



# Agency Express 3.5

A Quick Start Guide to Online Ordering

# Assistance



- If you still have question after reading through this presentation, please contact the **Community Partner's Help Desk**
- **Phone:** 405-600-3152
- **Text:** 405-600-3152
- **Email:** [helpdesk@rfbo.org](mailto:helpdesk@rfbo.org)
- **Available:** Mon- Fri 6 am- 5 pm

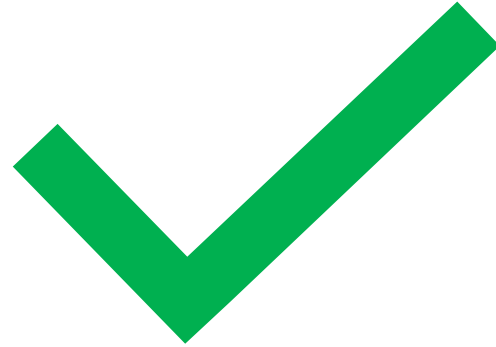
# Things to Note While Ordering

- **When selecting items for your order you will need to click on “add to cart” for each page before moving on to the next page.** Failure to add items from page one to your cart before moving to page two will result in the loss of those items. You will need to go back and re-select those items and add to cart before moving on.
- **When entering information for your delivery date be sure that your order is set for DELIVERY not Pick-Up.**
- **At Check Out you will be required to select a time**, which can be selected by clicking on the clock icon.
- **The deadline for online orders is by 8 AM two business days before your scheduled delivery date.** Your order should be submitted on time for it to be processed for delivery.



# Things to Note While Ordering

- You will be able to edit and add to your order *until* the status changes to “Food Bank Only” .
- Please note that adding to an already submitted order, will require different steps.
- While most online orders will be available to add on to within 30 minutes of your initial order, some orders may require additional assistance from a Help Desk Representative to move through the system. You may experience a delay between submitting an order and being able to edit that order online.
- You will receive a confirmation email once your order has been submitted successfully.
- **The order window is opened 8 days prior to your scheduled delivery date.**



# Getting to Agency Express

- 1. Open a browser, such as Chrome, Safari, or Edge
- 2. Go to: [www.rfbo.org](http://www.rfbo.org)
- 3. In the upper right-hand corner click on Partner Agency Resources
- 4. Click on "Agency Express" icon

The screenshot shows the website's header with a green navigation bar. A 'Learn More' button is on the right. Below it are social media icons and a 'Partner Agency Resources' link. The main navigation includes 'Get Help', 'Volunteer', 'Ways to Give', 'Get Involved', 'About Us', and a 'DONATE' button. The main content area features a grid of icons for 'Agency Express', 'Retail Recovery Reporting', 'Capacity Building Resources', 'Food Safety', 'Link2Feed', 'Forms & Documents', 'Trainings', and 'Food for Kids Resources'. A 'Partner Portal' section is at the bottom, containing a 'Partner Portal' icon, a list of resources, and a 'CLICK HERE TO LEARN MORE' button.

Regional Food Bank of Oklahoma Response to COVID-19 [Learn More](#)

[f](#) [t](#) [in](#) [@](#) [v](#) [y](#) [o](#)

[Partner Agency Resources](#) [Contact Us](#) [Newsroom](#) [Careers](#)

[Get Help](#) [Volunteer](#) [Ways to Give](#) [Get Involved](#) [About Us](#) [DONATE](#)

Home / [Partner Agency Resources](#)

[Agency Express](#) [Retail Recovery Reporting](#) [Capacity Building Resources](#) [Food Safety](#)

[Link2Feed](#) [Forms & Documents](#) [Trainings](#) [Food for Kids Resources](#)

**Partner Portal**

**Partner Portal**

\*Password Protected

Please click the Partner Portal icon below to login and access these partnership resources:

- Agency Express shopping guides
- Retail Recovery resources
- Partnership Agreements
- "new" Communications Dashboard

For assistance logging into this page, please contact your Community Connections Manager or email [PartnerSupport@rfbo.org](mailto:PartnerSupport@rfbo.org).

**Not a Partner Agency yet?** [CLICK HERE TO LEARN MORE](#)

# Logging In

To Log in:

1. Your **Username** is your first initial of first name and your full last name
2. Your default **Password** is change12
3. Your **Program Code** always begins with 0062p, the numbers after "P" are your agency number/s

## Example

Venriquez  
Change12  
0062p1234

**FEEDING AMERICA**

**AGENCYExpress®**

**Login**

**User Name:**  
venriquez

**Password:**  
..... [Forgot Password?](#)

**Program Code:**  
0062p1234 [Forgot Program Code?](#)

Remember me next time.

Need to clear your username and program code? [Click Here](#)

**Log In**

# Activity Status Alert Pop-up

The pop-up will contain important announcements like:

Inventory Availability

Holiday Reschedules or Closures

Upcoming Reporting Required

Etc...

## Activity Status Alert

X

**HOT ITEMS:** We now have CFAP items back in stock!!

**RFBO Apparel:** Regional Food Bank has launched its online store (Visit our website at [www.rfbo.org/shop](http://www.rfbo.org/shop)) and is excited to announce we have t-shirts and other apparel, plus accessories, available for purchase. Check it out!

**Inventory:** We will be sharing updates on inventory and sourcing challenges associated with COVID-19 [here](#). We would [love](#) your feedback on inventory available and your needs! Click [here](#) to give us your opinion.

**NEWS:** In observance of a Team Development Day, the RFBO Operations Teams (Warehouse, Transportation, and Help Desk) will not be available March 29th, 2021.

If you have any questions, [please text](#) or call the Help Desk (405-600-3152) or email [helpdesk@rfbo.org](mailto:helpdesk@rfbo.org). Thank you for all you do!

Close

# Shopping

REGIONAL FOOD BANK OF OKLAHOMA Agency Zone

Welcome Order Options Report Food Bank Links Help About TechBridge Log Out Welcome admin - !

- Scheduler
- Shopping List
- Check Out
- Order Management

[Shopping List](#)

[Check Out](#)

[Order Management](#)

[Scheduler](#)

Sunday	Monday	Tuesday
1	2	3
8	9	10
15	16	17
22	23	24

**To browse the available inventory:**

Click "Order Options" tab and select "Shopping List"



# Shopping

You will be able to view the shopping list, and various pages available of inventory.

Agency Zone

---

Welcome
Order Options
Report
Food Bank Links
Help
About TechBridge
Log Out
Welcome test - 0062PTST

### Search

Item No. Description

Category  
 - Select a Category -

Feature Type Handling Req. Desc. Code ? Food Source  
 -Select one- -Select one- -Select one- -Select one-

### Shopping Cart

Total Line Items **0**      Total Due **\$0.00**

Gross Weight **0**

### Shopping List

- Sort By -

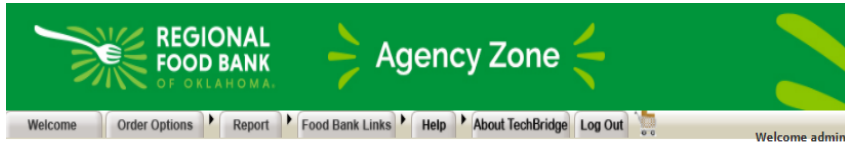
Tip: Please Add to Cart requested items before leaving page

1
2
3
4
5
6
7
8

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	672	<a href="#">112875</a>	Alcohol Disinfecting Wipes	CS	2.04	0.00	24/50 ct.		17	<input type="checkbox"/>
<input type="text"/>	3	<a href="#">325107</a>	Almonds - Natural Raw PP	CS	38.70	0.00	12/9 oz		7	<input type="checkbox"/>
<input type="text"/>	7	<a href="#">325106</a>	Almonds - Whole Raw	CS	23.68	0.00	6/5.5oz		3	<input type="checkbox"/>
<input type="text"/>	170	<a href="#">126881</a>	Apricot Glaze NO FEE	CS	0.00	0.00	1/20 lbs		20	<input type="checkbox"/>
<input type="text"/>	827	<a href="#">301046</a>	Bags - Letter Carriers Plastic Bags	CS	18.65	0.00	1000ct		13	<input type="checkbox"/>
<input type="text"/>	122	<a href="#">320160</a>	Bath Tissue	CS	18.66	0.00	24/4 Roll		17	<input type="checkbox"/>
<input type="text"/>	823	<a href="#">129033</a>	Battered Cookies, Uncooked	CS	0.00	0.00	6/4 lbs		25	<input type="checkbox"/>
<input type="text"/>	383	<a href="#">323128</a>	Beans - Black Can	CS	9.67	0.00	12/15 oz	GREEN: Choose often	14	<input type="checkbox"/>
<input type="text"/>	1266	<a href="#">323109</a>	Beans - Black LS	CS	20.82	0.00	24/15 oz	GREEN: Choose often	27	<input type="checkbox"/>
<input type="text"/>	201	<a href="#">323136</a>	Beans - Garbanzo	CS	9.36	0.00	12/15.5 oz	GREEN: Choose often	12	<input type="checkbox"/>

# Shopping

## Tips for Searching for Items



**Search**

Item No. Description

Category

- Select a Category -
- Select a Category -
- Assorted Non-Food
- Baby Food/Formula
- Beverages
- Bread/Bakery
- Cereal
- Dairy
- Desserts
- Dough Uncooked
- Dressings
- Fresh Fruits/Vegetables
- Fruit Canned & Frozen
- Grain
- Health/Beauty Products
- Household Cleaning Products
- Juice - 100% Fruit & Vegetable
- Meal Entrees/Soup
- Meat, Fish & Poultry**
- Mixed and Assorted Foods
- Non-Dairy Substitutes

Food Source

select one -

**Shopping Cart**

Total Line Items: 0  
Total Due: \$0.00  
Gross Weight: 0

Print Clear Cart Add to Cart Check Out

Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
	Wipes	1.53	0.00	24/50 ct.		17	<input type="checkbox"/>
	av PP	38.70	0.00	12/9 oz		7	<input type="checkbox"/>
7	335106 Almonds - Whole Raw	23.68	0.00	6/5.5oz		3	<input type="checkbox"/>

Example: To find meat items on the shopping list, select "Meat, Fish & Poultry" from the drop-down menu, then click "Search".



**Search**

Item No. Description

Category

Meat, Fish & Poultry

Feature Type Handling Req. Desc. Code ? Food Source

-Select one- -Select one- -Select one-

Search Show All View Favorites

Print Clear Cart Add to Cart Check Out

**Shopping Cart**

Total Line Items: 0  
Total Due: \$0.00  
Gross Weight: 0

# Shopping

The Feature Type List Includes:

**GREEN:** Choose Often

**YELLOW:** Choose Sometimes

**RED:** Choose Rarely

Handling Requirements will give you items that needs to be refrigerated, frozen, or kept in dry storage.

### Search

Item No. Description

Category  
Meat, Fish & Poultry

Feature Type Handling Req. Desc. Code [?](#) Food Source

# Shopping

**Food Source** is a way to search what source the food you are ordering came from.

The list includes:

**USDA** (Items for partners who qualify to receive USDA commodities)

**PURCHASENEW** (New items that the Food Bank has purchased)

**PURCHASE** (Purchased items)

**SFSP** (Summer Feeding Supplemental Program)

**DONATED** (Items that were donated to the Food Bank)

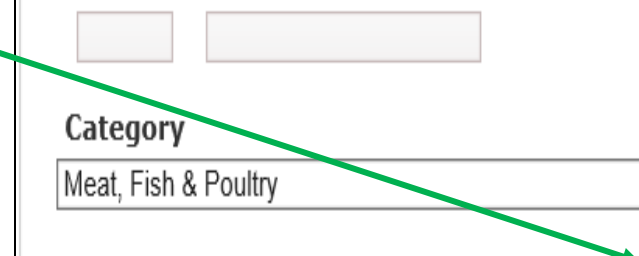
**CSFP** (Commodity Supplemental Food Program)

### Search

**Item No.**  **Description**

**Category**

**Feature Type**  **Handling Req.**  **Desc. Code**  **Food Source**



# Shopping

**Meat** – product, package varies by case. Each case has varying pack sizes, so check the gross weight to see how much you will get per case.

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	Favorite
<input type="text"/>	3696	<a href="#">115440</a>	Beef - Raw, Chopped Philly Steak NO FEE	CS	0.00	0.00	10 lbs box		10	<input type="checkbox"/>
<input type="text"/>	404	<a href="#">115490</a>	Chicken - Raw, Chopped	CS	0.00	0.00	1/10 lbs.		10	<input type="checkbox"/>
<input type="text"/>	10	<a href="#">115785</a>	Chicken Fritters, hot and spicy NO FEES	CS	0.00	0.00	1/20 lb		20	<input type="checkbox"/>
<input type="text"/>	226	<a href="#">115675</a>	Ham, irregular sliced assorted - SPECIAL	CS	0.00	7.50	12/2.5 lb.		32	<input type="checkbox"/>
<input type="text"/>	10	<a href="#">115485</a>	Meat - product, pkg varies by cs NO FEE AP	CS	0.00	0.00	Various		40	<input type="checkbox"/>
<input type="text"/>	1405	<a href="#">115654</a>	Meat - product, pkg varies by cs NO FEES AP	CS	0.00	0.00	Various		20	<input type="checkbox"/>
<input type="text"/>	1416	<a href="#">115689</a>	Meat - product, pkg varies by cs NO FEES AP	CS	0.00	0.00	Various		30	<input type="checkbox"/>
<input type="text"/>	86	<a href="#">115909</a>	Meat - product, pkg varies by cs NO FEES AP	CS	0.00	0.00	Various		15	<input type="checkbox"/>
<input type="text"/>	153	<a href="#">115476</a>	Meat - product, pkg varies by cs NO FEES AP	CS	0.00	0.00	Various		25	<input type="checkbox"/>
<input type="text"/>	267	<a href="#">115732</a>	Turkey salami NO FEE	CS	0.00	0.00	40 lbs		40	<input type="checkbox"/>
<input type="text"/>	74	<a href="#">115051</a>	Veal Soup Bones, uncooked NO FEE Bulk	CS	0.00	0.00	1/50 lb		50	<input type="checkbox"/>
<input type="text"/>	4331	<a href="#">115538</a>	Hot Dogs, Franks Assorted REDUCED FEE	CS	0.30	0.00	2/3 lb		10	<input type="checkbox"/>
<input type="text"/>	9386	<a href="#">115585</a>	Meat - product, pkg varies by cs REDUCED AP	CS	0.30	0.00	Various		10	<input type="checkbox"/>
<input type="text"/>	7001	<a href="#">115137</a>	Beef - product, pkg varies by cs AP	CS	1.20	0.00	Various		10	<input type="checkbox"/>

# Shopping

## Selecting Items for Your Order

The most valuable information to help you select an item can be found by clicking on the item number

### Search

Item No. Description  
Category: Meat, Fish & Poultry  
Feature Type: -Select one- Handling Req.: -Select one- Desc. Code: ? Food Source: -Select one-  
Search Show All View Favorites

### Shopping Cart

Total Line Items: 0 Total Due: \$0.00  
Gross Weight: 0  
Print Clear Cart Add to Cart Check Out

### Shopping List


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	Favorite
	413	<a href="#">115266</a>	Canadian Bacon, Irregular Sliced	CS	3.24	0.00	24/1.5 lb		36	<input type="checkbox"/>
	1613	<a href="#">315421</a>	Chicken - Chnk Wht (Canned)	CS	19.98	0.00	24/4.5oz		8	<input type="checkbox"/>
	19	<a href="#">UF110477</a>	Chicken Boned Poud (FFCRA)						23	<input type="checkbox"/>
	19	<a href="#">U110921</a>	Chicken Fillets UNBI CTN (USDA) 30 lb.						30	<input type="checkbox"/>
	689	<a href="#">115382</a>	Ham, Chopped						34	<input type="checkbox"/>
	1128	<a href="#">315837</a>	Luncheon Loaf Can						9	<input type="checkbox"/>
	464	<a href="#">115689</a>	Meat - product, pkg cs AP						30	<input checked="" type="checkbox"/>
	42	<a href="#">115496</a>	Pork patties, raw Op						27	<input type="checkbox"/>
	19	<a href="#">UF110563</a>	Salmon Pink Can (U FFCRA)						22	<input type="checkbox"/>
	313	<a href="#">315460</a>	Vienna Sausage						18	<input type="checkbox"/>

Tip: Please Add to Cart requested items before leaving page

Print Clear Cart Add to Cart Check Out

### Item Detail : 115266

Gross Weight: 36 Item Name: Canadian Bacon, Irregular Sliced Handling Req.: Frozen Food  
Extra Info: NA Pack Size: 24/1.5 lb  
Category: Meat, Fish & Poultry Price per Unit: 6.48  
Picture:   
Food Source: DONATED Cube Size: 1.125  
VAP Fee: 0.00 Packaging Type: Bag  
Unit of Measure: CS People Served: 0  
Price per Pound: 0.18 Cost per person: NA  
Close

Item # 115266 Canadian Bacon, sliced

This item has been repackaged for you by volunteers at the Regional Food Bank of Oklahoma!  
The Protein Processing Center is a USDA clean room operating in the Volunteer Center of the RFB since 2016. Volunteers repack bulk donated protein items into manageable quantities for the families and individuals served by our partners.  
Our goal is to process 50,000 lbs. of low cost, high quality protein items every month!



If the Item Detail card displays a camera icon under the "Picture" option, this means a picture of the item is available.

Verify "Packaging Type" to give you a better idea of the product

# Packaging Type Descriptions



**ASP BAG** – Aseptic Bag – Syrup for Soda, Beverages, Soap for Automatic Dispensers



**ASP CARTON** –Aseptic Carton – Broth, Juice, Milk, Coffee



**ASP POUCH** –Aseptic Pouch – Juice, Beverages, Applesauce  
\*A pouch also indicates single-serve packaging. If multiple pouches are sealed in a box within the case ordered, item will be listed as “ASP POUCH”.

# Packaging Type Descriptions



**BAG** – Plastic or Paper Bag – Chips, Popcorn, Pasta, Beans



**BOTTLEGLAS** –Glass Bottle – Beverages, Oils, Vinegars, Sauces



**BOTTLEPLAS** – Plastic Bottle – Beverages, Oil, Vinegar, Sauces, Condiments

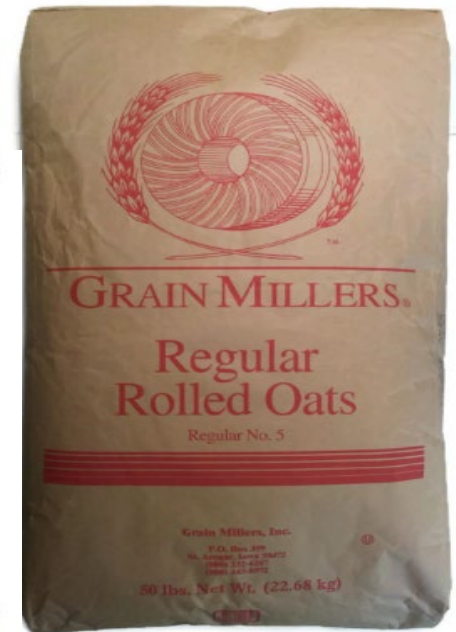


# Packaging Type Descriptions



**BOX** – Box – Cereal, Crackers, Rice, Dinners, Pasta, Candy, Fruit Snacks, Single-Serve Drink Mix

**BULKBAG** – Bulk Sealed Bag – Wholesale Items From Distributors  
\*1 bag full of unwrapped items.  
These items are not individually wrapped or have small items like crackers or candy that are wrapped 1 or 2 together.



# Packaging Type Descriptions



**BULKBOX** – Bulk Box – Wholesale items from distributors, may have bag inside, but bag is unsealed

\*1 bag full of unwrapped items. These items are not individually wrapped or have small items like crackers or candy that are wrapped 1 or 2 together.

**CAN** – Can – Fruits, vegetables, condensed milk, juice, soda, meat

\*Canned soda (which may be a loose six-pack or in a cardboard sleeve) will always be listed as cans. **This can also include #10 cans** that are for food-service or larger families.



# Packaging Type Descriptions



**CANISTER** – Canister – Tea, chips, cookies, coffee, supplement powder, shortening, dough

**CARTON** – Carton – Eggs, crackers



**CUP** – Cup – Fruit, gelatin, pudding, peanut butter

\*A cup also indicates single-serve packaging. If multiple cups are sealed in a box within the case ordered, item will be listed as “CUP”.



# Packaging Type Descriptions

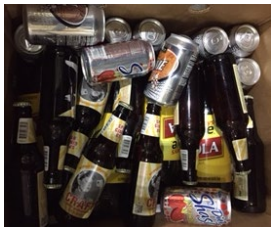


**JARGLASS** – Glass jar – Condiments, pickles, olives, sauces, salsa

**JARPLASTIC** – Jar plastic – Condiments, peanut butter, spreads, bulk snacks



**OTHER** – Mixed packaging within box  
\*This product is typically reworked into Food Bank or Banana boxes based on food category. These boxes are filled to a specific weight.





# Packaging Type Descriptions



**PACKET** – Plastic packet – Soup, seasonings, mixes, condiments

**PLASTIC** – Shrink-wrapped plastic or formed-to-fit – Lunch meat, poultry, paper towels, toilet paper



**TRAY PACK** – Tray Pack (box without top, plastic-wrapped) – meat, crackers, cookies

# Packaging Type Descriptions



**TUB** – Tub – Formula, icing, peanut butter

**TUBE** – Plastic tubing – Yogurt, icing, trail mix, peanut butter, nuts, seeds  
\*If multiple tubes are sealed in a box within the case ordered, item will be listed as “TUBE”.



# Shopping

<u>Available Qty.</u>	<u>Item No.</u>	<u>Description</u>	<u>UOM</u>	<u>Unit Price</u>	<u>VAP Fee</u>	<u>Pack Size</u>	<u>Feature Type</u>	<u>Gross Weight</u>
3018	<a href="#">310427</a>	Applesauce - Unsweetened Cups	CS	23.72	0.00	96/4.5oz	GREEN: Choose often	30
116	<a href="#">310425</a>	Applesauce Unsweetened - Cups	CS	20.76	0.00	72/4oz	GREEN: Choose often	20
5	<a href="#">301140</a>	Aprons-Cellucap 28inx 46in White Embossed Plastic	CS	51.32	0.00	1000ct		13

## Do partners have to buy food from the Regional Food Bank?

The Regional Food Bank does not sell food. Our available inventory is categorized into three groups – donated, purchased wholesale, and USDA Commodities.

- **Donated** food has been donated to the Food Bank and is available to partners for a small handling fee (maximum of \$0.19 per pound, but frequently lower).
- **Purchased Wholesale** food is purchased by the Food Bank in bulk (often by the truckload) and made available at a cost to our partners.
- **USDA Commodities** are available at no cost and no handling fee to qualifying partners that meet additional requirements and sign a USDA agreement

# Shopping

## Adding Items to Cart

The screenshot shows a shopping interface with a top navigation bar, a search and filter section, a summary section, and a main shopping list table.

**Search and Filter Section:**

- Item No. Description Handling Req. Desc. Code ?
- Category: Pasta
- Food Source: -Select one-
- Feature Type: -Select one-
- Buttons: Search, Show All, View Favorites

**Summary Section:**

- Total Line Items: 0
- Total Due: \$0.00
- Available Credit Limit: \$711.36
- Gross Weight: 0
- Buttons: Print, Clear Cart, Add to Cart, Check Out

**Shopping List Section:**

Shopping List Category

Order Qty	Availability Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	20	<a href="#">41098</a>	Penne Rigate	2.56	0.00	16 / 1 lb		16	<input type="checkbox"/>
<input type="text" value="5"/>	42	<a href="#">10123</a>	Pasta Ziti	3.20	0.00	10 / 2 lb bags		20	<input type="checkbox"/>
<input type="text"/>	28	<a href="#">10125</a>	Pasta PENNE	1.92	0.00	6 / 2 lb bags per box		12	<input type="checkbox"/>
<input type="text" value="5"/>	69	<a href="#">12515</a>	Pasta Lasagna	1.28	0.00	12 / 16 oz		16	<input type="checkbox"/>

1. To add to your shopping cart: enter the quantity of the product you would like to order

2. Then click on the "Add To Cart" button.



# Submitting Your Cart

REGIONAL FOOD BANK OF OKLAHOMA Agency Zone

Welcome Order Options Report Food Bank Links Help About TechBridge Log Out 4 Welcome admin

**Search**

Item No. Description

Category  
- Select a Category -

Feature Type Handling Req. Desc. Code ? Food Source  
- Select one - - Select one - - Select one -

Search Show All View Favorites

**Shopping Cart**

Total Line Items Total Due  
4 \$156.16

Gross Weight  
335

Print Clear Cart Add to Cart Check Out

Shopping List - Sort By -

1. Click on "Check Out" to submit your order. Once you are done shopping.

2. Select "Delivery" and Date

3. Select the Time

REGIONAL FOOD BANK OF OKLAHOMA Agency Zone

Welcome Order Options Report Food Bank Links Help About TechBridge Log Out Welcome admin

**My Appointment**

Reference Number: PO4081514  
Pickup/Delivery Date: 03/30/2021 Time: 08:30 AM  
Delivery

Comment (Please limit comment to 150 characters (0, <, >, ;, ). Anything over 150 characters when PO is updated or submitted.)

**Shopping Cart Summary**

Total Due \$0.00  
Total Line Items 0  
Gross Weight 0 lbs  
Total Cube Size 0 Cu. Ft.  
Estimated Delivery Fee \$0.00

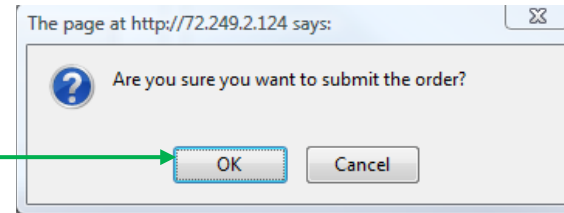
Shopping Cart

Print Clear Cart Continue Shopping Update Cart Submit Cart

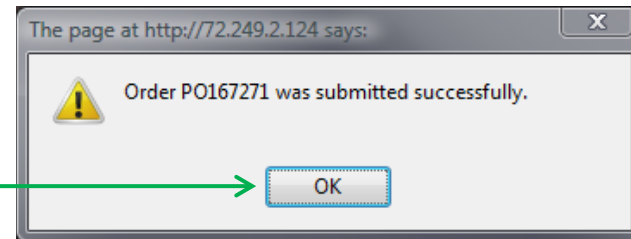
4. Submit Cart

# Submitting Your Cart

You will be asked if you are sure you want to submit the order, please click on the OK button to confirm.

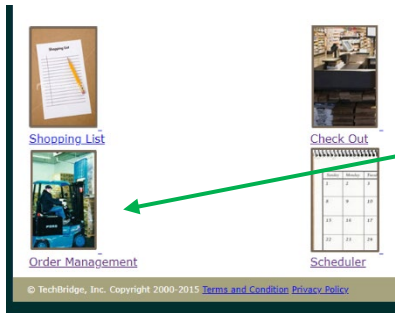


You will then see a message stating that your order was successfully submitted.



You will then be re-directed to Order Management, where you can review, edit, and print recent or previous orders.

# Managing Your Order



1. Click on Order Management from the Order Options tab

2. Click on the pencil icon to edit order

3. Print a copy of your order by clicking the printer icon

### Search

From Date:  To Date:  Reference Number:

### Summary

Total Orders:	Total Weight:
454	2264520 lbs.
Total Amount:	
\$36450.15	

### Order Management

	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO3230579	Rev. Wilson Beardsley	Acknowledged	2,779.00	\$123.60	10/17/2018		10/09/2018
	PO3223881	Rev. Wilson Beardsley	Invoiced	2,571.00	\$196.32	10/10/2018		10/06/2018
	PO3217077	Rev. Wilson Beardsley	Invoiced	2,567.00	\$258.39	10/03/2018		09/29/2018
	AI295304		Invoiced	3,761.00	\$0.00	10/03/2018		10/03/2018

**\*\*VERY IMPORTANT NOTE:** Once you reopen or edit your order **you must submit the order again** whether you made changes or not. Until you submit it, the order will remain in the Edit status and any changes you have made to the order will not be recognized or processed.

# Managing Your Order

## Status Column Key:

**New Order** – you have successfully created a new order

**Sent to Foodbank** – the order has been submitted to the Food Bank \*You must wait for this status to change to Acknowledged before you are able to add to the order

**Acknowledged** – the order has been received by the Food Bank and is now available to be edited

**\*Be sure to submit your order after editing**







**Rejected** – the order has been rejected and will not be shipped

**Cancelled** – the order was cancelled by the shopper and will not be shipped

**Editing** – the order has been opened for editing and **must be submitted again before any changes will be shipped**

**\*If the edits are not submitted the original order will be shipped without changes**

**Invoiced** – the order has been shipped

Search				Summary				
From Date:	To Date:	Reference Number:		Total Orders:	Total Weight:			
<input type="text"/>	<input type="text"/>	<input type="text"/>		454	2264520 lbs.			
<input type="button" value="Search"/>		<input type="button" value="Show All"/>		Total Amount:	\$36450.15			
Order Management								
1 2 3 4 5 6 7 8 9 10 ... >>								
	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
 	PO3230579	Rev. Wilson Beardsley	Acknowledged	2,779.00	\$123.60	10/17/2018		10/09/2018
 	PO3223881	Rev. Wilson Beardsley	Invoiced	2,571.00	\$196.32	10/10/2018		10/06/2018
	PO3217077	Rev. Wilson Beardsley	Invoiced	2,567.00	\$258.39	10/03/2018	Rev. Wilson Beardsley	09/29/2018
	AI295304		Invoiced	3,761.00	\$0.00	10/03/2018		10/03/2018

# Ordering Guides

Regional Food Bank of Oklahoma Response to COVID-19 [Learn More](#)

Partner Agency Resources Contact Us Newsroom Careers

Get Help Volunteer Ways to Give Get Involved About Us [DONATE](#)

Home / Partner Agency Resources

- Agency Express
- Retail Recovery Reporting
- Capacity Building Resources
- Food Safety
- Link2Feed
- Forms & Documents
- Training
- Food for Kids Resources

**Partner Portal**

Please click the Partner Portal icon below to login and access these partnership resources.

- Agency Express shopping guides
- Retail Recovery resources
- Partnership Agreements
- 'new' Communications Dashboard

For assistance logging into this page, please contact your Community Connections Manager or email [PartnerSupport@rfbo.org](mailto:PartnerSupport@rfbo.org).

**\*Partner Portal**  
Password Protected

**Not a Partner Agency yet?** [CLICK HERE TO LEARN MORE](#)

Regional Food Bank of Oklahoma

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Home / Partner Agency Resources / Protected: Partner Portal

This content is password protected. To view it please enter your password below:

Password:  [ENTER](#)

**Password = change12**

Regional Food Bank of Oklahoma Response to COVID-19 [Learn More](#)

Partner Agency Resources Contact Us Newsroom Careers

Regional Food Bank of Oklahoma

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Home / Partner Agency Resources / Protected: Partner Portal

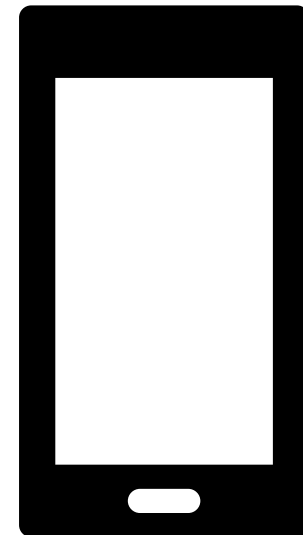
**Protected: Partner Portal**

- Communications Dashboard
- Partnership Agreements
- Retail Recovery
- Agency Express Guides

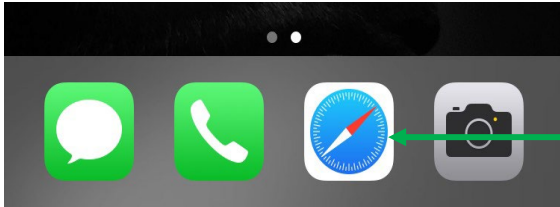
**\*If you have any issues with your order that this presentation and the Quick Tips cannot answer, please contact [The Help Desk](#) for assistance**

# MOBILE DEVICE ORDERING

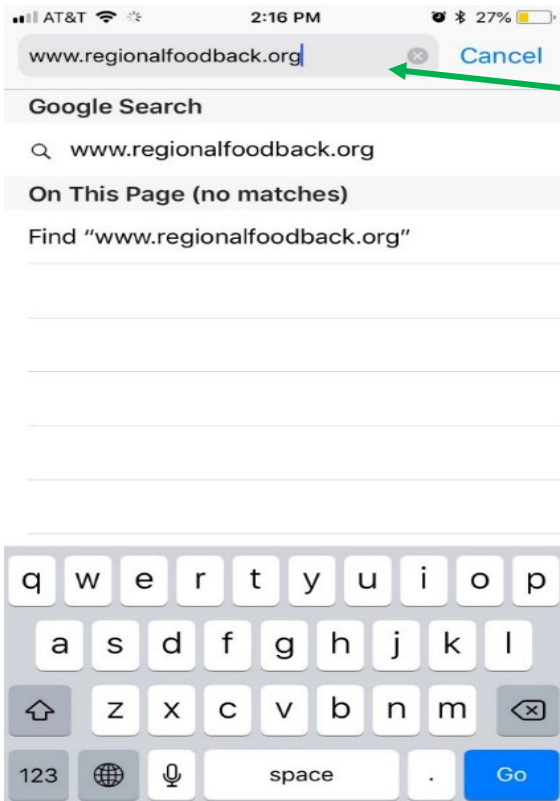
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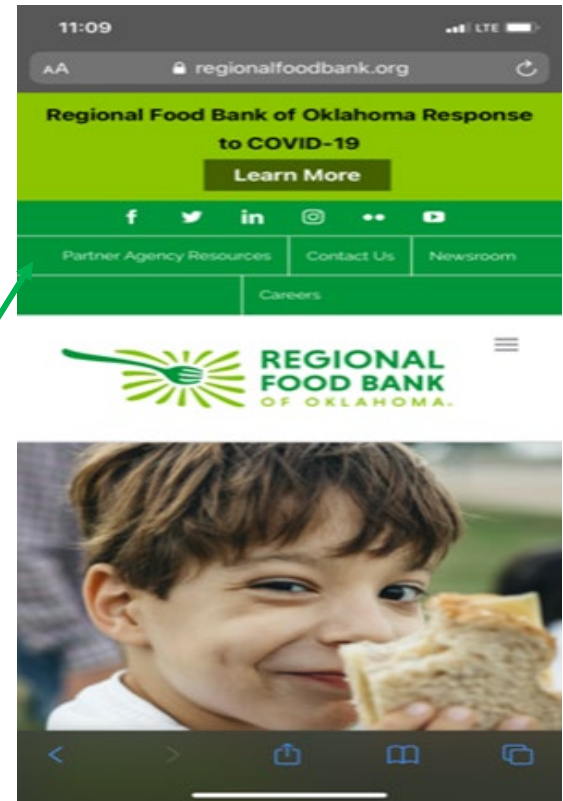
# iPhone/ iOS Device



To begin your order, open the Safari App

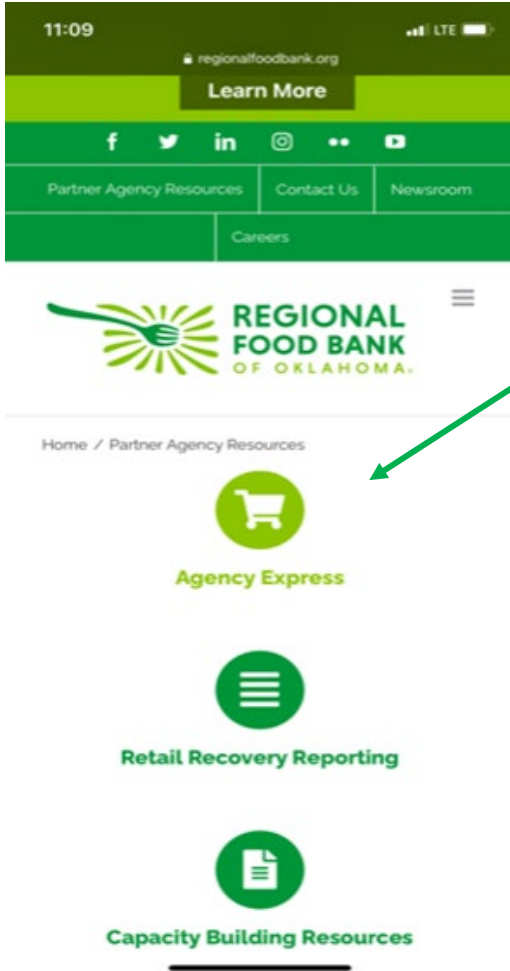


Search for the Regional Food Bank [website](http://www.regionalfoodbank.org)



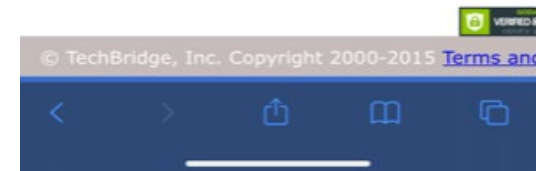
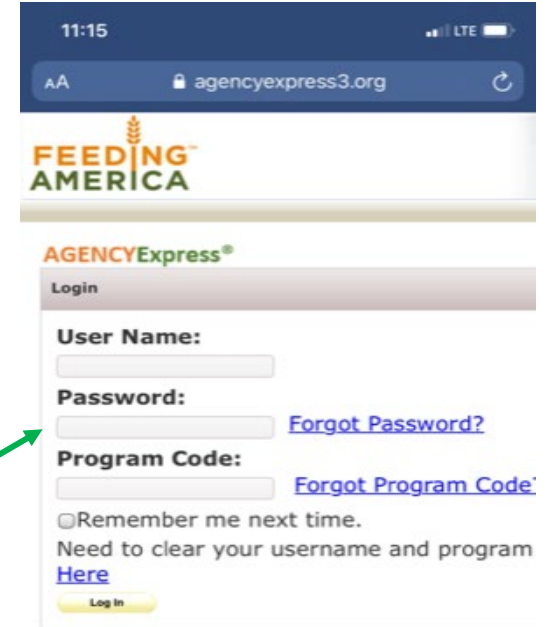
Click "Partner Agency Resources"

# iPhone/ iOS Device



Tap on the Agency Express icon (Shopping Cart). You will be directed to ordering system Agency Express

This is where you will enter you login information.





# iPhone/ iOS Device

## To Login:

1. **Your Username** is your first initial and your full last name.
2. **Your Password** default is change12  
\*we recommend you do not change it.
3. **Your Program Code** always begins with 0062p, the numbers after “p” is your agency number.
4. Click "**Log In**"

11:15 LTE

AA agencyexpress3.org

**FEEDING AMERICA**

**AGENCYExpress®**

Login

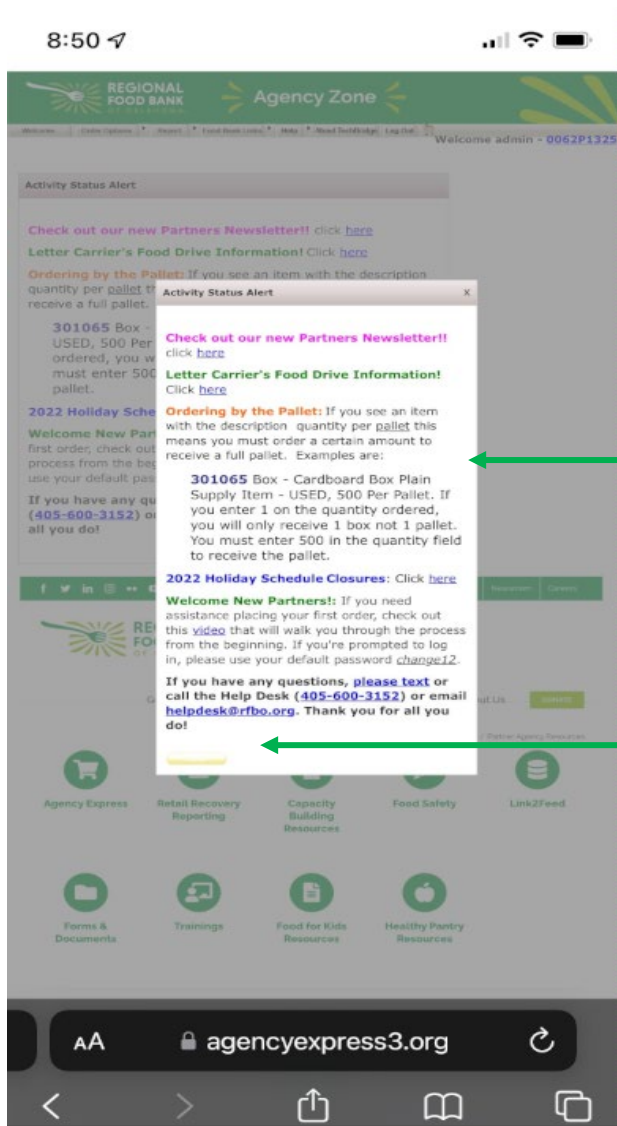
**User Name:**

**Password:**  
 [Forgot Password?](#)

**Program Code:**  
 [Forgot Program Code?](#)

Remember me next time.  
Need to clear your username and program  
[Here](#)

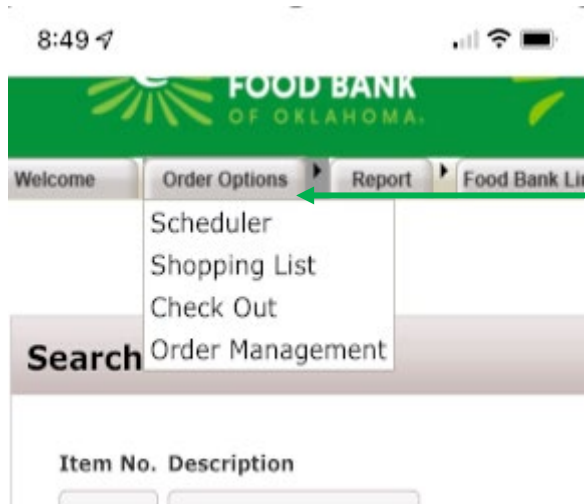
# iPhone/ iOS Device



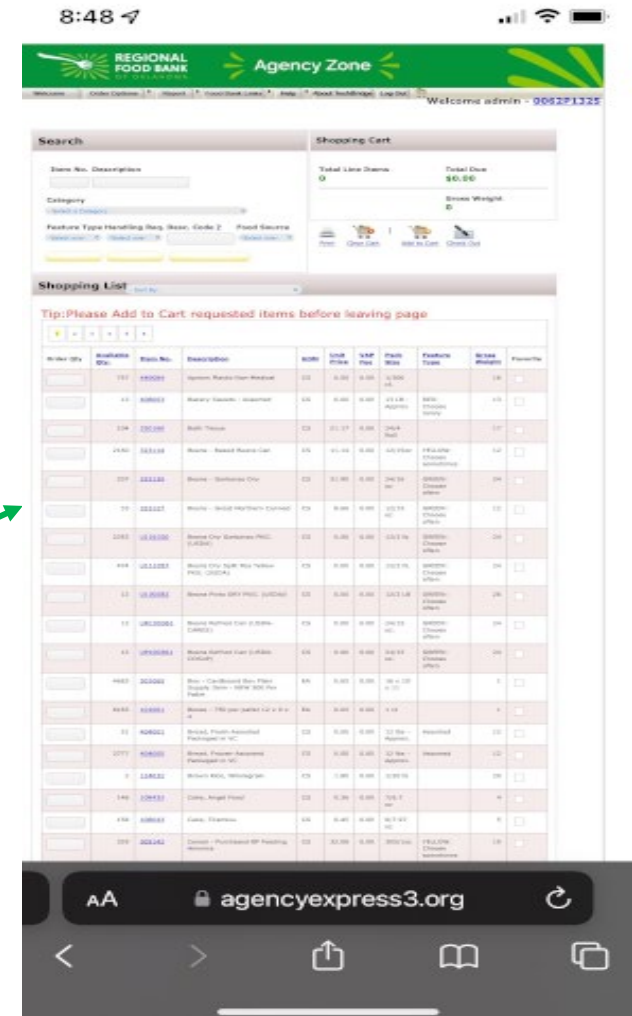
The first thing you will see is the Activity Status Alert pop-up. You can close this by tapping on the Close or "X"

\*If you cannot see the "x" or the "close" buttons zoom out with your fingers

# iPhone/ iOS Device



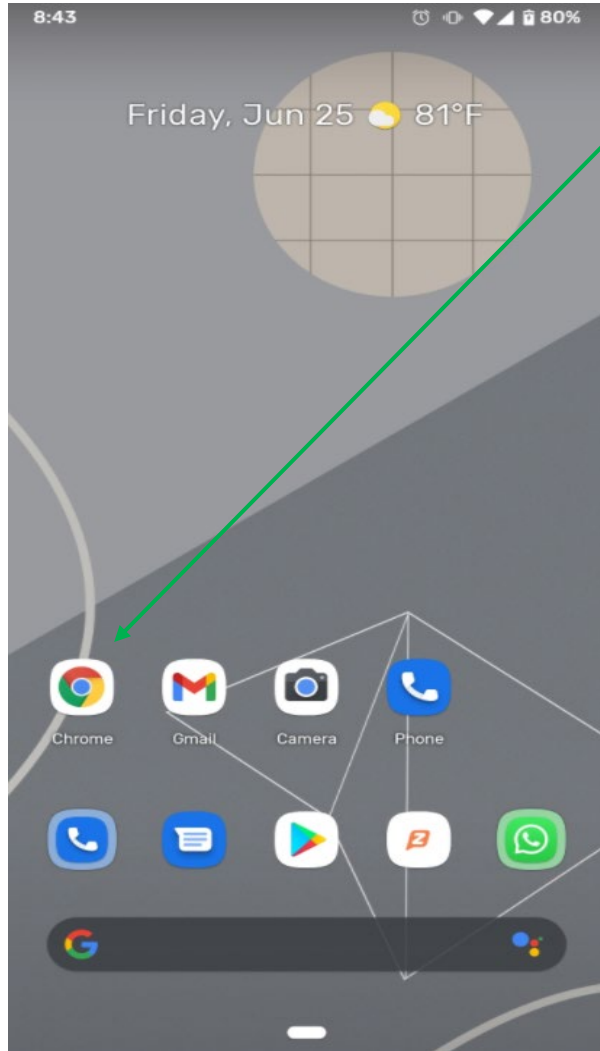
Press the "Order Options"



You will then be able to initiate placing your order the same as you would on a computer

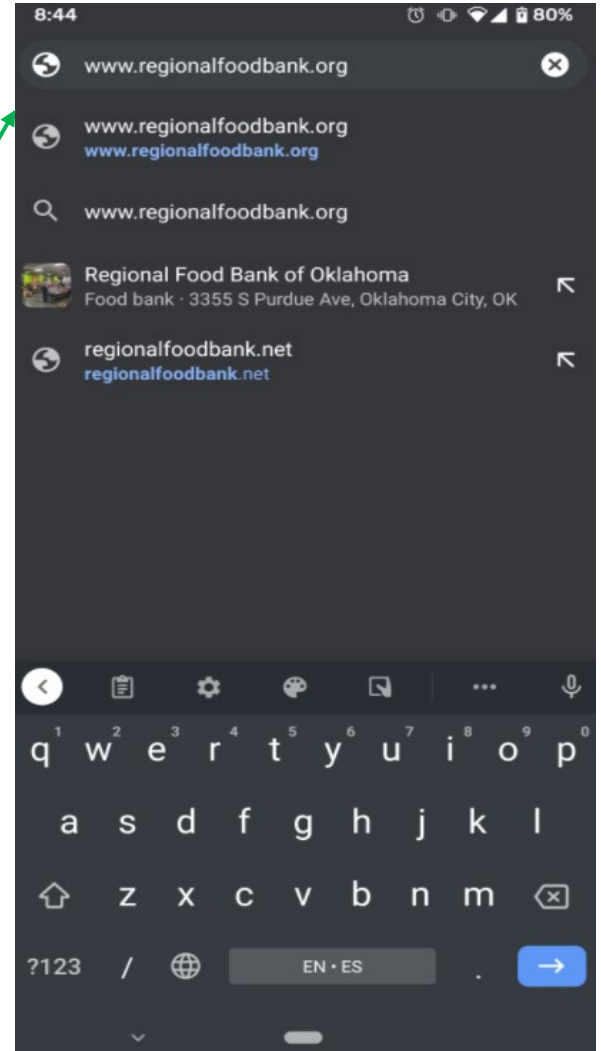
\*If you cannot see all columns on Shopping List, make sure to zoom out or turn device sideways

# Android Device

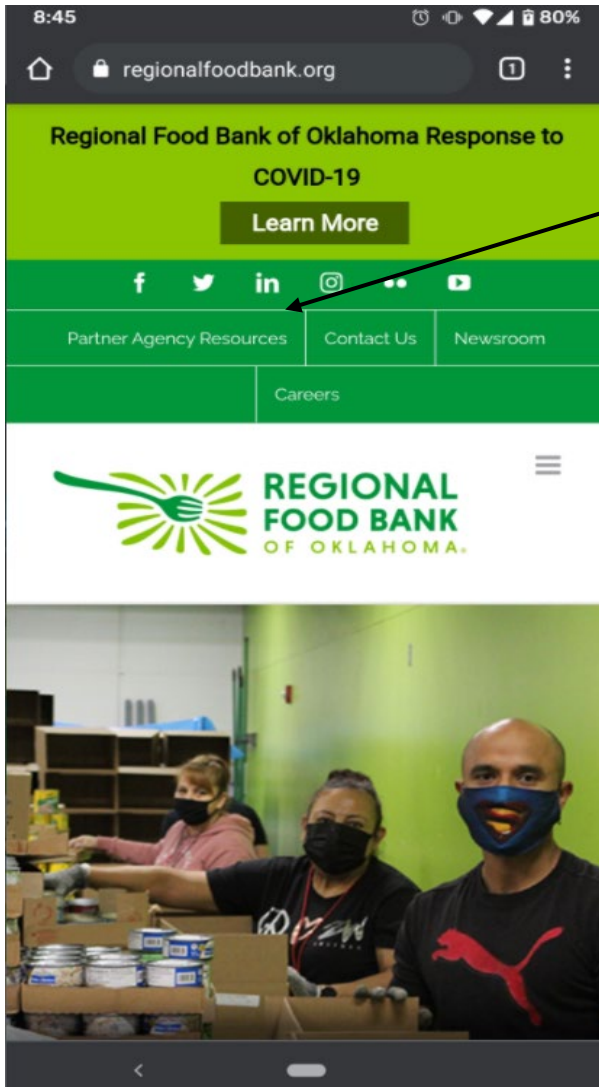


To begin your order, open the Web Browser App on your mobile.

Go to The Regional Food Bank [Website](http://www.regionalfoodbank.org)

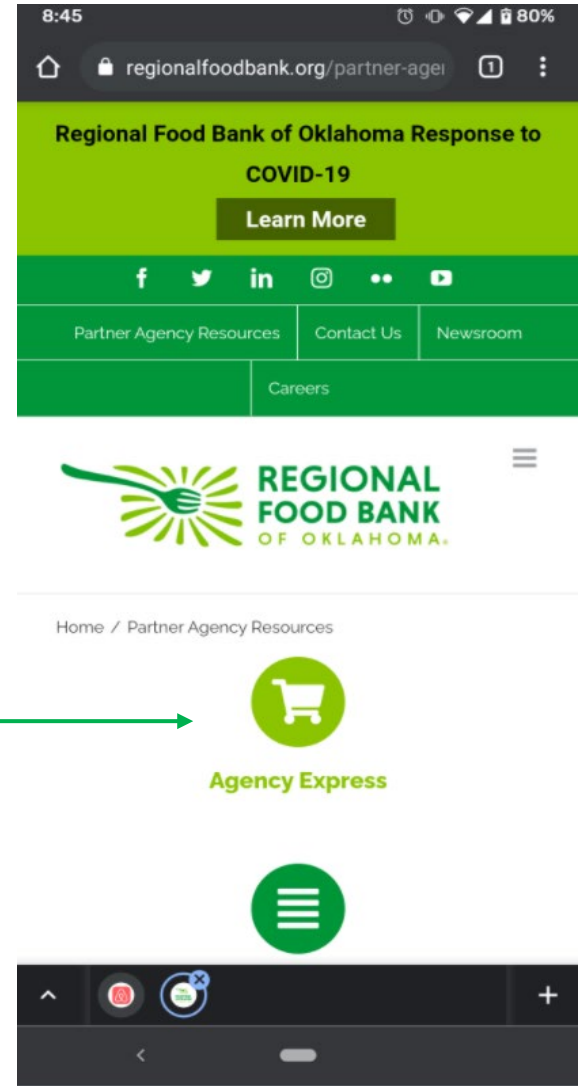


# Android Device

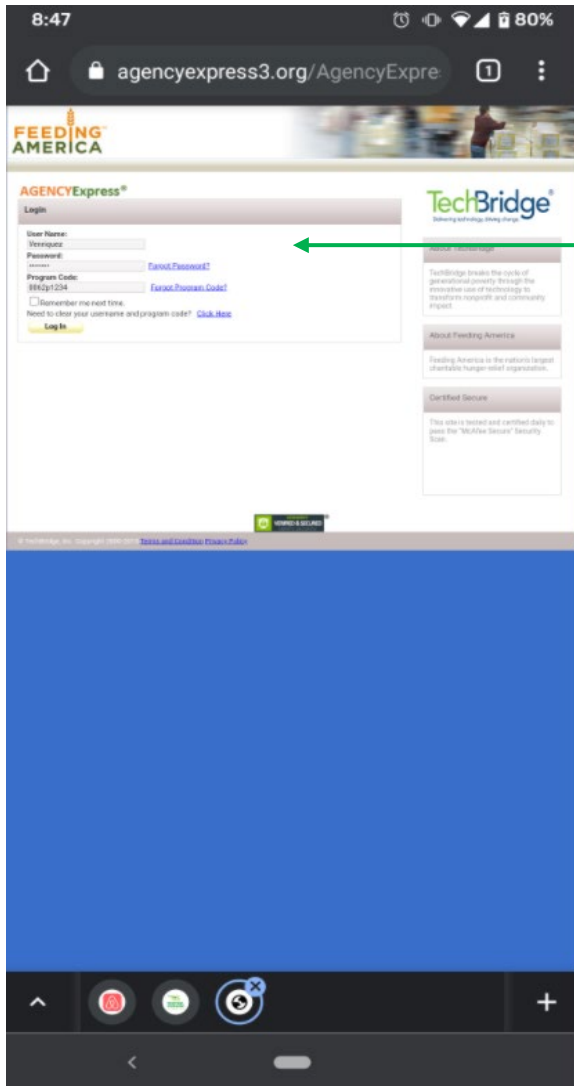


Tap the Partner Agency Resources option.

Tap on the Agency Express icon (Shopping Cart). You will be directed to ordering system Agency Express

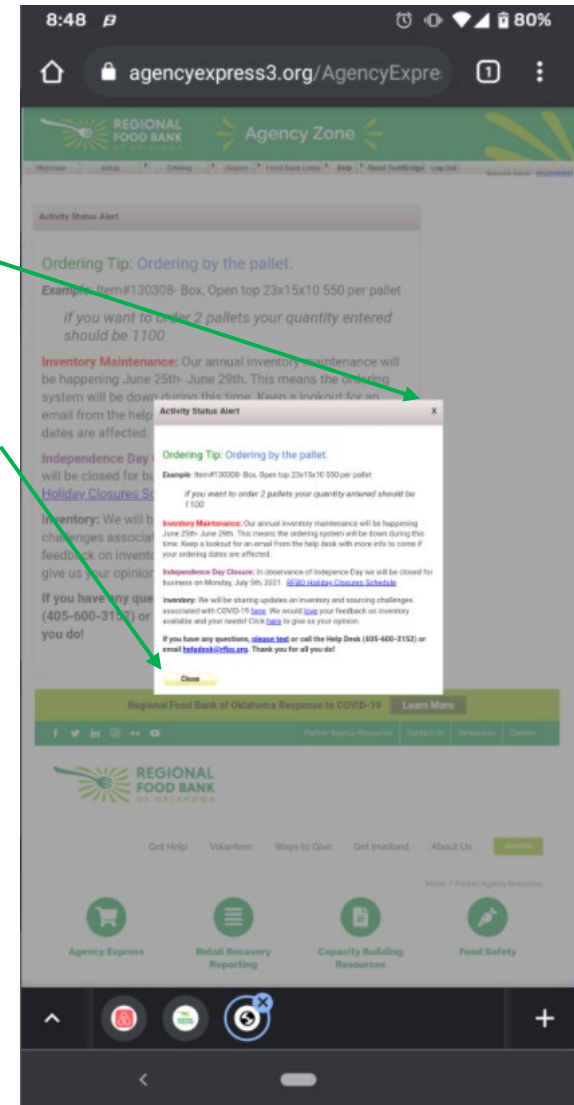


# Android Device

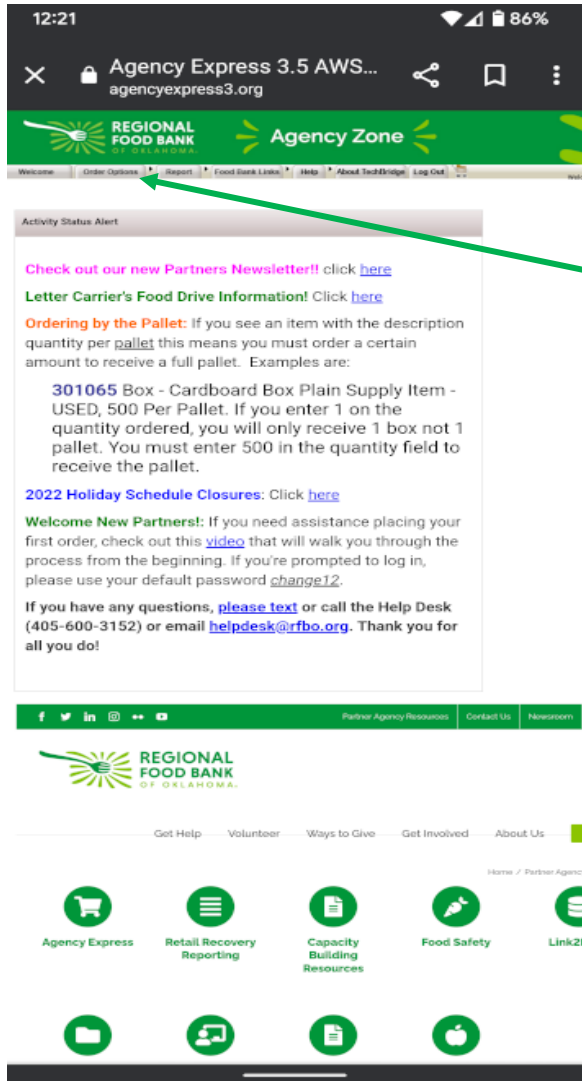


Enter your login information. Username (first initial of first name and full last name). Password: change12 and Program Code: 0062p followed by your agency number.

The first thing you will see is the Activity Status Alert pop-up. You can close this by tapping on the Close or "X"



# Android Device



Tap on the "Order Options" tab and than "Shopping List"

You will then be able to begin placing your order the same as you would on a computer  
\*If you cannot see all columns on the Shopping List, make sure to zoom out or turn device sideways

