

# Agency Express

## Online Ordering

### Quick Reference Sheet

LOGIN | BOOKMARK

<http://www.agencyexpress3.org>

Web Browser: Chrome | Internet Explorer | Safari

## SHOPPING LIST & CHECK OUT

- Go to **Order Options**
- Click on **Shopping List**
- Enter Quantity for item
- Before moving to new shopping list page
  - Click **Add to Cart** or **Update Cart**
  - Watch for pop-up messages
- When finished adding items go to check out
  
- **At Check Out**
  - Select Delivery or Pickup | Date & Time
  - Submit your order

## SUBMITTING AN ORDER

To place order you **MUST** click **Submit Cart**

- From Check Out
- Click **Submit Cart**
- Watch for pop-up messages
- If error
  - Update Qty. | Update Cart
  - Delete Item
  - Click Submit Cart Again
  
- If order is correct
  - Pop-up window | successfully submitted
  - Make sure you receive a confirmation email for your order

**SUBMIT THE CART**



## TIME SLOTS FOR PICK-UPS

**ONE ORDER:** Shopping List OR Allocation  
Order must be placed on the **hour or half-hour**  
(9:00 or 9:30 or 10:00 or 10:30)

**TWO ORDERS:** Shopping List AND Allocation

**First order**

Must be placed on the **hour or half-hour**

**Second Order**

Should be on the **NEXT 15 Minute** Time slot

If you cannot find the right time slot  
– Then it is not available

**If you make a mistake – Contact the NET or  
Orders with the incorrect time slot will be cancelled**

## ALLOCATIONS

**USDA/TEFAP & SFPP**

- **Are separate from the shopping list order**
- **Appear as an existing order dated at the end of the previous month**
- **Cannot be edited once the order is submitted**
- **Current allocations come down 5 days before the end of the month**
- **Any allocation not taken in the current month will not be carried over**

### TO VIEW ALLOCATION

- Go to **Order Options | Order Management**
- Find the monthly allocation
- Click on printer icon to view

### TO PLACE ALLOCATION

- Click on the pencil
- **FIRST**
  - Select Delivery or Pick-up | Date & Time
- **SECOND**
  - Edit Qty. | Enter Zero if you do not want item
  - Click **Update Cart**
  - Click **Submit Cart**

**\*\* Warning \*\***

**IF YOU DO NOT SELECT DELIVERY/PICK-UP | DATE & TIME  
FIRST THEN ALL QUANTITIES WILL  
REVERT BACK TO ORIGINAL AMOUNT**

## ORDERING SCHEDULE



Orders should be placed by 1:00 PM

Min: 3 business days

Max: 7 business days

Holidays, weekends and other Fulfill closures

DO NOT count as business days

Your Pick- Up Or Delivery	You Must Order By
Monday	Thursday (prior week)
Tuesday	Friday (prior week)
Wednesday	Monday (same week)
Thursday	Tuesday (same week)
Friday	Wednesday (same week)

## REVIEW YOUR ORDER

- Go to Order Options | Order Management
- Order Status will change from
  - New Order
  - Sent to Fulfill
  - Acknowledged or Released
- Click on printer icon
  - Review Delivery/Pick-up | Date & Time| Qty.
- If anything is incorrect contact the NET ASAP

IF STATUS IS STUCK ON SENT TO FULFILL  
FOR MORE THAN 15 MINUTES – CALL THE NET

## DRAFT ORDER

- An order that has NOT been submitted is a DRAFT order
- It is an unfinished order
- In **Order Management** it will have a status of Draft
- There are warning messages if you attempt to log out or Close web browser
- An email will be sent after one hour to alert shopper

This order has NOT been placed with Fulfill

## DELIVERIES



- You must be pre-approved to be on the delivery schedule
- Minimum 25 cases
- Keep copy of order from driver
- Due to AIB Food Safety Guidelines

**Food cannot be returned**

## PICK-UPS

- Neptune or BEAT Center
- Arrive at your scheduled time
- Use agency door
- Check in with Fulfill Staff
- Use enclosed vehicle
- Two people per agency
- Close-toed shoes required
- Keep copy of order
- Just In Time Boxes

**CALL IMMEDIATELY IF THERE IS A PROBLEM**

If you cannot pickup your order when scheduled contact the NET or your order will be subject to a \$25.00 restocking fee.

### TO CHECK YOUR ORDER

- Go to **Order Options| Order Management**
- Find the order on the list
- Click on printer icon to view

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**CALL US IF YOU HAVE ANY QUESTIONS**