Welcome to River Bend Foodbank’s online ordering system! This ordering system allows users to:

- view up-to-the-minute inventory lists
- place an order
- schedule a pick-up
- receive order confirmation
- submit monthly reports
- access agency invoices and statements

This manual is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information that are needed every time a user logs into this system. We encourage you to write that information into this manual and keep this in a safe and convenient location.

Agency log in information, you will need this information every time you wish to log into the system:

- Web Address: https://orders.riverbendfoodbank.org
- Agency Ref: ________________
- Username: ________________
- Password: ________________

We are excited to launch this project and look forward to serving you more efficiently through online ordering.

River Bend Foodbank
(563)345-6490
riverbendfoodbank.org
GETTING STARTED – LOGGING IN

Go to riverbendfoodbank.org and click on Agency Zone. From there, select Online Ordering to take you to the login screen.

The login screen as it will appear after clicking the link. Enter your Agency Reference, Username and Password. Your Agency Ref, Username are the same (Hint: 5 digit agency number) and Password are attached on a separate document. Should you forget either your Agency Ref, Username or Password, please contact Bob Evans at bevans@riverbendfoodbank.org or Chelsea Noble at cnoble@riverbendfoodbank.org.
ORDER ENTRY

ALL ORDERS MUST BE PLACED ONLINE. THE FOODBANK DOES NOT ACCEPT PHONE, FAX OR MAIL ORDERS.

You will now be logged into your agency home page. Please check the home page when you log on for messages from River Bend Foodbank. From this screen, place an order by clicking **Order Entry**.
SCHEDULING – PICK-UP

River Bend Foodbank

Choose your Shipping Option Method. If you are picking up your order choose your pick-up Location. The system will default to the first available pick-up date. To choose another day, click the calendar icon to view what is available and select your desired pick-up date.

After the date has been selected you will use the drop down arrow in Time to choose your pick-up time. Only available pick-up dates and time slots will appear as options. If a pick-up date or time is not shown, that time is not available to schedule. **Note: River Bend Foodbank is open Weekly Monday through Friday from 8:00am – 2:00pm.**

Once your date and time have been selected and you have moved off of this page, no changes can be made. If you need to change or correct your pick-up date or time, please call River Bend 563-345-6490 ext. 207 to have a correction made. After you have scheduled your pick-up appointment, click Continue to begin selecting your products. **Note: We are now honoring the time selected therefore please try to be prompt.**
SCHEDULING – PICK-UP

St. Stephens

Choose Pickup as the Shipping Option Method. Your pick-up warehouse will always be St. Stephens, regardless of the pick-up location you choose. The system will default to the first available pick-up date, which represents the date the order is available to ship to St. Stephens.

<table>
<thead>
<tr>
<th>Order Day (by Noon)</th>
<th>Earliest Pick-up Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Saturday/Sunday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Monday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Monday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Monday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Monday</td>
</tr>
</tbody>
</table>

Week day holidays (Monday through Friday) will push the “Order Day” to the next foodbank business day.

Click the calendar icon to select an available pick-up date. Only available pick-up dates and time slots will appear as shipping options. If a pick-up date or time is not shown, that date/time is not available to schedule. If you choose a date and time before the earliest pick-up day provided in the matrix, your order will not be available.
St. Stephens is open

- Monday and Tuesday from 8:00am – 4:00pm
- Wednesday, Thursday and Friday from 8:00am – 12:00pm

Once your date and time have been selected and you have moved off of this page, no changes can be made. If you need to change or correct your pick-up date or time, please call River Bend 563-345-6490 ext. 207 to have a correction made. After you have scheduled your pick-up appointment, click **Continue** to begin selecting your products. **Note:** We are now honoring the time selected therefore please try to be prompt.
SCHEDULING – DELIVERY

River Bend Foodbank

Choose your Shipping Option Method. To choose another day, click the calendar icon to view what is available and select your desired pick-up date.

After the date has been selected you will be required to use the drop down arrow in Time to choose a delivery time in order to continue. **Important:** The delivery routes are fixed scheduled day. Even though you are required to enter a time slot, your order will still be delivered on your scheduled day according to our delivery routes. The time you enter here will not be the time it is delivered.
A variety of sort options are available when viewing the shopping list. Any column with a star ★ can be sorted by double clicking the column name or clicking the star to get a list of the categories, in this example, Type. The Search box can be used to find specific products, such as cereal, in inventory by typing “cereal” in the Search box. When you are ready to place your order, simply enter the number of desired cases in the Quantity (Qty) box.

As you enter items the total weight and total cost adjusts, giving you an instant snapshot of how much your order is. You can view your cart using the View Cart button.

This screen has an option available to print the entire inventory by clicking Print Shopping List. Since the shopping list is tied to our inventory that updates with each order submitted it will be accurate only until the next order is submitted by an agency.
Additional product detail information can be found for an inventory item by clicking on the reference number (REF).

Click Close when you are finished.
ORDER ENTRY ERRORS

This example shows a quantity placed that exceeded the available amount. There were only 6 available and when 7 was entered the box became pink indicating an error. If the error is not corrected, this message will appear when an attempt is made to move to another page or view your cart. You will not be able to continue until the correction is made.

Moving too quickly between items and not hitting “ENTER” when ordering quantities will result in the items not being placed in your cart. You must be sure the quantity ordered shows up in the Qty column before moving to the next item.

Please remember that the shopping cart empties out 12 hours after an order has been started if it has not been submitted. You may continue to add product and delete product from the cart within 12 hours of starting the order.
FINALIZING YOUR ORDER

To finalize your order, click View Cart. On this page you will be required to enter your name, telephone number and email address (Note: if you incorrectly enter the email address no confirmation will be sent), NOT the agency information. Add any instructions specific to your order in the Comments field. If you find you need to add to this order BEFORE submitting, click Shopping List to return to your order detail. When you are satisfied with your final order, click Checkout to submit.

You must click Checkout or your order will NOT be submitted to the River Bend Foodbank.
After clicking **Checkout**, this message will appear. If you do not receive this message, your order has **NOT** been submitted to River Bend Foodbank for review. Be certain that you click **Checkout**.

If you click **here** a PDF will be downloaded. Click to open for review or printing.

Once an online order has been received and reviewed by River Bend Foodbank, you will receive a confirmation message to the email address listed. The order has been scheduled and will be available for pick-up on the date and time on the email message.

**Warning:** If you do not receive an email message, please review the steps and call the Foodbank at 563-345-6490 ext. 207 as your order may not have been submitted.
PREVIOUS ORDER SUMMARY

The Orders tab at the top of the page shows all orders that have been placed. A Yes, in the Reviewed column indicates that your order has been received and reviewed by the River Bend Foodbank.

Double clicking on any order will bring up a summary screen. Use this to print a copy of your order if you desire.
ENTERING MONTHLY AGENCY REPORTS

All monthly agency reports must be submitted through the online ordering system, this is the only option available. The Statistics tab is where you will submit your reports. Current policy requires agency reports to be up to date. If your agency is missing reports you will not be allowed to place an order.

Click Enter Statistics to begin entering your monthly agency statistics.

As soon as any missing reports are entered, you will immediately be able to place an order.
Click on the **month** and **year** for which you are reporting; otherwise your statistics will not be recorded. For example, to report October statistics you would enter October and 2016.

**Onsite meals** are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc. Onsites are required to complete the **Total number of Meals served**.

**Food pantries** are required to report the number of pantry households and pantry individuals served for the month under **Quantity**. It is not necessary for pantries to complete the Meals and People under the date.

Click **Submit Statistics** when your monthly entry is complete. If any statistics have been entered incorrectly, you will need to email Bob Evans at bevans@riverbendfoodbank.org or Chelsea Noble at cnoble@riverbendfoodbank.org to correct or change them.
The **My Docs** tab has 2 sub-tabs. One contains your monthly statements; the other one contains all invoices.

Double clicking any invoice listed will bring up a copy of that invoice. **Your statements are always available to you here.**
AGENCY INFORMATION

From the main Home page you are able to access information specific to your agency by clicking on My Agency.

Agency Info tab

 Displays general information regarding your agency, including your balance and the last paid date. It is important to note that the information in these tabs cannot be changed online. The information is imported from the master agency file. Any requested changes or corrections need to be emailed to Bob Evans at bevans@riverbendfoodbank.org or Chelsea Noble at cnoble@riverbendfoodbank.org.
**Locations tab** Displays all the locations and their type that is currently on file.

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill To</td>
<td>River Bend Foodbank</td>
<td>4010 Kimmel Drive</td>
<td>Davenport</td>
<td>IA</td>
<td>52802</td>
</tr>
</tbody>
</table>

**Contacts tab** Displays all the agency contacts on record.

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Phone</th>
<th>Ext.</th>
<th>E-mail</th>
<th>Authorized?</th>
<th>Can Pickup?</th>
<th>Can Order?</th>
<th>Food Safety Cert?</th>
<th>Food Safety Cert?</th>
</tr>
</thead>
<tbody>
<tr>
<td>POL Order</td>
<td>Bob Evans</td>
<td>317 674</td>
<td>5892</td>
<td><a href="mailto:bevans@riverbendfoodbank.org">bevans@riverbendfoodbank.org</a></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Hours tab** Displays all the hours for the days of the week.

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>Monday</td>
<td>8:00 - 2:00</td>
</tr>
<tr>
<td>Tuesday</td>
<td>8:00 - 2:00</td>
</tr>
<tr>
<td>Wednesday</td>
<td>8:00 - 2:00</td>
</tr>
<tr>
<td>Thursday</td>
<td>8:00 - 2:00</td>
</tr>
<tr>
<td>Friday</td>
<td>8:00 - 2:00</td>
</tr>
<tr>
<td>Saturday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

**Open AR (Accounts Receivable) tab** Displays any order with a balance greater than or less than $0. To view the details of an order, click the respective row.
**Service Info tab** Displays several charts regarding your agency. The information pertains to the categories of the food that you've ordered as well as the statistics you have submitted.

A great snapshot of your agency’s service with easy to read graphs. An excellent tool for reporting to Boards, Members, etc. It is also a good tool for fundraising requests.

We hope you will find the online ordering system to be an efficient and effective tool for your agency and should you have any questions or comments, please do not hesitate to email Bob Evans at bevans@riverbendfoodbank.org or Chelsea Noble at cnoble@riverbendfoodbank.org.
The IL DHS TEFAP Commodity orders will now be available to view online through the ordering system after the 25th of each month. If the 25th falls on a weekend the orders will be available to view by the following Monday. In the event IL DHS TEFAP shipments are delayed orders may be added to when TEFAP product(s) become available.

When you first login please click on the “Order” tab in the upper left corner.

Once the order tab is open look for an “open” order and click on the number.

As you can see in the screen shot below you will be able to see the IL***** items and quantities being allocated. I would also note you will also be able to know the date that the delivery will be made to you location.