

Agency Express FAQ's

Q: *Why doesn't my invoice on Order Management match my invoice sent through email?*

A: Orders on **Order Management** are to be used only as a recap of what items you have selected. Invoices sent via email should be your main source for accurate charges of all fees including grants and delivery fees.

Q: *How do I view my invoices each month?*

A: Invoices are only sent through email. Only two people can be on the account to receive invoices. If you need someone beyond this it is the coordinators responsibility to pass this along.

Q: *How do I view my statements each month?*

A: Statements are only sent through email. Only two people can be on the account to receive statements. If you need someone beyond this it is the coordinators responsibility to pass this along.

Q: *What do I do if I am not receiving invoices and statements?*

A: Please check junk/spam folders for anything from the email address of NoReply-AEOrders@neifb.org. If you still do not see anything please contact your regional representative.

Q: *Why am I receiving zeros on items that are by weight?*

A: You must order a minimum of 20 lbs. to guarantee you receive that item.

Q: *Why are there no available order pick-up dates when I go to the Checkout page?*

A: You must schedule a pick-up from the **Scheduler** page before you start adding to your shopping cart. Then, the date you scheduled on that page will be the only date you can choose at the Checkout page.


Q: *Why cannot I submit my cart and check out?*

A: It is likely you are outside the 10-day window. You must be within the 10-day window from when you receive your delivery/pickup (includes weekends).

Q: *Why are the items I added to my cart not showing up on the Checkout page?*

A: It is likely that you did not click **Add to Cart** before going to the next page of the order list. If you do not click **Add to Cart** before you move to the next page, Agency Express clears the quantities you entered. Another possibility is that you entered a quantity that exceeds the case limit we have set for that item. Agency Express will not add an item to your shopping cart if your request exceeds the set limit.

Q: *What do I do if I submitted an order, but it does not show up in Order Management?*

A: Check to see if the order is still in *DRAFT* status. If you see a red number  8 next to the grocery cart at the upper righthand corner that means your order is in *DRAFT* mode. If you do not see this, wait an additional 15 minutes for it to appear. If you still do not see anything, contact your regional representative.

Q: *How can I change my order after I've submitted it?*

A: On **Order Management**, you can edit your order if you see these icons in the first column:

- A red circle with an X = order can be canceled by the shopper
- A pencil = order can be edited by the shopper
- After editing an order, click to send the edited order to the food bank. Failure to click means no changes are recorded.
- An order can never be edited once it is in *Released* status.

Q: How do I know which products are TEFAP/USDA commodities?

A: *BON, US, ENT* must be at the end of each product number.

Q: Who do I send monthly statements to?

A: Please include your agency number in the memo and send to the following address. If checks are sent without an agency number it will be returned.

Attn. Accounting

Northeast Iowa Food Bank

PO Box 2397

Waterloo, Iowa 50704

Q: I forgot my password, what should I do?

A: Select **forgot password** at the login page.

Q: I do not see a delivery for the day I'm scheduled for, what do I do?

A: Contact your regional representative and confirm schedule.

Q: How do I report my monthly statistics now?

A: You must hover over the Report Tab and select Survey Management. You must then select Submit which will populate a window of questions. Reports are due by the 15th of each month.