



Agency Express 3 Online Ordering Instructions

- Using **Internet Explorer** Log On to: <http://www.foodbankheartland.org/agencies/current.aspx>
- Select **Ordering Online**
- Type in your Log In Information
 - Your log in information will be the same. If your password does not work try "change12". We recommend that you select your own password and change this under the Help Menu
- Select **Order Options**
 - Select **Scheduler** (This step needs to be completed first)
 - Select Pickup or Delivery
 - Select the date of your order by clicking on the calendar icon and selecting one of the available dates
 - Then select the time you would like by clicking on the clock icon
 - You will now only see the times that are available
 - Deliveries are in two hour windows. For example, if you select nine, your delivery time will be between 9-11
 - Select Reserve
 - This will reserve the time for you
- Return to **Order Options**
 - Select **Shopping List**
 - You can search by Item #, Description, or Category. Once you make your selection, click **Search** and this will bring up the items based on your search criteria
 - For each Item you will see: Available Order Quantity, Item #, Description, Unit Price, Pack Size, Gross Weight
 - Add an item to your Shopping Cart, by following these steps
 - Enter Quantity in the text box in one or many of the items on the page
 - If you order the Item often, you can select it as a favorite

- Click on the **Add To Cart** button located at the top or bottom of the page on each page
 - You need to do this before leaving the current page or it will not save your items
 - You can return to the search bar and repeat the process until you have selected all your items
- Select **Check Out** from the Top Menu when you are ready to check out
 - Under **My Appointment** you will confirm your reserved pickup or delivery time by clicking on the calendar and the clock
 - If you have any additional instructions, type those in the Comment box
 - Under the **Shopping Cart** you will review your order
 - If you need to change a qty. update the qty in the text box, and select **Update Cart** from the Menu Bar
 - Once you have reviewed each section of your shopping cart, click on **Submit Cart**
 - This is a very important step. If you do not submit your cart, it will not send the information to Food Bank for the Heartland and it will not reserve product for you
- You will receive an email confirmation from Food Bank for the Heartland after your order is accepted. Please ensure we have an accurate email on file for your agency. (At this time the email confirmation is not working, please check order management to review your order. We hope to have this resolved soon)
- Under **Order Management** you will be able to review the status of your order
 - With the upgrade, you can now edit your orders up until two business days prior to your pickup. You do not need to start a new order
 - By clicking on the **Pencil Icon** you will be able to add items to your order after Food Bank for the Heartland staff has accepted your order
 - After you have added your items, hit **submit cart**. This will send your update to Food Bank for the Heartland. If you do not submit your cart, it will not send the information
 - When the status says, “Released” you may not edit your order. Your order is being processed by Food Bank for the Heartland staff
- Please refer to the Agency Express User Guide for a further explanation or you may contact Agency Relations at 402.331.1213 with additional questions