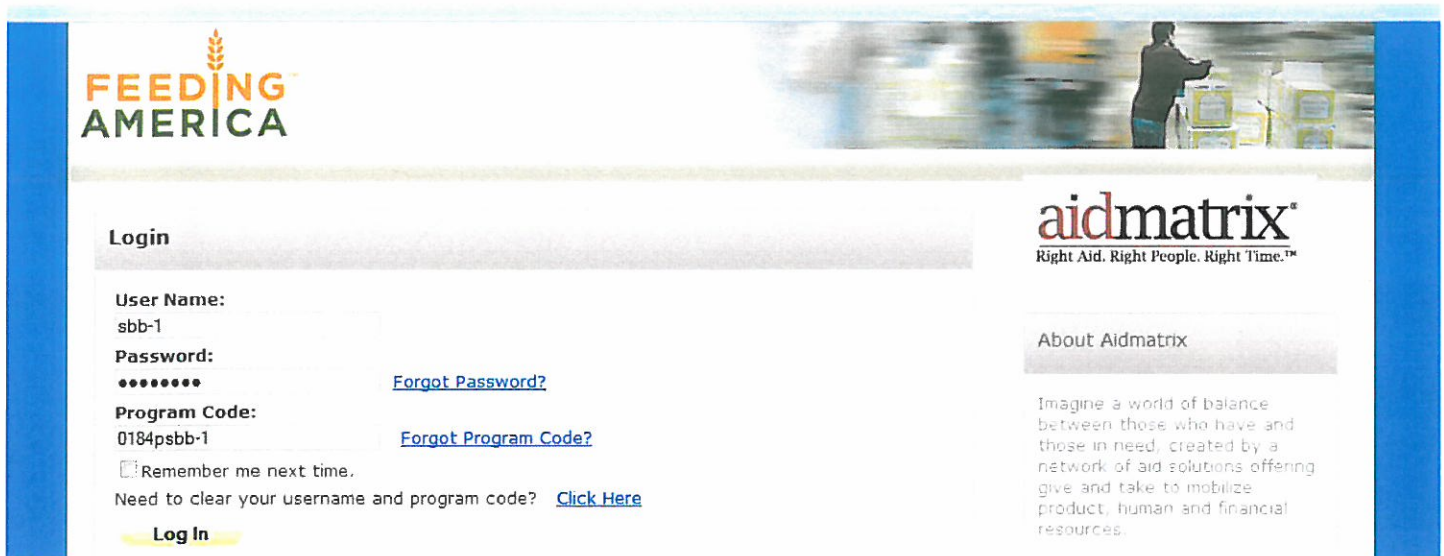# Agency Express 3.0 Quick User Guide

Welcome to the Foodbank of Santa Barbara's new online ordering system: Agency Express! Agency Express allows you to schedule appointments and deliveries, select your food, and even retrieve your invoices online. This manual is only intended to provide a quick walk-through of the online ordering process, and please remember that all steps are covered in greater detail in the "Agency Express User Guide." Now let's get started!

1. In your browser, please enter *www.agencyexpress3.org*

2. Next, enter your Agency's Login information. In the example below, we are entering the information for the program *SBB-1.* Your login information will always be:
   Username: *Your Agency Code* (Every Agency has a 3-4 character code that is specific to their agency. These can be found on statements, invoices, or by asking your agency coordinator)

   Password: is set to *change12* by default, but can be changed after your first login

   Program Code: *0184p+ Agency Code* (In example below, the Agency Code is *sbb-1*, so we would enter *184psbb-1*

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Login

User Name:
sbb-1
Password:
••••••••   **Forgot Password?**
Program Code:
0184psbb-1   **Forgot Program Code?**
☐ Remember me next time.
Need to clear your username and program code? Click Here
   Log In

About Aidmatrix

Imagine a world of balance between those who have and those in need, created by a network of aid solutions offering give and take to mobilize product, human and financial resources.

If you receive an error, please first consult the "Agency Express 3 Manual" for detailed trouble shooting information. IF the solutions do not work, then contact your Agency Coordinator

3. You should now see the Agency Express Welcome Page, resembling the page below. Please take a moment to look over the different options.
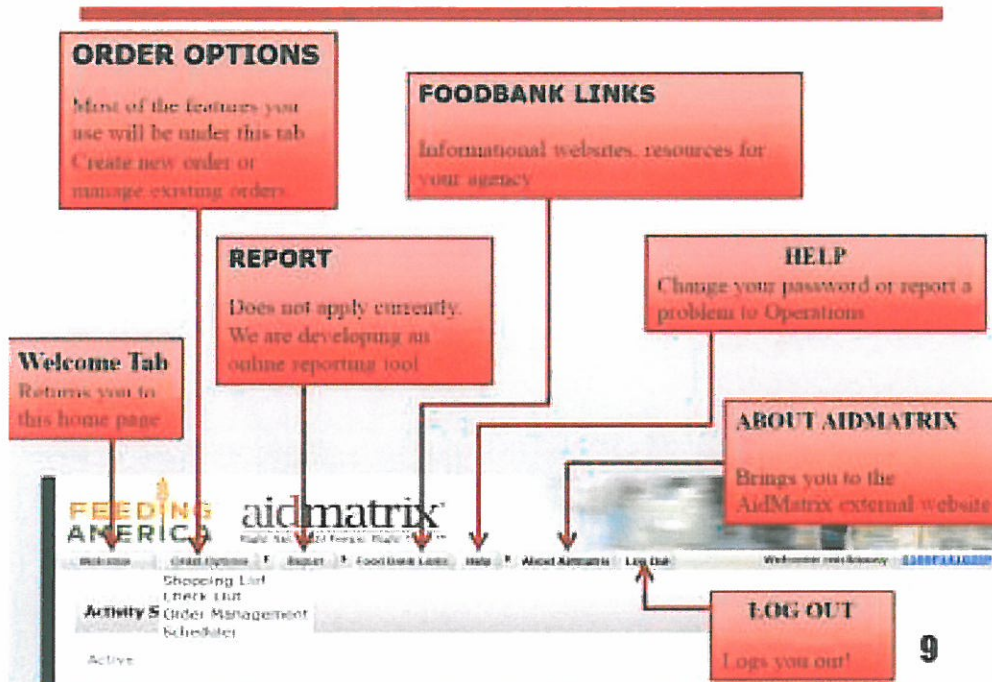
4. Under the *Order Options tab*, click on the *scheduler*. (*please note that if you have arranged a standing appointment with you Agency Coordinator, i.e. pickup every Thursday at 11 am, you can skip this step*). **If you do not have a standing appointment, <u>you must schedule your appointment before selecting your items on Agency Express.</u>**

5. In the scheduler, you should be taken to a page similar to the one below. At this point please select the appointment type, the date, and the time of your requested appointment. There are a few very important things to remember

    a) **Most agencies are not currently eligible for delivery**, and scheduling a delivery not previously authorized by agency relations will result in a rejected order

    b) **All appointments/orders must be scheduled by 8 am the day prior to the requested appointment.** For example, if you want to schedule a pickup for Thursday at 11 am, you must submit my order by Wednesday at 8 am

6.   Now that our appointment is scheduled, we are ready to shop! Under the *Order Options* tab, click on the *Shopping List,* which should bring you to a page similar to the one below. It's at this point that you can choose your items by entering the "order qty." followed by the "add to cart"
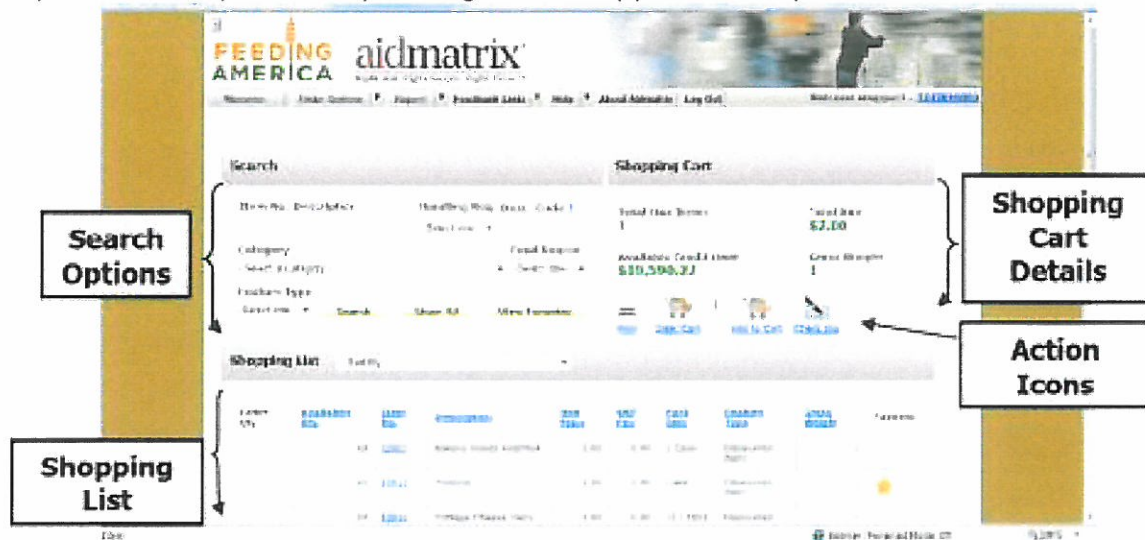
A Couple of important reminders about the shopping process

    a)   *Pay attention to the pack size of the items, as the unit of measures changes frequently between different item items*

    b)   *Make sure to add your items to your cart before going to other page.*

7. *You can sort and filter different items using the different search options. For example, you can choose just to see "produce" under the category filter.   Once you have added all of the desired items to your cart, click on the "check out" action item. At this point you will be asked to choose the appointment time when you wish to receive your food. If you don't have a standing appointment, you're simply confirming the time you selected during the beginning of the shopping process. If you have multiple appointments scheduled, you are choosing which during appointment you wish to receive your order*
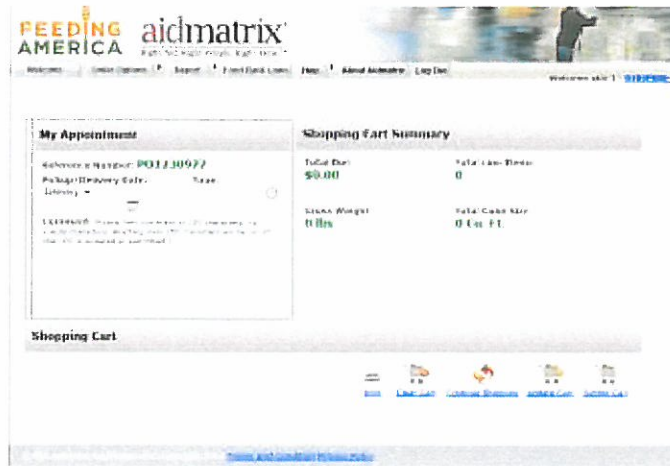
8. Once you have reviewed your order, you must click to the *"Submit Cart"* icon. ***Your order has not been sent to the foodbank until you receive confirmation that "your order was successfully submitted"***