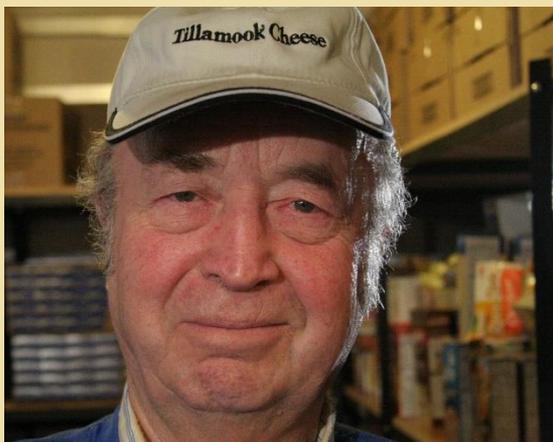


Agency Express Training User Guide to Online Ordering



7.14.17

Always Remember:

*Know your order window. Order windows is between TWO WEEKS to TWO BUSINESS DAYS prior to scheduled pickup/delivery day. Meaning, you can place your order as early as 2 weeks, but NO LATER THAN 2 business days before your delivery or pick-up.

- ❑ Order within your order window: The Idaho Foodbank (IFB) will be unable to process orders placed outside the order window. Reasonable accommodations may be made for window changes under *special circumstances*; if this applies to you, please contact a member of Operations as soon as possible.
- ❑ Know your online ordering account login information: Store your online account information in a safe and easy-to-locate place. Make sure someone else in your organization knows where this place is in the event that you are not available during a given order window. *There is space at the back of this manual to store your username, password, and program code.*
- ❑ Submit your cart: If you do not click “**Submit Cart**” after reviewing your order, IFB will not receive your order. Be sure to fully read the pop-up window that appears, and confirm that all items were accepted. If they were not, you must manually remove items from your cart and click “**Submit Cart**” again. Wait for confirmation that your order was submitted successfully.
- ❑ Carefully follow the instruction in the manual: Feel free to refer to this manual if you are having trouble ordering; your answer will likely be inside!



Having Trouble Ordering:

Contact a member of our Operations team:

- ❑ Boise warehouse – 208.577.2696 or 208.336.9643
- ❑ Pocatello warehouse – 208.233.8811
- ❑ Lewiston warehouse – 208.746.2288

Operations staff can help with any online ordering needs.



Agency Express Training Video:

Please access our Agency Express Training video, which explains how to complete your food order using the Agency Express system.

This can be found on The Idaho Foodbank's Agency Zone, on the right hand panel under the topic 'Agency Express Online Ordering & Reporting'.

Here is the link:

<http://ifbagency.wpengine.com/agency-express-online-ordering/>

Agency Express Training Video



Technical Background Information:

Note: We recommend using Google Chrome as a browser but Agency Express is compatible with the browsers listed below, if necessary.

Please upgrade to the most recent version of Google Chrome:

1. Open Google Chrome on your computer.
2. In the top right, click the Chrome menu
3. Click 'About Google Chrome'

The current version number is the series of numbers beneath the 'Google Chrome' heading. Chrome will check for updates when you're on this page.

Google Chrome-recommended: <https://www.google.com/intl/en/chrome/browser/>

Firefox: <http://www.Mozilla.org/en-US/firefox/new/>

Internet Explorer 11: <http://windows.Microsoft.com/en-us/internet-explorer/products/ie/home>



Agency Express Navigation Directions:

The screenshot shows the website interface with several annotations:

- 1**: A red circle with the number 1 is placed over the browser address bar, which contains the URL <https://idahofoodbank.org/>.
- 2**: A red circle with the number 2 is placed over the 'Agency Zone' link in the top navigation menu.
- A yellow box highlights the text: "Navigate to The Idaho Foodbank's website: idahofoodbank.org".
- A yellow box highlights the text: "Select 'Agency Zone'".
- A red box highlights the 'Agency Zone' link in the navigation menu.
- A red 'DONATE NOW' button is visible on the right side of the page.
- The main navigation menu includes: GET FOOD, GET INVOLVED, PROGRAMS, MEDIA, PARTNERS, and ABOUT.
- The page features a large banner image of two women smiling while handling a gallon of orange juice in a food storage area.
- The Idaho Foodbank logo is present in the top left and bottom right corners.
- A small URL <https://idahofoodbank.org/> is visible in the bottom left corner of the browser window.

Agency Express Navigation Directions:

The screenshot shows the website's navigation structure. At the top right, there are links for 'Events', 'Contact', 'Search', and 'Agency Zone'. A prominent red 'DONATE NOW' button is located on the right side. The main navigation menu includes 'GET FOOD', 'GET INVOLVED', 'PROGRAMS', 'MEDIA', 'PARTNERS', and 'ABOUT'. The breadcrumb trail reads 'Home / Agency Relations / Agency Zone'. A red circle with the number '3' is placed above the 'Agency Zone' breadcrumb. A yellow box with a red border contains the text 'Scroll down', with a large red arrow pointing downwards from it. The page content includes a search bar, a 'Hope for the Holidays' section with a 'HOPE for the holidays' graphic, and a video player at the bottom showing an elderly man in a warehouse setting. The Idaho Foodbank logo is visible in the top left and bottom right corners.

Agency Express Navigation Directions:

https://idahofoodbank.org/agency-relations/agency-zone/

Agency Zone - The Idaho F... x Agency Express Training - You...

The Idaho Foodbank

GET FOOD ▾ GET INVOLVED ▾ PROGRAMS ▾ MEDIA ▾ PARTNERS ▾ ABOUT ▾

aidmatrix®
Right Aid. Right People. Right Time.™

Partner Agency Log-In

4

Click on 'Partner Agency Log-in'

Hope for the Holidays

HOPE
for the holidays

You can help this holiday season by making a donation or attending one of the many events and food drives that benefit The Idaho Foodbank.

Ways you can help

The Idaho Foodbank

7/14/2017

Together, we can solve hunger.

5.1.17

Agency Express Navigation Directions:

Idaho Foodbank Partner Agencies

Contact Us: 1-208-336-9643

Welcome to Agency Zone Partner Agency Login Contact Us

Protected: Partner Agency Login

This content is password protected. To view it please enter your password below:

5

Password:

.....| Enter

Enter the password 'partner' and click 'enter'.

(c) 2016 The Idaho Foodbank

<http://ifbagency.wpengin.com/partner-agency-login/>



Agency Express Navigation Directions:

The screenshot shows a web browser window with the URL <http://ifbagency.wpengine.com/partner-agency-login/>. The page title is "Idaho Foodbank Partner Agencies" and the contact information is "Contact Us: 1-208-336-9643". The navigation bar includes "Welcome to Agency Zone", "Partner Agency Login", and "Contact Us". The main content area is titled "Protected: Partner Agency Login" and features a green button labeled "Continue to Partner Agency Page". A red arrow points from a yellow callout box containing the text "Click on 'Continue to Partner Agency Page'." to the button. A red circle with the number "6" is positioned above the button. The footer of the page contains the copyright notice "(c) 2016 The Idaho Foodbank".



Agency Express Navigation Directions:

The screenshot shows a web browser window displaying the 'Idaho Foodbank Partner Agencies' website. The browser's address bar shows the URL 'http://ifbagency.wpengine.com/agency-express/'. The website has a dark red navigation bar with three links: 'Welcome to Agency Zone', 'Partner Agency Login', and 'Contact Us'. The main content area is titled 'Welcome to Agency Zone' and features a search bar, a '7' icon, and sections for 'Agency University' and 'Programs'. A large yellow box with a red border and a red arrow pointing downwards contains the text 'Scroll Down'. The Windows taskbar at the bottom shows the date and time as 11/8/2016, 1:48 PM.

Scroll Down



http://ifbagency.wpengine.com/agency-express/

Welcome to Agency Zone | ... x Agency Express Training - You...

Agency Zone has been created to assist you in the fight against hunger in Idaho. Agency Zone is a tool developed for you as a one-stop resource center.

We rely on you, our Partner Agencies, a network of more than 200 food pantries, senior centers, emergency shelters, community kitchens, and other feeding programs. Without the support of our Partner Agencies across the state, The Idaho Foodbank would not be able to Feed, Educate, and Advocate for individuals and families in need.

8

Click on 'Agency Express Online Ordering & Reporting'

Healthy Recipes & Nutritional Tips

Programs

- Backpack Program
- School Pantry Program
- List of Federal Food Assistance Programs
- CSFP-Senior Food Box Program
- TEFAP Partners

Partner Agency Reporting & Ordering Tools

- Agency Express™ Online Ordering & Reporting
- Agency Meal Connect
- Contact Agency Relations

Partner Agency Information

- Food Recalls
- Food Safety Certificate Options

1:48 PM 11/8/2016



Agency Express Navigation Directions:

If you need additional help use these contact numbers.

Click on 'GO TO AGENCY EXPRESS WEBSITE' to proceed to the LOGIN page.

This is the Agency Express Training Materials section on how to order & report.

Keep scrolling down to find more training materials.

Agency Express™ Online Ordering & Reporting

Agency Express is a web-based tool sponsored by Feeding America and Aidmatrix that offers real time... This means is when you are shopping for items from IFB warehouses the product is currently there and available. IFB will provide all training materials for Agency Express. If any Partner Agency should require assistance with the usage of the internet or further assistance is needed regarding Agency Express please contact the Operations Department at IFB.

Ask to speak with a member of Operations.
(208) 577-2696 or (208) 577-2687- Southwest
(208) 233-8811- Eastern
(208) 746-2288- North Central
Email orders@idahofoodbank.org

Go To AgencyExpress™ Website **9**

Agency Express™ Online Training Materials

Go To Agency Express User Guide

Agency Express Training Video



- ### Agency University
- Agency University
 - AmpleHarvest- Partnership for Fresh Produce
 - Food Stamp Education
 - Fred Meyer Fundraising Opportunity
 - Healthy Recipes & Nutritional Tips

- ### Programs
- Backpack Program
 - School Pantry Program
 - CSFP-Senior Food Box Program
 - TEFAP Partners

- ### Partner Agency Reporting & Ordering Tools
- Agency Express™ Online Ordering & Reporting
 - Agency Meal Connect
 - Contact Agency Relations



Agency Express Login Page

Type in your user name.

*Usually begins with the first letter of your first name and your entire last name. Ex. ATHOMPSON

10

Type in your password.

*Default password is 'change12'

11

Type in your program code.

*You may have multiple program codes, depending on how many programs you operate in partnership with The Idaho Foodbank. **Please report under all of your program codes.**

12

Click on 'Log In' once you are done.

13

FEEDING AMERICA

AGENCYExpress

Login

User Name:

Password: [Forgot Password?](#)

Program Code: [Forgot Program Code?](#)

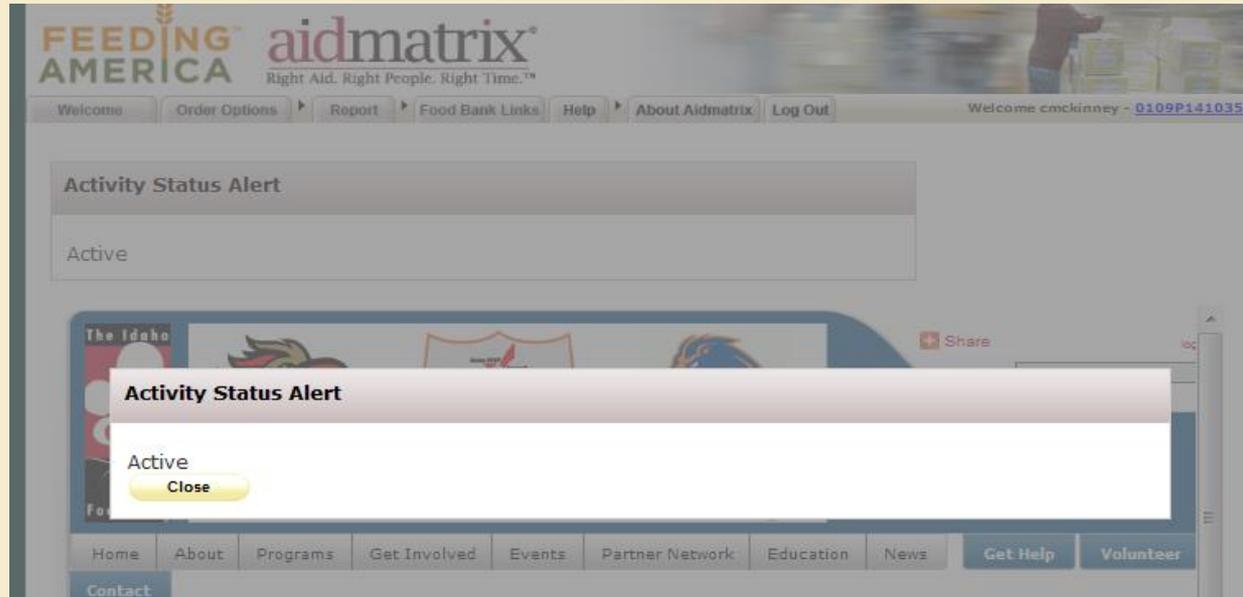
Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In



Got this Message?



Great! You're logged in. click "Close" and continue.



Standing Appointment

- ❑ **Standing Appointment**: A known appointment time your regularly use for pick-up or delivery of your food order (i.e. 2nd Tuesday of each month). If you are an agency that receives a delivery, you also have been assigned a standing appointment.
- ❑ Please remember the delivery/pick-up date and time are pre-scheduled by IFB based on the route schedule for delivery and dock availability for pick-ups.
- ❑ **IMPORTANT NOTE**: Make sure to contact your appropriate service branch for additional delivery or pick-up that your agency may need to obtain more food.



Do You Have A “Standing Appointment”?

- ❑ If **YES**, wait until you are finished with your order to schedule your appointment from the “Check Out” page.
- ❑ If **NO**, use the scheduler on your “Order Option” **before** you place your order. Click on the scheduler dropdown as shown below. Select pick-up or delivery under the “Pickup/Delivery” box, select the date, and then select the time.
- ❑ Please note, if you are an agency who receives a delivery and you’ve identified a time for delivery under the “Scheduler” option, the time you have selected may not be the exact time our driver will be at your facility. Our drivers have a pretty tight schedule and depending how many deliveries our driver is doing, your delivery time may vary. If you would like to have our driver call you at his last stop before coming to your facility, please let us know on your note section.



The screenshot shows the top navigation bar of the aidmatrix website. The logo for Feeding America and aidmatrix is on the left. The navigation menu includes: Welcome, Order Options (with a dropdown arrow), Report, Food Bank Links, Help, About Aidmatrix, and Log Out. A user is logged in as 'Welcome cmckinney - 0109P141035P'. The 'Order Options' dropdown menu is open, showing: Shopping List, Check Out, Order Management, and Scheduler (which is highlighted). Below the dropdown, the 'Scheduler' form is visible, featuring a 'Pickup / Delivery' dropdown menu (currently set to '- Select One -'), a 'Date:' field with a calendar icon, a 'Time:' field with a clock icon, and a yellow 'Reserve' button.



Get Started Shopping!

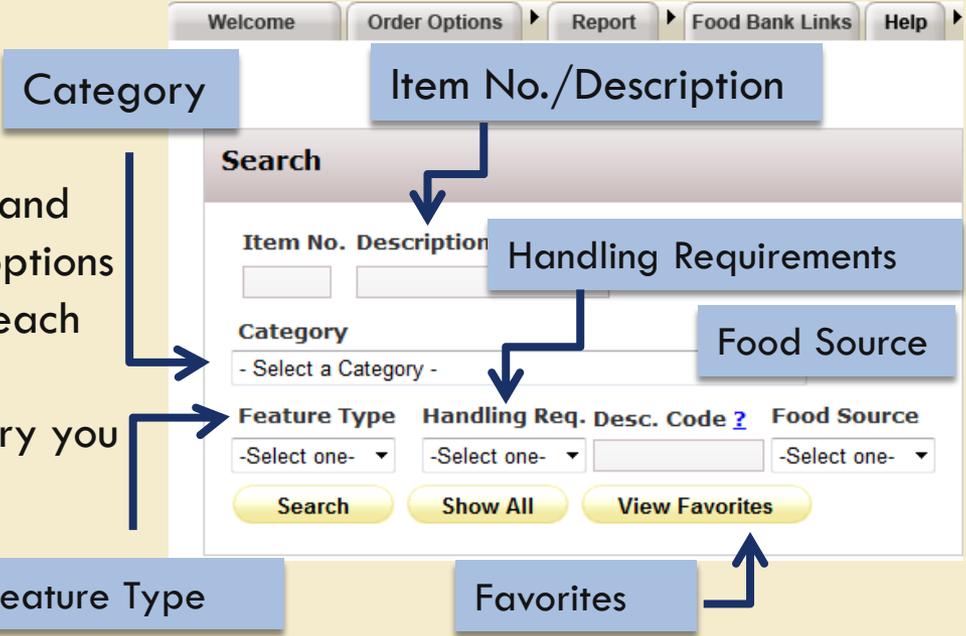
Select "Shopping List" from the "Order Options Menu."



Sorting Items

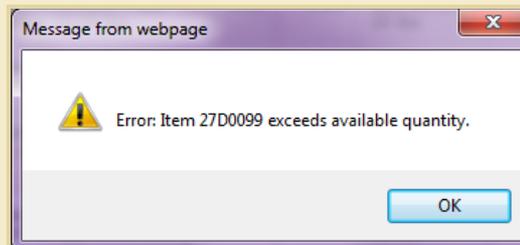
(not necessary for shopping, but helpful)

There are a number of different methods for finding and sorting items. We recommend "Category" and "Handling Requirement", as these options best define our inventory. Explore each option to find out what meets your needs. Once you select the category you want, click "Search".



Adding to Cart:

1. Enter the quantity of each product you would like to order on the current page. Not to exceed **available quantity** (or you will get this message)



Feature Type: -Select one- Handling Req.: -Select one- Desc. Code: ? Food Source: -Select one-

[Search](#) [Show All](#) [View Favorites](#)



2. Next, click the "Add To Cart" button

Shopping List

- Sort By -

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text" value="2"/>	3	26D0035	Condiment, Hellmans Ketchup 2/1.5 Gallon	0.00	0.00	2/1.5 Gallon		31	<input type="checkbox"/>
<input type="text" value="14"/>	14	26D0036	Condiments, Knorr Honey	0.00	0.00	2/1 gallon		22	<input type="checkbox"/>



Adding to Cart, cont.:

3. You will receive a confirmation message every time you add an item (s) to your cart. All items on the current page with quantities listed will be added when you click "Add to Cart"



Shopping List

- Sort By -

Tip: Please Add to Cart requested items before leaving page

4. Click OK to move on

Message from webpage



Success: Item 07F0018 added to the cart.
Success: Item 06D0045 added to the cart.
Success: Item 06D0052 added to the cart.

OK



Adding to Cart, cont.:

Search

Item No. Description

Category
- Select a Category -

Feature Type Handling Req. Desc. Code ? Food Source
-Select one- -Select one- -Select one-

[Search](#) [Show All](#) [View Favorites](#)

Shopping Cart

Total Line Items **0** Total Due **\$0.00**

Gross Weight **0**

[Print](#) [Clear Cart](#) [Add to Cart](#) [Check Out](#)

Total Due reflects the value of your cart, not including any delivery fees

Gross Weight reflects the total weight of the items in your cart. Tip: Use this to prepare for the proper amount of transportation

Shopping List - Sort By -

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>		3 26D0035	Condiment, Hellmans Ketchup 2/1.5 Gallon	0.00	0.00	2/1.5 Gallon		31	<input type="checkbox"/>

When you are done shopping, click "Check Out"



Helpful Hints:

- ❑ **You must click “add to cart” on each page** before moving to the next page of the inventory list. If you have selected items from page one and do not add them to your cart before moving to page two, the items will not be added to your cart.
- ❑ **Items are NOT reserved until you “submit cart” at the end of your order.** The Idaho Foodbank will not be notified of your item requests until this step is taken.
- ❑ **You can star items as “Favorites”** and search by this category to view items you like to order, when available.



Checking Out & Making Appointment:

- You must enter a Pickup/Delivery Date and Time before you submit your cart.**
 - When entering information into the “My Appointment” box you will need to enter information from left to right. If it is entered out of order, it will not be accepted and you will have to re-enter the information.
 - The delivery/pickup date and time are pre-scheduled by The Idaho Foodbank, based on your ongoing pickup/delivery schedule. Click on the available option (highlighted in green).



Checking Out & Making An Appointment:

The sequence you will need to follow when completing the “My Appointment” box is:

1. Select Pickup or Delivery

PICKUP If you pick up your order from the Idaho Foodbank. Select Pickup.

DELIVERY If you receive product via an Idaho Foodbank delivery truck, you will select “Delivery”.

If an incorrect selection is made, you will see no options for date and time. Please re-select the appropriate delivery/pickup option.

My Appointment

Reference Number: **PO170186**

Pickup/Delivery Date: Time:

Pickup

Comment (Please limit comment to 150 characters, no special characters. Anything over 150 characters will be cut off when PO is updated or submitted.)

2. Select Date Click on the calendar and select the option highlighted in **green** (your next regularly scheduled date).

3. Select time



Reviewing your Cart:

“Continue Shopping” redirects you to the shopping list without removing items from your cart

After you have updated “My Appointment”, review your order. You can either make adjustments or submit your cart.

Shopping Cart

Top Off **Repack** **Dairy** **Fresh Produce**

    
[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
 <input type="text" value="20"/> Available Qty. [150]	07F0018	Dairy, Willamook Colby Jack Cheese 100/.75 oz singles	20	CASE	100	0.00	Case	100/.75 oz singles	Frozen Food	0.00	

You can delete an item by clicking the red circle icon.

To make adjustments, change the order quantities and click on the **“Update Cart”** button to update your order.

Click “Submit Cart” to submit your order to The Idaho Foodbank
If you do not click this button, your order will not be received and we will not know that an order was created. But wait – you might not be done yet! (see next page of manual)



Variable Weight:

It is important to know when to order by case and when to order by pounds. Most of the time you will order by case. You can usually tell when to order in pounds when the pack size is estimated, and when the gross weight is only 1 pound.

Order Qty	Available Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="checkbox"/>	211	23P0005	Protein - Non-Meat, Peanut Butter 12/18 oz	22.81	2.36	12/18 oz		15	<input type="checkbox"/>
<input type="checkbox"/>	112	25D0007	Snack, Powerbars, Repacked 15-20 lbs	0.00	0.00	15-20 lbs		1	<input type="checkbox"/>
<input type="checkbox"/>	36	25F0014	Snack, Pretzel Soft Frozen 50 pretzels per case	0.00	0.00	50 pretzels per case		19	<input type="checkbox"/>
<input type="checkbox"/>	1	25F0019	Snacks, Bagel Bites, Cheese N Pepperoni 4/40 ct	0.00	0.00	4/40 ct		9	<input type="checkbox"/>
<input type="checkbox"/>	6	25D0066	Snacks, Chips assorted Approx 5-15 lbs	0.00	0.00	Approx 5-15 lbs		1	<input type="checkbox"/>



Submitting Your Order:

1. Click "Submit Cart" to submit your order!

Shopping Cart

Top Off **Repack** **Dairy** **Fresh Produce**

[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
 <input type="text" value="10"/> Available Qty. [1099]	26P0004	Condiment, Spaghetti Sauce 24/15 oz	10	CASE	260	8.39	Case	24/15 oz	Dry	1.39	

2. You will be asked if you are sure you want to submit the order, please click on the OK button to confirm

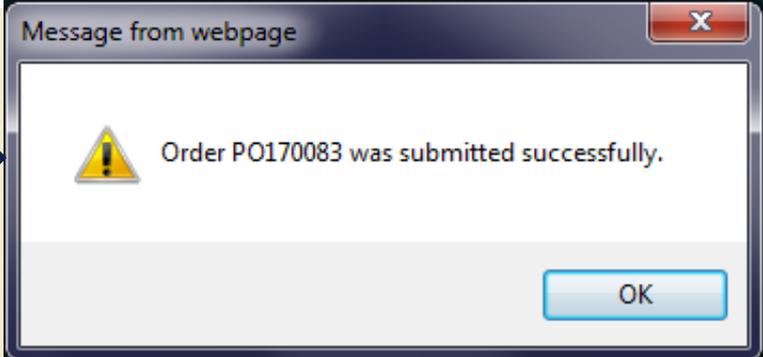
Message from webpage

 Are you sure you want to submit the order?



Submitting Your Order, cont.:

3a. You will then see a pop up box telling you whether your order was successfully submitted.
*Read this carefully! * See 3b.



=



3b. ****If the pop up box does not say “submitted successfully”, your order has not been submitted!****
You must manually remove items from your cart where the value ordered exceeds the quantity available. Once you have done this, click “Submit Cart” again!



Reviewing Your Order:

- ❑ Once your order is submitted you may review it in “Order Management” (found under the “Order Options” tab).
- ❑ This is also a good place to check to be sure your cart was submitted; an order will appear here once the cart is submitted.



Order Management:

1. Search for orders or groups of orders by date range or reference number.

Search

From Date: To Date: Reference Number:

Summary

Total Orders: **5** Total Weight: **904 lbs.**

Total Amount: **\$267.53**

2. Print a copy of your order by clicking the printer icon

Order Management

	Reference Number	Status	Gross Weight	Total Price	Pickup/Delivery Date
	PO170083	Acknowledged	732.00	\$170.86	10/31/2012
	PO170178	Rejected	0.00	\$0.00	10/26/2012
	PO170105	Invoiced	42.00	\$10.09	09/28/2012
	PO170088	Invoiced	47.00	\$10.09	09/28/2012
	PO170085	Invoiced	83.00	\$10.09	09/26/2012

3. Edit an order that has already been submitted. (Pencil Icon)

4. Check the Status of your order

5. Track the total number of orders you have placed through Agency Express 3, as well as the total weight and cost for those orders



Editing an Order In Order Management:

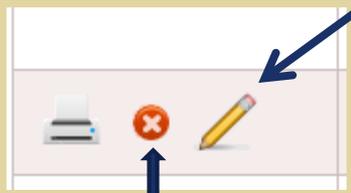
IMPORTANT, PLEASE NOTE:

- ❑ There is a delay of approximately 20 minutes between the time your order is first submitted and the time the pencil will be available to log in for edits.
- ❑ The pencil icon will not appear if the order is not open for editing. If the status column shows “food bank only”, you may not edit your order. Edits must occur during your assigned order window.
- ❑ **ALWAYS re-enter your cart via the pencil icon when editing an order. If you create a new order without following this process, both orders will be lost.**



Editing an Order In Order Management:

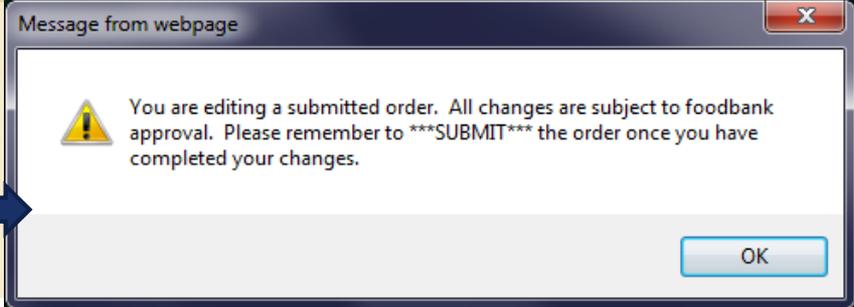
1. To add on to your submitted order, click the **pencil icon**. This will reopen your shopping cart and allow you to add items to your order, as well as adjust the quantities of items you have already submitted.



To cancel your order entirely, click the red button with the X.

Order Management			
	<u>Reference Number</u>	<u>Status</u>	<u>Gross Weight</u>
  	PO170083	Acknowledged	732.00
	PO170178	Rejected	0.00
	PO170105	Invoiced	42.00
	PO170088	Invoiced	47.00

2. After you click the pencil icon you will receive this message. Click "OK" and you will be redirected to your shopping cart.



Editing an Order, cont.:

3. To do more shopping, click “**Continue Shopping**” and you will be redirected to the shopping list.

4. Shop, add or remove items, and review your cart as discussed in previous slides.

Shopping Cart

Top Off **Repack** **Dairy** **Fresh Produce**

[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	TAX Fee	Special
4 <input type="text"/> Available Qty. [1140]	07F0018	Dairy, Tillamook Colby Jack Cheese	4	CASE	20	0.00		100/.75 oz singles	FROZEN	0.00	

5. Remember to “Submit Cart” after editing your order! If you forget, The Idaho Foodbank will not receive your original order or the edited order.

Message from webpage

Order PO170240 was submitted successfully.

6. When your order is submitted successfully, you will receive this message. Click OK. ****See also, page 17 step 3b****



Editing order- Important!

IMPORTANT NOTICE

If you attempt to **edit** your order there is high likelihood that you could lose some or potentially all of previously ordered items. This potential problem is because there is a delay in the available inventory that you see while in the order and what is actually available in the inventory control software that the Idaho Foodbank uses. This delay causes the items on your order to be **temporarily unavailable** when you're trying to **re-submit** your newly edited order. If you try to wait out this delay your items will eventually become available again for you but unfortunately they also become available for everyone else who could be placing orders as well. This is potentially when **you could lose part of or all of your ordered items.**



When You are Done...

FEEDING AMERICA aidmatrix® Right Aid. Right People. Right Time.™

Welcome Order Options Report Food Bank Links Help About Aidmatrix Log Out

Welcome cmckinnev - 0109P123123P

Activity Status Alert

Active

The Idaho Foodbank

Want to help? Hold a Food Drive call 577-2750

Share login

DONATE

Home About Programs Get Involved Events Partner Network Education News Get Help Volunteer Contact Us

Click on the "Log Out" tab



Frequently Asked Questions:

Q: Why didn't I receive what I ordered?

A: This can happen for several reasons:

- ✓ Inventory is often viewed by multiple programs at one time. An item may be ordered by another agency while you are still shopping, or items may have been requested at virtually the same time.
- ✓ Products are not fit for distribution at the time the order is picked (especially with perishable products). This would likely be due to spoilage, damage, dating, or other conditions that would make a product unfit for consumption.
- ✓ You requested more cases than the “Maximum Quantity” listed for this product.
- ✓ If you are a food bank ordering “Meal Program Only” items they will be manually removed from your order. This policy exists out of respect for our donor guidelines.
- ✓ Occasionally, inventory in the warehouse has been miscounted and the amount listed online did not accurately reflect the number in the warehouse.

Q: When can I view a list of the actual items I will receive on my order?

A: When your order is released to the warehouse for picking you will receive an email. This should occur approximately 48 hours before your delivery/pickup.

Q: How do I print a copy of an order that I have placed?

A: Past orders can be viewed and printed in the “Order Management” section. See page 15 of this manual.



Frequently Asked Questions:

Q: Why do we have order windows and how do they work?

A: Order windows ensure The Idaho Foodbank the time needed to manage the volume of orders and product packing and distribute the food to our nearly 220 partner agencies. We have set our order window to be 48 business hours prior to an agency's scheduled pick-up/delivery allowing time to pulling and staging the order(s). An example of the order window is if an agency needs an order to be picked up or delivered on Tuesday, they would need to place their order by 8 AM the previous Friday. A member of our Operations staff processes each order and makes any necessary adjustments if needed. Then, our warehouse staff is provided a "pick sheets" for all orders and this is what they utilize to pull the order. The day before the pick-up/delivery, our warehouse staff packages all of the orders to be shipped out.

Q: What should I do if I missed my order window?

A: Agency Express will not allow you to place an order outside of the order window. The appointment will not appear as an available time when scheduling in the shopping cart section of Agency Express. However, we understand that everyone gets busy and forgets occasionally. Please contact a member of our Operations staff, and we will make reasonable accommodations to reschedule the order. We understand that this can be more challenging for agencies outside of the Treasure Valley that receive a delivery; so in these instances, we will by-pass the order window and manually place your order to meet the delivery deadline. Should a continual reoccurrence of the deadline be missed, the agency may have their delivery canceled for the month.



Glossary of Terms:

- ❑ **Available Qty:** The amount of product available to order.
- ❑ **Category:** Item classification.
- ❑ **Cost per Serving:** Cost per serving of the item
- ❑ **Cube Size:** Dimensions of each unit. (not currently utilized)
- ❑ **Description:** This is the name of the product.
- ❑ **Extra Info.:** extended information about the product.
- ❑ **Feature Type:** A special category for the product.
- ❑ **Food Source:** Where we obtained the product.
- ❑ **Gross Weight (in lbs):** Weight of the product
- ❑ **Handling Requirements:** How the product needs to be stored.
- ❑ **Item No.:** Unique code that identifies each product.
- ❑ **Pack Size:** Number of items in each unit.
- ❑ **Packaging Type:** How the item is packaged.
- ❑ **Price per Unit:** Fee per unit of the product.
- ❑ **Unit of Measure:** How the product is distributed.
- ❑ **Unit Price:** Cost per unit of the product
- ❑ **Servings per Unit:** number of servings this product would provide.



Questions?

Please **direct all online ordering related calls to the Operations department** so we can best serve you!

OPERATIONS DEPT.

(208) 577-2696 or (208) 336-9643 – Boise warehouse

(208) 233-8811 – Pocatello warehouse

(208) 746-2288 – Lewiston warehouse

Email orders@idahofoodbank.org *(if your need is not urgent)*



