

Agency Express On-line Ordering

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Agency Express On-line Ordering

Log-in Information



User Name: Each agency shopper has a unique shopper name. This must be set up by your Agency Relations Coordinator at the Freestore Foodbank.

There can be more than one shopper setup for an agency.

Password: The first time you log onto your account, select forgot password. An email will be sent to your account to prompt you to create a new password.

Program Code: The program code is 0017P and your agency number...no spaces. For example the program code for agency number A1 would be 0017PA1

Check the remember me next time button to save your log in information in the web browser.

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

Activity Status Alert

Welcome to the Freestore Foodbank's new On-line ordering system! If you have any questions please reach out to your Agency Relations Coordinator at 513-482-4500 or email help at FreestoreFoodbank.org

Once you have successfully logged in, you will be directed to the welcome page. We share important information in the Activity Status Alert window.

Agency Express On-line Ordering

Welcome page



Activity Status Alert: This will either say welcome like here or tell you important information about your account. EG: Account overdue, submit reports, compliance

Tabs at top of page:

- **Order Options- most used button**
 - **Scheduling pickups**
 - **Shopping List (where you add the items to your cart)**
 - **Checkout**
 - **Order Management (where you can see the status of your order. Also where you go to edit or cancel an order)**
- **Report-** not yet available
- **Food Bank links** – same links as below
- **Inventory-** not yet available
- **Help-** where to change a password or submit an email request for help.
- **About Techbridge-** the company that wrote Agency Express
- **Log Out-** self-explanatory

Member Agency Resources:

- Make an online payment
- Submit monthly statistics
- Meal Connect
- Freshtrak
- Agency Zone Schedule a pick-up time



Activity Status Alert

Welcome to the Freestore Foodbank's new On-line ordering system! If you have any questions please reach out to your Agency Relations Coordinator at 513-482-4500 or email help at FreestoreFoodbank.org

Member Agencies Resources

Make Payment

Agency Zone

Submit Ohio Statistics

Submit KY/IN Statistics

Submit Clinic Pantry Statistics

Submit Power Pack Statistics

Submit School Pantry Statistics

Meal Connect

FreshTrak

Freestore Foodbank



Agency Express On-line Ordering

Order Options Tab - Scheduling a Pick-up Appointment



To navigate to the scheduling page

From the Welcome Page go to the Order Options Tab and select the first option: Scheduler

Scheduling a Pickup Appointment

To schedule an appointment to pickup an order at the Freestore's warehouse go to the scheduler area and:

- 1.) Hit the down arrow under pickup/delivery and choose Pickup.
- 2.) Select the calendar icon to show available calendar dates. You can select any date that is highlighted in yellow.
- 3.) Select the clock icon to choose from the open time slots available.
- 4.) Click reserve.

The appointment will then show under My Appointments

My Appointments

All appointments that have been scheduled for you (delivery agencies) or appointments that you have already scheduled will show under My Appointments.

Appointments that already have an order associated with them will show a number in the Reference field.

Scheduler

Pickup / Delivery:

Date:

Time:

1 2 3 4



Scheduler

Pickup / Delivery:

Date:

Time:

(* Required)

My Appointments

Date	Time	Reference	Agency	Type
4/29/2025	06:00 AM			Delivery
4/22/2025	06:00 AM	PO184598		Delivery



Agency Express On-line Ordering

Order Options Tab - Placing an Order



Navigating to place an order

From the Welcome Page go to the Order Options Tab and select the second option: Shopping List

Search for Items

There are many ways to search for an item through the search bar navigation. The simplest way is to scroll through the pages of available items and select the quantities you would like to add to your cart.

Shopping Cart Summary

The Shopping Cart box shows the totals for the items in your cart. This is a helpful area for you to look at to make sure you have added all of the items to your cart. For some agencies, the total weight is important to know so your vehicles aren't overloaded.

Shopping Cart Summary:

- Total Line Items: 0
- Total Due: \$0.00
- Available Credit Limit: \$4,730.10
- Gross Weight: 0

Shopping List Table:

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
1	483	6781	All Purpose Flour	CASE	12.03	0.00	12/2 lb		24	Not Yet Ranked	<input type="checkbox"/>
	890	2755	Apple Juice Box	CASE	8.71	0.00	32/6.75 oz		16	Not Yet Ranked	<input type="checkbox"/>
	405	1052	Applesauce	CASE	17.77	0.00		New Item	23	Choose Often	<input type="checkbox"/>
	631	4348	Applesauce: Cups	CASE	19.56	0.00	18/4 pack		20	Not Yet Ranked	<input type="checkbox"/>
2	1885	1580	Applesauce: EZO	CASE	10.06	0.00	12/14.5 oz		11	Not Yet Ranked	<input type="checkbox"/>
	540	4959	Au Gratin Potatoes	CASE	12.68	0.00	12/4.4 oz		3	Not Yet Ranked	<input type="checkbox"/>
	60	1741	Bar Soap	CASE	27.58	0.00	24/3 pk		17	Not Yet Ranked	<input type="checkbox"/>
	322	1114	Beef Ramen	CASE	6.33	0.00	24/3oz		5	Not Yet Ranked	<input type="checkbox"/>

- ### Placing an Order
1. Enter the number of items you want of each item in the order quantity box.
 2. Repeat this for every item you want added on this page
 3. Press Add to Cart before navigating to the next page and repeat until you have all of the items you want in your shopping cart.
 4. Press Ok to clear the pop-up window
 5. Once you have added all of the items you want to order in your cart, press Check-out

4 You know you have successfully added an item to the cart when you see this pop-up window!

sandbox.agencyexpress3.org says

Success: Item 6781 added to the cart.
 Success: Item 4959 added to the cart.
 Success: Item 9178 added to the cart.

OK

Agency Express On-line Ordering

Order Options Tab – Submitting an order



1

Check-out screen

My Appointment

Reference Number: **PO185009**

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.)

Shopping Cart Summary

Total Due \$441.62

Gross Weight 351 lbs

Available Credit Limit \$4,288.48

Total Line Items 6

Total Cube Size 0 Cu. Ft.

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special	Nutritional Information
6	6781	All Purpose Flour	6	CASE	144	12.03	Case	12/2 lb	Dry	0.00		Not Yet Ranked
9	8952	All Grain Potatoes	9	CASE	27	12.68	Case	12/4.4 oz	Dry	0.00		Not Yet Ranked
10	9128	Blueberry Cereal Bar	10	CASE	50	12.99	Case	14/6pk	Dry	0.00		Not Yet Ranked
6	8582	Pudding Cup	6	CASE	66	11.82	Case	48/3.5oz cups	Dry	0.00		Not Yet Ranked
2	1023	SAFE Mandarin Oranges	2	CASE	40	19.10	Can	24/11.0oz Cans	Dry	0.00		Choose Sometimes
2	1570	Spaghetti Rings	2	CASE	24	8.15	Case	12/15oz	Dry	0.00		Not Yet Ranked

Review the shopping cart summary to make sure you have added all of the items you intended to.

Scan the list to make sure you ordered the correct amounts

1A

2

6

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

3

4

5

My Appointment

Reference Number: **PO185009**

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.)

Shopping Cart

sandbox.agencyexpress3.org says

Are you sure you want to submit the order?

7

- Once you have selected check-out, you will be directed to an order summary screen. Verify the order is correct from here or by printing the order (1A).
- At this point you can choose to clear everything in your cart and start over, or continue shopping to add more items that you may have missed or you can change the number of items you selected in the order quantity fields and then update your cart.
- Once you have selected all of the items that you want to order, navigate to the My Appointment window and select pickup or delivery. If you are an agency that receives deliveries, your available delivery dates will show in green. If you are a pickup agency, you will need to go to the scheduler tab to schedule an appointment first and then select pickup from here.
- Click on the calendar icon to choose the pick-up or delivery date
- Click on the clock icon to choose the delivery or pickup time. (Please note that all deliveries will show as 6:00am regardless of the actual delivery time)
- Press submit cart
- Make sure to press ok on the pop-up window to submit the order.



Agency Express On-line Ordering

Order Options Tab – Adding to or Cancelling an Order



Order Management

Come to this screen when you want to add items to a current order.

- Click on the pencil icon to select this order and add items to it.
- Click on the X in the red circle to cancel the order.
- Click on the printer icon to view a copy of your order.
- **Please note that orders cannot be cancelled or changed from here once their status is “released”. Please talk to your Agency Relations Coordinator if you need to make a change to your order once it shows as released.**



Search

From Date: To Date: Reference Number:

Summary

Total Orders: **2** Total Weight: **585 lbs.**

Total Amount: **\$398.38**

Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO184598	Amy Heyd	Acknowledged	370.00	\$278.96	04/22/2025		04/17/2025
	AO-00051		Invoiced	215.00	\$119.42	01/03/2025		01/02/2025

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Status Definitions:

- **Draft** means this order has not been submitted to the Freestore
- **New Order** means that you have successfully created a new order.
- **Sent to Foodbank** means the order has been submitted to the Freestore but has not yet been acknowledged.
- **Acknowledged** means the order has been received by the Freestore.
- **Cancelled** means the order was cancelled by the Agency.
- **Editing** means the order has been reopened for editing and **MUST** be resubmitted to be processed.
- **Released** means the order is being fulfilled and can no longer be edited.
- **Invoiced** means the order has been delivered or picked up.
- **Rejected** means the order has been cancelled and the Freestore Foodbank will contact you on the rare occasion this could happen.

sandbox.agencyexpress3.org says

You are editing a submitted order. All changes are subject to foodbank approval. Please remember to *****SUBMIT***** the order once you have completed your changes.

OK

Editing Mode

If you choose to edit/add to an order, this pop-up window will appear. Click OK.

*****You must resubmit the order if you go into this mode or the order will not process.**

Agency Express On-line Ordering

Timeline for Submitting Orders



Orders can be placed no more than 15 calendar days and no fewer than 4 business days prior to pick-up/delivery

Sun	Mon	Tue	Wed	Thur	Fri	Sat
	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				

Delivery Day	Submit Order by
Monday	Tuesday prior
Tuesday	Wednesday prior
Wednesday	Thursday prior
Thursday	Friday prior
Friday or Saturday	Monday prior

If Choosing a Pick-up Delivery Date of the 30th and there are no Freestore holidays



Pick-up / Delivery Date



Earliest date to submit an order



Latest date to submit an order

Please note that your orders will need to be placed one business day earlier for each day the Freestore is closed on a business day.