



**FOODBANK**  
OF IOWA

*Alleviating hunger through  
food distribution, partnership  
and education.*



## Backpack Ordering and Reporting Manual

Welcome to the Food Bank of Iowa's online ordering system! This ordering system allows users to:

- place an order;
- schedule a pick-up or delivery
- receive order confirmation;
- submit monthly reports

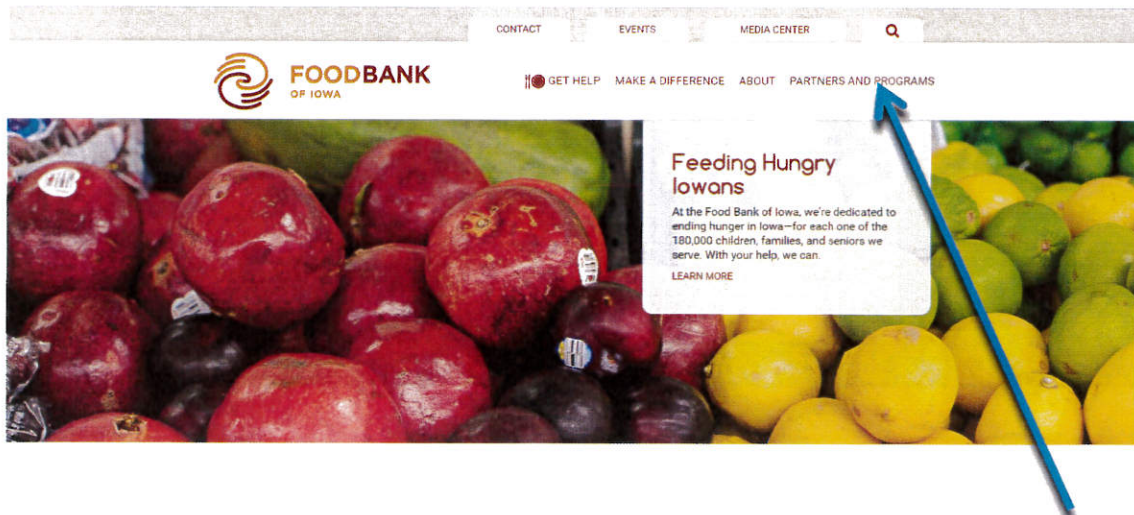
This manual is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information that are needed every time a user logs into this system. We encourage you to write that information into this manual and keep 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. **Please note that the Agency Reference number and Username are the same.**

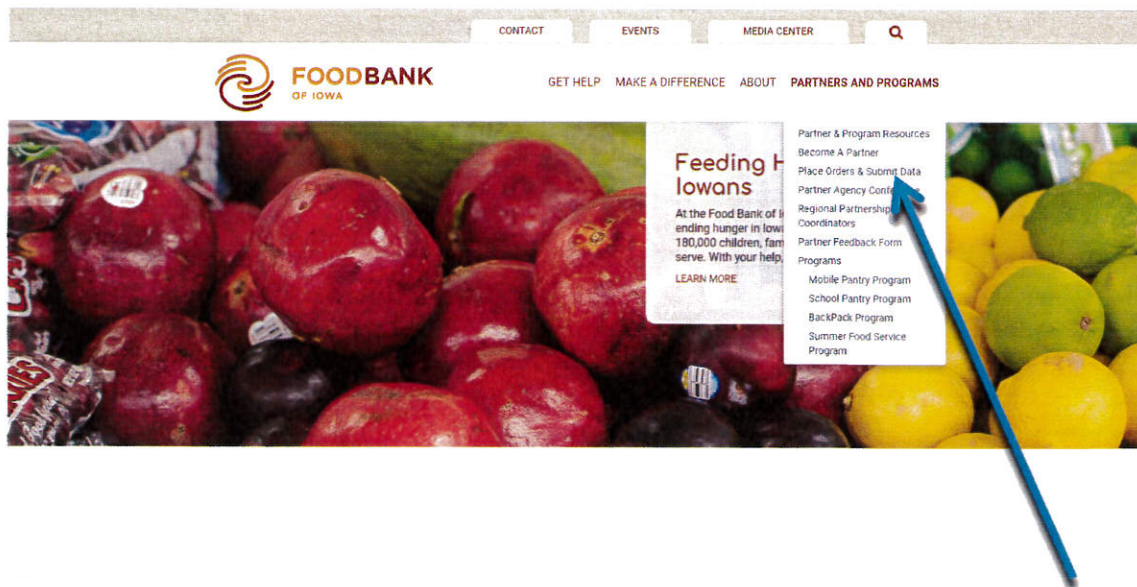
- **Web Address:** [www.foodbankiowa.org](http://www.foodbankiowa.org)
- **Agency Ref:** \_\_\_\_\_
- **Username:** \_\_\_\_\_
- **Password:** \_\_\_\_\_

## GETTING STARTED – LOGGING IN

Go to [www.foodbankiowa.org](http://www.foodbankiowa.org) and locate **Partners and Programs** at the top of the home page.

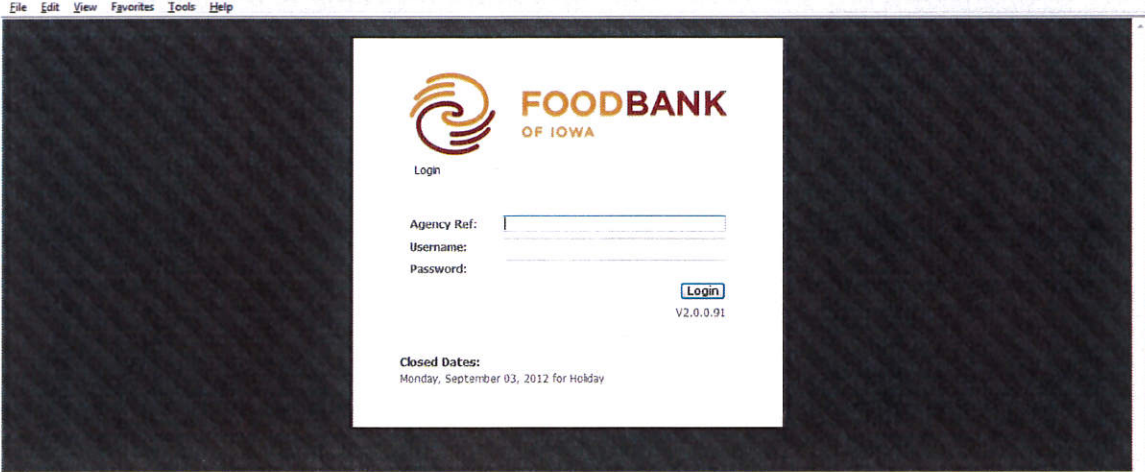


Hover on **Partners and Programs** and click on **Place Orders & Submit Data**.

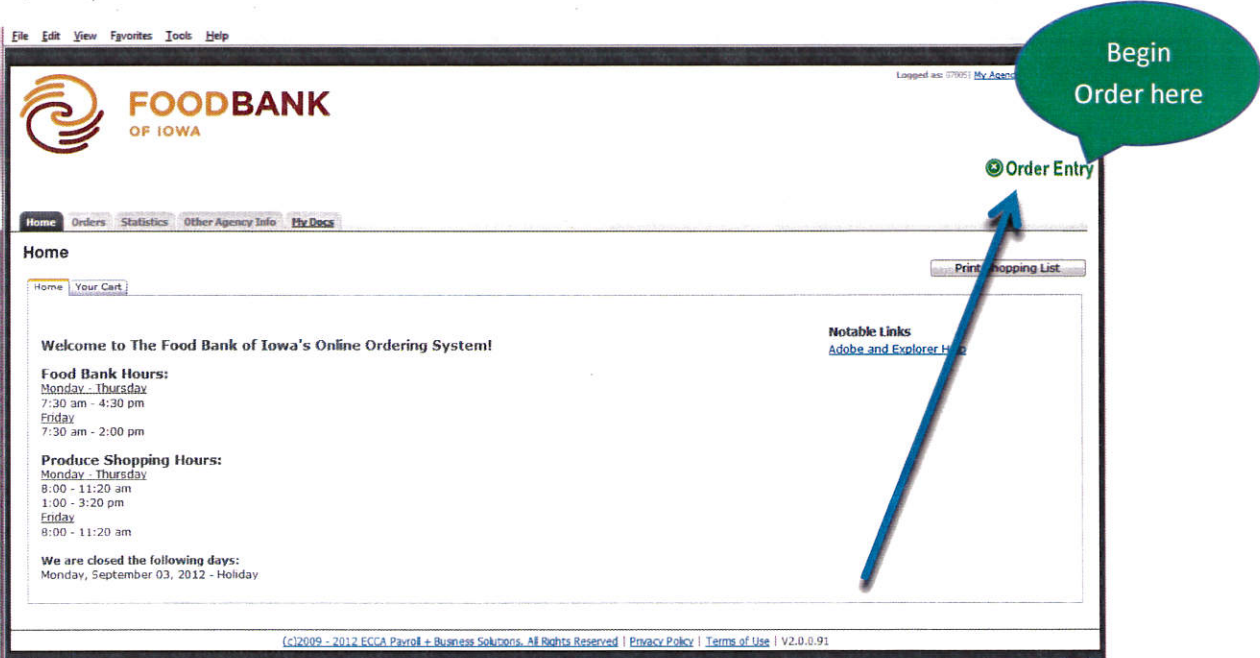




The login screen as it will appear after clicking the link is below. Enter your **Agency Reference**, **Username** and **Password**. The **Agency Reference** must be entered with a zero at the beginning of your four digit agency number. Should you forget either your **Username** or **Password**, please contact your Regional Partnership Coordinator.

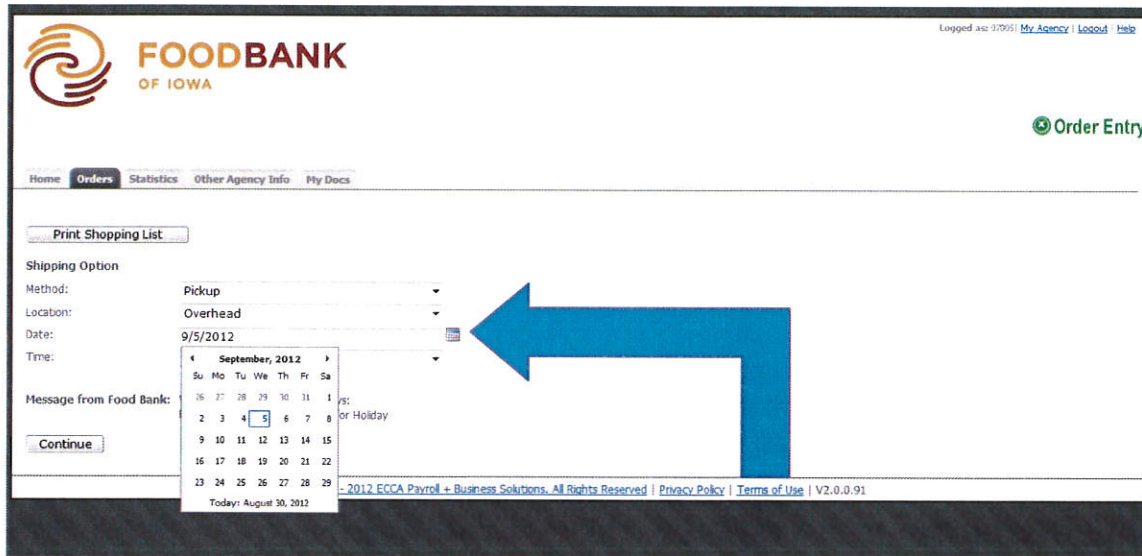


You will now be logged into your home page. Please check the home page when you log on for messages from the Food Bank of Iowa. From this screen, place an order by clicking **Order Entry**.

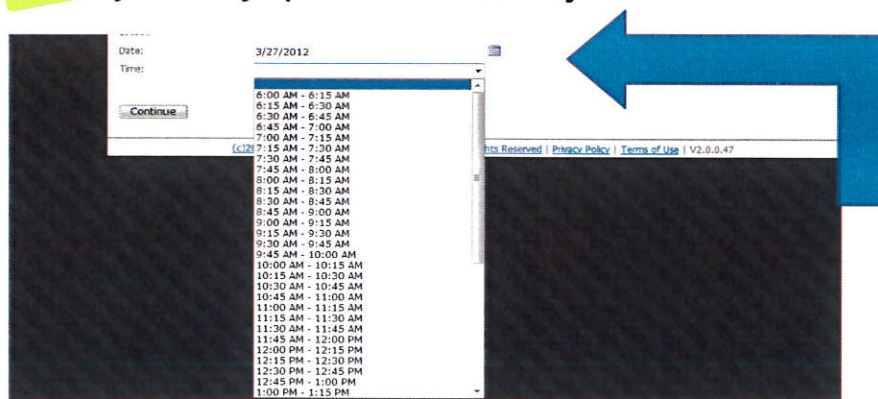


## SCHEDULING

The **Shipping Option Method** and **Location** will automatically populate based on your master agency file. Do not change the default entries unless you are a delivery agency choosing to pick up in Des Moines. The system will default to the first available pickup date. To choose another day, click the calendar icon and select your desired pickup date. **If you are on a delivery route, please look at the delivery schedule with the set times for delivery and choose the appropriate date listed on the schedule.**



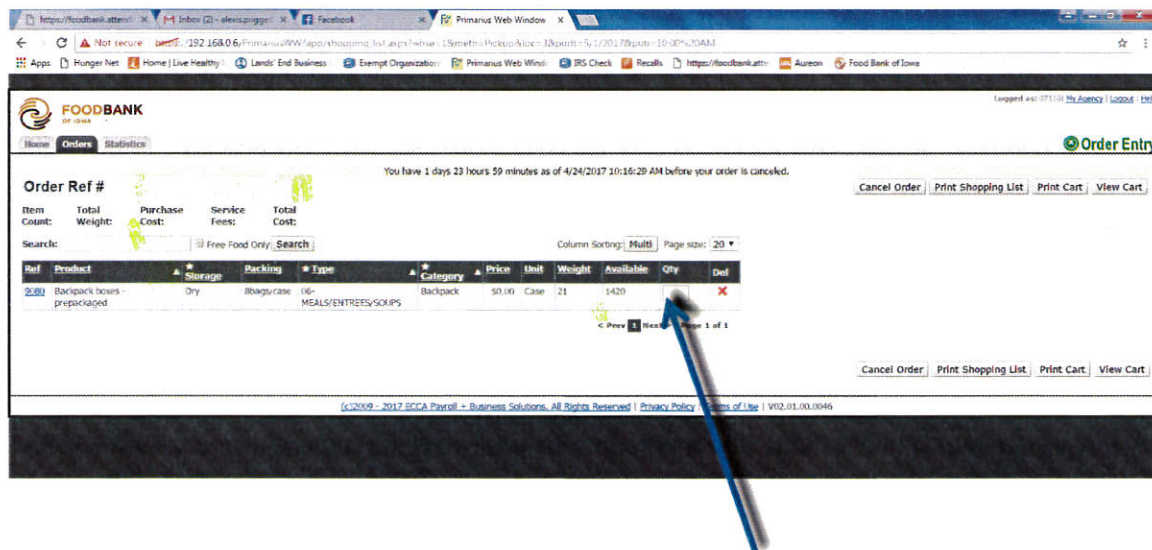
After the date has been selected you will use the drop down arrow in **Time** to choose your pickup time. If a pickup date or time is not shown, that time is not available to schedule. **Note: the Food Bank of Iowa closes at 2:00 PM on Fridays. The last pickup appointment on Fridays is 11:20 AM. If you are on a delivery schedule, the time you select is irrelevant, but you still need to choose one. If on a delivery you will be emailed the estimated time of delivery two days prior to the delivery date.**



Once your date and time have been selected and you have moved off of this page, no changes can be made, unless you cancel and start over. If you need to change or correct your pickup date or time, use the **Comment** box (referenced on Page 8) or give us a call. After you have scheduled your pickup appointment, click **Continue** to select your backpack boxes.

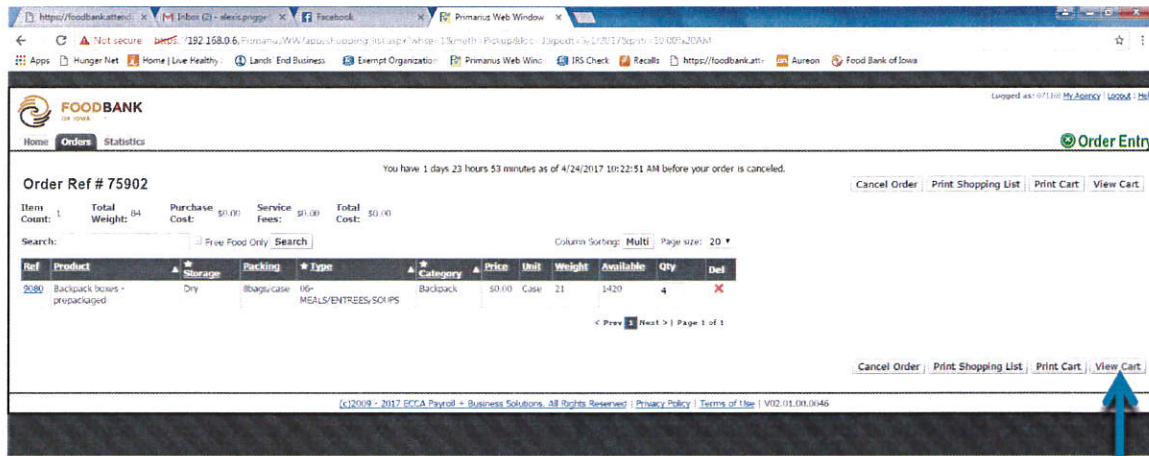


After clicking continue, you should see the screen below. In the **Qty** box you will type the number of cases you want to receive. \*\*\*\*Please Note that Backpack sacks come in cases, there are 8 sacks to a case, if you type the Qty as 4, you will receive 32 sacks\*\*\*\*





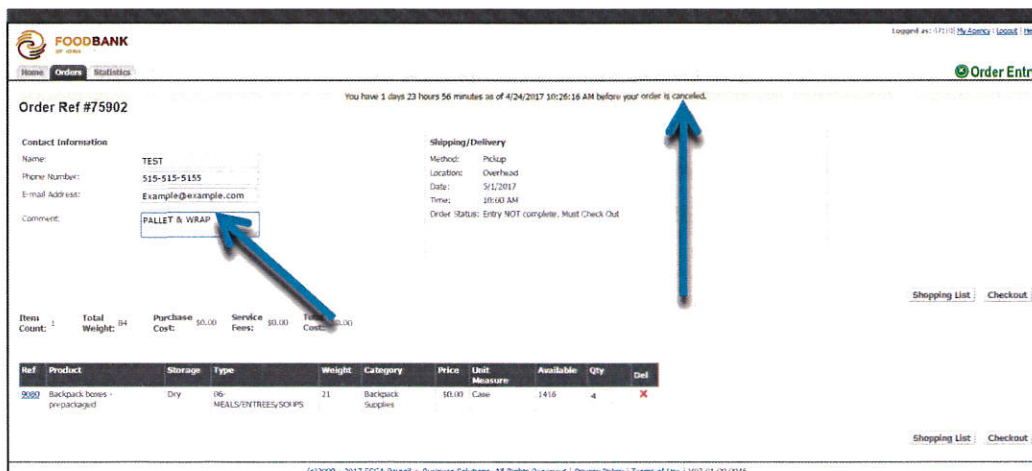
Once a quantity has been selected, click on **“view cart”** on the bottom of the page and ignore the other boxes.



To finalize your order, you will be required to enter your **Name, Phone Number, Email Address**, and any comments. Please ensure the person making the order enters their own information in these fields.

Add any instructions specific to your order or notes to change/correct your pick-up appointment in the **Comments** field. Please also indicate here if you want your order to be **Pallet & Wrapped**, meaning it will be directly fork lifted into your vehicle or **Hand Load** if you want to load it yourself.

Notice also that your order is not complete here, at the top of the page there should be a message that reads **“entry is not complete until you check out”**, this message is showing you that you have 48 hours to complete this order before the system cancels it out.



To complete your order, locate the “**Check Out**” box at the bottom of the page, and click there. Do not use the “Shopping List” box.

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Home Orders Statistics

Order Entry

Order Ref #75902

You have 1 days 23 hours 56 minutes as of 4/24/2017 10:26:16 AM before your order is canceled.

Contact Information: Name: TEST, Phone Number: 515-515-5155, E-mail Address: Example@example.com, Comment: PALLET & WRAP

Shipping/Delivery: Method: Pickup, Location: Overhead, Date: 5/1/2017, Time: 10:00 AM, Order Status: Entry NOT complete. Must Check Out

Item Count: 1, Total Weight: 54, Purchase Cost: \$0.00, Service Fees: \$3.00, Total Cost: \$3.00

| Ref  | Product                      | Storage | Type                    | Weight | Category          | Price  | Unit Measure | Available | Qty | Del |
|------|------------------------------|---------|-------------------------|--------|-------------------|--------|--------------|-----------|-----|-----|
| 5080 | Backpack boxes - prepackaged | Dry     | 16- MEALS/ENTREES/SOUPS | 21     | Backpack Supplies | \$0.00 | Case         | 1416      | 4   | X   |

Shopping List | Checkout

Shopping List | Checkout

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After clicking on the “**Check Out**” box, you should see the following screen below. If you do not receive this message, your order has NOT been submitted to the Food Bank of Iowa for review.

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Home Orders Statistics

Order Entry

Order Ref #75902

Thank you! Your order was successfully submitted.

Click [here](#) for a PDF summary of your order.

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If you see the above message, you have successfully completed your order, and a confirmation email will be sent to the contact on file. If you do not receive a confirmation email, please contact the Food Bank of Iowa, as your order may not have been received. If you have any questions throughout this process, or are not sure if your order went through. Please call your RPC or Alyssa Bear at 515-867-2896.