

# AGENCY ORDERING FAQ'S

## Why Am I Unable To Submit My Order?

- If you are not within your ordering window, the date will not appear in green. Ordering window opens at 10 a.m. and closes at 9 a.m. the following business day.
- Refer to agency ordering chart on our website for your specific ordering times or contact the Agency Hotline (512-684-2503)
- An order has already been placed. You can only create one order per appointment time.

## Why Am I Receiving An Email About An “Unsubmitted Cart on Agency Express”?

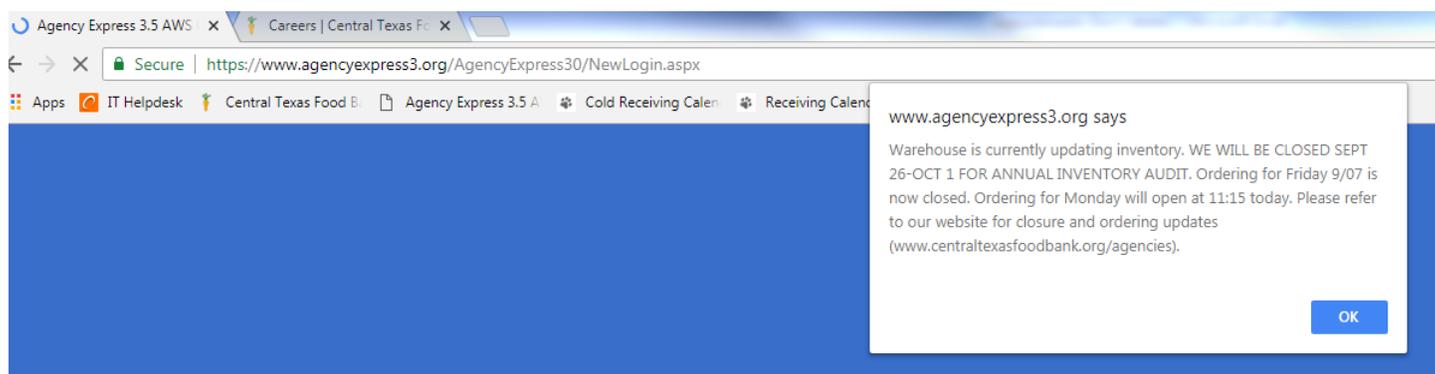
- When your cart is left with items in it for more than 24 hours, Agency Express notifies us. The list of agencies is pulled every day at 4:00am, so if you receive this email but submitted your cart between 4:00 a.m. – 8:00 a.m. and you have a confirmation email, your order has official been was submitted. Please call the Agency Hotline (512-684-2503) with any questions.
- This email is to remind you to submit your cart and let you know that even if you put items in your cart before the ordering window, there is not guarantee those items will be available by the time your order is being prepared.

## How Can I Make Changes To My Order?

- Once you have submitted your order you are unable to make changes. You can contact your Relationship Manager or the Agency Hotline (512-684-2503) to request changes to your order within the ordering window. Please confirm with a call or email. Note, additions to orders have to be requested and confirmed by 10 a.m. of day your order is due in. We cannot always accommodate order adjustments requests.

## I Am Unable To Log Into Agency Express, Why?

- AE3 will shut down between 9:00 a.m. until 10:00 a.m. in order for warehouse to process orders for a specific date.
- On occasion, we adjust cost and/or quantities on shopping list outside the 9:00 a.m. - 10:00 a.m. window, AE3 will shut down for inventory adjustments. This means agencies are not able to log in and no one has access to order.
- Here is an example of the outage message you may see:



## I Forgot My Login Credentials, What Do I Do?

- User Names are typically your first initial followed by your last name
  - **Example:** John Doe's User Name would be JDOE
- Program Code = 0006P(Your Agency Number)
  - **Example:** Your agency number is PA111, so your Program Code is 0006PPA111
- Agency Express automatically sets every password to "change12"
- If you change it, and cannot remember it, click "Forgot Password" on the login screen. You will need to provide your User Name and Program Code. Please contact the Agency Hotline (512-684-2503) if you have issues.

**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](#)

## When I Login, I See A Message That States "Agency Report Hold". What Does This Mean?

- You will need to contact your Relationship Manager, Agency Hotline (512-684-2503), or the Agency Inbox (agencies@centraltexasfoodbank.org) to submit missing documents for your monthly reporting.

## I Have A PO For Items That Were In My Cart. Why Do I Not Have An Order Processed?

- Once you select delivery/pickup, date and time you need to click on "submit cart" icon. If you do not click on "submit cart" it will not be sent to the food bank system to process.

My Appointment	Shopping Cart Summary
<p>Reference Number: <b>P03081948</b></p> <p>Pickup/Delivery Date: <input type="text"/> Time: <input type="text"/></p> <p>Delivery <input type="text"/></p> <p><b>Comment</b> (Please limit comment to 150 characters, no special characters. Anything over 150 characters will be cut off when PO is updated or submitted.)</p> <input type="text"/>	<p>Total Due <b>\$0.00</b></p> <p>Gross Weight <b>0 lbs</b></p> <p>Available Credit Limit <b>\$734.47</b></p> <p>Total Line Items <b>0</b></p> <p>Total Cube Size <b>0 Cu. Ft.</b></p>

Shopping Cart
<p><a href="#">Print</a> <a href="#">Clear Cart</a> <a href="#">Continue Shopping</a> <a href="#">Update Cart</a> <a href="#">Submit Cart</a></p>



## **There Were Items I Selected But Did Not Receive, Why?**

Once You Submit An Order, You Will Receive A Confirmation Email With This Message:

*“Your order has been received, but this does not guarantee product requested or quantities. Please check Order Management for updates to your order. Thank you for your continued partnership with Central Texas Food Bank.”*

### **Common factors:**

- Delivery trucks have max weight and cube capacity per DOT regulations. If the combined agency orders exceed the weight/cube capacity, they will need to be modified to fit within the truck. Typically, “non-essential” items such as beverages, snacks, etc. are removed first. In addition, certain items that carry larger cube capacity will need to be scaled back.
- Items may have been damaged or expired when orders are being pulled.
- Inventory adjustments/shortages.
- Internal error on receiving product (donor may have not specified distribution of product). Example: Item entered as pantry (individual packaging) but should be only distributed to Onsite Agencies (i.e. soup kitchen, onsite meal preparation).
- You can log into Agency Express and go to the Order Options tab then select Order Management. Next to your PO number, you will see the “Status” column. Select the PO to view any changes that may have been made.

### **Bulk Item Ordering (items pulled & shipped by weight – not cased and is a variety of product)**

- 11011 Assorted Frozen – Must be ordered in 50 pound increments
  - Example: 50, 100, 150, 200 etc.
  - DO NOT enter 1, 2, 3, etc. it will not populate on report from where orders are pulled.

### **In The Event Of Holiday Or Food Bank Closures Please Refer To Our Website For Changes In Ordering Schedule.**

- Regional deliveries are not rescheduled but agencies can schedule a pick up at the food bank where time slots are available.
- If an agency wants to go to another delivery drop site it must be approved by the site, manager and CTFB prior to scheduling and in time for appointment to be made for order to be placed.
- All holidays and closures are available in a document on the agency page within our site and in Agency Blast. We recommend you refer to the agency page often for pertinent information and updates.

<https://www.centraltexasfoodbank.org/agencies>

