** box, located to the left of the item number. Prior to moving to the next page, you **must** click the shopping cart labeled ***Add to Cart***, the icon is located in the top right-hand corner of the page and at the bottom left of the page.
- When you have added all of the items to your cart, click the ***Check Out***, icon which is located in the top right-hand corner of the page and at the bottom left of the page
- Once in ***Check Out Screen***, you can leave your original information or change your previous ***selected Delivery or Pick-up*** by clicking the drop down arrow, next ***select Date*** using calendar icon, click on preferred date, finally ***select*** a ***Time Slot*** by clicking on the clock icon and choosing one of the times listed. Please note: **If you clicked an AM delivery time, we will deliver between 8:00am-12:00pm, if you click a PM time, we will deliver between 12:00pm-4:00pm.**
- Optional: There is a ***Comment Section*** for you to make notes to NSC, example: Dessert Pallet
- Once you have reviewed you order the final step is to ***Submit Cart***, icon is located in the top right-hand corner of the page. A screen will pop-up stating Are you sure you want to Submit this order, ***click Okay***.
- If you decide not to add to your order, you must select ***Cancel Edit***. If you do not, your order will not be processed.
- You will receive a ***confirmation email*** from AgencyExpress; please contact a NSC representative if you have any questions, and would like to review your order.

Troubleshooting- Frequently Asked Questions:

Q: I am unable to scroll down on the pop-up information screen and close the pop-up window?

A: Check the **Resolution** on your computer, changing the resolution will allow the information to populate correctly in the information screen including the **Close** tab.

Q: I pick-up my order, yet AgencyExpress shows a delivery fee, why?

A: AgencyExpress will automatically hold the delivery fee; this allows you to have the option to change to delivery at any time while your order is accessible to you. If you decide to **pick-up**, when you submit your cart, the **delivery fee** automatically **drops off**. We have also increase you're spending limited, based on your delivery fee so you spending limit will not be impacted.

Q: Why do I need to have an email address?

A: An email address is required for access to AgencyExpress, also, once your cart is submitted you will receive an email confirmation, finally, if NSC is unable to reach you via phone, we have another way to contact you directly. You can set-up an email account for free, examples: Gmail, Yahoo, AOL, and/or Hotmail.

Q: I have a PO number and a copy of the items I ordered, why does the Maryland Food Bank state, they do not have my order?

A: You forgot to click ***Submit Cart***. When you start shopping on AgencyExpress, a PO (Purchase Order #) is assigned. This does not mean the order has been submitted. On the Check Out Screen you will see the items you ordered, your shipment option, date and time preferences, as well as the PO number, however, your order is still sitting in your cart. The order still needs to be sent to the Maryland Food Bank so you must click ***Submit Cart***.

Q: Is it okay for me to give out my AgencyExpress log-in information?

A: No, each Authorized Shopper will receive a unique username and should not share that information with others in their organization. If the information is shared and it is misused, the Maryland Food Bank is not responsible.

Q: **How do I know if a product is Dry or Frozen?**

A: Click on the Item No. A popup will display the Storage Requirements as well as other relevant information.