



## RULES FOR ONLINE ORDERING

1. Orders must be submitted according to the requirements on the Header Shortcut Sheet on the next page.
2. The food list is updated on Friday afternoon by 5 pm.
3. Before submitting your order, you must fill in a pickup date and pickup time or your order will not transmit correctly.
4. The pickup times are scheduled every twenty minutes. Each time slot is limited to a maximum of 5 agencies per time slot. No more than 5 agencies per time slot are allowed. If there are already 5 agencies for a given time slot, you will receive a message saying time not available. You must then select another time slot.
5. After selecting a date and time, please write a contact name and phone number in the comment box. Our drivers will use this information to contact your agency if necessary regarding your order.
6. All correspondence concerning your online order will be via email, so please notify Western Slope Food Bank of the Rockies immediately if your email changes.
7. You will be able to confirm your order was placed and have your password emailed to you if you forgot it. If you have additional questions about your online order, check the FAQ below and if you still have questions, contact our Western Slope office, 970-243-3937 [westernslope@foodbankrockies.org](mailto:westernslope@foodbankrockies.org) or our Agency Relations department [relations@foodbankrockies.org](mailto:relations@foodbankrockies.org).
8. You can also confirm your order was submitted by clicking "order management". You will see the recently submitted order with the corresponding PO number at the top. Next to the PO number it will say New Order and later change to Released once we have received the order.
9. Limited items will state "MAX \_\_" in the description, noting what the limited quantity is, for example Limit 2 on Diapers would appear DIAPERS ASST (MAX 2).
10. The shopping cart total will not reflect grants or credits to be applied toward the order. These will be accurately reflected on your invoice when you pick up your order. For questions concerning your grant or credit balance, contact Starlene at 970-243-3937.

### Order Methods:

**Pre-pulled orders:** for local area programs placing an advance order and picking up at the Western Slope Warehouse. The order must be submitted no less than 24 hours in advance. The order must be over 100 lbs. Orders may be picked up from 8am-1pm M, W, Th, & Fri (or 1-4 pm on Tuesdays.) **You must type "pre-pull order" in the comment box.** Please check in with the office prior to loading. Please contact [westernslope@foodbankrockies.org](mailto:westernslope@foodbankrockies.org) or [scollins@foodbankrockies.org](mailto:scollins@foodbankrockies.org) if you are unable to pick up your order at the scheduled time. No call/no shows – orders will be cancelled, restocked and subject to a .02 pound restocking fee.

**Delivery:** for programs on existing delivery routes placing orders according to a monthly schedule. Orders must be at least 100 lbs. Please refer to the delivery schedule for dates by which orders must be submitted. Date and time in the My Appointment Header should reflect those from the schedule,

and delivery instructions should state the city name of the drop site, ex: Yampa Valley Electric, Steamboat Springs.

## HEADER SHORTCUT SHEET

The screenshot shows a web browser window titled "Agency Express 3.0 - Windows Internet Explorer" with the URL "http://agencyexpress3.org/agencyexpress30/Shopper/ShoppingCart.aspx". The page features the "FEEDING AMERICA" and "aidmatrix" logos with the tagline "Right Aid. Right People. Right Time.™". A navigation bar includes links for "Welcome", "Order Options", "Report", "Food Bank Links", "Help", "About Aidmatrix", and "Log Out". The user is identified as "vcontreras" with ID "0025PA1329-1".

The main content area is divided into three sections:

- My Appointment:** Displays a reference number "PO507814", a "Pickup/Delivery Date" dropdown menu, a "Time" field, and a "Comment" box with a 255-character limit.
- Shopping Cart Summary:** Shows a "Total Due" of "\$0.00", "Total Line Items" of "0", "Gross Weight" of "0 lbs", "Total Cube Size" of "0 Cu. Ft.", and an "Estimated Delivery Fee" of "\$0.00".
- Shopping Cart:** A section for the cart items, currently empty.

At the bottom of the main content area, there are icons and links for "Print", "Clear Cart", "Continue Shopping", "Update Cart", and "Submit Cart". The footer contains the copyright notice "© The Aidmatrix Foundation Inc. Copyright 2008" and links for "Terms and Condition" and "Privacy Policy".

**Pre-pulled orders:** for local area programs placing an advance order, and picking up at the Western Slope Warehouse. Fill in date and time. The comment box should be blank.

**Delivery:** for programs on existing delivery routes placing orders according to a monthly schedule. Fill in date, time and instructions: "city name of drop site" in the comment box.

## FAQ Information

### Contact Information for questions listed below:

**Western Slope:** Jill Bradley or Starlene Collins (970 243-3937), [westernslope@foodbankrockies.org](mailto:westernslope@foodbankrockies.org)

**Denver Agency Relations Dept:** Maria Esparza-(303 375-5818), Sheryl Beams-(303 375-5815), Cindy Mitchell-(303 375-5850) or **FBR IT:** Starla Welch-(303 375-5821). Email contact information: [relations@foodbankrockies.org](mailto:relations@foodbankrockies.org)

**I need HELP beyond the information given in the user guide:** See contact information above.

**How do I get a username, password, and program code?** Send an email to [westernslope@foodbankrockies.org](mailto:westernslope@foodbankrockies.org) that includes your name, your agency name, and your email address in the body of the email. Agency Relations staff will set up a username, password, and program code for you and email you with this information.

**What do I do if I forgot my password?** Click on the Forgot Your Password button on the login page, and follow the steps to receive your password by email.

**What do I do if I forgot my username or program code?** Contact the Western Slope office.

**What steps need to be taken if an Agency Express shopper leaves our agency?** Call or email the Western Slope dept listed above and have them remove the shopper that is no longer authorized. WSFBR will need to deactivate the user from using the Online Shopping System on behalf of your program.

**How do I update my email address for Agency Express?** Call or email the Western Slope dept listed above and give them the correct email address for your username and program code so FBR can update your files.

**What do I do if I'm not receiving emails when my order is ready to be picked up at the Food Bank?** If you see the order, and the status is "Acknowledged," yet an email confirmation has not been received, contact the Western Slope office listed above to ensure we have the correct email address. We can then troubleshoot any other errors.

**What pick up date and time am I supposed to select?** For all local area programs, you will select the day and time when you are able to come and pick up your order. The pickup day and time is at your discretion. For all delivery agencies, already on a delivery schedule, you will select the day and time of your scheduled delivery. Please refer to this year's delivery schedule. If you need a new one, please contact the Western Slope office.

**Inventory Limitations** - Ordering products with 25 cases or fewer in the "Available Quantity" column may not be received because of multiple web orders submitted at the same time for the same items. If this occurs continuously, please let Agency Relations know what the items are for troubleshooting purposes.

**Internet Compatibility** - Agency Express is compatible with Internet Explorer ONLY, and any other web browser (like Mozilla or Firefox) can cause issues, including the "gray screen," with the program. You must use Internet Explorer as your web browser when placing orders online.

**How do I know if my order has been received?** You will receive an email confirmation to the email address given to the Food Bank of the Rockies. You may also refer to the Order Management screen on the ordering website. The most recent order, the one you believe you submitted and should be picking up, will be the first one with a status of "new order", "sent to food bank", "acknowledged", or "released". Any of these statuses indicate you did indeed submit your order and we are working on processing it.

**How do I know if my order has changed from the quantities I originally ordered?** Confirm the quantities of your order by referring to the confirmation email sent to you from the Food Bank. The attachment will have the quantities listed that you will receive.

**The order window didn't get my order** - When completing your order, you must go to "Check Out" and select pickup date and time in the My Appointment Section. Then click "Submit Cart." You will be asked if you are sure you want to submit; click "ok." Then, your screen will show a new page with a message stating "Your order was submitted successfully." If you do not see this message, your order was not sent to us and is not complete. Occasionally after the "Are you sure you want to submit your order?" pop up window, you will see another pop up window listing all of the items in your cart and with the word success next to some and error next to others. You must manually revise the items saying error in your cart and then resubmit the cart to us. See the Quick Reference Agency Express for further information on our website. If you follow all these steps, and the order window still does not get your order, contact Western Slope at [westernslope@foodbankrockies.org](mailto:westernslope@foodbankrockies.org)

**Unable to pickup orders or need to cancel an order** - Email ASAP to Starlene at [scollins@foodbankrockies.org](mailto:scollins@foodbankrockies.org) and let her know when you will be able to pick up the order. In most cases, we will be able to accommodate another pick up time. If another pickup time cannot be arranged within reason, the order may be canceled and your program may be charged a restocking fee, at the discretion of Food Bank of the Rockies staff.

## **Online Ordering Tips**

**Issue: “Sometimes items are confirmed on our web order, but our program does not receive them, or does not receive the full amount we ordered.”**

When online ordering a product with 25 cases or fewer in the “Available Quantity” column, there may be a chance you won’t receive some or all of the items. This is because multiple web orders can be submitted at the same time requesting the same product. If your program orders an item with 25 or more cases available in “Available Quantity,” and your program does not receive the full amount of the confirmed order, this should be reported **immediately** to Starlene at [scollins@foodbankrockies.org](mailto:scollins@foodbankrockies.org).

**Issue: “When I go into the “Shopping Cart” to review my order, all I see is a tiny square of the screen and everything else is gray!”**

Agency Express is compatible with Internet Explorer ONLY, and any other web browser (like Mozilla or Firefox) can cause issues, including the “gray screen,” with the program. You must use Internet Explorer as your web browser when placing orders online.

**Issue: “I placed my online order, but now I see a new item I want to add. How can I add it to my order?”**

After your order is submitted, you will have the next business day to add/delete items. The day following, we will close your order and begin to process it. For example: Order is placed Monday for a Thursday pick up. Tuesday you will be able to add/delete items. Wednesday the order closes and we begin to process it. Thursday you pick up the order.

You will not be able to place an additional new web order for the same pick up date and time nor will you be able to add any new items at our warehouse. All changes must be made online.

**Issue: “I am not able to select a pick up date or time.”**

Make sure you have selected either pick up or delivery from the pick up/delivery drop down menu to the left of the date field.

Using any internet browser apart from Internet Explorer, including AOL, Mozilla, and Firefox, will result in this problem. Only Internet Explorer is fully compatible with Agency Express and it must be used for your order to be completely processed and submitted.

For a free download of the current version of Internet Explorer, visit this website [www.microsoft.com/ie](http://www.microsoft.com/ie).