Agency Express (AE3) Step-by-Step Order Guide
Agency Express (AE3):

Orders are due 48 hours prior to the appointment date. This deadline is very important. Orders cannot be placed or changed after the deadline.

How to Login:

1. Open Agency Express: https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx

2. Log in with User Name, Password, and Program Code.

AGENCYExpress®

Username: Will be assigned by a FTB staff member.

Password: Will be assigned by a FTB staff member. Please do not change your password, or the food bank staff will not be able to log into your account to assist you with any questions you may have later!

Program code: Always start with 0090Pxxxxxxx, where xxxxxxxx is, type in your agency number. Example: If your agency number is HILL0001, your program code is 0090PHILL0001.

3. Activity Status Alert: If there are any announcements, they will show up when you log in. Pay special attention to messages in the Activity Status Alert section.
4. To Start an Order: look for the tabs at the top of the screen that say “Order Options.”

Hold your mouse over the ORDER OPTIONS tab, and then click **Scheduler**.

**IMPORTANT:** To start your order, you must schedule an appointment **first**.

Select **Pickup**.

FTB is not able to deliver items to agency partners at this time.

Click on the **calendar** icon just right of the date box. You can select any available dates highlighted in **yellow**.

Click on the **clock icon** and select a time for your Pickup. Click **Reserve**.
Enter the quantity of each product that you want to order in the Order Qty column.

IMPORTANT: Check out the Pack Size column for exact quantities for one unit.

EXAMPLE: One unit of Chunk White Chicken is 12 cans. Each can is 12.5 ounces.
Click the **Add to Cart** button on the bottom of each page.

After clicking the **Add to Cart** button, you will see a popup window verifying that the items you selected were added to your cart.

6. To submit your order, click **Check Out** at the bottom of the screen.

Once you have clicked on **Check Out**, you will be taken to the Checkout page with three sections: **My Appointment**, **Shopping Cart Summary**, and **Shopping Cart**.
7. Finally, you confirm your appointment in the **My Appointment** section. Select the **Pickup** day/time appointment you placed in the **Scheduler** at the beginning of your order.

Now, look at the **Shopping Cart** section at the bottom of the screen. Confirm that the items and quantity you have selected are correct. If you would like to update the quantity of any item, you can change the number in the **Order Qty** column. Now click **Update Cart**.

If you didn’t need to change anything, or are finished updating, click **Submit Cart**.
8. After clicking the **Submit Cart** button, a confirmation popup window will appear.

- Click **OK** to process your order or **CANCEL** to go back to the previous page.
- Any item that is marked as ERROR needs to be corrected based on the error message.
- Any item that is marked as SUCCESS is readily available. **Note:** success means that there is enough stock, NOT that your order has been submitted.

You’re finished! Your order has now been placed. If you want to confirm your order, log in to Agency Express again and hold your mouse over the **Order Options** tab at the top of the screen, then click **Order Management**. You will see a list of all orders you have placed.

**IMPORTANT:**
Your agency may not place two orders for Pickup on the same day.

If you would like to place an order for Pickup AND shop at the FTB Warehouse, you must create separate appointments. Please check out the **Agency Shopping Guide** below for information on how to create a shopping appointment for perishable items at the Feeding Tampa Bay warehouse.

Please contact your Regional Agency Distribution Coordinator if you have any questions about Agency Express, your order, and fees.
Agency Shopping Step-by-Step Order Guide
Agency Shopping – Use the same login process as you did to create your Agency Express Order

1. To reserve a Shopping appointment: look for the tab at the top of the screen that says Order Options

   - Hold your mouse over the Order Options tab, and then click Scheduler.

   - Select Shopping.

   - Click on the calendar icon just right of the date box. You can select any available dates highlighted in yellow.

   - Click on the clock icon and select a time for your shopping appointment. Click Reserve.
Finished! You have created a Shopping appointment to shop at the Feeding Tampa Bay warehouse.

Please contact your Regional Agency Distribution Coordinator if you have any questions about Shopping.