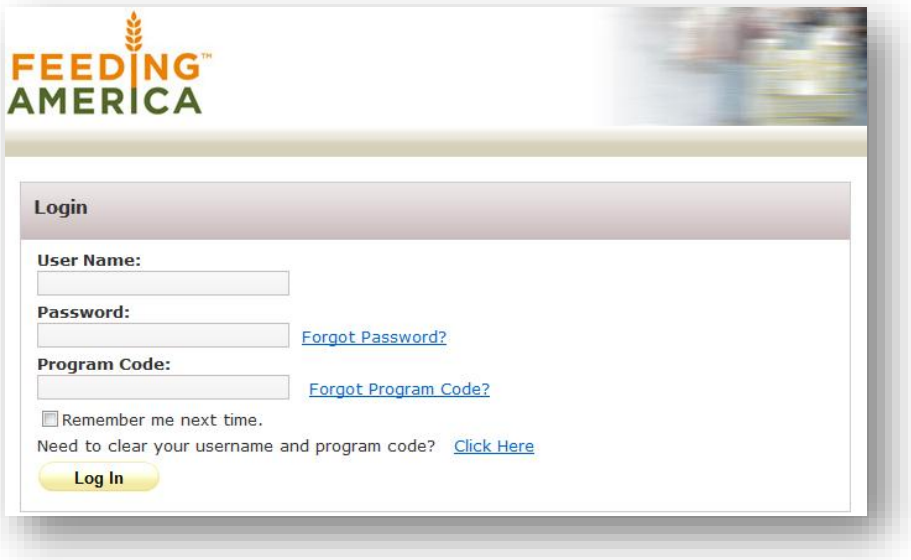
# Agency Express – How to Guide

## (Orders, Appointments, Online Payments, and MSRs)

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### 1. Logging On

**Log on to:** http://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx




**Username = Agency #**

**Password:** The default password is **change12**. This is case sensitive.

You can change your password if you wish, however, if you need assistance from your Agency Relations Team, they may request your password to access your account.

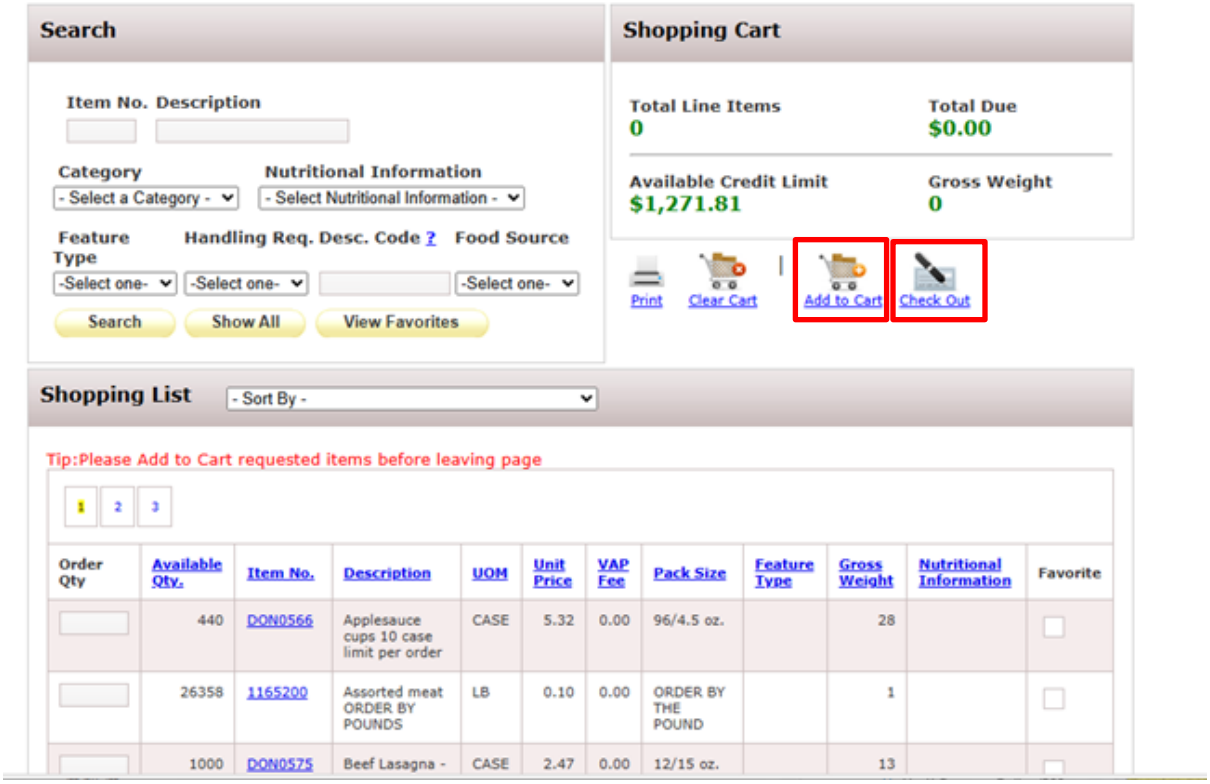
**Program Code:** The Program Code is always going to be 0080 plus the letter "p" plus your agency's assigned five-digit agency number. Example **0080p12345**

**Remember me next time –** You may check this box if you wish to save your login information for quicker access. Keep in mind that if the user clears historical information from their internet explorer, they will lose their saved login information.

***It is recommended to use **Google Chrome** web browser
as Agency Express has had issues working properly in other web browsers. ***

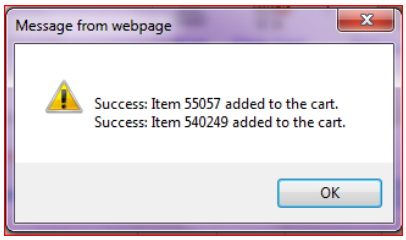
## 2. Placing an order (Delivery or Pickup)

- Go to **Order Options**
- Select **Shopping List**

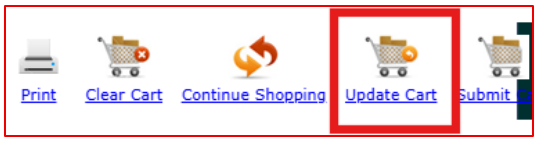



1. You can search by item #, description, or category, or scroll the entire shopping list.
2. Each item includes available quantity, item #, description, unit of measure, unit price, pack size, and gross weight in pounds.
3. If this is an item you order frequently, you can check the "Favorite" box to set it apart.
4. Add items to your **Shopping Cart** by following these steps:
   - Enter order quantity in the text box to the far left
   - Click the **Add to Cart** button located at the top or bottom **<u>of each page</u>** (you must click "*Add to Cart*" before leaving the current page or your items will not be saved.)

     The following message will appear each time you add items to your cart.

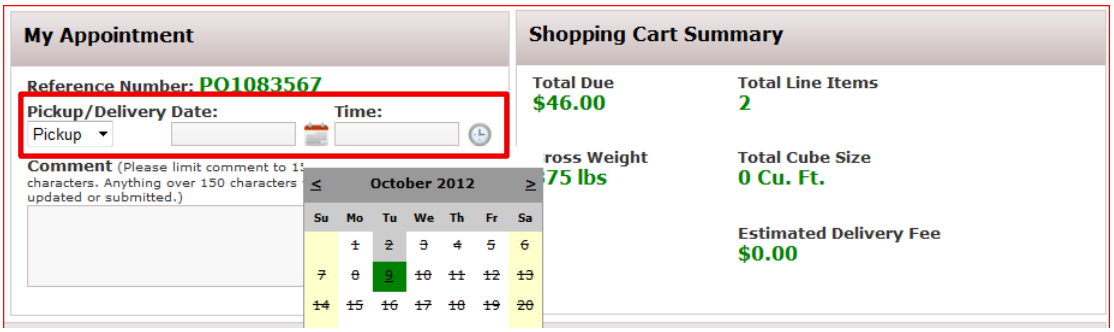



5. If you need to edit an item in your cart, you MUST click "*Update Cart*" or the changes will not be saved.



## 3. Checking Out

1. Once you've finished shopping, review the shopping cart (in the top right corner of the screen). If all looks good, click check out.
2. Next you will schedule your order for pick-up or delivery.



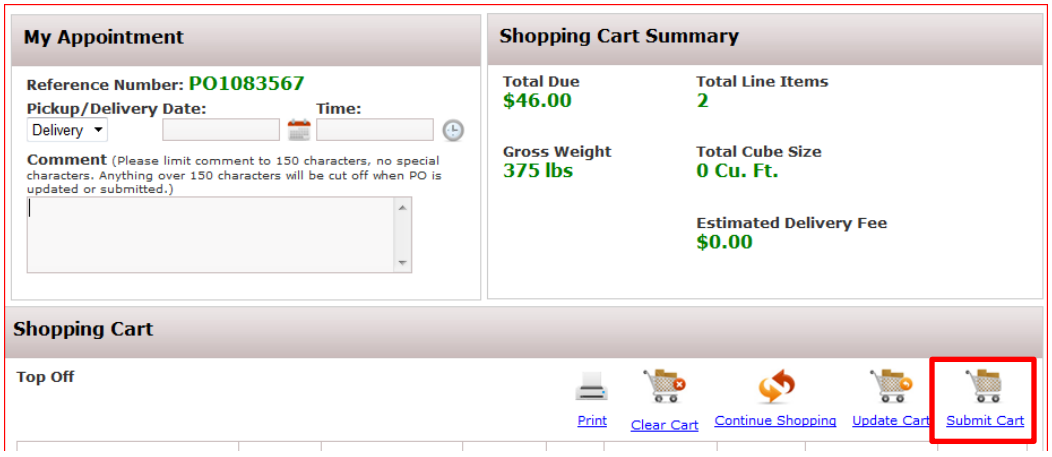

**Pickup –** Partners pick up online orders from the warehouse. Click on the calendar/clock to select a date and time.

**Delivery –** Partners select the day they would like their order delivered. Please note that we can only deliver an order if it is *over $250.00*. There is a *$65 delivery fee* that will be added to your invoice.

All delivery appointments are listed as 2pm. However, that is **NOT** the time the delivery will be made. Delivery times vary depending on daily staffing and routes.

**Please add a point of contact Name and Phone Number in the Comment Section so the driver has it available. If you would like the driver to call you in route, please request that as well. **

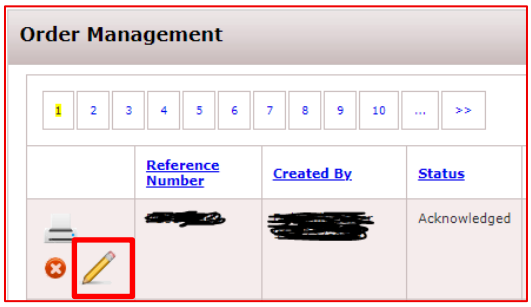
3. Once you've selected your date and time, please be aware that you **MUST** click **SUBMIT CART** or your order will not be processed and sent to Second Harvest.



**Please note:**

1. All orders must be placed at least two (2) business days in advance.
2. The calendar opens for appointment scheduling nine (9) calendar days out. Please plan accordingly.
3. "*Clear Cart*" will empty the contents of the cart (although this will not be visibly empty until you update the cart).
4. "*Continue Shopping*" will take you back to the Shopping List.
5. "*Update Cart*" will accept any changes to quantity made from this screen.
6. **"*Comment*"** – Use this section to add any notes for Second Harvest staff regarding your order
   (i.e. Requesting additional items, delivery instructions, etc.)
7. Second Harvest must accept your order after submitting. You will receive an email confirmation once it has been accepted. If you have not received the confirmation email within one business day, please contact your Agency Coordinator.

**4. Editing Orders / Checking Order Status**




- Under **Order Management** you will be able to review the status of your order
- Click on the pencil icon to edit or change your order**.** You will need to hit the "*Submit Cart*" icon again or your edits will not be saved.
- Orders are "*Released*" to the Food Bank two (2) business days prior to appointment date. At that point, when there is no pencil icon showing, edits can NOT be made to the orders.
- Cancellations or reschedules must be done with at least 2 business days' notice. Failure to show up for ANY appointment or cancel less than 2 business days will result in a **$35 cancellation fee**.
- If you have need to change or cancel ANY appointment within the two (2) business days window, please call your Agency Coordinator.
- Agencies may **NOT** add another appointment on the same day as opposed to updating an existing order as this blocks appointment slots for other agencies.

  ***Blocking multiple appointment slots could result in a **$35 duplicate order fee**. ***

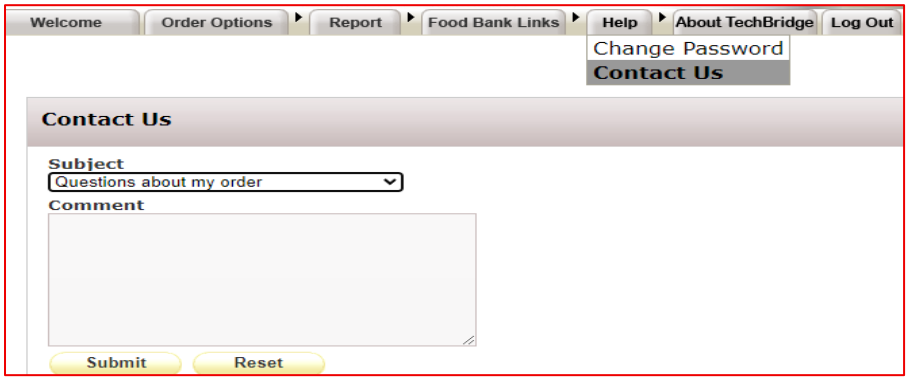
## 5. Schedule Shopping Appointment




1. If your agency wants to **ONLY** shop the Market Place
    - Select Shopping List
    - Select "**For Shopping Appointments Only**" and enter "1" for the quantity
    - Click "**Add to Cart"** button located at the top or bottom of the page
    - Click on the calendar/clock to select a date and time for shopping appointment
    - Click on "**SUBMIT CART**" to finalize appointment

## 6. Need Help?

Click "Contact us" under the help tab to send a message to Second Harvest staff or contact your Agency Relations coordinator directly.

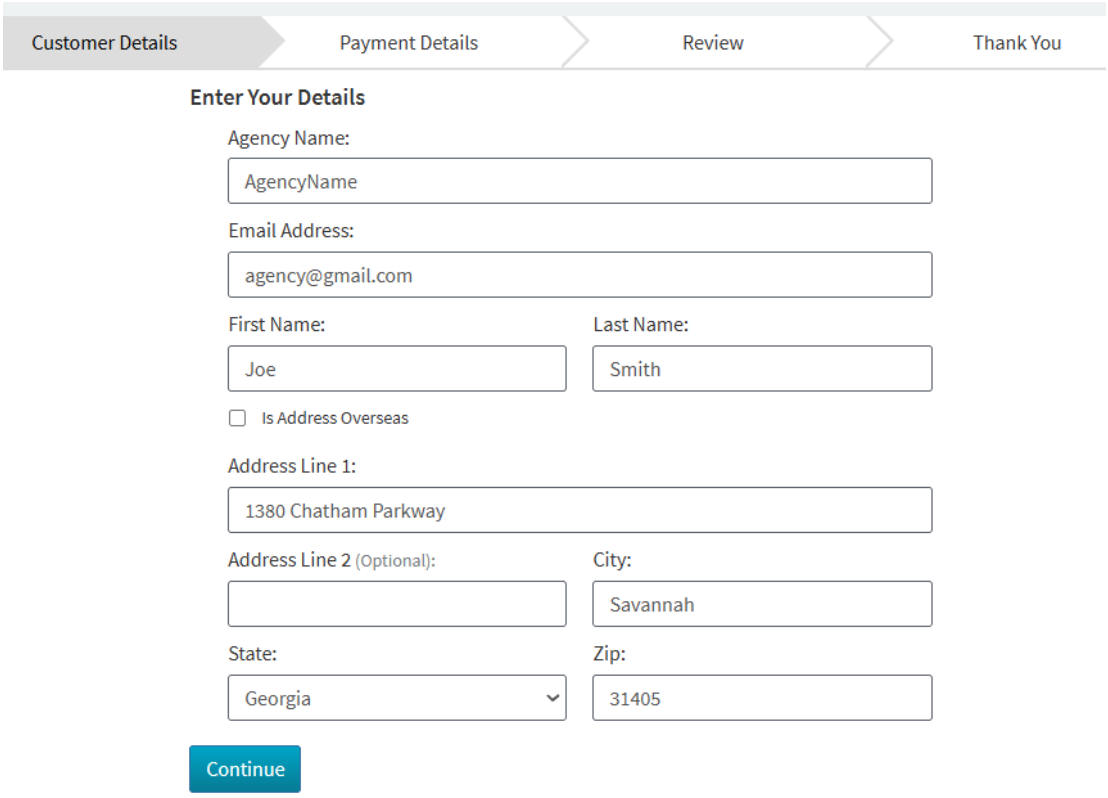


# Online Payments




- You can process payments online via ACH withdrawal or debit/credit card. The bank account/card must be in the name of your Agency.
- Once logged into Agency Express, you will move to hover your cursor over Food Bank Links, and a drop-down menu will appear.
- One of the items on the menu will be the *Agency Payment Portal,* and clicking this link will open the portal in your web browser.

## Entering the Customer Details

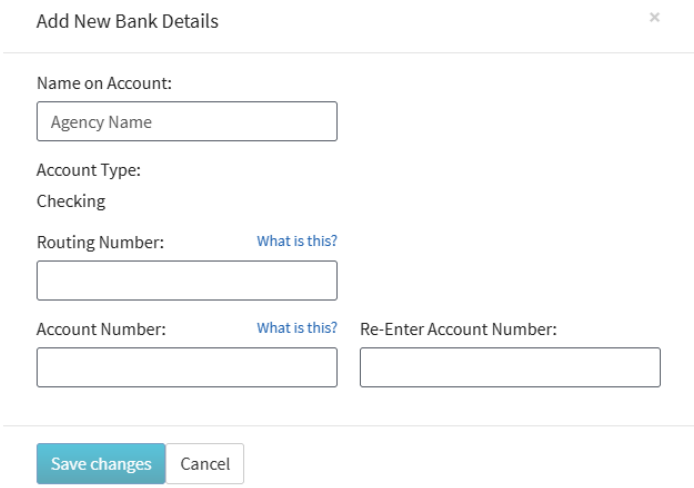



- When entering your **agency name**, you will <u>not</u> be able to add spaces between each word (ex. HappyHarvestFoodPantry).
    - ***Please enter your agency's name as it is registered with SHCG and reflected on your invoices/statements, so that your payment will be correctly applied to your account.***

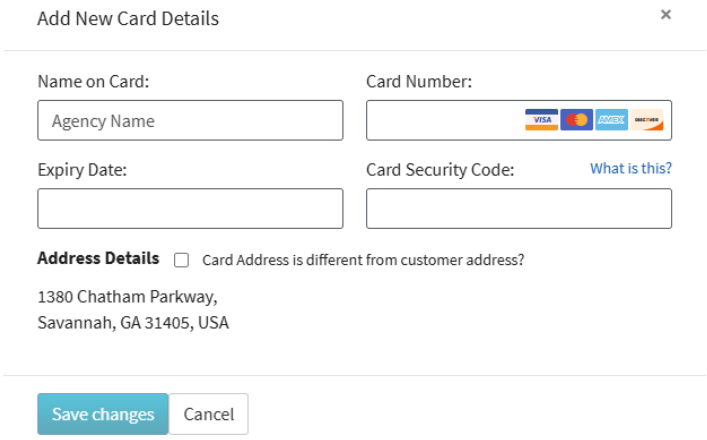
- The **email address** provided on this screen will be the email address that will receive the payment receipt.
- The **personal name** provided on this screen should be the name of the person making the payment.
- The **address** provided on this screen should be the billing address associated with the card or bank account.

## Adding Payment Method

### *ACH Payment*

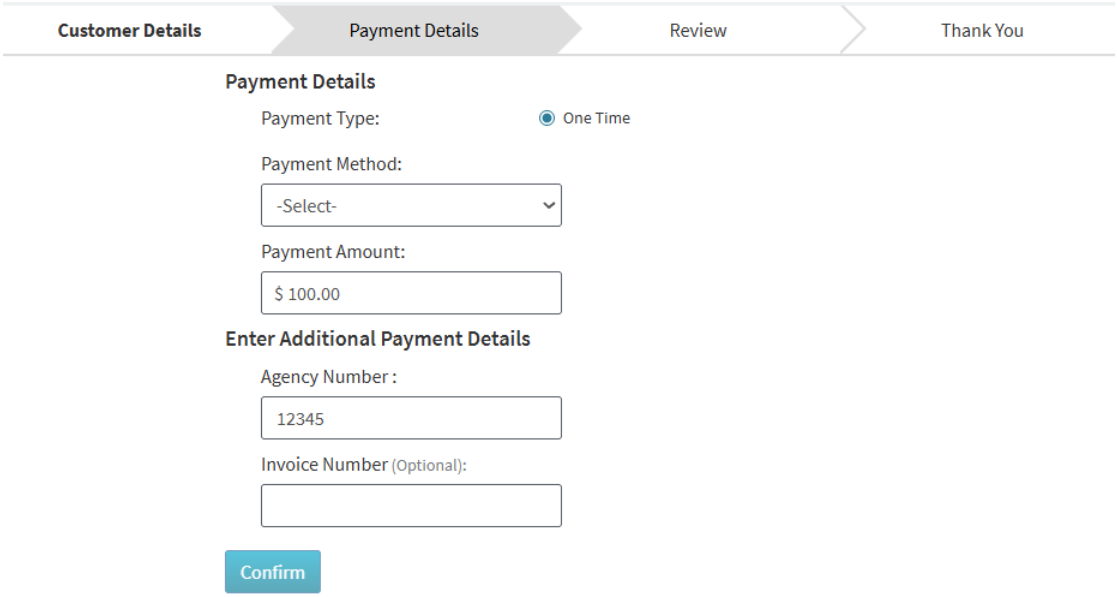



### *Card Payment*



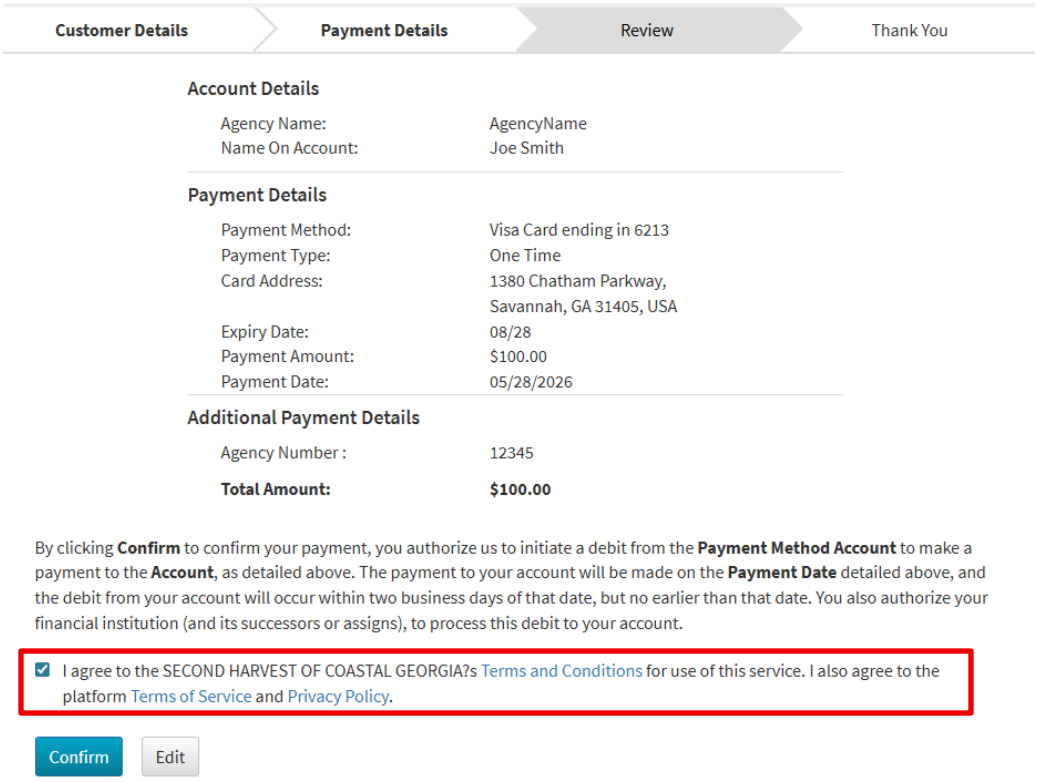
- After moving forward to the payment details page, you will need to **select a payment method** and add your bank account details for ACH payments or your card details for card payments.

**Entering Payment Details**




- After entering the **payment method** details, you will provide the **payment amount** for this transaction.
    - *If paying with a card, you **DO NOT** need to calculate the 3% service fee as the payment platform will automatically calculate it for you.*
- Please ensure that you provide your **agency number** (ex. 12345) with each transaction to ensure the payment will be correctly applied to your account.
- Providing an **invoice number** is not required: If you would like to provide the invoice number that the payment should be applied for, you will need to provide it with numbers only and without any characters.
    - *For example, invoice AI-12345-1 would be listed as 123451 on the line.*
    - *Payments processed without invoice numbers being provided will follow our regular practice of being applied to the oldest invoices first. Payments made that are larger than the current balance will be applied to the agency account as a credit.*
- We will not allow recurring payments to be made for agency payments at this time. **One-time** payments will be the only payment type provided.

# Reviewing and Processing Payment



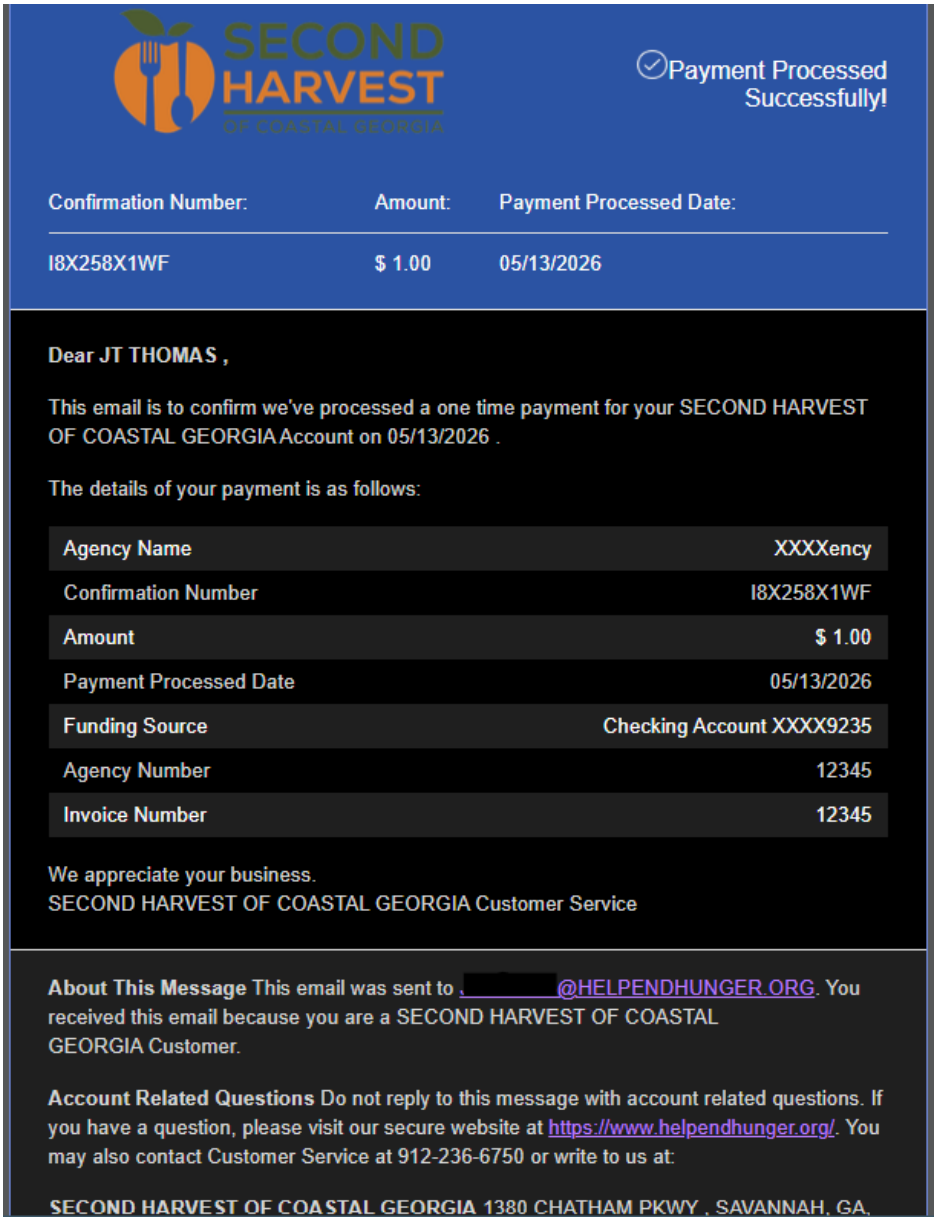

- The last step is to review all details entered and agree to the terms and conditions for the use of the payment platform before submitting your payment.
    - *Click the box at the bottom of the screen to agree to the terms and conditions.*

Payments will be processed by our bank Monday – Friday. Payments made after 7 pm will be processed on the following business day.

Payments that have been successfully processed by our bank will be posted to your agency account within 1-2 business days.

*Returned payments due to insufficient funds will result in a $35 returned payment fee.*

# Emailed Payment Receipt



SECOND HARVEST OF COASTAL GEORGIA

Payment Processed Successfully!

| Confirmation Number: | Amount: | Payment Processed Date: |
|---|---|---|
| I8X258X1WF | $ 1.00 | 05/13/2026 |

Dear JT THOMAS ,

This email is to confirm we've processed a one time payment for your SECOND HARVEST OF COASTAL GEORGIA Account on 05/13/2026 .

The details of your payment is as follows:

| | |
|---|---|
| Agency Name | XXXXency |
| Confirmation Number | I8X258X1WF |
| Amount | $ 1.00 |
| Payment Processed Date | 05/13/2026 |
| Funding Source | Checking Account XXXX9235 |
| Agency Number | 12345 |
| Invoice Number | 12345 |

We appreciate your business.
SECOND HARVEST OF COASTAL GEORGIA Customer Service

**About This Message** This email was sent to , [redacted]@HELPENDHUNGER.ORG. You received this email because you are a SECOND HARVEST OF COASTAL GEORGIA Customer.

**Account Related Questions** Do not reply to this message with account related questions. If you have a question, please visit our secure website at https://www.helpendhunger.org/. You may also contact Customer Service at 912-236-6750 or write to us at:

SECOND HARVEST OF COASTAL GEORGIA 1380 CHATHAM PKWY , SAVANNAH, GA,

A receipt will be emailed to the email address provided under the customer details page after the payment has been submitted.

*The receipt will be sent by shcg@billerpayments.com.*

Check your spam folder if you do not receive the emailed receipt within 24 hours of payment submission. If you still have not received your receipt, please contact our Agency Relations team for assistance.

# Monthly Service Report

Agencies are required to submit a Monthly Service Report (MSR) of activity to Second Harvest. The MSR is due by the 5th of each month. If you fail to submit your totals by the 5th you will be able to submit them in the "Late" report that will be available from the 6th – 15th. If there were no distributions completed for a specific month, you should still submit an MSR reflecting zeros for your activity.

***Failing to submit your MSR by the 16th will result in the account being placed on a hold status. You will have to notify your Agency Relations Coordinator once your report has been submitted for them to release your account hold.**

## Directions for Submitting MSR Online

Log into Agency Express using your log in credentials and go to the "Food Bank Links" tab as shown below. There you will see the monthly service reports that are currently available. Please select the appropriate report to complete.




**ALL partner agencies are required to complete Section I in its entirety as well as the following sections (II – IV) that correlate to your specific feeding program.**

**Section I: Total individuals receiving ANY food assistance** (If you serve backpacks, enter total numbers under children under 18 field. If you serve congregate meals, enter total numbers under Individuals 18-64 field.)

**Total households receiving ANY food assistance** – Each household only counted once per month – unduplicated (Count backpacks and meals served as one household)

Complete all other sections as applicable to your feeding program:

**Section II: Food Pantry –** Number of households receiving food (USDA & non-USDA)

**Section III: Backpack Program –** Number of backpacks distributed (USDA & non-USDA)

**Section IV: Congregate Feeding –** Number of meals served (USDA & non-USDA)

**Section V: GNAP –** complete only if/when you distribute GNAP product

When you have completed the report, you will need to hit the SUBMIT button at the bottom of the page. **If you do not SUBMIT…. we do not get the report!**