

Guide to Shopping

***Agency Express* Online Ordering Instructions**

This is a step-by-step guide designed to accompany our in-person Agency Orientation training. Please use it as a reference for ordering online. If you are new to shopping, ordering or picking up food from the Food Bank, you must first attend an in-person Agency Orientation. Call the Food Bank at 401-942-6325 to request an Orientation schedule.

The Food Bank's online ordering system, Agency Express, provides agencies with the most up-to-date inventory of items available to order from the Food Bank.

All orders must be submitted by 12pm (noon) at least 4 (four) business days in advance.

Holiday closures and days when the Food Bank is closed do NOT count as business days and should be considered when planning when to complete your order. You may need to submit your order earlier than you normally do in those instances. For questions about holiday closures, please contact Customer Service or refer to the Agency Portal.

If you want to receive your order on:	You must place your order <u>by 12 PM</u> on the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

If you would like to schedule a produce-only shopping appointment, you must call Customer Service at 401-230-1730.

Order Adjustments and Cancellations

The cut off time to update and add items is 12 PM, 4 business days before a scheduled pickup-up or delivery time.

If you need to contact Customer Service regarding your order, **please have your agency's account number ready so they can assist you.** They will ask you for your Agency Name and account number, as well as the name of the authorized shopper placing the order. During this time, you can further discuss your order.

If you want to cancel or reschedule an order, call Customer Service as soon as possible. If you want to reschedule an order that has already been picked by the warehouse and ready for pickup, you have 48 hours to reschedule or your order will be put back into inventory, and your agency will have to place a new order. Please note that you have 48 hours to reschedule – not to pick up. Your agency may pick up several days later, as long as you reschedule within 48 hours and there are no time sensitive items (perishable) on the order.

Reading the Online List

Shopping List

- Sort By -

Tip:Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Nutritional Information	Favorite
	5	DR-695	CLR Milk, 2%	CASE	0.00	0.00	4 - 1 gallon jugs		38	Choose Often	☐

The “**Order Qty**” is where you enter your desired amount of cases. The system will not allow you to enter more cases than are available or more cases than the product limits allow you to order.

The “**Available Qty**” column shows you the maximum number of cases your agency is able to order for that product. **Any COOP list items will not have limits on how many cases you can purchase, the number listed will be the total number of cases in our inventory at that time.**

The “**Item No**” column contains an identification code used to keep track of every product in our inventory system. If you need to contact Customer Service about a product, please use the Ref code.

The “**Description**” column provides the complete name of the product. This is also where you will find specific descriptions like COOP, TEFAP, Cooler, and Freezer.

The “**Unit Price**” column shows the cost per unit of an item.

The “**Gross Weight**” column contains the approximate weight of each case in pounds. This helps you to identify the approximate size of the case. Make sure to plan for a large enough vehicle to pick up the order.

The “**Nutritional Information**” column shows the nutritional ranking of the product.

The “**Pack Size**” column indicates the size of the individual items.

The “**Favorite**” column allows the Shopper to select items as a favorite. The favorite items are indicated by a star.

The “**Feature Type**” column shows if the item is a featured or a special item.

Step 1: Logging in

1. The online ordering system can be accessed by going to the RI Food Bank website (www.rifoodbank.org), clicking on the *Member Agencies* page tab at the top of the screen, and then clicking the yellow *Agency Ordering* button.
2. You will be asked for 3 pieces of information when logging into the online ordering system.



The screenshot shows the login interface for the Rhode Island Community Food Bank's AGENCYExpress system. At the top is the logo, which features a green tree with red fruit and the text "RHODE ISLAND COMMUNITY FOOD BANK" and "AGENCYExpress®". Below the logo is a "Login" section with a light purple header. It contains three input fields: "User Name:", "Password:", and "Program Code:". Each field has a corresponding "Forgot" link: "Forgot Password?" and "Forgot Program Code?". There is a checkbox for "Remember me next time." and a link "Click Here" for "Need to clear your username and program code?". A yellow "Log In" button is at the bottom of the form.

Username = Each Shopper will have a specific username.

Password = The default password will be Change12

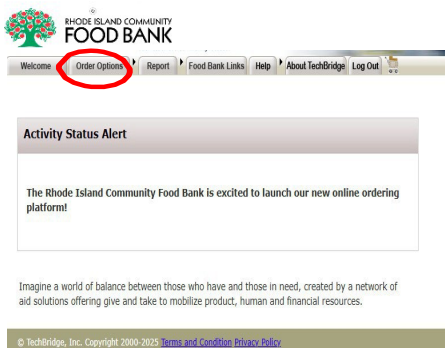
(To change your password once logged in: Click on Help in the top-right corner of the page. Select Change Password from the drop down menu)

Program Code = The program code will be **0094 + P + your Agency number**

Ex. 0094P1234

Once you've logged on, you will see the following page:

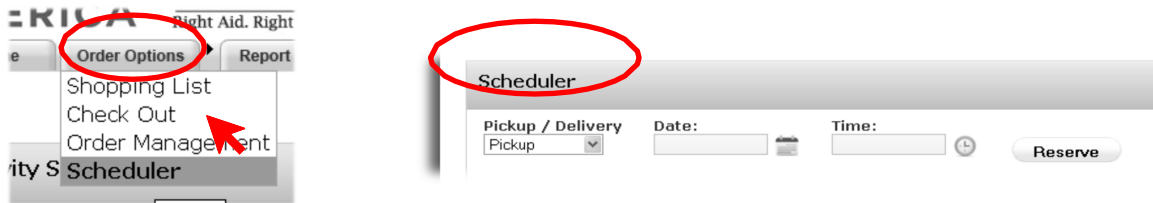
Click on Order Options to start



Step 2: Scheduling your order

1. Place your cursor on the **Order Options** tab. Click on **Scheduler**.
Under **Pickup/Delivery**, click the drop-down menu.
For Pickup orders, click on **Pickup***.

**Note: For delivery orders, please select the date you are scheduled to receive your order and choose the 8:30 AM time slot. Our Customer Service team will adjust the time to match your actual scheduled delivery window.*



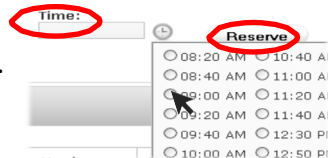
You may start your order **as early as 8 business days in advance** and **no less than 3 business days** before your chosen pickup or delivery date.

2. Click the **calendar icon**  next to the **Date** space.



3. Available dates will be highlighted in dark yellow.

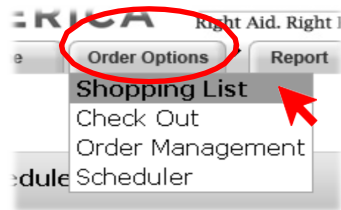
4. Click the **clock icon**  next to the **Time** space.



5. Click on the circle to the left of the time you wish to select.
6. Click the **Reserve** button.

Step 3: Shopping List

1. Place the cursor on the **Order Options** tab. Then click on **Shopping List**.
Use the Search Box to search for certain items. Select the category you would like to sort and search accordingly.



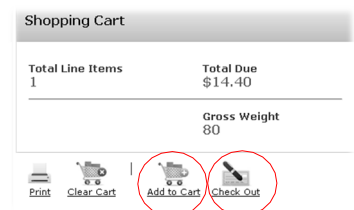
2. The shopping list may contain multiple pages. Change pages by clicking on the number boxes (1, 2, 3, etc.) in the upper or lower left corner.

Tip: Please Add to Cart requested items before leaving page

1 2 3

Order Qty	Available Qty	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
4	4	NHFB10	Grape Jelly	3.60	0.00	12/18 oz		20	☐

3. Scroll down each page to find the item you wish to order. You can click on the item number for a more detailed description.
4. Click on the **Order Qty** box for the item, and type in a quantity equal to or less than the **Available Qty**. Do not hit the **Enter** key at this time.
5. To order additional items, repeat steps 2- 4.
6. Click **Add to Cart** in the upper right of the page. **The item is not placed in the shopping cart unless you do this.**
7. When all items have been added to the cart, click on **Check out**.



*** Items will not be reserved or taken out of our inventory until you submit your order on Step 4. We recommend adding and deleting items after your order has been submitted. Refer to Step 5 for more information on how to make changes/updates to your order.**

Step 4: Submitting your Order

1. You can review your order at this time.
2. A line item can be deleted by clicking on the  icon next to **Order Qty**.
3. The order quantity can be changed by clicking on the **Order Qty box** and highlighting the quantity, entering a new quantity, and clicking on **Update Cart**. * Make sure that the new entered QTY matches the number on the far-right column.
4. To remove all line items from the cart, click on **Clear Cart**, then click on **Update Cart** and the cart will be emptied.

Shopping Cart

Order Qty	Item No.	Description	Quantity
 2 Available Qty. [271]	NF-62010	COOP Toilet Tissue - 1 Ply COOP	2

Ensure that after updating the cart the new entered Qty on the 1st column matches the Qty on the last column.

5. When you have finished reviewing the order, click the  icon below the **Date** space. The date you scheduled earlier will be highlighted in yellow (green for delivery). Click on the date to select it.

My Appointment

Reference Number: **PO184961**

Pickup/Delivery Date: Time:

Comment (Please limit characters (a-z, <, >, *); when PO is updated or submitted)

June 2025

Su	Mo	Tu	We	Th	Fr	Sa
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

Shopping Cart

6. Click the  icon next to the **Time** space.

My Appointment

Reference Number: **PO184961**

Pickup/Delivery Date: Time:

Comment (Please limit comment to 150 characters (a-z, <, >, *); Anything over 150 characters will be truncated)

08:00 AM

½ a Pallet

7. Click on the circle to the left of the time to select it.
8. You may type comments into the space provided.
 - Agencies can request produce by the pallet or ½ pallet – assorted selection of what we have in house.
 - Agencies may identify items that are not wanted – for example: no carrots, or no carrots and onions.

- Click on **Submit Cart** to place the order. **Your order will not be transmitted to the Food Bank until you do this, and your items will not be reserved.**

Shopping Cart







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

Order Qty	Item No.	Description	Quantity
 2 Available Qty. [271]	NF-62010	COOP Toilet Tissue - 1 Ply COOP	2

Step 5: Order Management

You should receive a confirmation email within a few hours of submitting your order (during normal business hours). *If you do not receive the email, please contact the Food Bank to confirm that your order has been received.*

- Place the cursor on the **Order Options** tab. Click on **Order Management**.


 Right Aid. Right People.

Order Options

- Shopping List
- Check Out
- Order Management**
- Activity Scheduler

Order Management

	Reference Number	Status	Gross Weight	Total Price	Pickup/Delivery Date
  	PO168512	Acknowledged	6.00	\$1.08	05/11/2011
	PO168503	Invoiced	120.00	\$2.16	04/27/2011

- A summary of your orders that were previously submitted can be viewed on the **Order Management screen**. The order detail can be viewed and/or printed by clicking the printer icon in the left column. **Please contact the Food Bank immediately if you need to cancel an order that has been submitted.**
- You can now edit your order.
 - Click on the pencil  icon (keep in mind that this icon takes time to load and you will not be able to edit your order once the order has been released).
 - You can add to your shopping cart by clicking the Continue Shopping icon . You can also delete items and edit quantities here. * Make sure to update the cart using the update cart icon  to effectively make changes to your shopping cart.
 - Click on the **Submit Cart icon**  after adjusting your items.
 - After making changes to your order, the status will be listed as a **new order** so that food bank staff can review and approve.

What do the Statuses Mean?

Once you have submitted your order, you will see the following statuses in **order management**.

Order Status	Description
New Order	Order has been recently submitted and not yet sent to RICFB
Sent to the Food Bank	Order has been sent to food bank admin and is awaiting approval and release
Acknowledged	Food bank admin has approved the order and made any necessary changes to it
Released	Order is being fulfilled by the food bank and cannot be changed
Invoiced	Order has been picked up by the agency and has been billed
Allocated	Food bank admin has created the order for the agency
Canceled	Order canceled by the agency
Rejected	Order has been rejected by food bank admin
Non-web Order	Order entered by the food bank admin, typically received by fax or phone