



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®

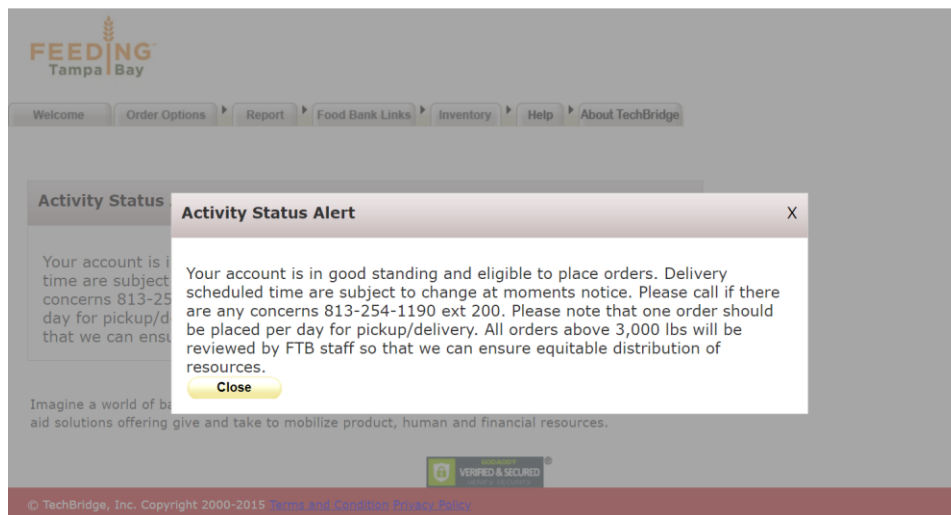
A screenshot of the Agency Express login page. It has a header "Login" in a grey box. Below are three input fields: "User Name:", "Password:", and "Program Code:". To the right of the password field is a link "Forgot Password?". To the right of the program code field is a link "Forgot Program Code?". Below these fields is a checkbox labeled "Remember me next time." and a link "Need to clear your username and program code? Click Here". At the bottom is a yellow "Log In" button.

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."



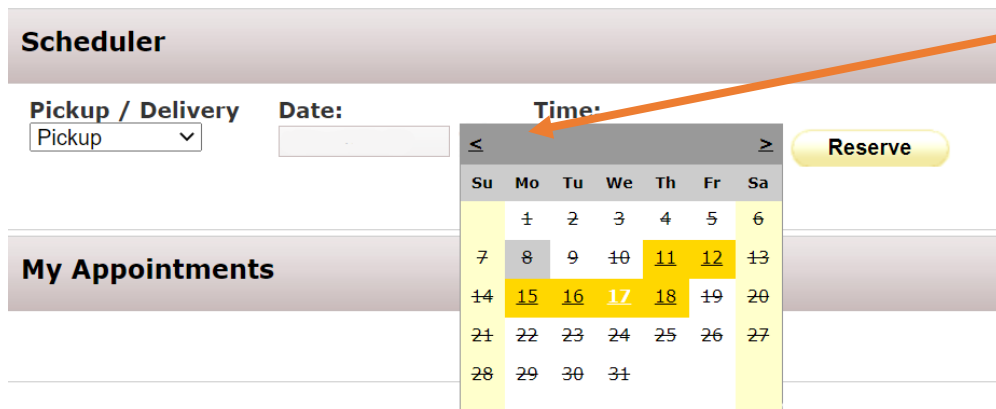
Hold your mouse over the ORDER OPTIONS tab, and then click **Scheduler**.

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

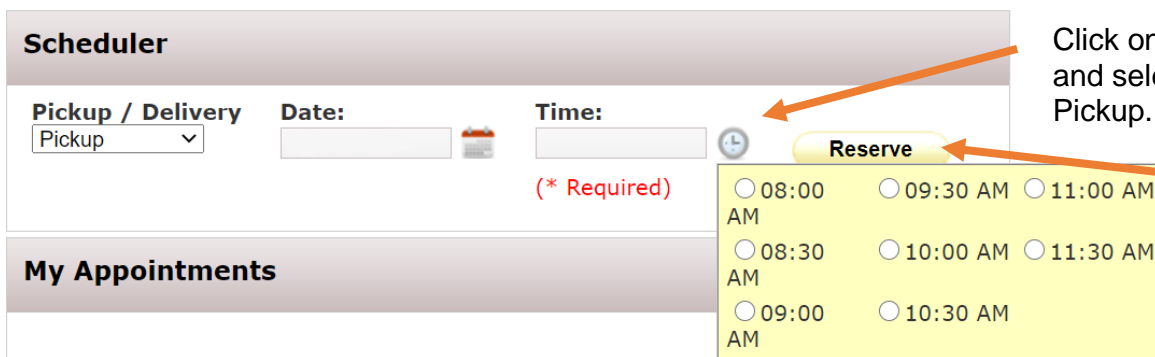


Select **Pickup**.

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**.



5. To build your order, Hold your mouse over the “Order Options” tab, and then click **Shopping List**.

Welcome | **Order Options** | Report | Food Bank Links | Help | About TechBridge | Log Out

Scheduler
Shopping List
Check Out
Order Management

Schedule

Pickup / Delivery: - Select One - | Date: | Time: | Reserve

On this screen, you will see three sections: **Search**, **Shopping Cart** and **Shopping List**.

Search | **Shopping Cart**

Item No. Description
Category: - Select a Category -
Feature Type: - Select one - | Handling Req.: - Select one - | Desc. Code: 2 | Food Source: - Select one -
Search | Show All | View Favorites

Shopping List | - Sort By -

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
	90	030004	Beverages, Sorted	BOX	0.00	0.00	31lb box		31	<input type="checkbox"/>
	92	PPP87	CHUNK WHITE CHICKEN	CASE	20.31	0.00	12/12.5oz		12	<input type="checkbox"/>
	8	485811	Chex Mix - Cookies N Cream	CASE	1.08	0.00	4/15oz		6	<input type="checkbox"/>
	8	410038	Chicken Coating Mix Kraft	CASE	0.54	0.00	8/4.22oz		3	<input type="checkbox"/>

To add items to your cart:

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
4	90	030004	Beverages, Sorted	BOX	0.00	0.00	31lb box		31	<input type="checkbox"/>
2	92	PPP87	CHUNK WHITE CHICKEN	CASE	20.31	0.00	12/12.5oz		12	<input type="checkbox"/>
	8	485811	Chex Mix - Cookies N Cream	CASE	1.08	0.00	4/15oz		6	<input type="checkbox"/>
	8	410038	Chicken Coating Mix Kraft	CASE	0.54	0.00	8/4.22oz		3	<input type="checkbox"/>
1	15	485773	DOUBLE CHOCOLATE COOKIES ENJOY LIFE FOODS	CASE	0.00	0.00	6/179g		3	<input type="checkbox"/>

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.



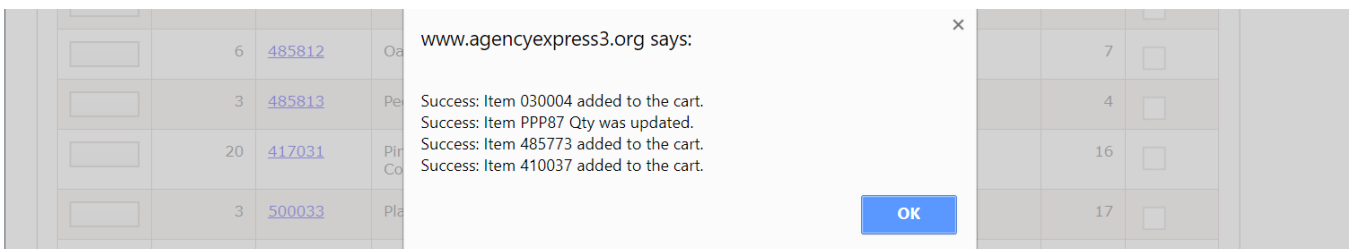
1	6	410037	Tomato Paste	CASE	1.98	0.00	24/6oz		11	<input type="checkbox"/>
<div><div>1</div><div>2</div></div>										

Tip: Please Add to Cart requested items before leaving page



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.

1	6	410037	Tomato Paste	CASE	1.98	0.00	24/6oz		11	<input type="checkbox"/>
<div><div>1</div><div>2</div></div>										

Tip: Please Add to Cart requested items before leaving page



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**.

My Appointment	Shopping Cart Summary	
Reference Number: Pickup/Delivery Date: <input type="text"/> Time: <input type="text"/> <small>Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ',). Anything over 150 characters will be cut off when PO is updated or submitted.)</small>	Total Due Gross Weight Available Credit Limit	Total Line Items Total Cube Size Estimated Delivery Fee
Shopping Cart		
<div><div>Print</div><div>Clear Cart</div><div>Continue Shopping</div><div>Update Cart</div><div>Submit Cart</div></div>		



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.

My Appointment

Reference Number:

Pickup/Delivery Date: **Time:**

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

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**.

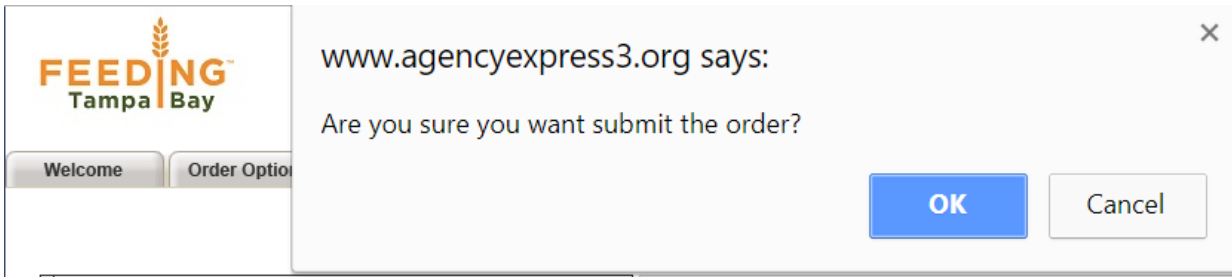
Shopping Cart

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

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Handling Requirements	Special
<input type="text" value="1"/> Available Qty. [6]	410037	Tomato Paste	1	CASE	11	1.98	Case	Dry	
<input type="text" value="4"/> Available Qty. [90]	030004	Beverages, Sorted	4	BOX	124	0.00	Case	Dry	
<input type="text" value="1"/> Available Qty. [15]	485773	DOUBLE CHOCOLATE COOKIES ENJOY LIFE FOODS	1	CASE	3	0.00	Case	Dry	
<input type="text" value="4"/> Available Qty. [92]	PPP87	CHUNK WHITE CHICKEN	4	CASE	48	20.31	Case	Dry	



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**

FEEDING Tampa Bay

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

Scheduler
Shopping List
Check Out
Order Management

Activity S

Scheduler

Pickup / Delivery Date: Time: Reserve

- Select One -
- Select One -
Delivery
Pickup
Shopping

My Appointments

Scheduler

Pickup / Delivery Date: Time: Reserve

Shopping (* Required)

My Appointments

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

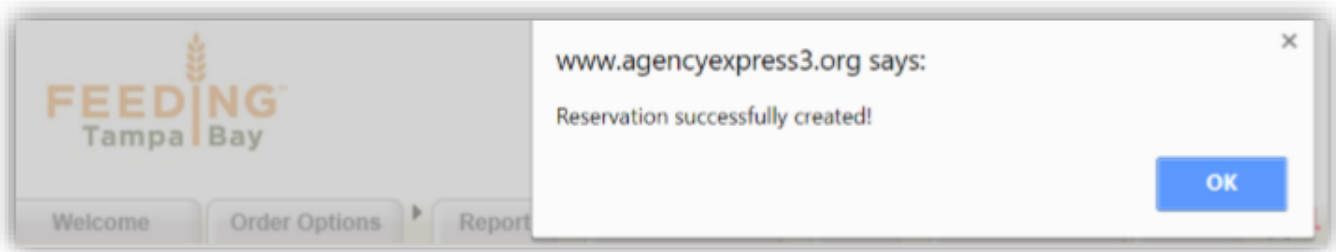
Scheduler

Pickup / Delivery Date: Time: Reserve

Shopping

My Appointments

09:30 AM
10:00 AM
10:30 AM
11:00 AM
11:30 AM



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.