

How do I register my school for the Backpack Program?

- If you are a returning school: refer to the email you received from the Regional Food Bank in July. If you cannot locate this email, please check to see if your school's principal has received it. If neither of you received it, please contact Jhonhenrí Lee at jlee@rfbo.org or call 405-600-3127.
- If your school would like to become a new partner with us, please visit rfbo.org/foodforkidshelp/.

What is my NAV/Agency/School Number?

This number is included in your registration or confirmation email from The Regional Food Bank. Please search your inbox. **This number will be used to identify your school throughout the year.**

What is the status of my submitted registration?

- Returning schools: Please allow three to four weeks for registration processing. If you have not received confirmation after four weeks, please contact Jhonhenrí Lee at jlee@rfbo.org or call 405-600-3127.
- New schools: Onboarding starts Oct. 1 of each school year.

When will my deliveries start?

- Deliveries will start in September. Please refer to your confirmation email for your exact delivery date, time and location.

How do I order food?

- Refer to the [Agency Express Tutorial video](#), which you can find by clicking the hyperlink or refer to the ordering guide which can be found at rfbo.org/foodforkidshelp

How do I log into Agency Express?

- Follow the link <https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx> and enter your login information found in your registration or confirmation email. Your login will always be the first initial of your first name followed by your entire last name. The password will be change12. Your program code will be in your confirmation email. It is 0062p (your agency number). If you cannot find your confirmation email, contact Jhonhenri Lee at jlee@rfbo.org or call 405-600-3127.

Why don't I have enough food to distribute for the fifth week in this month?

- Please contact the Regional Food Bank for assistance.

What should I do when I have extra cases?

- The caseload takes into account fluctuations in the number of children served, number of weeks between deliveries and school holidays. Hold on to extra cases to cover those fluctuations or check with a nearby school also participating in the Backpack Program to see if they need it.
- Due to food safety regulations, the Regional Food Bank cannot take back food once it is delivered.

How can I change the number of boxes of food I receive?

- You may order less than the amount you are approved for. If you do not need an order, you can simply order only what you need. If you need an amount you are not approved for, please contact Jhonhenrí Lee at jlee@rfbo.org or call 405-600-3127.
- Please refer to the [Backpack Program Manual](#) for more information.