



AgencyExpress 2.0 User Guide

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AgencyExpress User Guide

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Welcome to AgencyExpress 2.0!

AgencyExpress is a powerful Web-based tool sponsored by America's Second Harvest and AidMatrix that will help you shop for and manage your Food Bank orders online. You can use AgencyExpress to search for items, view item details, send orders to the Food Bank and review the status of your orders.

This handbook assumes the user is familiar with the use of an Internet browser, and has access to the Internet. Except in situations specific to the use of AgencyExpress, instructions on using an Internet Browser or connecting to the Internet are beyond the scope of this user guide.

If you have questions regarding AgencyExpress, please contact your local Food Bank.

Thank you!

The AgencyExpress Team

Browser Requirements

To use AgencyExpress, you will need:

- Personal Computer
- Internet Access
- Web browser (Internet Explorer 5.5 or higher)

NOTE: AgencyExpress will work on IE 5.5, but you may get better results using Internet Explorer version 6.0.

If you wish to download this version, use the following link and follow the instructions.

<http://windowsupdate.microsoft.com/>

Netscape should not be used to access AgencyExpress.

Screen Settings

1. In Windows, bring up the start menu, go to settings, and choose **Control Panel**.
2. Click on the **Display** icon.
3. Click on the **Settings** tab. On the right hand side, you will see the words **Desktop Area**.
4. Move the bar to the left or right depending on where you want to set it. The further right you go, the higher the resolution you are choosing.
5. AgencyExpress is best viewed with **1024 x 768** screen resolution.

Logon to AgencyExpress

Once you have received your AgencyExpress User ID, Password, and Program, you can login to the website and shop online. Type the following web address into your Internet browser:

<http://www.harvestcenter.com>

This action will display a new window shown below. This is the Harvest Center home page.

1. Click on **Agency**.

1 → **Agency**

I'm an agency of a food bank or food rescue organization and would like to shop for food or grocery items.

Affiliate

I'm an affiliate of the A2H network and need to review or process orders or donations.

Donor

I would like to donate food and/or grocery products to the A2H network.

Other

I would like to learn more about how to participate in Harvest Center.

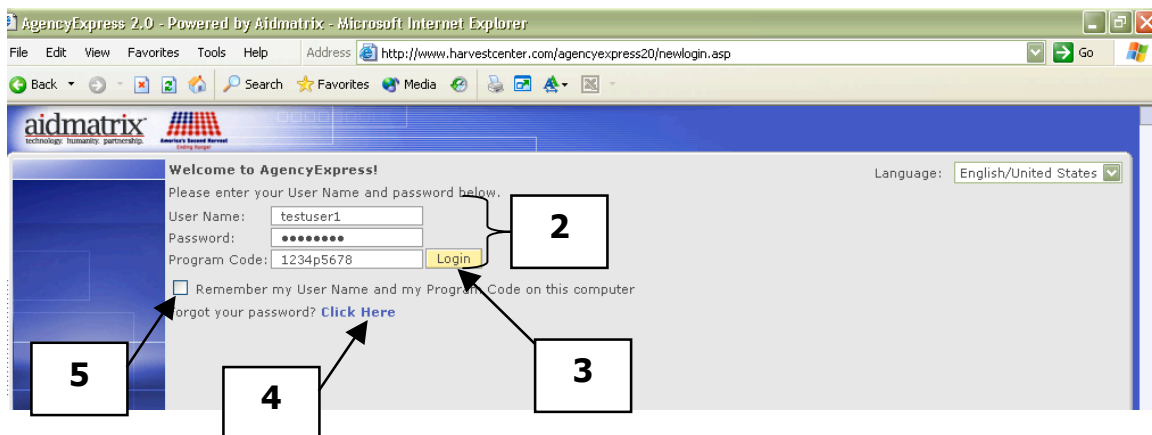
Harvest Center™ is a strategic initiative of America's Second Harvest and its network of food banks and food rescue organizations to partner with leading information technology companies. The purpose of Harvest Center™ is to dramatically improve our ability to acquire, manage and distribute food to hungry Americans.

Harvest Center™ © Copyright 2002, All rights reserved | Privacy Policy

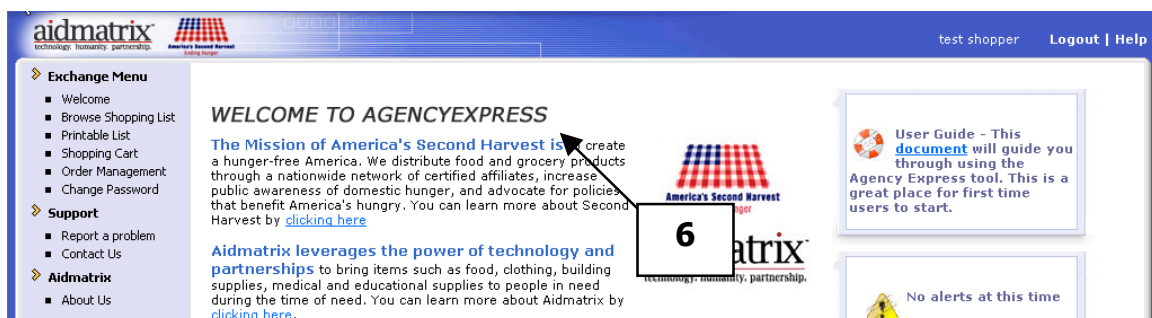
Logon to AgencyExpress (cont'd)

After you have clicked on Agency, the following screen will be displayed. This is the AidMatrix Login page.

2. Enter your **User ID, Password, and Program**. Your Password is NOT case sensitive.
3. Click on **Login**. (Note: The first time you use the AgencyExpress system, you will be prompted to change your password. Please see the Change Password topic for more details.)
4. By clicking on the check box, next to **Remember my User Name and Program Code on this computer**, you will not need to enter your User Name and Program Code each time you login. Your computer will remember these two fields, and fill them in for you next time you use the system. You will still need to enter your password. Please do not use this feature on public computers (i.e. library, friend's house, etc.)
5. If you have forgotten your password, click on **Forgot your password? Click Here**. (Skip to step 7)



6. A successful login will bring you to the welcome screen. Look for **WELCOME TO AGENCYEXPRESS**



Logon to AgencyExpress (cont'd)

Forgot Your Password

After you have clicked on **Forgot your password? Click Here.** A new message box will appear on your screen.

7. You will need to enter your **User Name** and **Program Code** to retrieve your password.
8. Click on **Email My Password.**

An email will be sent to the email address on record at your Food Bank. This email will contain a reminder of your password. Use the password from the email to login using steps 1-3.

Forgot Password - Microsoft Internet Explorer

Forgot Password

- Please enter your "User Name" and your "Program Code" in the box below.
- Then click on "Email My Password".
- Your password will be sent to your "AgencyExpress" email address.
- If you forgot your User Name please contact your local food bank.

Enter Your User Name :

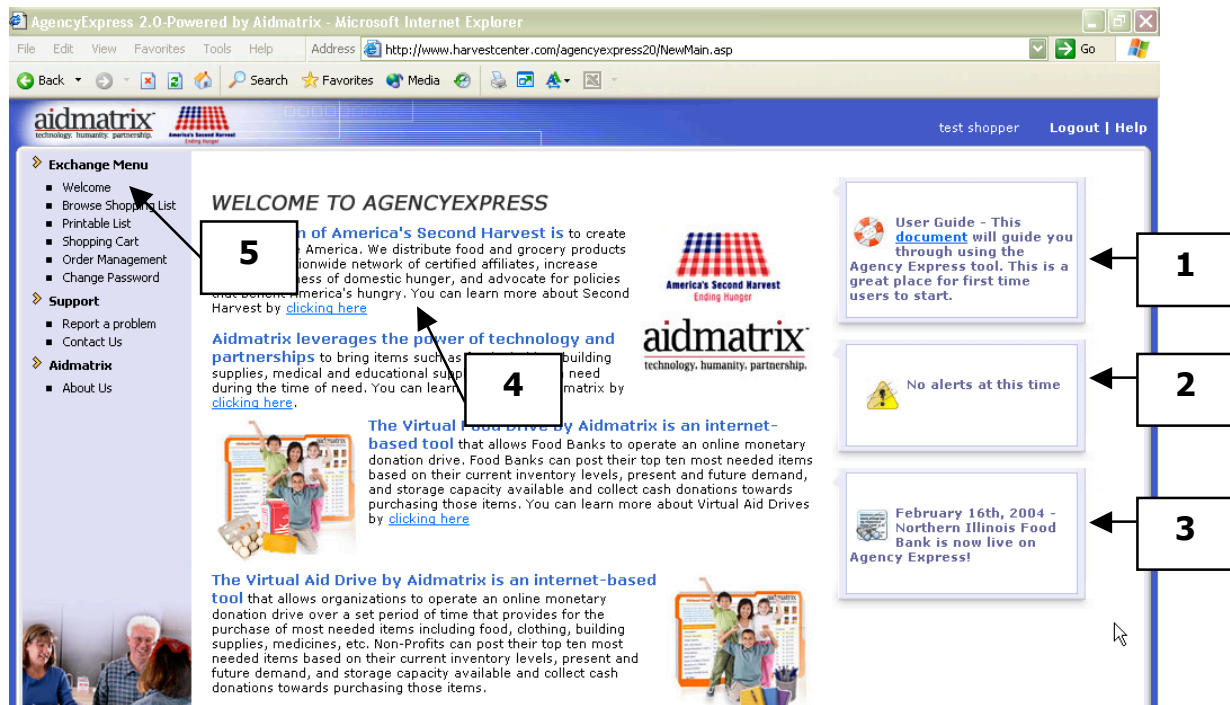
Enter Your Program Code :

Email My Password

AgencyExpress Welcome Screen

The AgencyExpress Welcome Screen is displayed each time you login. The contents of this screen will vary.

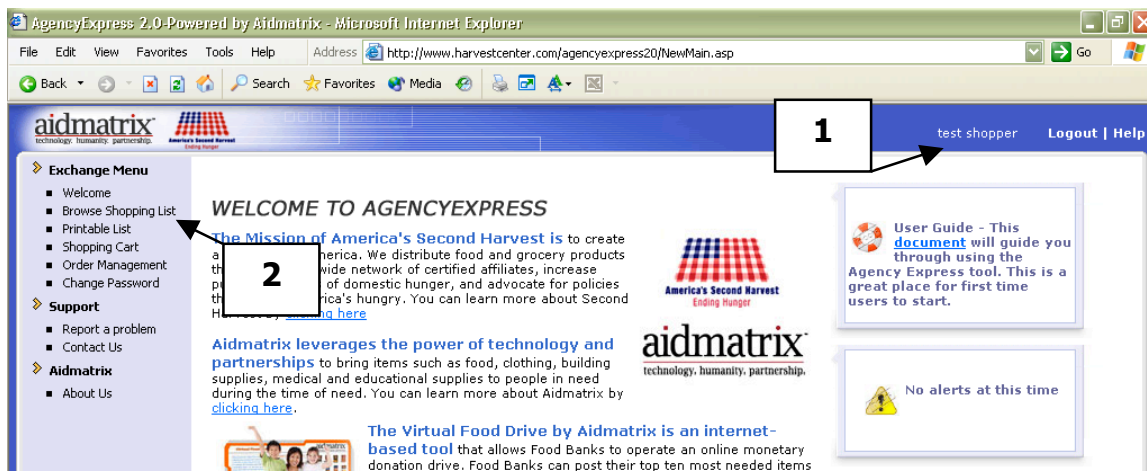
1. User Help – This section will contain links to documentation. The user guide you are currently reading will be available here.
2. Alerts – This section will detail any system alerts such as scheduled system outages or other need to know information
3. News – This section will provide updates on AgencyExpress.
4. Messaging – This section will provide useful information from America’s Second Harvest and AidMatrix.
5. To return to this Welcome screen at anytime, Click on **Welcome**



Browse the Shopping List and Add Items to Shopping Cart

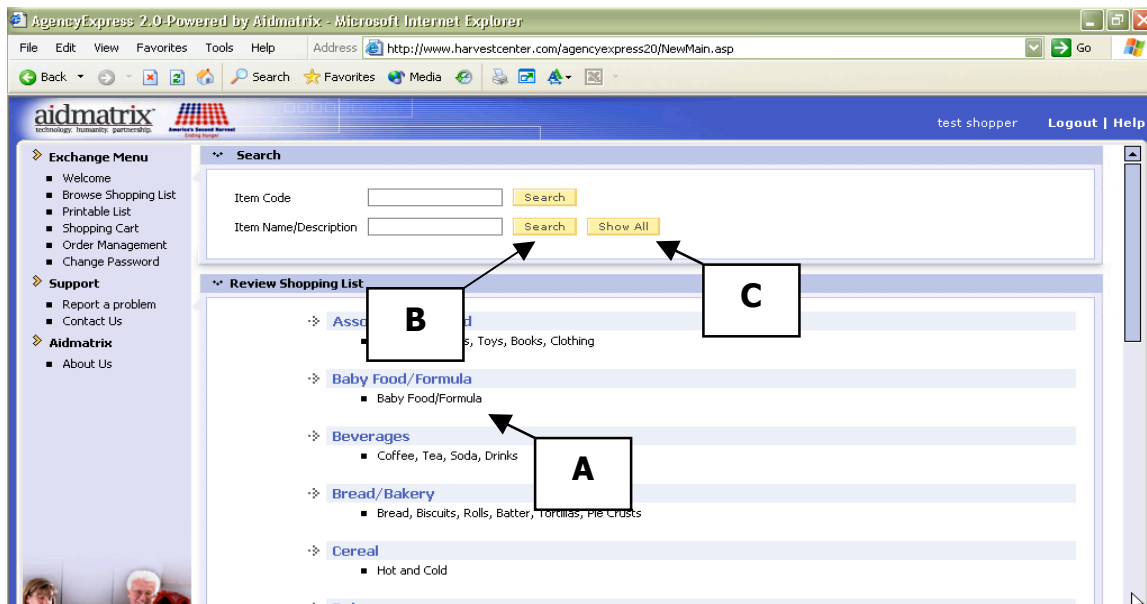
To begin shopping, perform the following steps from any screen (typically the Welcome Screen).

1. Verify that your **Name** is displayed in the top, right-hand side of the screen.
2. Click on **Browse Shopping List**.



There are three ways to browse the shopping list and place an order:

- A. by Categories,
- B. by Keyword Search, or
- C. by the Entire Shopping List.

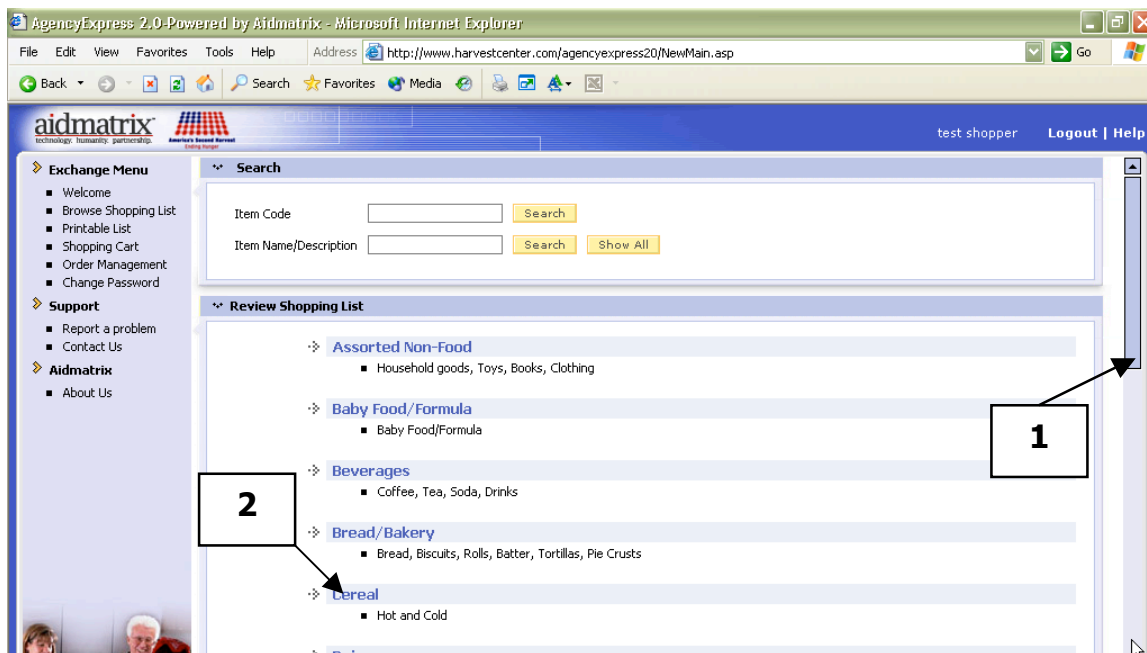


Browse the Shopping List - Shop by Category

Shop By Category

The screen below displays a list of categories. You can view items in each of these categories one-by-one and add items to your cart as you go along.

1. All of the categories are displayed on one page, scroll up and down to see them all.
2. Click on one of the categories. For example, we will click on the **Cereal** category.



The items in the specific category you have selected will be displayed. You will see lines sorted alphabetically for the items available in this category.

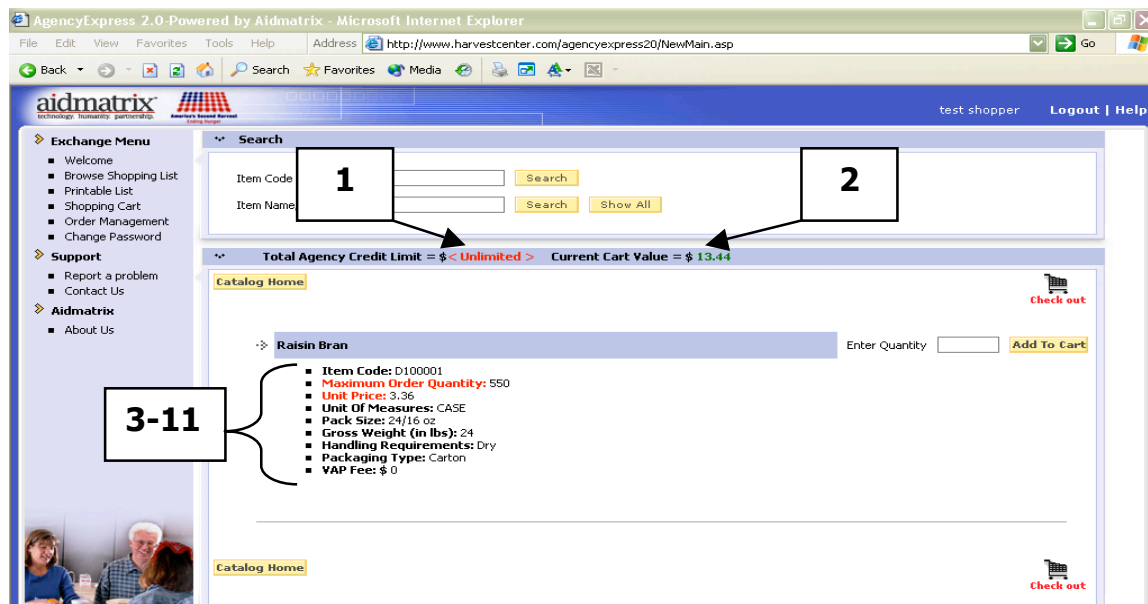
Browse the Shopping List - Shop By Category (cont'd)

While viewing items (via any of the three methods), two informational values will be displayed.

1. **Total Agency Credit Limit:** This is your agency's Total Credit Limit in U.S. Dollars at the Food Bank.
2. **Current Cart Value:** This is the total value in U.S. Dollars of all items currently placed in your shopping cart. This value will be updated as you add/remove items.

Under each Item Name you will see an Item Code, Maximum Order Quantity, Unit Price, Unite of Measure, Pack Size, Gross Weight, Handling Requirements, Packaging Type, and VAP Fee.

3. **Item Code:** This code is specific to each item.
4. **Maximum Order Quantity:** You will not be able to order more than the maximum order quantity for each item.
5. **Unit Price:** This is the cost of one unit of the item in U.S. dollars
6. **Units of Measure:** How the item is quantified
7. **Pack Size:** The size of the individual items
8. **Gross Weight (in lbs):** The weight of one unit of the item
9. **Handling Requirements:** How the item needs to be handled (i.e. refrigerated, frozen, etc)
10. **Packaging Type:** How the item is packaged
11. **Value Added Processing Fee:** If your Food Bank uses a VAP fee, the amount would be listed here.



Browse the Shopping List – Shop By Category (cont'd)

Add an item to your Shopping Cart, by following these steps.

12. **Enter Quantity** in the text box in one or many of the items.
13. Click on **Add To Cart** beside any of the items being added.
(Note: All items with quantities entered will be added to the cart, regardless of which Add To Cart button is clicked)

The screenshot shows a web browser window titled "AgencyExpress 2.0-Powered by Aidmatrix - Microsoft Internet Explorer". The address bar shows "http://www.harvestcenter.com/agencyexpress20/NewMain.asp". The page features a navigation menu on the left with sections for "Exchange Menu", "Support", and "Aidmatrix". The main content area includes a search bar, a status bar showing "Total Agency Credit Limit = \$ <Unlimited>" and "Current Cart Value = \$ 30.24", and a "Catalog Home" link. Two product listings are visible:

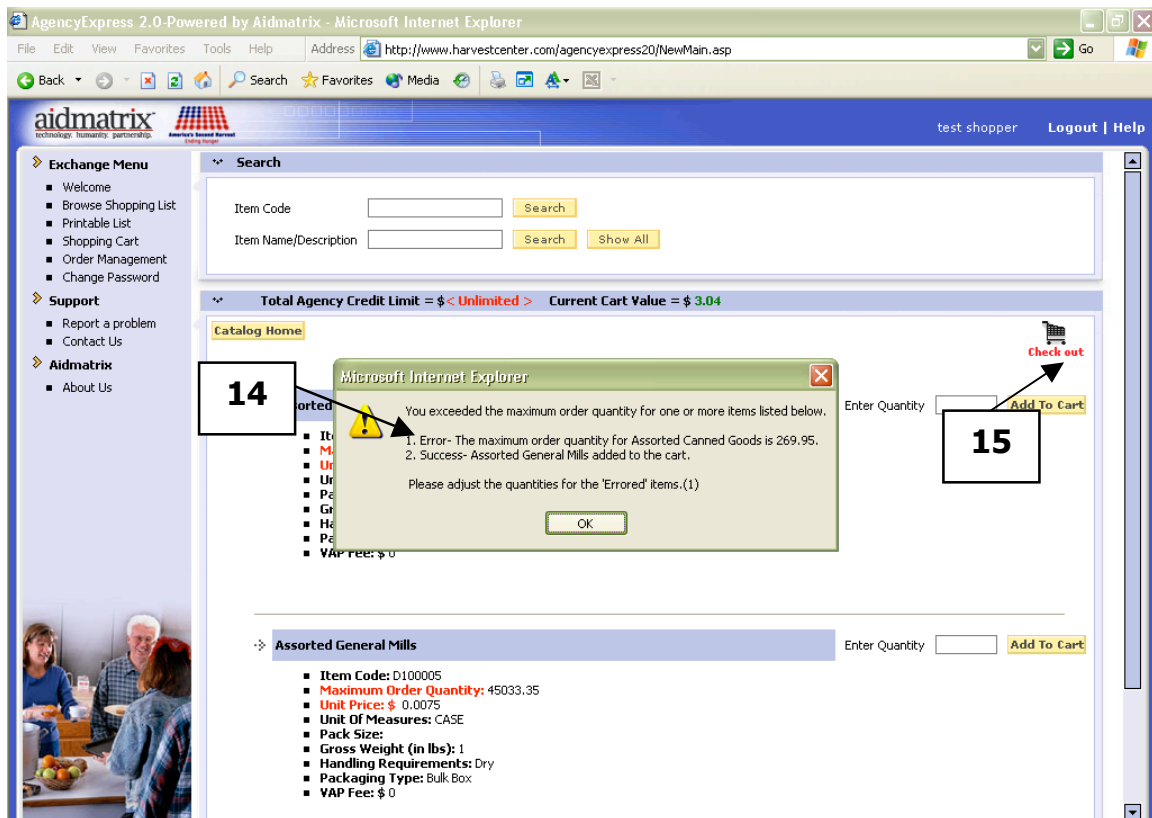
- Assorted Canned Goods**: Item Code: D100004, Maximum Order Quantity: 283.1, Unit Prices: \$ 0.0085, Unit Of Measures: LB, Pack Size: 20, Gross Weight (in lbs): 20, Handling Requirements: Dry, Packaging Type: Can, VAP Fee: \$ 0. The quantity input field contains "5" and is highlighted by callout box 12. The "Add To Cart" button is highlighted by callout box 13.
- Assorted General Mills**: Item Code: D100005, Maximum Order Quantity: 45035, Unit Prices: \$ 0.0075, Unit Of Measures: CASE, Pack Size: 1, Gross Weight (in lbs): 1, Handling Requirements: Dry, Packaging Type: Bulk Box, VAP Fee: \$ 0. The quantity input field contains "8" and is highlighted by callout box 13. The "Add To Cart" button is highlighted by callout box 13.

A "Check out" button with a shopping cart icon is located to the right of the first item. A small image of a family is visible in the bottom left corner of the page.

Browse the Shopping List – Shop By Category (cont'd)

A message will appear informing you that your item(s) have been successfully added to your shopping cart.

- Each item that was added successfully will be preceded by **Success-**. If there are any errors, they will be preceded with **Error-**. Any errors will give instructions for correction
- Click on **Check Out** if you are ready to finalize your order. Refer to the **Submit Orders from Your Shopping Cart** section of the user guide for instructions on how to checkout.

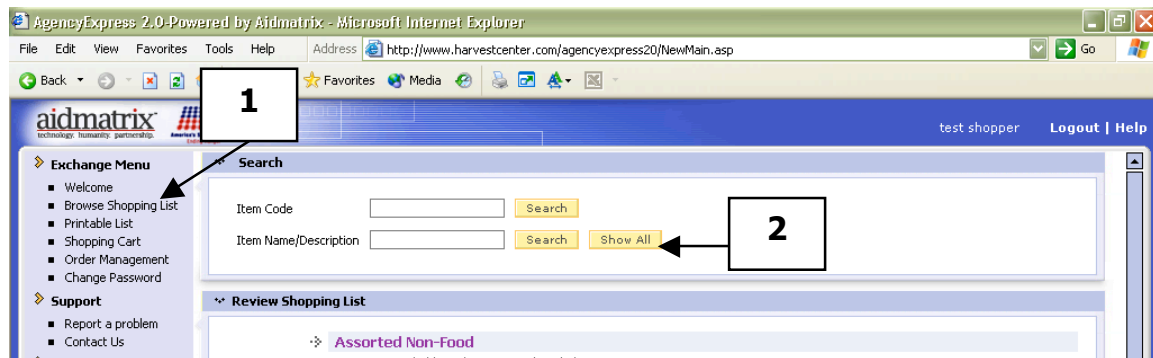


Browse the Shopping List – Shop by Entire Shopping List (cont'd)

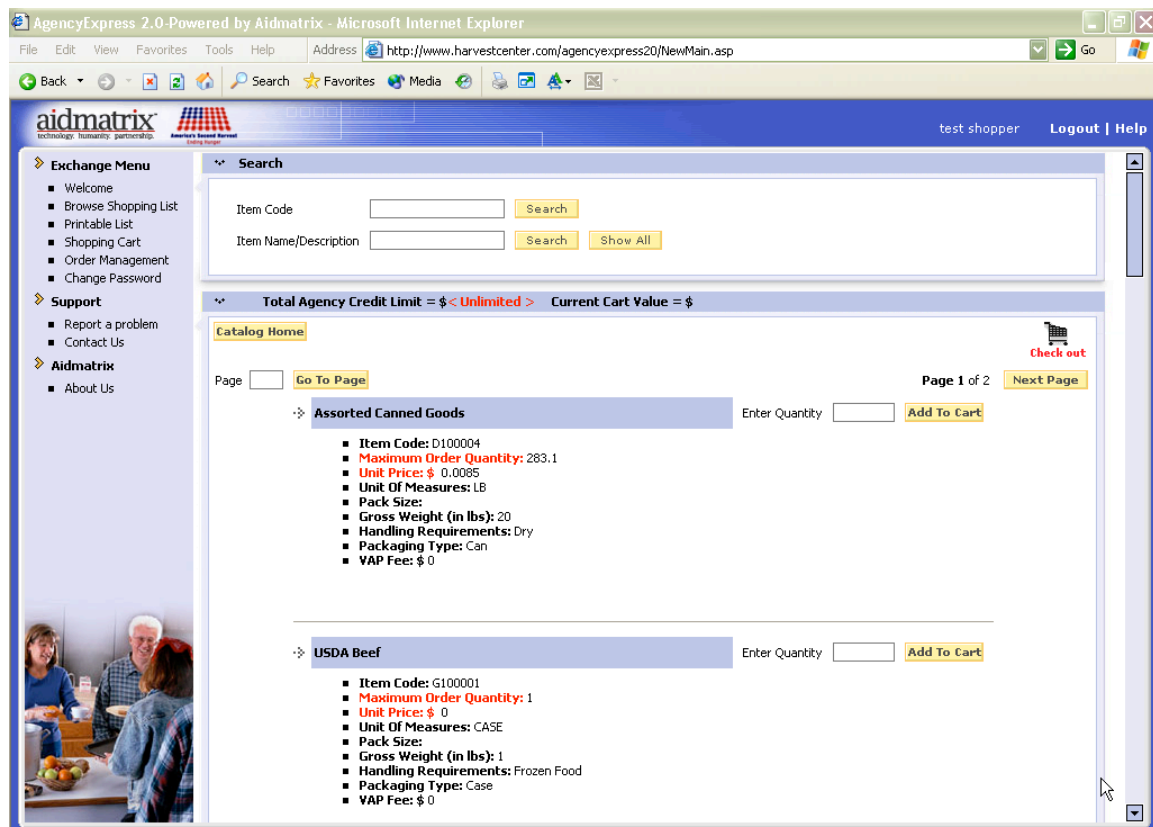
Shop by Entire Shopping List

Instead of using categories to browse through the shopping list, you can view all items at once.

1. Click on **Browse Shopping List** from the menu on the left hand side of your screen.
2. Click on **Show All**.



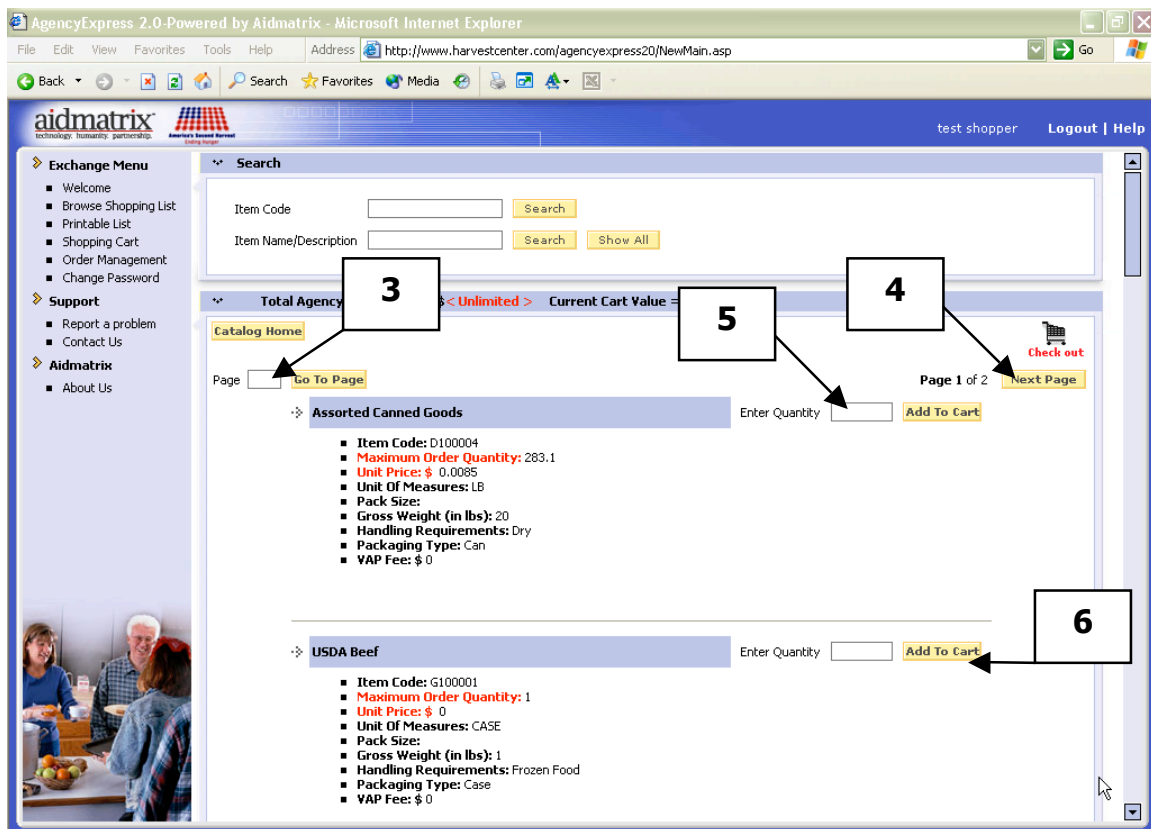
The entire catalog sorted by Item Name will be displayed



Browse the Shopping List – Shop by Entire Shopping List (cont'd)

Under the Item Name you will see a Item Code, Maximum Order Quantity, Unit Price, Unite of Measure, Pack Size, Gross Weight, Handling Requirements, Packaging Type, and VAP Fee (refer to Shop by Category Section for details of these fields)

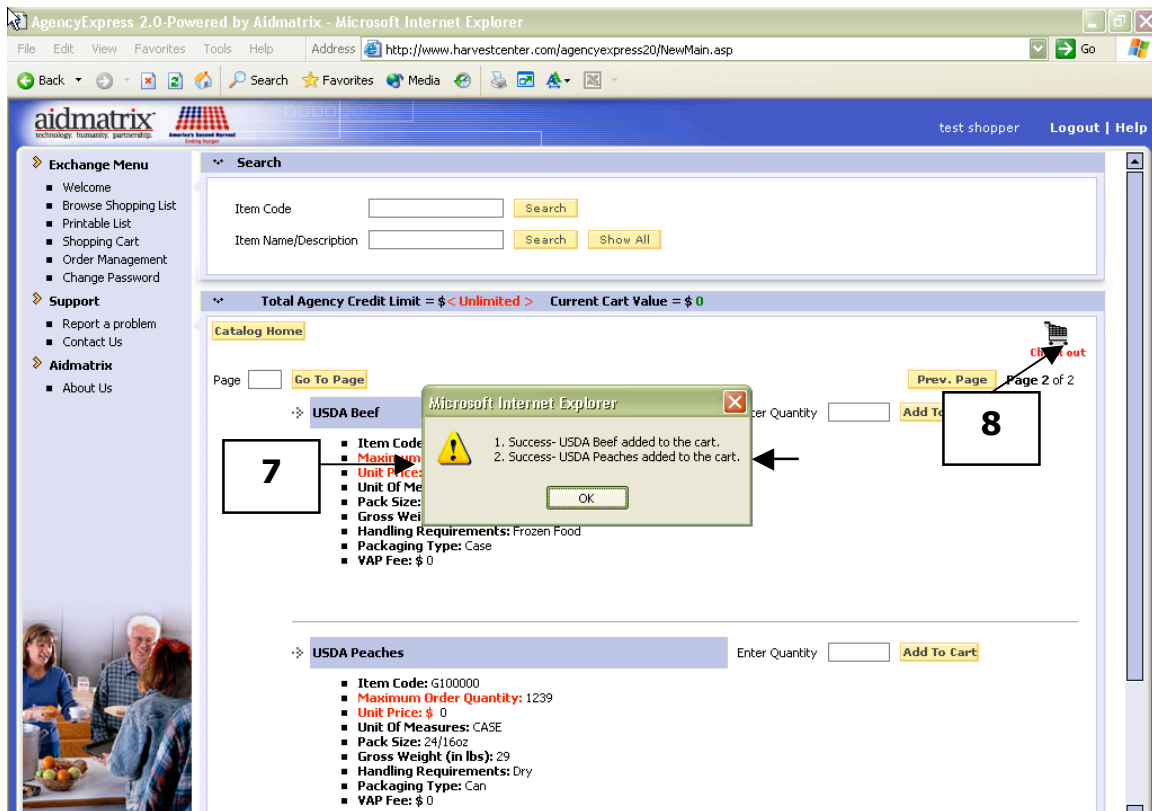
3. Click on the **Next Page** or **Previous Page** buttons to view more items.
4. To look at a particular page, enter its number in the **Page** text field and then click on **Go To Page**
5. **Enter Quantity** in the text box in one or many of the items.
6. Click on **Add To Cart** beside any of the items being added.
(Note: All items with quantities entered will be added to the cart, regardless of which Add To Cart button is clicked)



Browse the Shopping List – Shop by Entire Shopping List (cont'd)

The next screen will give you a note, identifying the success or failure of **Item(s) added to Cart**.

- Each item that was added successfully will be preceded by **Success-**. If there are any errors, they will be preceded with **Error-**. Any errors will give instructions for correction
- Click on **Check Out** if you are ready to finalize your order. Refer to the **Submit Orders from Your Shopping Cart** section of the user guide for instructions on how to checkout.

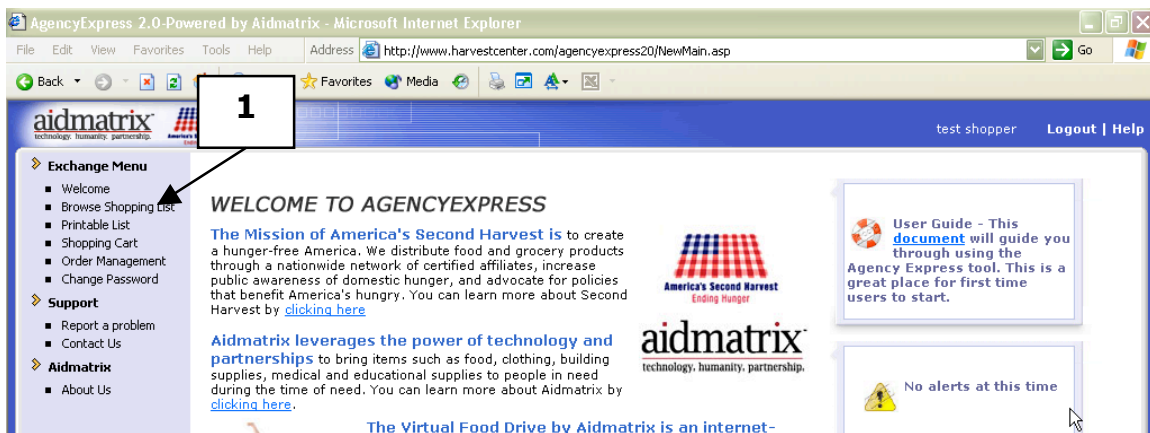


Browse the Shopping List

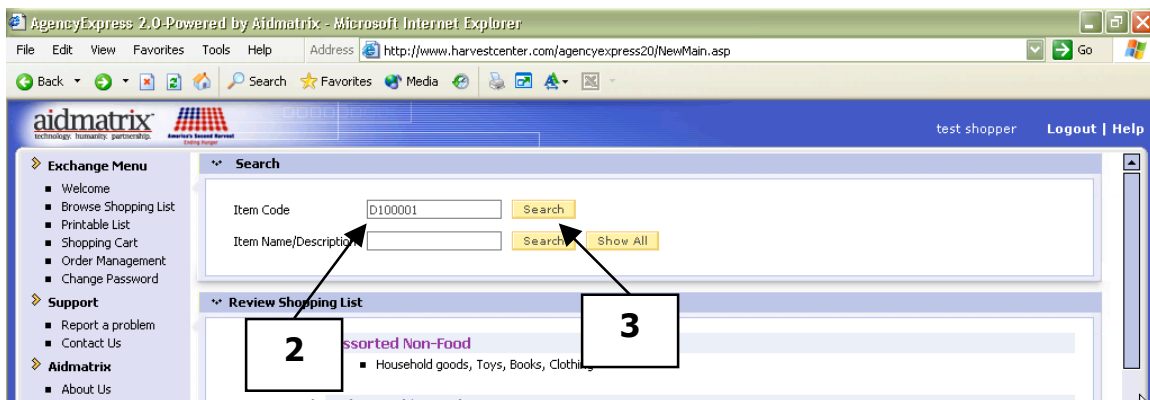
Shop by Item Name or Item Code

You can search for items by typing in an Item Code.

1. Click on **Browse Shopping List** from the menu on the left hand side of your screen.



2. Type in an **Item Code** or part of an item code.
3. Click on **Search**.



Browse the Shopping List – Shop by Keyword Search (cont'd)

All items that have that part of the keyword in the Item Code will be displayed. In this example searching for D10001 returned the Items with Item Codes D100011 and D100013

The screenshot displays a web shopping interface. On the left is a navigation menu with sections: Exchange Menu (Welcome, Browse Shopping List, Printable List, Shopping Cart, Order Management, Change Password), Support (Report a problem, Contact Us), and Aidmatrix (About Us). The main content area has a search bar at the top with 'D10001' entered in the 'Item Code' field. Below the search bar, it shows 'Total Agency Credit Limit = \$ < Unlimited >' and 'Current Cart Value = \$ 3.04'. A 'Catalog Home' link is visible. The search results are listed as follows:

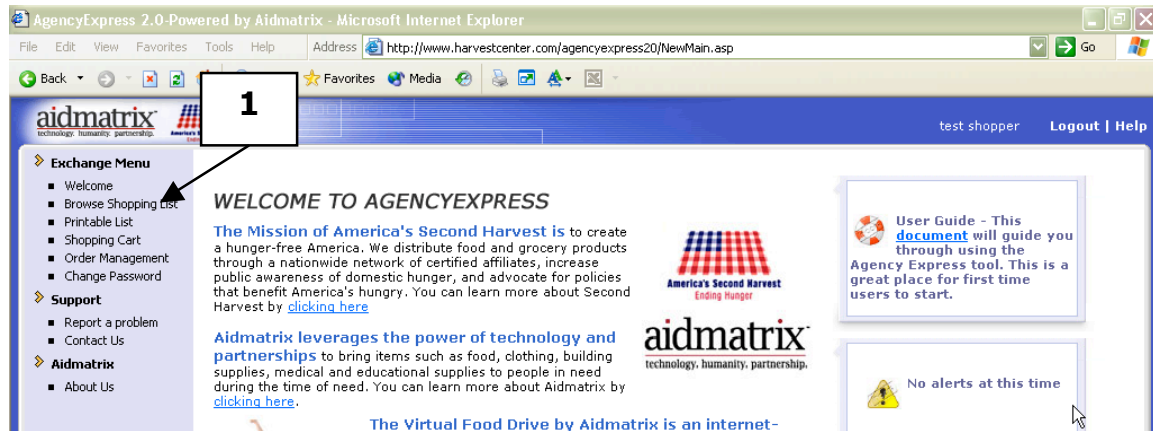
- Assorted Pies N Cakes** (Item Code: D100011)
 - Maximum Order Quantity: 10
 - Unit Price: \$ 0.05
 - Unit Of Measures: LB
 - Pack Size:
 - Gross Weight (in lbs): 1
 - Handling Requirements: Refrigerated Food
 - Packaging Type: Plastic
 - VAP Fee: \$ 0
- Corn on the Cob, Fresh** (Item Code: D100013)
 - Maximum Order Quantity: 2046
 - Unit Price: \$ 0.02
 - Unit Of Measures: LB
 - Pack Size:
 - Gross Weight (in lbs): 1
 - Handling Requirements: Refrigerated Food
 - Packaging Type: Tote
 - VAP Fee: \$ 0

Each item listing includes an 'Enter Quantity' input field and an 'Add To Cart' button. A 'Check out' button is located in the top right corner of the main content area.

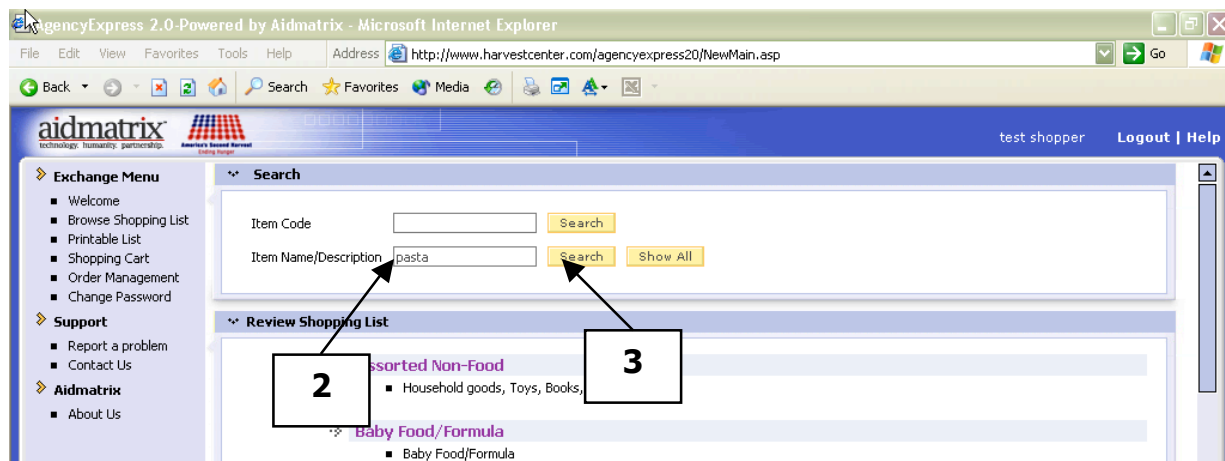
Browse the Shopping List – Shop by Keyword Search (cont'd)

You can search for items by typing in its name.

1. Click on **Browse Shopping List** from the menu on the left hand side of your screen.



2. Type in a keyword in the **Item Name/Description** field.
3. Click on **Search**.



Browse the Shopping List – Shop by Keyword Search (cont'd)

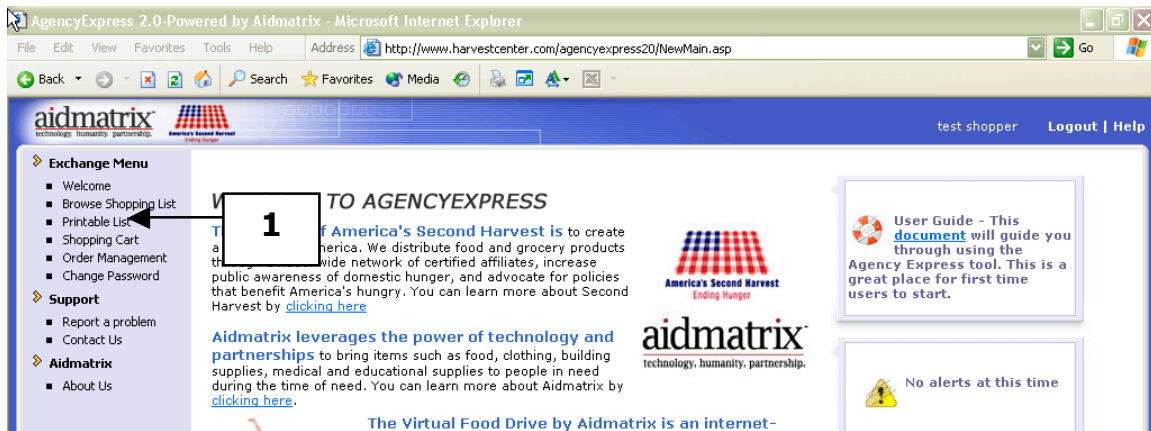
All items that have that part of the name/description in the Item Name will be displayed. In this example, searching for Pasta returned the items, Pasta and Sauce for Pasta.

The screenshot displays a web application interface for a shopping list. On the left is a navigation menu with sections: Exchange Menu (Welcome, Browse Shopping List, Printable List, Shopping Cart, Order Management, Change Password), Support (Report a problem, Contact Us), and Aidmatrix (About Us). The main content area features a search bar at the top with fields for 'Item Code' and 'Item Name/Description' (containing 'PASTA'), and buttons for 'Search' and 'Show All'. Below the search bar, a status bar shows 'Total Agency Credit Limit = \$ < Unlimited >' and 'Current Cart Value = \$ 3.04'. A 'Catalog Home' link and a 'Check out' button with a shopping cart icon are also present. The search results are listed in two sections: 'Pasta' and 'Sauce for Pasta - 10/16 oz bottles'. Each item has an 'Enter Quantity' input field and an 'Add To Cart' button. The 'Pasta' item details include: Item Code: P100003, Maximum Order Quantity: 1100, Unit Price: \$ 5.6, Unit Of Measures: CASE, Pack Size: 40, Gross Weight (in lbs): 40, Handling Requirements: Dry, Packaging Type: Case, and VAP Fee: \$ 0. The 'Sauce for Pasta' item details include: Item Code: P100004, Maximum Order Quantity: 40, Unit Price: \$ 2.24, Unit Of Measures: CASE, Pack Size: 16, Gross Weight (in lbs): 16, Handling Requirements: Dry, Packaging Type: Case, and VAP Fee: \$ 0. At the bottom left of the page, there is a small photograph of a family of four sitting at a table with food.

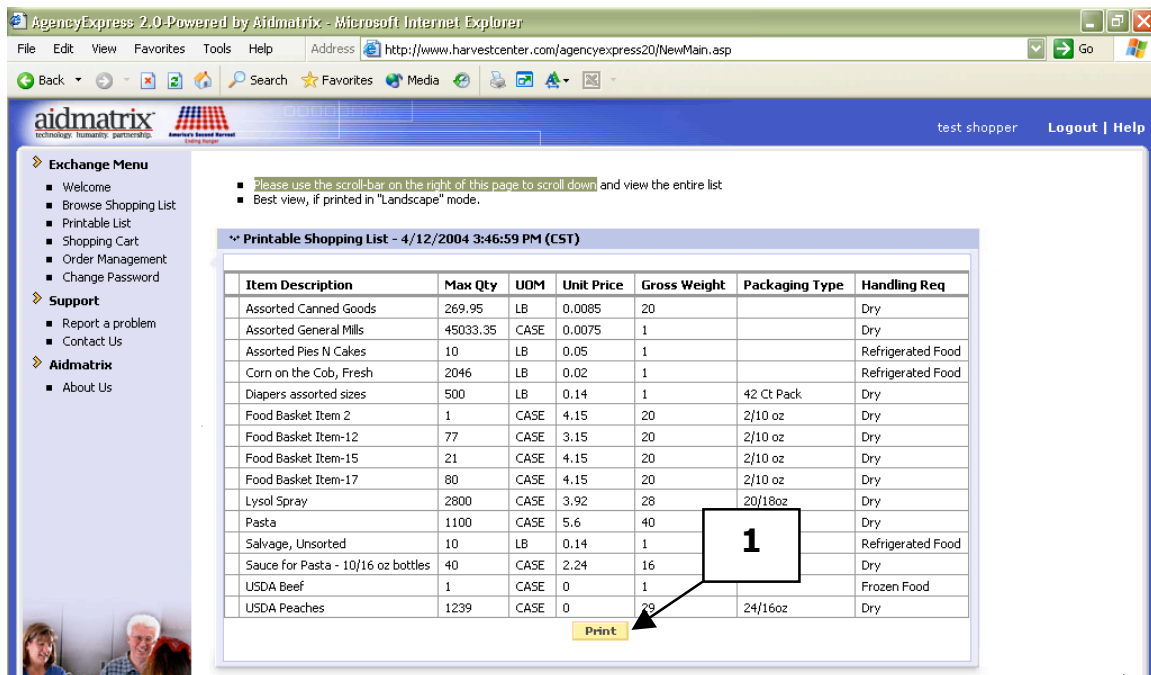
Printable Shopping List

Some users may find it convenient to print out a list of available items for their review.

1. Click on **Printable List** from the menu on the left hand side of your screen



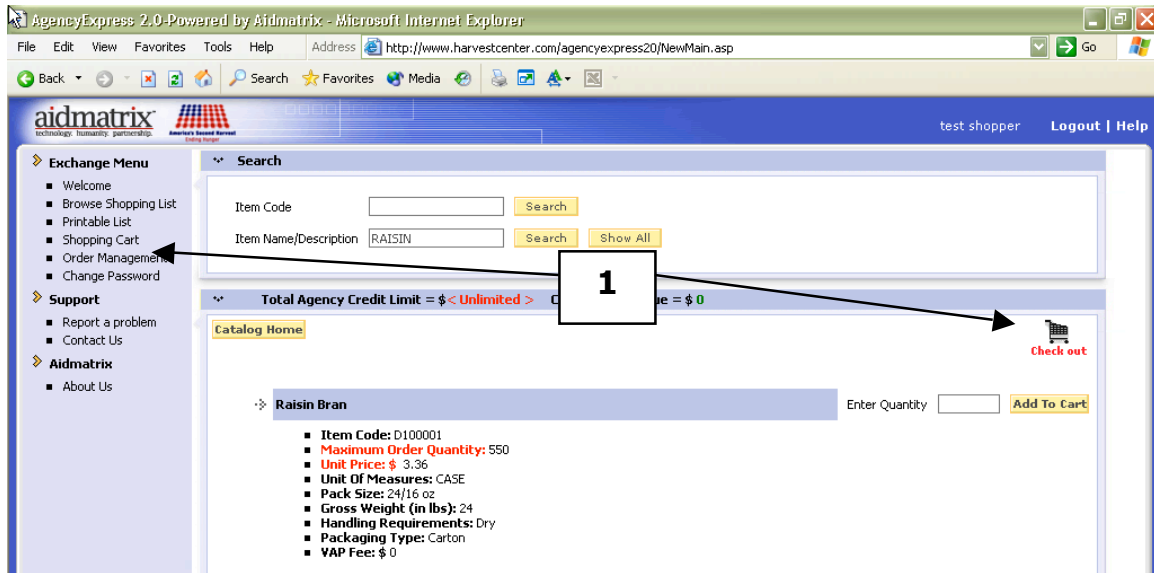
2. Click A table of ALL available items will be displayed. Click on the **Print** button. This will open your computer's printer function where you can click print.



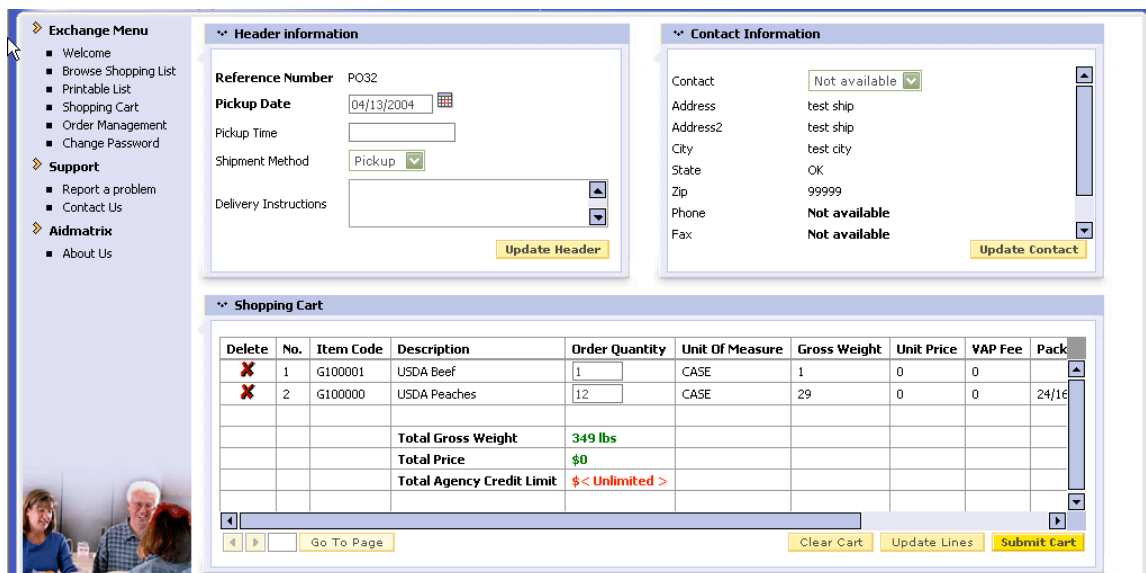
Submit Orders from Your Shopping Cart

The shopping cart screen stores all of the items that you selected from the shopping list. This is the last screen to complete before submitting your order.

1. Click on **Check Out** from the shopping list or click on **Shopping Cart** from the menu bar on the left-hand side of your screen.



There are three sections of the Shopping Cart: **Header Information**, **Contact Information**, and the **Shopping Cart**.

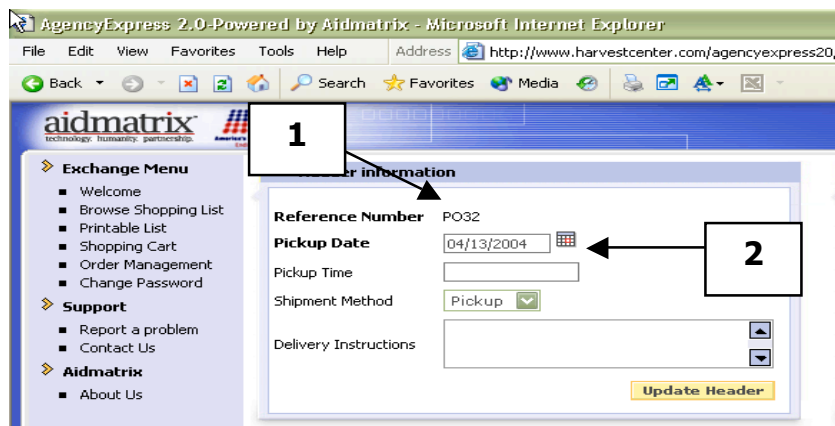


Submit Orders from Your Shopping Cart (cont'd)

Header Section

Reference Number

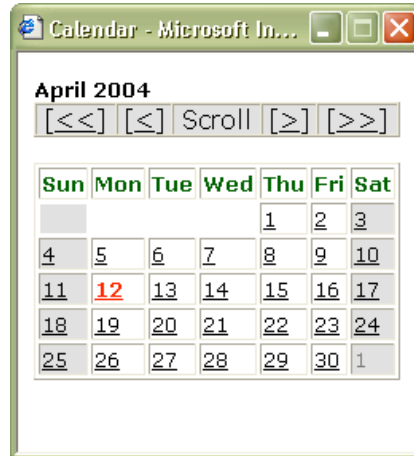
1. You will see a reference number at the top of the header. Use this number to identify your order later on. The reference number is unique to AgencyExpress. The Food Bank may use a different number to identify your order in their systems.



Pickup Date

The Pickup Date field allows you to give your preferred date for pickup, by default the date is set to week from the current date. The Food Bank will change this date based on inventory availability.

2. Click on the **Calendar Icon** to enter a new date. A Calendar will appear where you can click on a **Date** to set the date. Alternatively, you can **Type in a new date** with the correct format (mm/dd/yyyy) to change the date.



Submit Orders from Your Shopping Cart (cont'd)

Pickup Time

The Pickup Time field allows you to give a preferred time for pickup. The Food Bank will accommodate this time if possible. Some Food Banks may not have assignment of times.

3. **Type in a pickup time** if necessary.

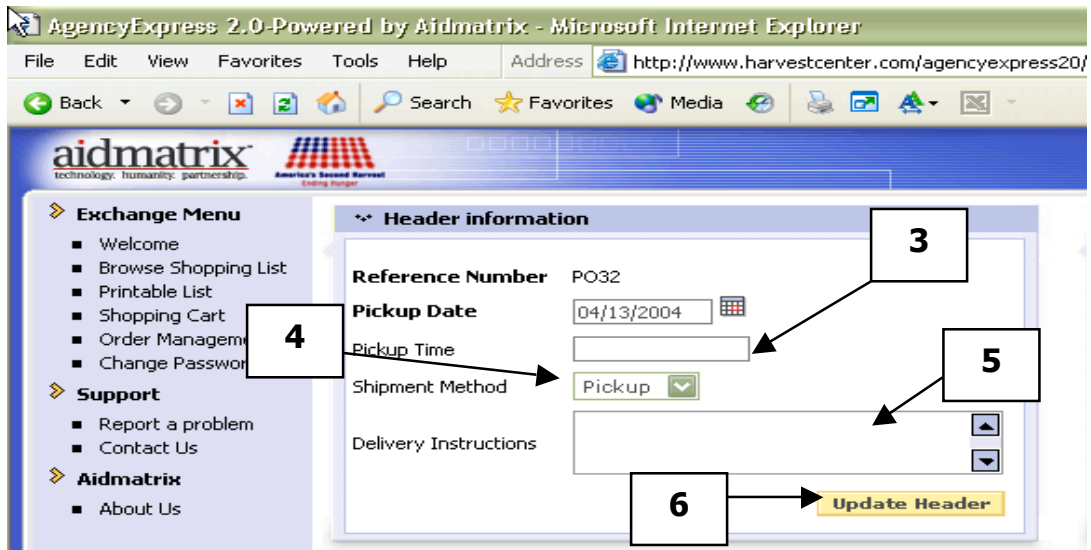
Shipment Method

The Shipment Method field allows you to select a preferred shipment method, pickup or delivery. The Food Bank will accommodate this method if possible.

4. **Select** the appropriate method **from the drop down box**

Delivery Instructions

5. If you need to enter any other special delivery instructions, please enter them in this box.
6. Click on **Update Header** to save your changes. Look for a confirmation that says **Header Information Updated Successfully**.



Submit Orders from Your Shopping Cart (cont'd)

Contact Information (This section is optional)

You will find the **Contact Information** on the top, right-hand side of the screen. If your Agency/Program has multiple contacts, the first dropdown box will allow you to select the Contact placing the order. If any of the contact information is incorrect, contact your local Food Bank to have this info updated.

1. Select a **Contact** from the dropdown box labeled Contact.
2. Click on **Update Contact** after selecting a contact.

The screenshot shows a window titled "Contact Information" with a scrollable area containing the following fields:

Contact	test ship
Address	test ship
Address2	test ship
City	test city
State	OK
Zip	99999
Phone	Not available
Fax	Not available

Callout 1 points to the "Contact" dropdown menu. Callout 2 points to the "Update Contact" button.

Submit Orders from Your Shopping Cart (cont'd)

Shopping Cart Section

Review Items In Shopping Cart

1. The Items in your shopping cart will be listed line by line. Review these items for accuracy. If you have forgotten an item, you can continue to shop by clicking Browse Shopping List.

Delete an Item

2. Click on the red 'X' under the Delete Column next to the line item that you want to remove from the cart.

Clear Cart

3. If you wish to start over with an empty cart. Click the **Clear Cart** button.

Change Quantities

4. Enter the new quantity in the text box under the **Order Quantity** column.
5. Click on **Update Lines** to save your changes. Look for **Line Items Updated Successfully** note to appear on your screen.

The screenshot shows a 'Shopping Cart' window with a table of items and summary information. Numbered callouts indicate the following elements:

- 1**: Points to the 'Delete' column containing red 'X' icons.
- 2**: Points to the 'Order Quantity' column, specifically to the text input field for item 1.
- 3**: Points to the 'Clear Cart' button at the bottom of the interface.
- 4**: Points to the 'Order Quantity' column, specifically to the text input field for item 2.
- 5**: Points to the 'Update Lines' button at the bottom of the interface.

Delete	No.	Item Code	Description	Order Quantity	Unit Of Measure	Gross Weight	Unit Price	VAP Fee	Pack
X	1	D100004	Assorted Canned Goods	10	LB	20	0.0085	0	
X	2	D100005	Assorted General Mills	2	CASE	1	0.0075	0	
X	3	D100011	Assorted Pies N Cakes	3	LB	1	0.05	0	
Total Gross Weight				205 lbs					
Total Price				\$0.25					
Total Agency Credit Limit				\$ < Unlimited >					

At the bottom of the cart, there are three buttons: 'Clear Cart', 'Update Lines', and 'Submit Cart'. A 'Go To Page' field is also visible.

Submit Orders from Your Shopping Cart – Line Items Section (cont'd)

Totals

- At the bottom of your shopping cart the **Total Gross Weight**, **Total Price**, and **Total Agency Credit Limit** will be displayed. The Total Gross Weight and Total Price are updated as you change quantities. The Total Agency Credit Limit is static.

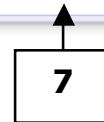
Submit

- Click on **Submit**, once you have reviewed each section of your shopping cart.
- You will see a note, asking if you are sure of your order. Click **Ok** when you see this note, if you want to proceed with submitting your order.

Shopping Cart

Delete	No.	Item Code	Description	Order Quantity	Unit Of Measure	Gross Weight	Unit Price	WAP Fee	Pack
X	1	D100004	Assorted Canned Goods	10	LB	20	0.0085	0	
X	2	D100005	Assorted General Mills	2	CASE	1	0.0075	0	
X	3	D100011	Assorted Pies N Cakes	3	LB	1	0.05	0	
						Total Gross Weight	205 lbs		
						Total Price	\$0.25		
						Total Agency Credit Limit	\$ < Unlimited >		

Go To Page Clear Cart Update Lines **Submit Cart**



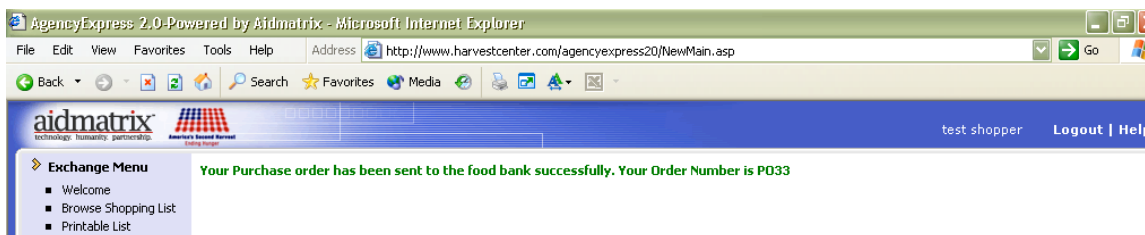
Microsoft Internet Explorer

Are you sure you want to submit?

OK Cancel

Submit Orders from Your Shopping Cart – Line Items Section (cont'd)

When you click on **Submit** an email is sent to your Food Bank Administrator notifying them that you have submitted an order. The Food Bank Administrator will review your order, make any necessary changes, and release it. Once the order is released, you will receive an email notifying you that your order is ready.



You will receive a confirmation that your order has been submitted which will look similar to the following screen.

Orders are Tentative

Please keep in mind that your order is tentative until acknowledged by the Food Bank Administrator. The Administrator may have to change quantities or reject orders. If changes are made to your order, they will be reflected on your order in AgencyExpress (see "Review the Status of Your Orders" section of this guide). In addition, Food Banks typically will email you if changes had to be made.

Review the Status of Your Orders

You can review the status of your order once it has been submitted to the Food Bank by following the steps below. The Food Bank may alter the details of your order. It is **recommended** that you review your order prior to delivery/pickup. Look to see if they have changed the Header Information or Item quantities. Also, the **Total Price** and **Total Gross Weight** will be updated based on any changes made. You can review these changes made by the Food Bank.

1. Click **Order Management** from the menu on the left-hand side of your screen.
2. All of your orders will be displayed, sorted by Created Date. You can click on a Reference Number to view more details on that specific order. For example, clicking on the text PO31, will display the details for that order.

The screenshot shows the AgencyExpress 2.0 web application interface. The browser title is "AgencyExpress 2.0-Powered by Aidmatrix - Microsoft Internet Explorer". The address bar shows "http://www.harvestcenter.com/agencyexpress20/NewMain.asp". The page features a navigation menu on the left with categories: Exchange Menu, Support, and Aidmatrix. The main content area displays a table of orders with columns: Reference Number, Status, Total Price, Total Gross Weight, and Created Date. The table contains 11 rows of order data. A box labeled "1" points to the "Order Management" menu item in the left sidebar. A box labeled "2" points to the "PO31" reference number in the table.

Reference Number	Status	Total Price	Total Gross Weight	Created Date
ORD100224	Non-Web Order	\$25.51	0 lbs	04/08/2004
ORD100217	Non-Web Order	\$0	0 lbs	04/06/2004
PO30	sent to foodbank	\$702.1765	4784 lbs	04/06/2004
PO31	sent to foodbank	\$366.5985	3060 lbs	04/06/2004
PO32	sent to foodbank	\$0	349 lbs	04/06/2004
PO33	sent to foodbank	\$0.25	205 lbs	04/06/2004
ORD100204	Non-Web Order	\$49.8	0 lbs	04/05/2004
ORD100205	Non-Web Order	\$6.72	0 lbs	04/05/2004
ORD100209	Non-Web Order	\$40.58	0 lbs	04/05/2004

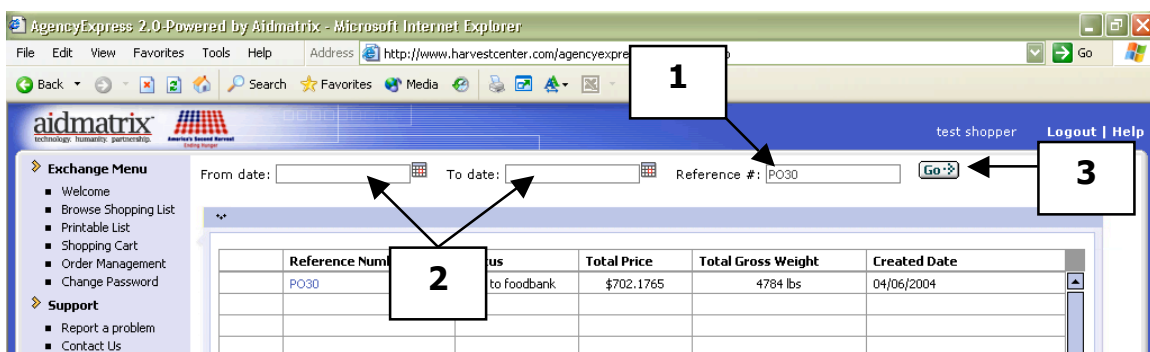
Page 1 of 3 Go To Page

Review the Status of Your Orders (cont'd)

Viewing a Specific Order

You can enter a specific Reference number

1. Type the **Reference number** in the Reference # text box.
2. Optionally you can search by the created date of a reference number by entering a **To** and/or **From** date to see only specifically dated orders. It is easiest if you click the calendar link.
3. Click on **GO**.



Review the Status of Your Orders (cont'd)

Under the **Status** column your Order Number will fall under one of the following statuses.

Non-Web Order – This Order has been entered by the Food Bank Administrator. This type of order is typically from a fax or telephone order.

New – Your Order has been recently submitted and not yet sent to the Food Bank Administrator.

Sent to Food Bank – Your Order has been sent to the Food Bank Administrator and is awaiting their approval and release.

Acknowledged –The Food Bank Administrator has approved your Order and made any necessary changes to it. You will receive an email notifying you that your Order has been acknowledged.

Invoiced – Your Order has been picked up by your agency and has been billed.

Rejected – Your Order was rejected by The Food Bank Administrator. None of the items will be available.

Your most recent online order will appear on the first page. If you want to see older orders,

4. Enter the **page number** in the text box.
 5. Click on **Go To Page**.
- OR
6. Click on the **forward/back** arrows.

From date: To date: Reference #: [Go](#)

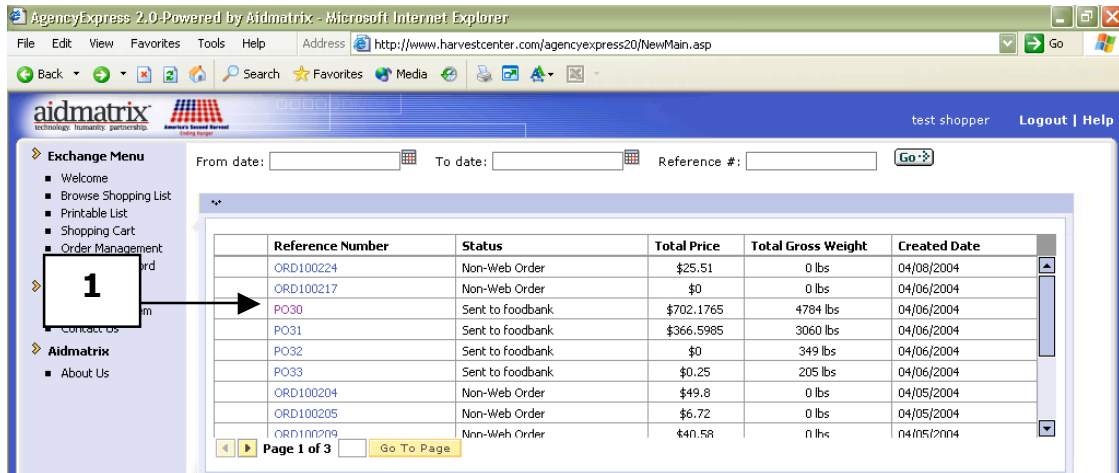
Reference Number	Status	Total Price	Total Gross Weight	Created Date
ORD100	Non-Web Order	\$25.51	0 lbs	04/08/2004
ORD100	Non-Web Order	\$0	0 lbs	04/06/2004
030	Sent to Foodbank	\$702.1765	4784 lbs	04/06/2004
031	Sent to Foodbank	\$366.5985	3060 lbs	04/06/2004
032	Sent to foodbank	\$0	349 lbs	04/06/2004
033	Sen	\$0.25	205 lbs	04/06/2004
ORD100204	Nor	\$49.8	0 lbs	04/05/2004
ORD100205	Nor	\$6.72	0 lbs	04/05/2004
ORD100209	Non-Web Order	\$40.58	0 lbs	04/05/2004

Page 1 of 3 [Go To Page](#)

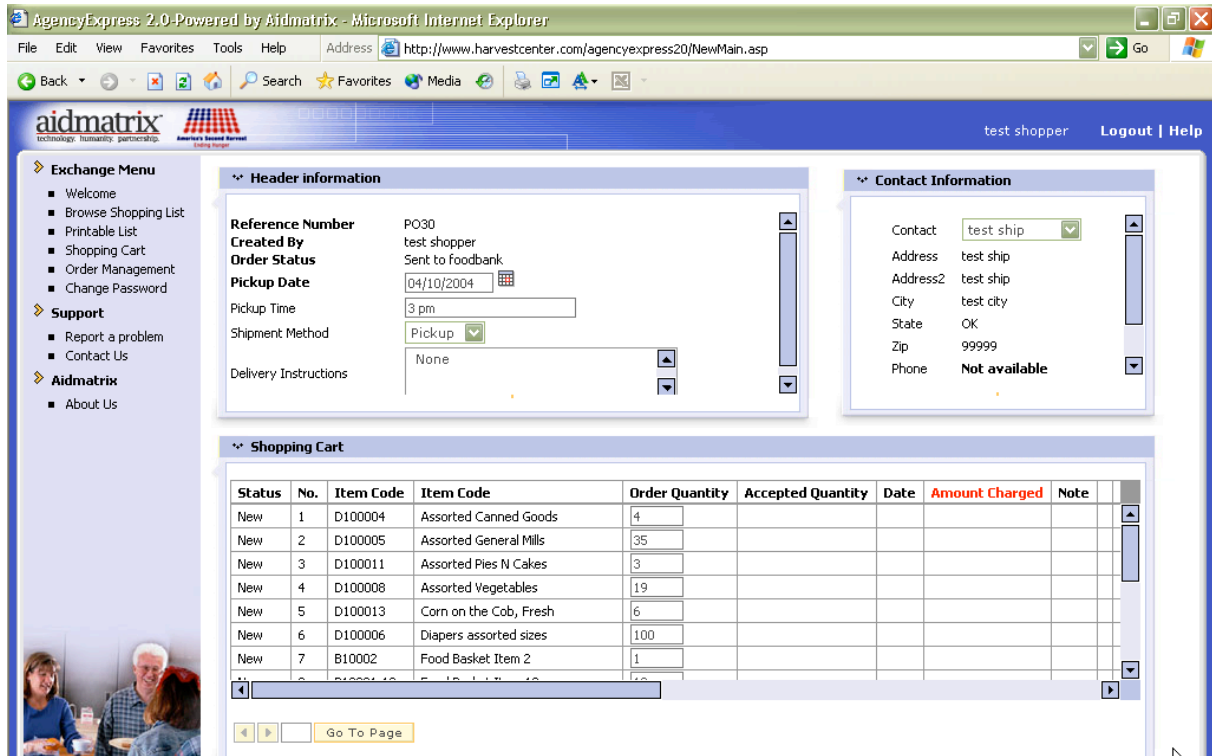
Review the Status of Your Orders (cont'd)

View Order Details

1. Click on a **Reference Number** to see more details.



You will see all of the line items in your order listed here. The quantity confirmed for your agency will be shown under the **Accepted Quantity** column. The **Amount Charged** column will show you the final fee for each line item



Review the Status of Your Orders (cont'd)

Item Statuses

Under the **Status** column of Acknowledged orders you will see one of the following statuses

Accepted – The entire quantity ordered for that item was approved

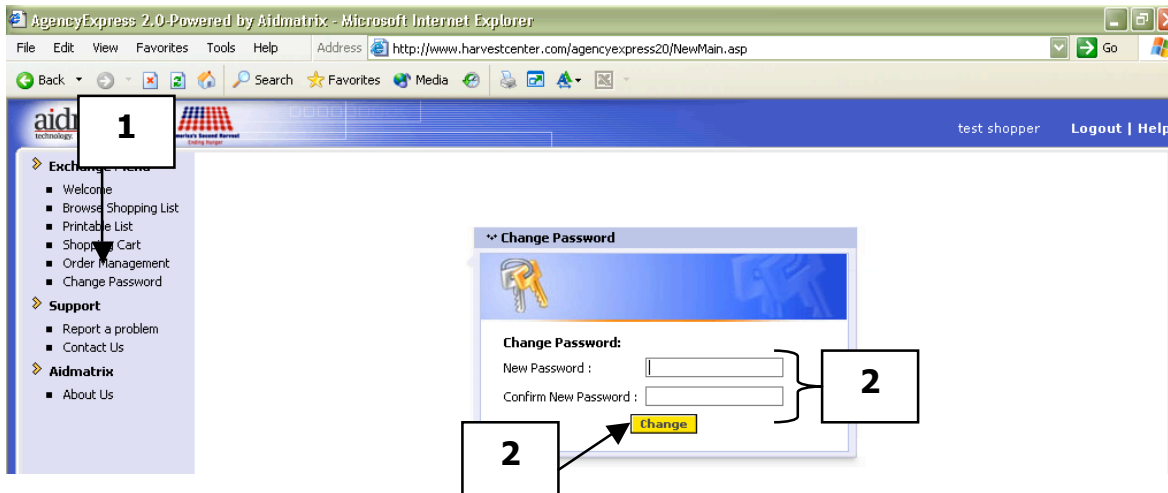
Partially Accepted – Less than the full amount of the item your ordered was approved. Check the Accepted Quantity column to see how much of the item was accepted.

Rejected – The item ordered was not approved

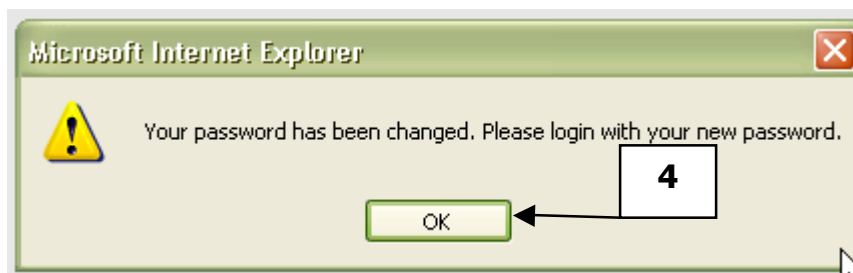
Change Password

You will use the **Change Password** feature to update your password.

1. Click on **Change Password** from the menu on the left-hand side.
2. Type in your **new password**, and your **confirmed new password**.
3. Click on **Change** to save your changes.



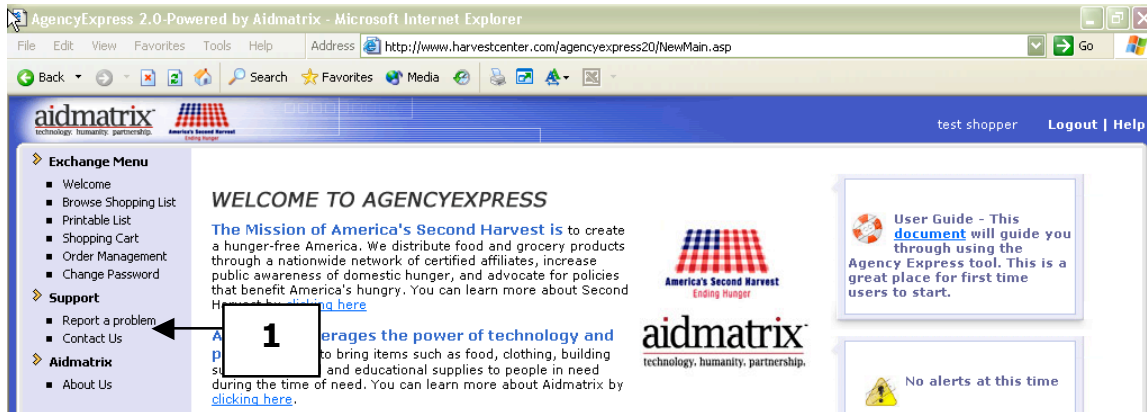
4. Look for **Your password has been changed** to appear on your screen. Click Ok. You will need to login again with this new password.



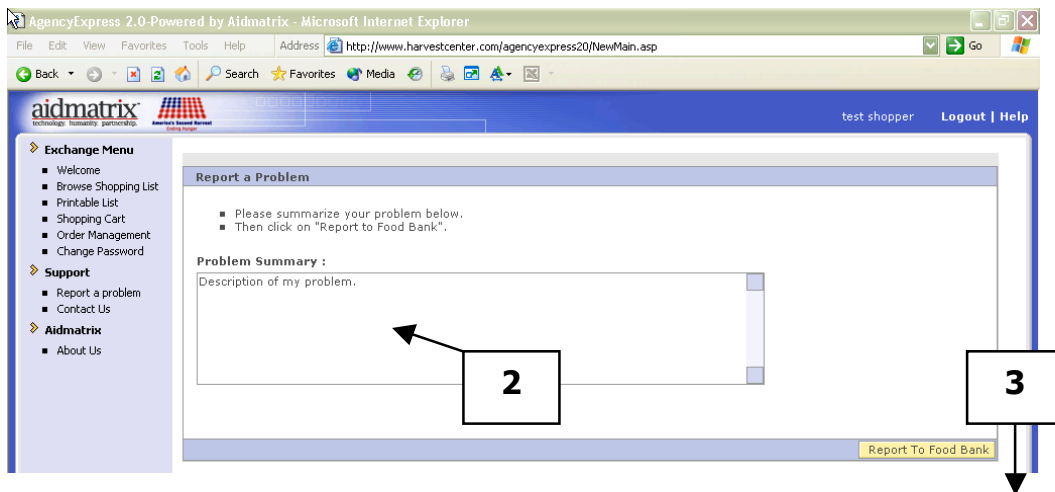
Report a Problem

If you have a question or need to report a problem with AgencyExpress, fill out this form to have an email sent to your Food Bank Administrator.

1. Click on **Report a Problem** from the menu on the left-hand side.

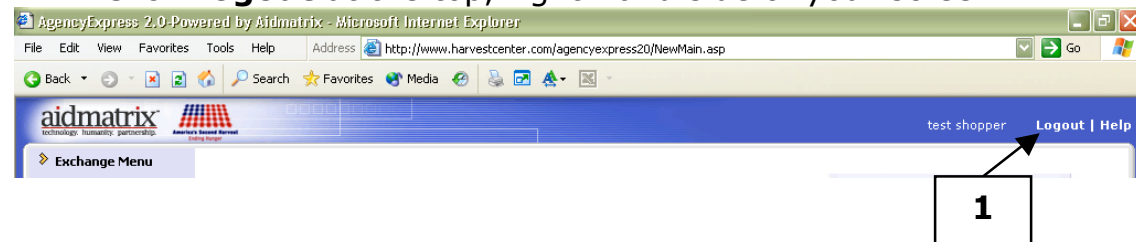


2. Type in the text of the issue you are having.
3. Click on **Report To Food Bank**. This will send an email to your Food Bank Administrator.



Logout of AgencyExpress

1. Click **Logout** at the top, right-hand side of your screen.



Frequently Asked Questions

I need HELP beyond the information given in the user guide. What do I do? Call your local Food Bank.

A. Username/Password/Email Questions

How do I get a username, password, and program code? Call your local Food Bank.

What do I do if I forgot my username, password, and program code? Call your local Food Bank if you do not know your username and/or program code. If you have forgotten only your password, refer to the Forgot Your Password section of this manual.

What steps need to be taken if an Aidmatrix user leaves our agency? Call your local Food Bank and give them the User ID that is no longer applicable. They 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 Aidmatrix? Call your local Food Bank and give them the correct email address for your username and program code.

I'm not receiving emails when my order is ready to be picked up at the Food Bank. What do I do?

First look that the order has reached the Acknowledged state in Order Management. See View Order Details portion of this manual. If you see the order, yet have not received the email check the following:

- a) Check to see if your email memory space is too full. You may need to delete some of your old mail to free up space.
- b) Has your email account been inactive for a length of time? You may need to reactivate it.
- c) Verify that your organization's email server is working.
- d) Verify that your Internet connection is working.

B. Food Bank Questions

What day and time am I supposed to pickup my order from the Food Bank now that I order online?

Unless you designate otherwise when you place your online order, your pickup date and time with the Food Bank will remain the same.

Frequently Asked Questions (cont'd)

Once I have submitted my order, how will I know when it has been confirmed by the Food Bank? You will typically receive an Order Confirmation via email from your local Food Bank. You should also review the status of your order to check that it has been Accepted.

How do I know if my order has changed from the quantities I originally ordered? Review the confirmation email that you receive once your order has been approved by the Food Bank. Also you can confirm the quantities of your order by looking under the Accepted Quantity column under Order Management. (Refer to the "Review the Status of Your Order" section.)

C. Downloads

How do I download Internet Explorer Version 5.5 or 6 if I don't have it?

Type <http://www.microsoft.com/ie> in your Internet browser. Then click on the application you want to download for free. Follow the instructions.