



March 30, 2020

To: Agency Representatives

From: LaRonda Simes, Agency Relations Manager

Subject: Invoices and Shopping Appointments

Effective today, invoices will be sent to the email address that we send your accounting statements to on a monthly basis.

If you are not picking up an agency order but would like to front dock shop, you must make an appointment online using Agency Express. Appointments are scheduled in one-hour increments between 6:00 AM-2:00 PM at our 41st Warehouse. Please reserve your appointment using the schedule tab under "Order Options" in Agency Express.

Please follow the steps below:

- Log in to Agency Express
- Under the Order Options Scheduler
- Using the drop down box select Shopping
- Select a day out of the yellow highlighted days available.
- Select a shopping time
- Click the Reserve

A "Reservation successfully created" box should pop up on your screen.

If the appointment was set correctly, you are able to view it under My Appointments.

Please note: Only one appointment time may be schedule per day. The Food Bank reserves the right to modify appointments to allow access to shopping for all agencies.

If you have any questions, please feel free to contact Agency Relations department.