



Instructions for Online Ordering

For pick-up questions, call Susan: 314-382-FOOD (3663)


For deliveries, call David: 314-292-5765

1. Go to <http://www.stlfoodbank.org/>
2. Click on **Agency Access** in the top right hand corner of the page.
3. Click on:
CLICK HERE TO PLACE YOUR ORDER ONLINE THROUGH AGENCY EXPRESS
4. Login using the information given to you by Agency Relations:
 - Username: jsmith (First initial followed by your last name)
 - Password: change12 (default password if you have never changed it)
 - Program Code: 0085Pagency number
(For example: agency #440, 0085P440)
5. Go to Order Options and click Scheduler.
 - ★ **FOR AGENCIES RECEIVING DELIVERIES:** You must first contact Dave at the above number to coordinate a delivery date. Dave will reserve your date and time in the scheduler; please proceed to step number 7.
6. In the Scheduler:
 - select Pick Up
 - ★ **PLEASE NOTE:** Agencies located in St. Louis City/County are not permitted to receive deliveries and must come in to pick up their orders.
 - Click the calendar icon  and select any of the highlighted dates.
 - Wait for the processing bar in the top right hand corner.
 - Click the clock icon  and select the time.
 - Wait for the processing bar in the top right hand corner.
 - Click **RESERVE**
7. Go to Order Options and click Check Out.
8. In the Check Out under My Appointment, **YOU** must reserve the date and time you have selected in the scheduler.

-Select Pick Up/Delivery

-Click the calendar icon  and select the highlighted date.

-Click the clock icon  and select the time.


9. While you are still in the Check Out, click the Continue Shopping icon  .

-This will take you to the Shopping List.

10. On the Shopping List, you can begin to add items to your shopping cart.

-The first column is where you can type in the quantity of the item you want.

-You can: 1) Add each item to the cart one at a time by clicking the Add to

Cart icon  at the bottom of the page or 2) Order all items and Add to Cart at the same time.




Do not forget to Add to Cart before you leave the page. If you leave the page before you Add to Cart, those items will be lost and you will have to start over.

11. When you are finished shopping, return to Check Out  .

12. Look over your items.

-At this point you may edit your cart.

- By clicking this icon , you will delete an item from your shopping cart.

-Click Update Cart 

-If you would like to change the quantity, click inside the box and type in the desired quantity; DO NOT EXCEED THE AVAILABLE QUANTITY. Click

Update Cart 

13. If you are ready to submit your order to the Foodbank, click Submit Cart 



YOU MUST SUBMIT CART. IF YOU LEAVE THE PAGE BEFORE YOU SUBMIT CART YOUR ORDER WILL SIT IN THE CHECK OUT AND THE FOODBANK WILL NOT RECEIVE THE ORDER.

★ PLEASE NOTE: If you SUBMIT CART and a box appears stating ERROR followed by an Item Number, YOU must return to the highlighted area where the ERROR occurred and either 1) correct the quantity to match available quantity or 2) delete the highlighted line.



After you have made these changes, you must click


SUBMIT CART 


14. Agency Express will then take you to Order Management.

-Order Management lists your agency's order history. It will show you all of the orders your agency has placed with the Foodbank.

15. The status of your order will appear as New Order.

-In the first column you will see a printer icon  and the delete icon 

-By clicking  you will be able to view the items in your cart. At first, the accepted quantity will be "0" because this is still a New Order.

★ Remember, clicking  will delete your order. The Foodbank will be unable to retrieve your order; you will have to re-order.

16. In a few minutes your order status will change to Sent to Foodbank.

17. In a few more minutes your order status will change to Acknowledged.


-You will now see a pencil icon  next to the delete icon; this icon will allow you to edit your order.

18. Click on the pencil if you choose to edit your order.

-Agency Express will take you to the Check Out where you will see your order.

-You may delete items by clicking 

-You may edit quantities by clicking inside the box to change the number. If

you edit quantities, you must then click Update Cart 

-If you wish to add items from the shopping list, click

Continue Shopping 

19. To continue adding items, repeat steps 9-15.

★ If you change your mind and decide not to edit your order, click **CANCELEDIT** which is located in the Check Out. You may do this at any time while editing your order.

20. You must allow **2 FULL BUSINESS DAYS** between the last time you edit/place an order and the day your agency is scheduled for pick up/delivery.

For example: For a pick up/delivery on Thursday, the last day to order or edit is Monday. For a pick up/delivery on Tuesday, the last day to order or edit is Thursday.

21. **Always check your Order Management before you come to the Foodbank.**

★ Tips to remember:

Hours of Distribution: Monday-Friday 8:00-2:00 p.m.

Holiday/Closed Schedule located at the bottom of the Agency Access page.

