

Backpack Program Manual

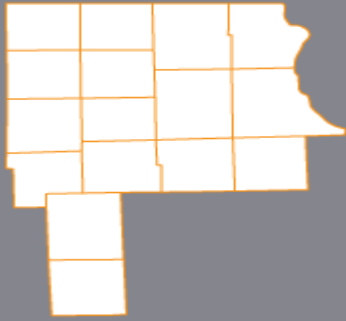


NORTHEAST IOWA
FOOD BANK

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About Northeast Iowa Food Bank



Our **MISSION** of the Northeast Iowa Food Bank (NEIFB) is to provide nutritious food and grocery products to nonprofit organizations and individuals in Northeast Iowa, while providing hunger education programs to the area and to those in need.

Our **VISION**: We envision a community in which hunger is alleviated and all persons have adequate access to nutritious food. We will strive to accomplish our mission so that food security is ultimately achieved for all households.

Source: Grocery Product is donated, rescued, purchased based on availability and the situations of people we serve through our partner agencies and programs.

Deliver: Food is sorted and stored, to be ordered, assembled, and delivered throughout our vast 16-county service area.

Network: We partner with over 150 partner agencies, including schools, pantries, churches, community meal-sites, senior centers, daycares and other non-profits.

Nourish: The children, seniors, families, and individuals who experience chronic or situational hunger, are the ones who benefit from the public, private, and individual support we receive.

Northeast Iowa Food Bank and Feeding America

Feeding America® is a nationwide network of over 200 food banks and 60,000 food pantries and meal programs that provides food and services to people each year. The Northeast Iowa Food Bank is a member of Feeding America® and subscribes to its contract, pays memberships fees, and adheres to best practices for food banking. In exchange, the NEIFB gains national-level expertise in solving hunger, raising funds, sourcing food, strengthening advocacy, and understanding economic and supply trends. The Northeast Iowa Food Bank has a Feeding America® compliance officer who acts as a resource and who conducts an audit of the Food Bank every two years.



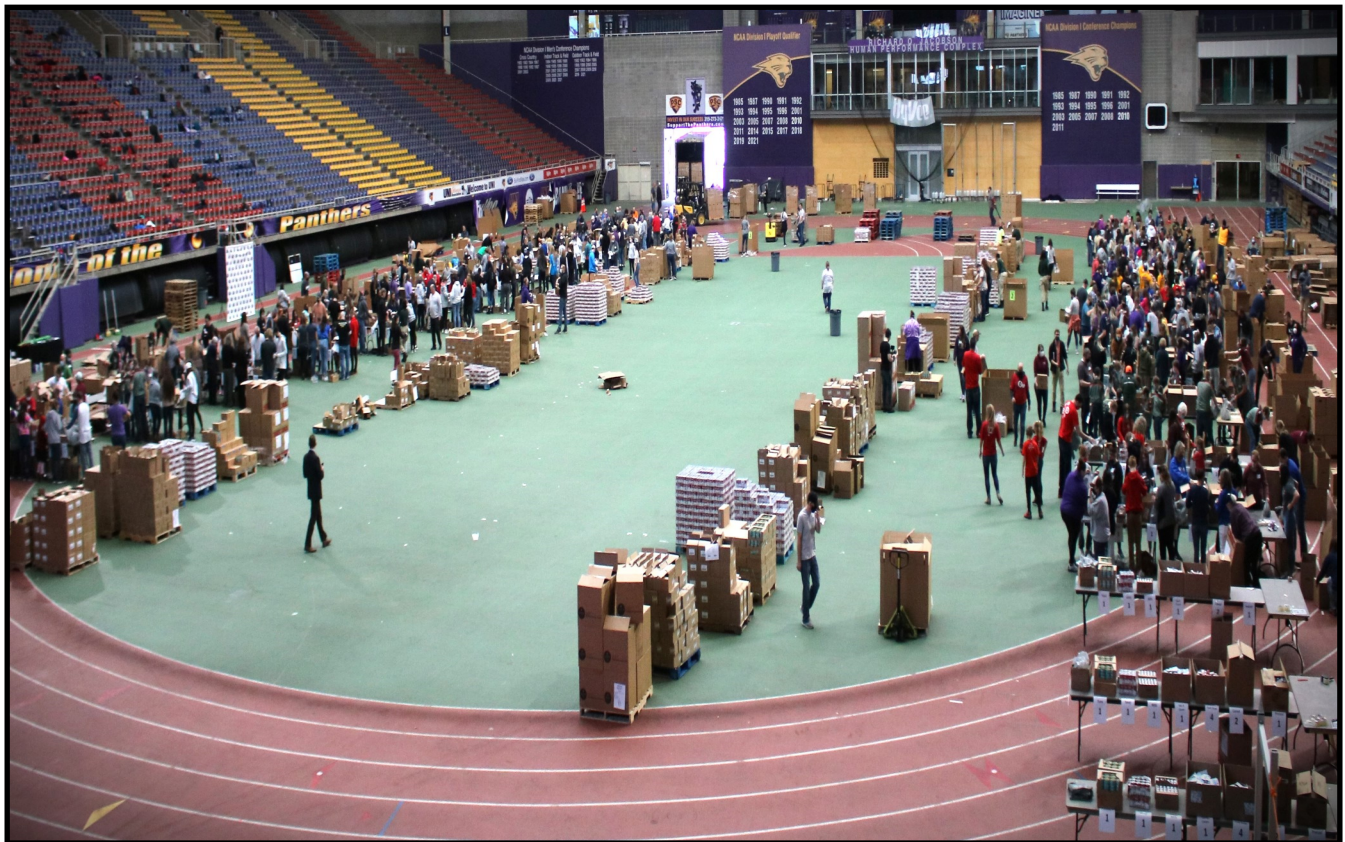
History of the Program

There are children in America that rely on resources such as free or reduced-priced school lunch during the school year.

The Backpack Program concept was developed at the Arkansas Rice Depot, after a school nurse asked for help because hungry students were coming to her with stomachaches and dizziness. The local food bank began to provide the school children with groceries in non-descript backpacks to carry home.

The program is designed to meet the needs of hungry children at times when other resources are not available, such as weekends and school vacations.

The program began at the NEIFB in 2004 with 100 students. Today over 12,000 backpacks will be distributed to over 3,500 students each week during the school year. We currently serve over 150 school sites in 16 counties. In the 2021-2022 school year the NEIFB distributed over 100,000 backpack bags



Program Overview

The Backpack Program provides food to children (Pre-K to 12th) in order to help families stretch their food budget. The program helps ensure children come back to school alert and ready to learn. There is no cost to the schools or participants as this is funded through grants and donations. The program runs from September to May and students may sign up or opt out at any time throughout the year.

Each bag contains shelf stable food items. The bags tend to weigh between 2-4lbs and we try to include at least 2 breakfast components, 2 lunch/meal components, 2 fruit components, and some snacks. While some of the products may be past their best-by date they are still safe to consume. We ask that no extra food is added to the bags but you are able to include personal care items if you would like. If you open a box or bag and find any issues please contact Alex Olson (contact info on page 28) at the NEIFB immediately.



Proper Storage

Proper storage and food safety guidelines are essential to maintain food quality. Use caution when handling and loading the boxes. Throwing the boxes or stacking them too high could increase the potential for damaged products. Best practice is to store food in a secure room and keep the boxes at least 6 inches off of the ground, 6 inches away from the walls, and 24 inches from the ceiling. Make sure not to store chemicals near the bags. In order to ensure freshness of the products you should utilize the FIFO (First In First Out) system to make sure the oldest products are being distributed first. Please notify Alex Olson at 319-235-0507 ext. 127 or aolson@neifb.org immediately regarding any issues with products.



Requirements

Coordinators are required to distribute bags a minimum of once per month. The program is offered at no cost to the schools or students and is funded through grants and donations. Being a grant funded program, The Northeast Iowa Food Bank requires coordinators to submit monthly statistics to us by the 6th of each month and periodically share success stories about the program. We also request that you complete and facilitate full surveys at the end of the school year and shorter surveys periodically throughout the school year. These surveys give us feedback in which we use to help grow the program.

Each year program partners are required to complete four annual documents. Each of these need to be completed and sent back to aolson@neifb.org except for the Letter and Registration Form.

- Agreement
- Information Form
- Background Check
- Letter and Registration (Parent Form)- must be kept on file for two years.

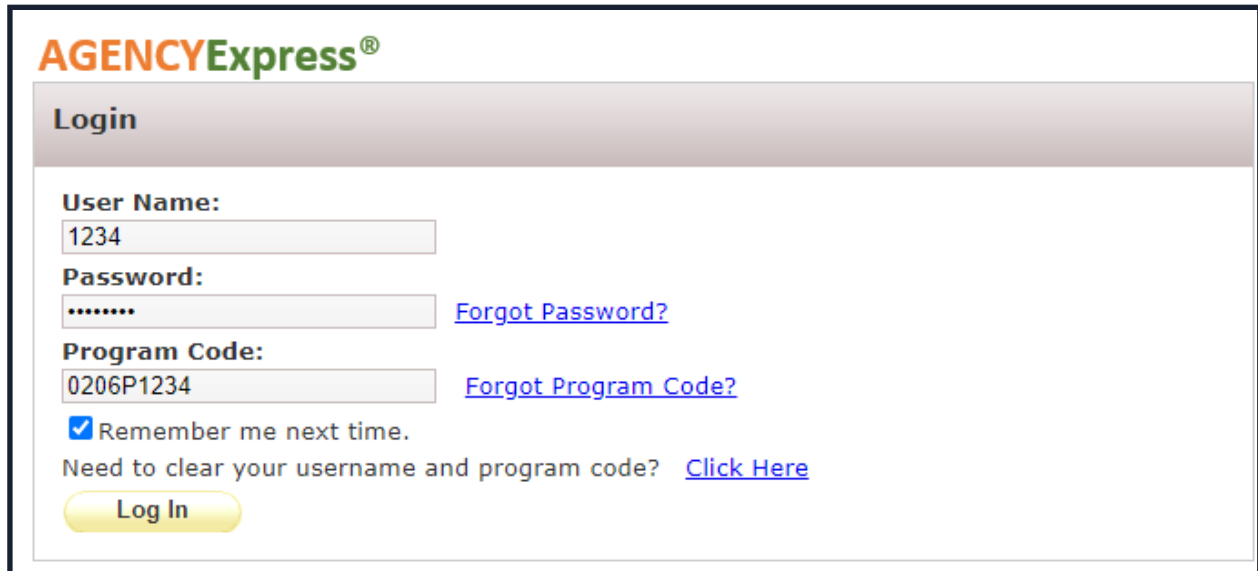
The collage displays four essential documents for the Backpack Program:

- Letter:** Explains the program's purpose to solve child hunger by providing nutritious and easy-to-prepare food to children to take home on weekends and school vacations when other resources are not available.
- Registration Form:** A form for parents/guardians to register their child for the program. It includes sections for general information, program partner agreement, food safety, and contact information for the coordinator.
- Information Form:** A form for the host school/organization to provide details about the program's implementation, including the start date, end date, and frequency of distribution.
- Background Check Policy and Procedure:** A document outlining the policy and procedure for conducting background checks on staff and volunteers who have direct repetitive contact with children.

Logging In

Open your favorite web browser, then go to: <https://www.neifb.org/agency-resources> and click Agency Ordering. This will bring you to the Agency Express login page where you can enter your credentials.

The log in page for Agency Express should appear below:



As a user you will enter the following:

Username: Each agency shopper will have a specific User Name. User Name is not case sensitive. Please do not allow anyone else to use your user name.

Password: The default password is change12. **This is case sensitive:** all lowercase, no spaces. You may change your password by clicking the **Help** tab and choosing [Forgot Password?](#)

Program Code: The Program Code is always going to be 0206 (the Foodbank's Feeding America 4-digit number) plus the letter **P** plus your four digit agency number (e.g., **0206p1234**). The **P** is case sensitive.

Extra fields on login window:

[Forgot Password?](#)

[Forgot Program Code?](#)

Remember me next time.

Forgot Password/Program Code

In the event you forget your password, click on [Forgot Password?](#) A new message box will appear on the screen:

- Enter **User Name** and **Program Code** to retrieve password
- Click on **<Submit>**

An email will be sent to the email address on record at the Food Bank. If you need further assistance call your Partner Capacity Representative and they will be able to reset your password.



FEEDING AMERICA

Forgot Your Password?

Enter your User Name to receive your password.

User Name:

Program Code:

If you forget the Program Code, click on [Forgot Program Code?](#) A new window will appear and you will need to scroll down until you see **0206 Northeast Iowa Food Bank.**

Program Code:	
Food Bank Code	Food Bank Name
0141	Weld Food Bank Colorado
0149	Mississippi Food Bank Network
0155	3Square Food Bank
0201	Eastern Illinois Food Bank
0202	North Central Ohio
0206	Northeast Iowa Food Bank

Remember Me Next Time

By clicking on the check box, next to **Remember me next time**, the shopper can avoid having to re-enter all login information each time. This will save both the User Name and Program Code at each login attempt. The shopper must still enter the password each time. We do not recommend using this feature on public computers (e.g. library, friend's house, etc.). If the shopper wants to clear the **Remember me next time** the shopper must uncheck the box. If for any reason the shopper wants to clear the User Name, Password, and Program Code then you can do this by clicking [Click here](#).


AGENCYExpress®


Login

User Name:
1234

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

Program Code:
0206P1234 [Forgot Program Code?](#)

☒ Remember me next time. 

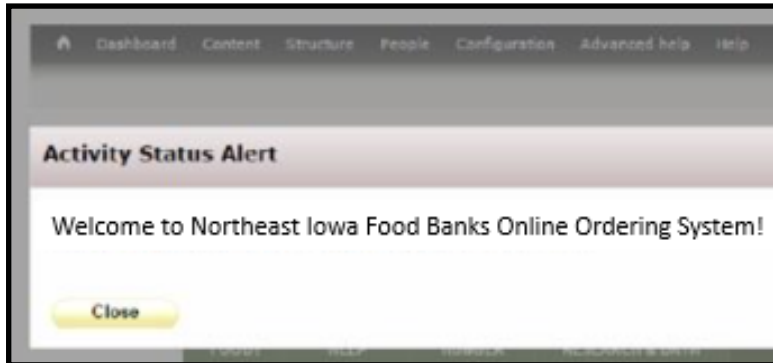
Need to clear your username and program code? [Click Here](#) 

[Log In](#)

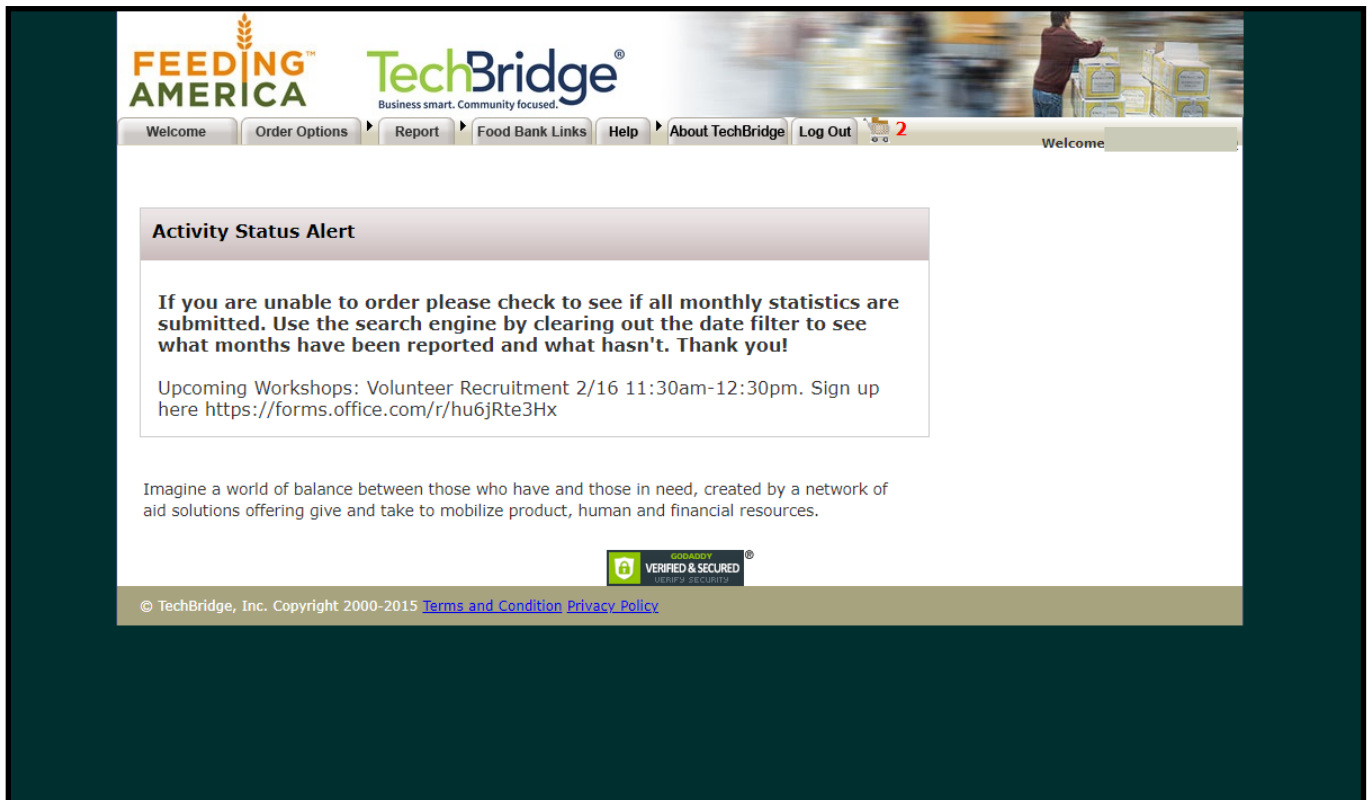
Welcome Page

A successful login will bring the shopper to the **Welcome** screen.

If you have logged in successfully a box will appear, “Activity Status Alert”. This alert will provide important information about your account, closings, trainings, etc. Once you have thoroughly read the alert you can click the Close button to make the Pop-up message go away.



The **Welcome** screen is displayed each time the shopper logs in; however, the contents of this screen will vary. This is the News & Events Page for Partner Agencies. To return to this Welcome screen at any time, click Welcome located at the top left-hand corner of the page.



Must Order By

All orders must be submitted 4 business days prior to your scheduled delivery/pickup date. If you go beyond the submission date the system will not allow you to submit the order and all the dates will be crossed off. If you want to order ahead you can up to 10 days prior to your selected delivery/pickup date (includes weekdays and weekends). Please see the **Submit Order By** chart below for more clarification.

Scheduler

Pickup / Delivery

Delivery

Date:

Time:

≤

February 2023

≥

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				

Reserve

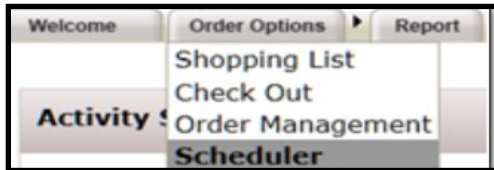
My Appointments

Delivery Day	Pick Up Day	Submit Order By
Monday	Monday	Tuesday by midnight
Tuesday		Wednesday by midnight
Wednesday	Wednesday	Thursday by midnight
Thursday	Thursday	Friday by midnight
Friday		Monday by midnight

Agency Pick-Up

If you are picking up an order you will need to do the following steps:

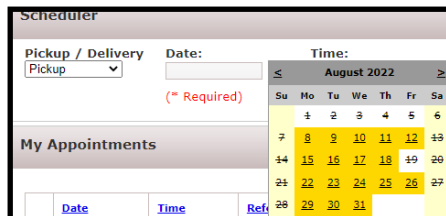
1. Hover over the **Order Options** and click **Scheduler**. The **Scheduler** window will appear.



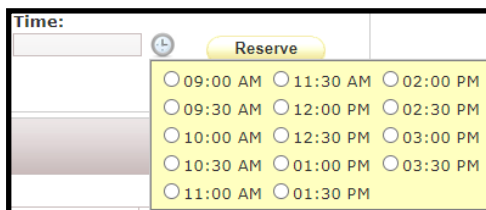
2. From the **Pickup/Delivery** dropdown select Pickup.



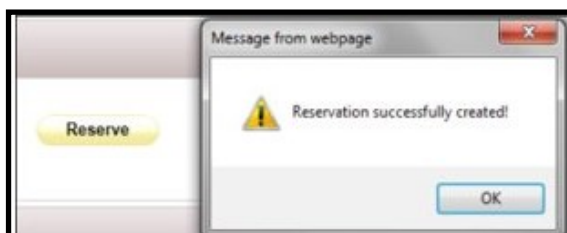
3. To select a date, click the calendar icon.



4. Then select a time. Click the clock icon.

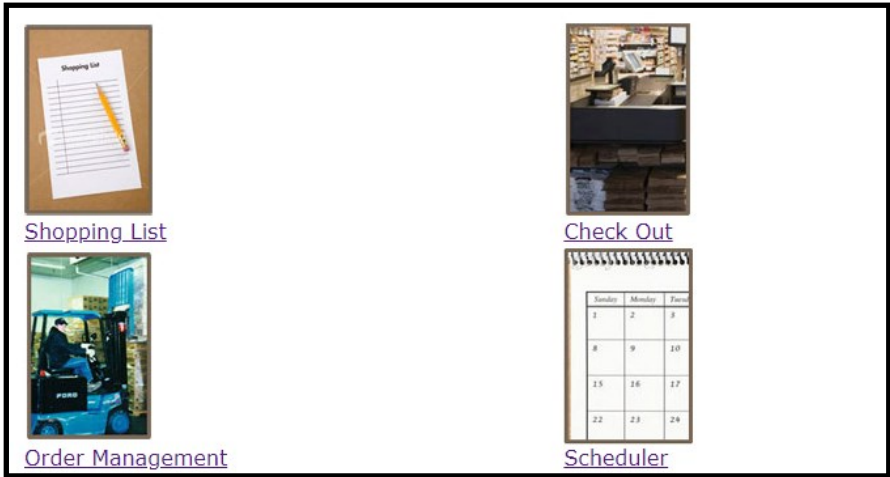


5. Then click reserve.



Agency Pick-Up Continued

6. After clicking reserved you can go directly to the **Shopping List** and begin shopping



7. This will redirect you to the shopping cart

Search

Item No. Description

Category

- Select a Category -

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

Available Credit Limit

\$2,260.04

Gross Weight

0

Print

Clear Cart

Add to Cart

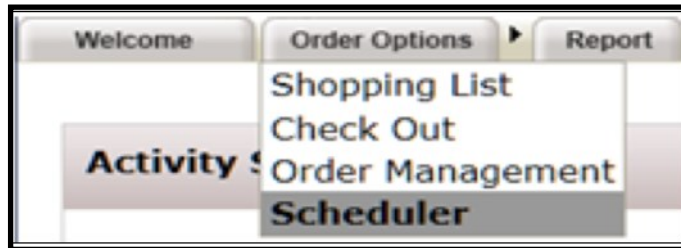
Check Out

8. To complete the shopping process follow pages 15-21 for further instructions.

Agency Delivery

If you are an agency that receives a delivery you will need to do the following steps:

1. Hover over the **Order Options** and click **Scheduler**.



2. The
with **My**

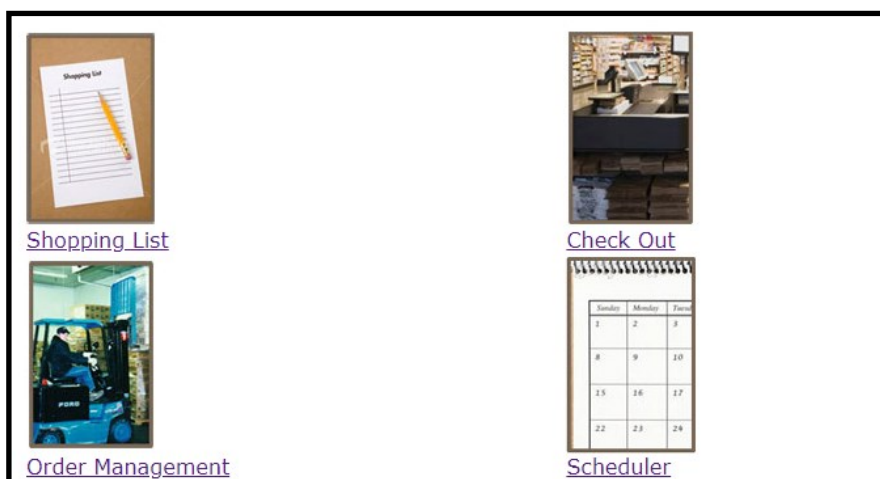
Scheduler window will appear **Appointments**. This is for you to just verify that your delivery is accurate. You do not need to select any dates at this point since it is already reserved. If it is not accurate please call the Northeast Iowa Food Bank.

My Appointments					
	Date	Time	Reference Number	Standing	Type
	9/30/2022	08:00 AM		Y	Delivery
	9/23/2022	08:00 AM		Y	Delivery

(Note: Deliveries the schedule)

will vary depending on

3. You now have the ability to go to the **Shopping List** and begin shopping.



[Shopping List](#)

[Check Out](#)

[Order Management](#)

[Scheduler](#)

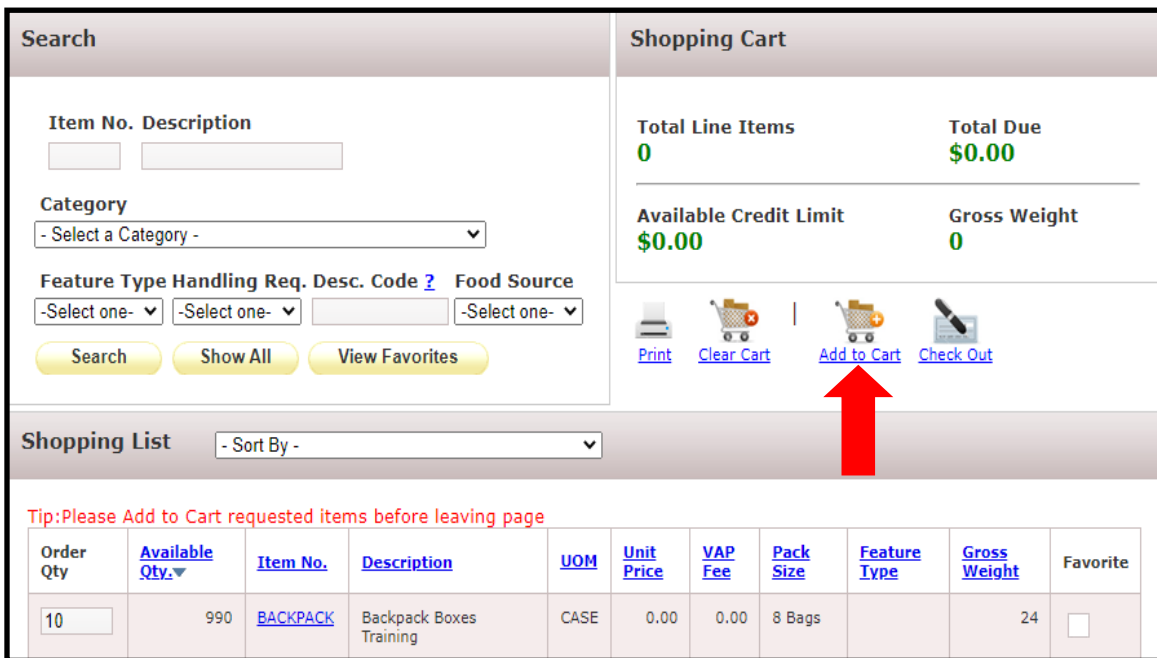
NOTE: the delivery estimate only and weather conditions, unforeseen problems. If you need the driver to call ahead before arriving please request this through your Agency Representative.

time displayed is an may change due to order size, or other

Add Items to Cart

To add items to your cart:

1. Enter the desired quantity of backpacks needed.
2. You **MUST** click **Add to Cart** at the bottom or top of the page to add the items to your cart.
3. A pop-up window with the words “Success: Item added to the cart” will be displayed, confirming the addition of the item(s) to your cart. If “Error” appears that means you attempted to order more than the available quantity and it will not be added to your current order.



The screenshot shows the Feeding America TechBridge interface. On the left is the 'Search' section with fields for 'Item No.', 'Description', 'Category', 'Feature Type', 'Handling Req.', 'Desc. Code', and 'Food Source'. Below these are buttons for 'Search', 'Show All', and 'View Favorites'. On the right is the 'Shopping Cart' section showing 'Total Line Items' as 0 and 'Total Due' as \$0.00. Below this are 'Available Credit Limit' (\$0.00) and 'Gross Weight' (0). At the bottom of the shopping cart section are icons for 'Print', 'Clear Cart', 'Add to Cart' (highlighted with a red arrow), and 'Check Out'. Below the shopping cart is a 'Shopping List' section with a 'Sort By' dropdown. A tip message reads: 'Tip: Please Add to Cart requested items before leaving page'. Below the tip is a table with the following data:

Order Qty	Available Qty.	Item No.	Description	UOM	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
10	990	BACKPACK	Backpack Boxes Training	CASE	0.00	0.00	8 Bags		24	<input type="checkbox"/>

4. Once you have added the backpacks to your cart you can **Check Out**.

NOTE: As soon as an item is added to the cart, the number of items is displayed in red next to a shopping cart on the tab line. This number also indicates there is an order in **draft status**. It has items in the cart, but is not submitted to the Food Bank.



Checking Out

Once you have finished shopping, you need to review the items in your cart, make any changes, enter a reserved appointment date (Delivery or Pickup) and then submit your cart by clicking **Check Out**. This function is used when you have finished adding product to a new order or you have finished editing an existing order. It is from this page that orders are submitted to the Food Bank.

The Check Out screen consists of three sections:

1. My Appointment– located in the upper left-hand side of the page
2. Shopping Cart Summary– located in the upper right-hand side of the page
3. Shopping Cart– located in the lower portion of the page

The screenshot shows a web application interface for checking out. At the top is a navigation bar with links: Welcome, Order Options, Report, Food Bank Links, Help, About TechBridge, and Log Out. A user ID '2577' and a session ID '0206P2577' are displayed on the right.

The main content area is divided into three sections:

- My Appointment:** Contains a 'Reference Number: PO4885908', a 'Pickup/Delivery Date' field with a calendar dropdown (showing May 2023), a 'Time' field, and a 'Comment' text area.
- Shopping Cart Summary:** Displays 'Total Due: \$0.00', 'Total Line Items: 1', 'Gross Weight: 80 lbs', 'Total Cube Size: 0 Cu. Ft.', and 'Available Credit Limit: \$0.00'.
- Shopping Cart:** A table listing items in the cart. The first item is 'BACKPACKALPHA' (Back Pack Boxes (8 bags per box)) with a quantity of 5. Below the table are icons for 'Print', 'Clear Cart', 'Continue Shopping', 'Update Cart', and 'Submit Cart'.

The

My

Appointment section is where you assign your order to the pre-reserved appointment time (either pickup or delivery). If you plan to pick up the order at the Food Bank, the date/time you select must have been an appointment time that you already reserved using the Scheduler.

NOTE: The appointment date and time that you plan to use for pickup / delivery of this order MUST have been reserved and is displayed in the **My Appointments** section on the **Scheduler** page.

Action Icons and Comment Box

The Action Icons will be displayed each time. The following will allow the shopper to:



Print – Displays and prints the current list of items.



Clear Cart – Clears any items that have been added to a cart.








Add to Cart – Adds any selected items from the items list to the current **Shopping Cart**.



Check Out – Sends the shopper to the Check-Out Screen.

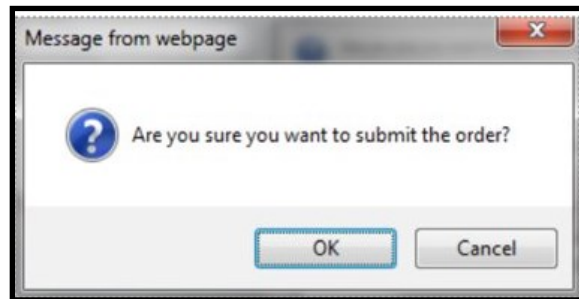
As a shopper you have the option of adding additional requests for the NEIFB to know about your order in the **Comment Box**. The comment will need to be re-entered if you happen to make adjustments to the cart before you submit. Notes such as a request to call before delivery or traffic instructions, etc.

My Appointment	Shopping Cart Summary	
Reference Number: PO4308995	Total Due \$0.00	Total Line Items 5
Pickup/Delivery Date: <input type="text"/> Time: <input type="text"/>	Gross Weight 459 lbs	Total Cube Size 16.36476 Cu. Ft.
<input type="text" value="Delivery"/>		
Comment (Please limit comment to 150 characters, no special characters (&, <, >, ", ')). Anything over 150 characters will be cut off when PO is updated or submitted.)		
<input type="text"/>		
Shopping Cart		
<div>    </div> <div>Print Clear Cart Continue Shopping Update Cart Submit Cart</div>		

Successfully Checked Out

Once the order is reviewed and finalized you are able to submit the order.

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



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




The Shopper will receive a confirmation email after your order has been acknowledged by the Foodbank. This typically takes about 15 minutes for the email to be sent. Be sure to open the attached order confirmation to know how many backpacks have been reserved for your school.

The email will read:

“Thank you for your order. Please go to the order management screen to make any changes to your order.”

Edit and Cancel Orders



To be permitted to edit your order, the status must be in **Acknowledged** status. Please follow the steps below:

1. Order Options Tab and select Order Management
2. Click on the  Pencil icon. This will reopen your shopping cart and allow you to add items to your order as well as adjust the quantities of items you have already submitted

NOTE: You must wait 15 minutes after you have submitted your order before editing is allowed. Reminder to re-submit the cart again!

Order Management								
<div>1 2</div>								
	Reference Number	Created By	Status	Gross Weight	Total Price	Pickup/Delivery Date	Admin Edited	Modified Date
	PO174717	Ida_Beal	Sent To Foodbank	7.00	\$0.70	02/19/2015		02/18/2015
 	PO174716	Ida_beal2	Draft	1,000.00	\$0.00	02/09/2015		01/29/2015
								


If for any reason you want to cancel your order you must follow the steps below:

1. Order Options tab and select Order Management
2. Click on the delete  icon. This will cancel the order.
3. A box will  appear, and you must choose Cancelling order.

Cancel Order Number:PO173088

Please choose a cancel reason code below and click submit.

Cancelling order.



Submit

Cancel

Order Status

There are nine different statuses that you may see in the status column next to a submitted order:

Draft Order- has been started but not submitted. The grocery cart in the right hand corner will have a red number next to it.

New Order- indicates that you have successfully created a new order. You may delete the order by click the red X.

Sent to Food Bank- means the order has been submitted to the Food Bank. No changes to the order can be made while in this status.

Acknowledged- This means that your order has been received by our system. You can delete the order by clicking on the red X, or make changes to the order by clicking on the pencil and then clicking **Continue Shopping**. After you submit your cart, it is very important that you come back to the Order Management screen after about 20 minutes to make sure that your order is in the **Acknowledged** mode and not still in **Sent to Foodbank**- mode. If your order has not been **Acknowledged**, there will be no order for you to pick up. You don't want to drive all the way to the Foodbank and there not be an order. *It is up to you to ensure that your order has been Acknowledged.*

Released- the order has been completely processed and can no longer be changed.

Editing- this means you went into an existing order to make changes but you didn't resubmit the cart. You must submit the cart again if you made changes. If you made no changes, you can click Cancel Edit and the order will be restored to the Acknowledged state.

Cancelled- means the order was cancelled by the shopper

Rejected- means the order has been rejected and the NEIFB will contact you

Invoiced- means the order has been delivered or picked up. You will see every invoice generated on your account since the time your account was authorized to order online.

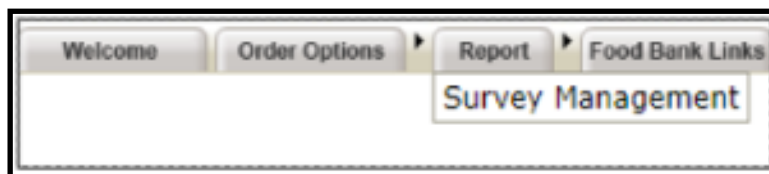
Reports and Survey Management

All sites are required to submit monthly reports formally known as statistics to the Food Bank. It must be entered no later than the 6th business day of each month. If you did not serve any backpacks in the month, please fill in with zeroes so we know you are still active. If you miss the deadline your account will automatically be suspended until you have reported. Please allow 15 minutes for the system to recognize your submission and it will automatically unsuspend your account.

Fill out the following steps below:

1. Hover over **Report** and select **Survey Management**.

2. This will
Surveys and



redirect you to **Search, My
My Responses** page.

Search

Start Date:
6/10/2022

End Date:

Expiration Date:

Ref #:

Title:

CERES SurveyID:

Required:
-Select All- ▼

Search

Clear

My Surveys

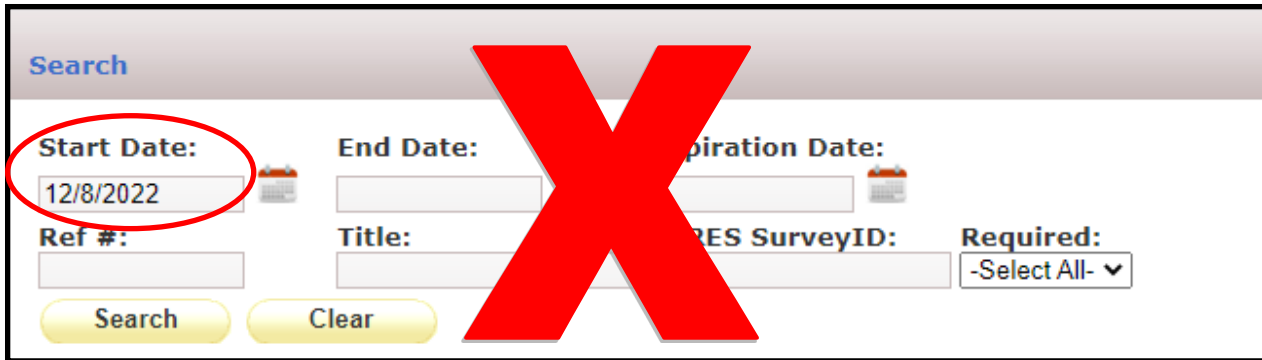
	Ref #	Title	Start Date	End Date	Status	Expiration Date	CERES SurveyID	Required
Submit	6356	Backpack Questionnaire	Aug 1,2022	Sep 1,2022	Active	Dec 31,2022	0206~00 BPACK 2022-08-01	True
Submit	6152	Backpack Questionnaire	Jul 1,2022	Aug 1,2022	Active	Dec 31,2022	0206~00 BPACK 2022-07-01	True

My responses

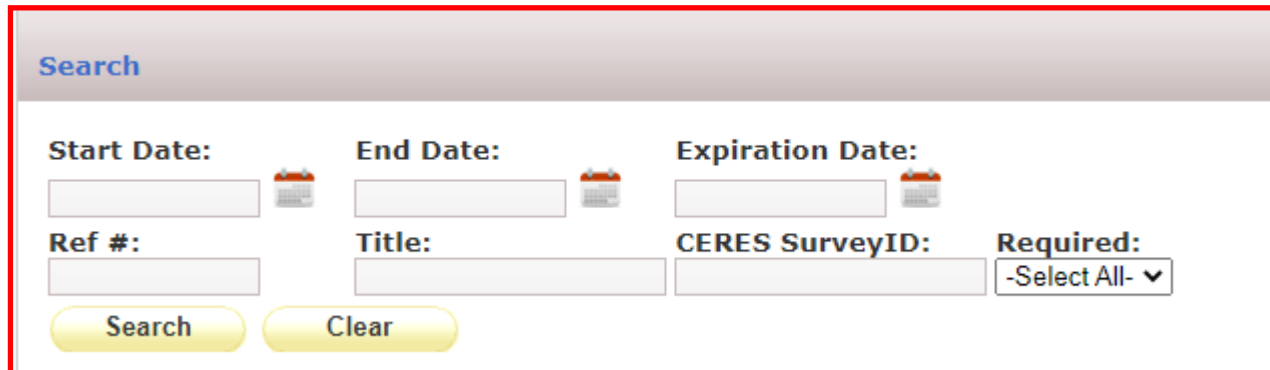
No records found!

Search and Surveys

3. Clear out the **Search** engine at the top for any automatic filters that may be applied. Once it has been cleared select **Search**. The **Search** section should resemble the second picture outlined in red.



The image shows a search form with the following fields: Start Date (12/8/2022), End Date, Expiration Date, Ref #, Title, CERES SurveyID, and Required (-Select All-). There are Search and Clear buttons. A large red X is overlaid on the form, indicating it should be cleared.

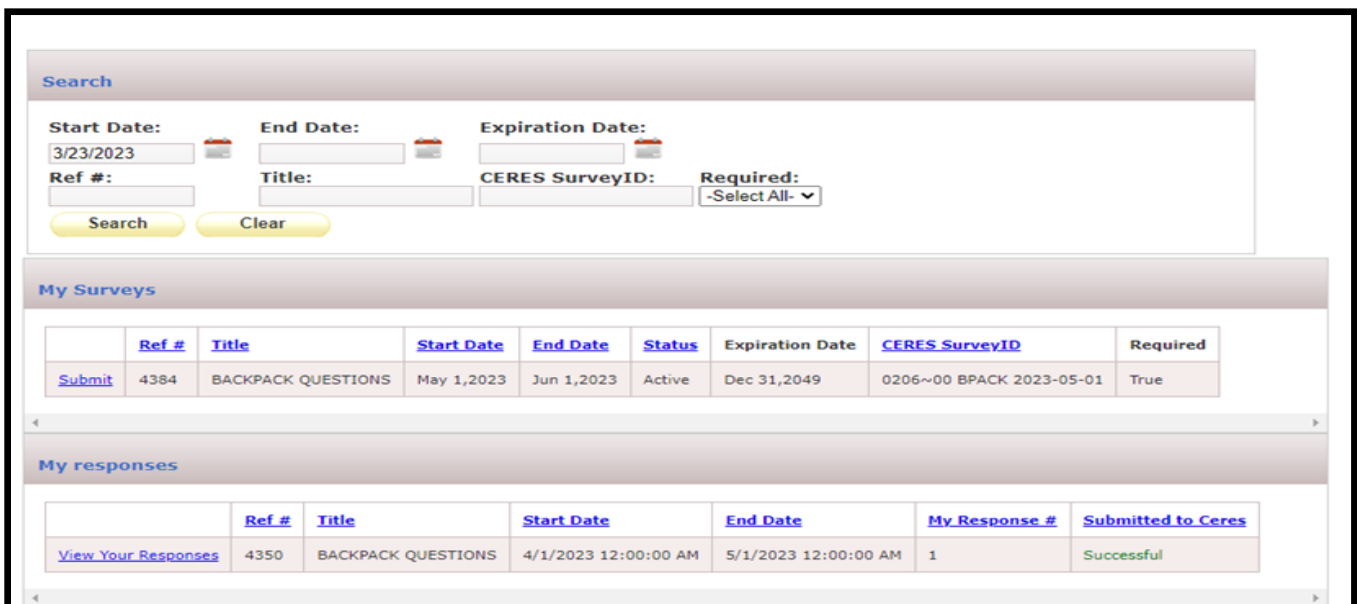


The image shows the same search form as above, but with all fields empty and the red X removed. The form is outlined in red.

4.

You can now

view the pending **Surveys** that need to be submitted and the Surveys you have already submitted, **My Responses**.



The image shows a screenshot of the Search and My Surveys/My Responses section. The Search form is at the top, followed by the My Surveys table, and then the My Responses table.

	Ref #	Title	Start Date	End Date	Status	Expiration Date	CERES SurveyID	Required
Submit	4384	BACKPACK QUESTIONS	May 1, 2023	Jun 1, 2023	Active	Dec 31, 2049	0206~00 BPACK 2023-05-01	True

	Ref #	Title	Start Date	End Date	My Response #	Submitted to Ceres
View Your Responses	4350	BACKPACK QUESTIONS	4/1/2023 12:00:00 AM	5/1/2023 12:00:00 AM	1	Successful

Submitting My Surveys

5. Under **My Surveys** the [Start Date](#) is the month you will want to report for. You must correlate your monthly data with the correct [Start Date](#). In the example below this site needs to submit for the months of July and August.

[Search](#)

Start Date:

6/10/2022

End Date:

Expiration Date:

Ref #:

Title:

CERES SurveyID:

Required:

-Select All- ▼

Search

Clear

[My Surveys](#)

	Ref #	Title	Start Date	End Date	Status	Expiration Date	CERES SurveyID	Required
Submit	6356	Backpack Questionnaire	Aug 1,2022	Sep 1,2022	Active	Dec 31,2022	0206~00 BPACK 2022-08-01	True
Submit	6152	Backpack Questionnaire	Jul 1,2022	Aug 1,2022	Active	Dec 31,2022	0206~00 BPACK 2022-07-01	True

6. To submit a survey go to **My Surveys** and select [Submit](#). This will populate a new window with the survey questions that must be filled out. Please read questions thoroughly and select Submit once completed.

Backpack Questionnaire

Backpack

Number of Students *

Total Backpacks *

Number of Volunteers *

Total Volunteer Hours *

Submit

Number of Students: Number of students who receive at least 1 backpack bag.

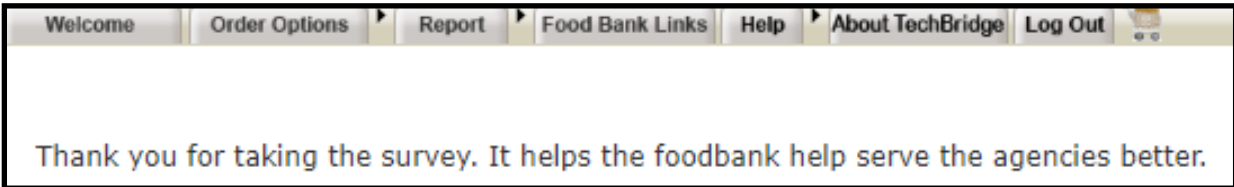
Total Backpacks: Total number of backpack bags distributed for the month.

Number of Volunteers: Number of volunteers who help with the program

Total Volunteer Hours: Total number of hours logged by volunteers

Successful Submission

6. After pressing Submit, wait for a “Thank You” screen to appear. If this screen does not appear, the report was not submitted successfully and you need to resubmit your report.



7. It is recommended that you verify the report was submitted by checking **My Responses** and seeing **Successful** under Submitted to Ceres column.

My responses						
	Ref. #	Title	Start Date	End Date	My Response #	Submitted to Ceres
View Your Responses	4192	BACKPACK QUESTIONS	12/1/2022 12:00:00 AM	1/1/2023 12:00:00 AM	1	Successful
View Your Responses	4163	BACKPACK QUESTIONS	11/1/2022 12:00:00 AM	12/1/2022 12:00:00 AM	1	Successful
View Your Responses	4145	BACKPACK QUESTIONS	10/1/2022 12:00:00 AM	11/1/2022 12:00:00 AM	1	Successful
View Your Responses	4140	BACKPACK QUESTIONS	9/1/2022 12:00:00 AM	10/1/2022 12:00:00 AM	1	Successful

FAQ's

Q: *Why can't I login?*

A: There are a few reasons you could be having difficulty logging into Agency Express. Make sure the credentials you are using to login are being entered correctly. The most common error is users forgetting to include '0206P' at the beginning of the Program Code field. Additionally, it is possible that your agency made changes to its Authorized Agency Express Users list and your Username was deactivated.

Q: *What do I do if I am unable to select a date and time to attach to my order?*

A: If there are no dates on the calendar at Check Out, contact your food bank.

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

A: On Order Management 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: *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: *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 the food bank 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 6th of each month.

For Further Questions

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