

As we discussed in our Annual Agency meetings last year, as of February 1, 2014 there will be no more “standing appointments” for Agencies who come to the Food Bank to pick-up orders or shop in reclamation. This will eliminate the need to call me for appointments. Once you sign in to Agency Express and go to “Scheduler”, the available appointment times and dates will be displayed. Remember also that the times have been changed. We are now utilizing a 20 minute time grid starting at 8:30 a.m. (then the appointments will be 8:50, 9:10, 9:30, 9:50, 10:10, etc.). Our last appointment time will now be at 2:50 p.m. You will now be allowed 4 “Shoppers” in Reclamation.

Once a time slot has been reserved in Agency Express, that time slot will disappear from the grid.

This change will not affect those Agencies who have orders delivered.

If you want to set up an appointment to just shop “Reclamation”. The following will be the process:

- 1) Sign in to Agency Express
- 2) Go to “Scheduler”
- 3) “Reserve” your date and time
- 4) Go to the “Shopping List” and put the menu in numerical order (click the words “Item Number” at the top of the column)
- 5) Enter 1 in the quantity field for item #1010047 “Placeholder for Rec. shopping only”, (should be the first item on the menu)
- 6) Click “Add To Cart”
- 7) Go to “Check Out”
- 8) Re-confirm your date and time in the “Appointment” section
- 9) Click “Submit Cart”

Now you are done. The appointment time and date will now be transmitted to the Food Bank of Eastern Michigan.

As a result of this new schedule, you won’t need to show up 15-20 minutes early for appointments, since I will no longer be sending Agencies back “early” any more. Please show up 5 minutes prior to your appointment time.

You may set appointments 30 days into the future.

If you have any questions or problems, feel free to call me anytime.

This will be a year of many changes at the Food Bank of Eastern Michigan. Your understanding and cooperation is greatly appreciated.