

Agency Express

Quick Start Guide



Feeding Southwest Virginia

About Agency Express

What is it?

Agency Express is an online shopping site that has been successfully used by food banks and their partner agencies all across the nation for over a decade. In a way, it is very similar to Kroger's Clicklist—place an order online then pick it up at the store.

Feeding Southwest Virginia has heard the demand for online ordering from our partner agencies for many years and we have worked very hard to bring them a platform that will help feed the hungry more efficiently.

With Agency Express, partner agencies can:

- See what is actually in stock at our warehouse - no more hoping and guessing then being disappointed!
- Shop and order any time from anywhere.
- Save valuable volunteer time and resources - pick up the order and go!
- Manage their product spend with more accuracy by seeing a running total and order history.
- Stay healthy and safe. No more heavy lifting or fear of injury in our busy warehouses.

Because of these benefits, Agency Express is now the preferred method of product selection and ordering at Feeding Southwest Virginia. We respectfully ask that partner agencies use the online ordering system to choose product rather than in-person selection at the warehouse.

If you have questions or concerns about Agency Express and the future of product selection at Feeding Southwest Virginia, please contact your Programs Services Representative.

Now that you know what Agency Express is and what it can do for you, let's get started!

This Quick Start Guide will help you place your first order by covering the basics of Agency Express. Please read through it - it's not very long - before actually placing your order. When you are ready, use the Guide as an assistant for each step.

What You Need & How to Get There

First things, first.

You must have the following items before you can start using Agency Express:

- A computer or tablet
- Internet access
- Web browser

Because Agency Express is “web based”, you can access it from anywhere at any time using any device that has internet access and a web browser.



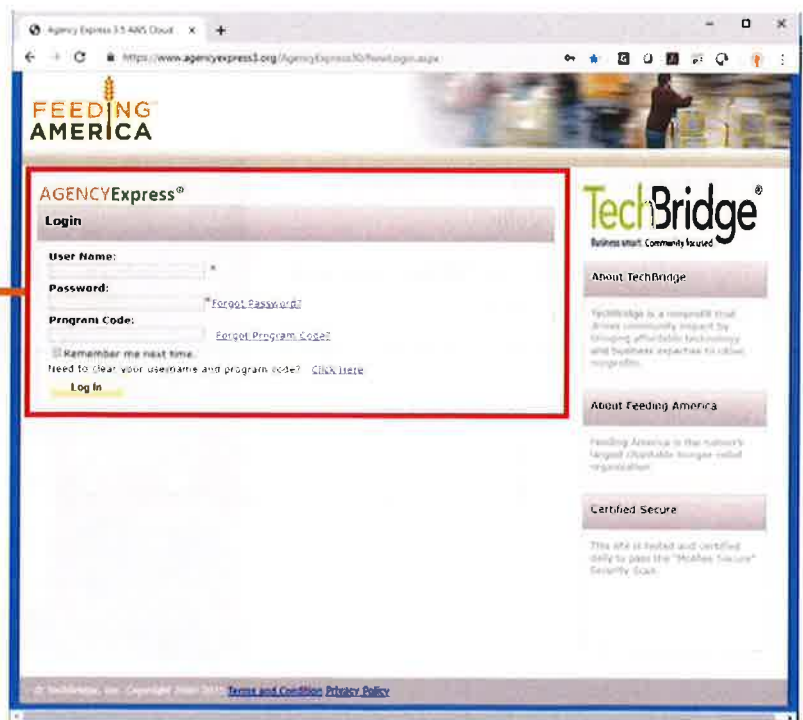
Any of these web browsers will work with Agency Express

Getting to Agency Express

Open your favorite web browser, then go to:

<https://ae.faswva.org>

This will bring you to the Agency Express log-in page where you can enter your credentials.



Logging In

Enter your credentials at the log in screen

The screenshot shows the AGENCYExpress Login page. On the left, there are four text annotations with orange lines pointing to the corresponding fields on the login form:

- "Enter your **User Name**..." points to the User Name field containing "JAYF".
- "...your **Password**..." points to the Password field containing "*****".
- "...and **Program Code**..." points to the Program Code field containing "0074PA00508".
- "...then click on the **Log In** button." points to the yellow "Log In" button.

The login form itself includes the following elements:

- Header: **AGENCYExpress®**
- Section: **Login**
- Fields: **User Name:** (JAYF), **Password:** (*****), **Program Code:** (0074PA00508).
- Links: [Forgot Password?](#), [Forgot Program Code?](#).
- Checkbox: ☐ Remember me next time.
- Text: Need to clear your username and program code? [Click Here](#)
- Button: **Log In** (highlighted in yellow).

If you forget your Password or Program code, you can reset or retrieve them.

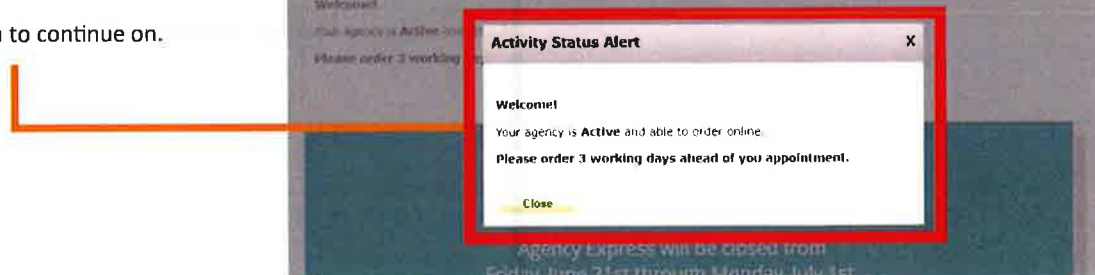
*To reset your Password, click on **Forgot Password**.*

*To retrieve your Program Code, click on **Forgot Program Code**.*

The **Activity Status Alert** box will appear if you logged in successfully.

This alert will provide information about your account and Agency Express.

Click the **Close** button to continue on.



Placing an Order

Step 1: Scheduling an Appointment

You must schedule an appointment before you can select items and place an order.

Orders must be placed 3 working days ahead of pickup or delivery.

Go to the **Order Options** menu then click on **Scheduler**.

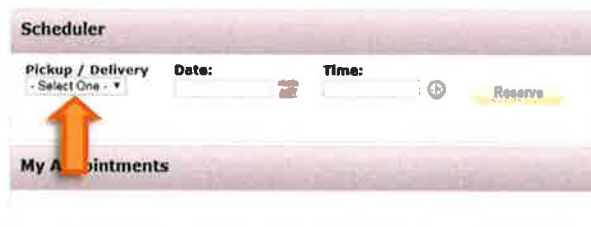


Welcome to the Feeding America Southwest V

Select Pickup or Delivery

If you do not currently receive Deliveries, you may only select Pickup.

(If you want to receive Deliveries, please contact your Programs Services Representative)



Pick a Date

Select an appointment date from the dark yellow highlighted days on the calendar.

You won't be able to select days that are crossed out.

Make sure you are placing the order with 3 working days of lead time.



Pick a Time

Select a time you would like to pick up or receive your order.



Reserve the Appointment

Click on the **Reserve** button to add your appointment to the **My Appointments** section.



Placing an Order

Step 2: Add Items to the Shopping Cart

Go to the Shopping List

Go to the **Order Options** menu then click on **Shopping List**.



Search for Items

Use the **Search** section to find the product you are looking for.

This will help narrow down the list so you don't have to click through multiple pages!

Shopping List - Sort By -
Tip: Please Add to Cart requested items before leaving page

Enter Quantity then Add to Cart

Enter a quantity you want then click **Add to Cart**.

Pay attention to the Unit of Measure, or UOM, when entering quantities.

160	EF000326	Mac and Cheese 24/7.25 oz.	CS	9.90	0.00	24/7.25 oz.	12	★
58	EF000064	Sliced Peaches 24/15 oz.	CS	18.31	0.00	24/15 oz.	25	
40065	DF000052	Sorted Salvage - Assortment of dry goods Must be Weighed	LB	0.19	0.00	Banana Box of 5 items	1	
48	DF000330	Teddy Grahams Honey	CS	0.76	0.00	6/10 oz. boxes	4	★

If you order the same thing all the time, you can mark it as a **Favorite** with a yellow star.

This will make the items you always order easier to find in the **Search** section!

Placing an Order

Step 3: Check Out and Submit the Order

Go to the **Order Options** menu then click on **Check Out**.



Confirm your appointment

Before you can submit your order, you must confirm the appointment you set up at the beginning.

Select the receipt type you chose (Pickup or Delivery), select the Date you wanted, then choose the Time. The only Date and Time you will see are the ones you reserved in the Scheduler.

Submit Cart

After you have confirmed your appointment and have double-checked your order for accuracy, you can submit your order.

Click on the **Submit Cart** icon to send your order.

You will see an on-screen confirmation then, 10 minutes later, you will receive an e-mail confirmation.

The screenshot shows the 'My Appointment' and 'Shopping Cart Summary' sections. The 'My Appointment' section includes a reference number (PO179058), pickup/delivery date (10/04/2016), time (09:30 AM), and a comment field. The 'Shopping Cart Summary' section shows a total due of \$2.40, gross weight of 10024 lbs, available credit limit of \$754.40, total line items of 3, total cube size of 1.5 Cu. Ft., and estimated delivery fee of \$0.00.

Shopping Cart

Top Off Grapes Milk Produce

Print Clear Cart Continue Shopping Update Cart **Submit Cart**

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Pack Size	Handling Requirements	Special
10 Qty. (25)	68103	Elbow Macaroni Bulk Pasta	10	UNIT	10000	0.00	1 / 1000 lb tote	Dry	
3 Qty. (104)	12520	Cookies Heads or Tails Orzo	3	CASE	24	0.60	12 / 10.1 oz packs	Dry	
1 Qty. (1)	Produce	Produce	1		0	0.00			

That's it! You have placed your first order.

Tips & Further Info

Have questions or need more help?

Tips for using Agency Express

- Agency Express does not accept online payment. Pay your bill as you normally would.
- TEFAP (aka USDA) product is not shown in the Shopping List. You will get your TEFAP allocation just like you always do and it will be ready for pickup/delivery along with your Agency Express order during your chosen appointment date/time.
- Print a copy of your Shopping Cart or the order confirmation email and bring it with you to your appointment. That will help you verify the accuracy of your pickup or delivery.

If you need to make a change to a reserved appointment or submitted order, please contact Jon Smith, our Invoice Clerk & Administrative Associate.

jksmith@feedingswva.org

(540) 342-3011 x.7028

This Quick Start guide covers the very basics of Agency Express but you might have more questions.

Here's where you can find answers.

On our website

The **Partner Tools and Resources** page on our website will have this guide plus the **Agency Express Shopper User Guide**, a more in-depth manual.

The web address is: <https://www.feedingswva.org/partner-tools-resources/>

