

How to Report Service Statistics on AgencyExpress

To report Food Rescue collections please visit <https://mealconnect.org/>

For instructions on how to shop on AgencyExpress (SHH partners only) [click here](#)

To access shopping with The Food Group go to <https://www.thefoodgroupmarket.org/>

These four things are needed to log on and submit service statistics:

1. Username
2. Password
3. Program code in this format for SHH partners 0086PP1234-56 or The Food Group 0086PEFN1234. (If you are a partner of both SHH and The Food Group, please use your SHH program code.)
4. Your service statistics ready

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Terms used online and in these instructions:

- Surveys = statistics reporting form
- Report = tab where statistics surveys are located
- Survey Management = page for surveys that are due and already submitted
- My Surveys = statistics surveys current due or overdue (if applicable)
- My Responses = completed statistics surveys
- Start Date = Reporting month (example, July 1, 2020 is for stats in month of July)

**REMINDER: Statistics are due by the 10th of the following month.
For example, January's statistics are due by February 10th.**

Instructions

Logon to AgencyExpress website:

<https://www.agencyexpress3.org/AgencyExpress30/NewLogin.aspx>

Submissions to this site reports service statistics for both The Food Group and Second Harvest Heartland.



FEEDING AMERICA

AGENCYExpress®

Login

User Name:

Password: [Forgot Password?](#)

Program Code: [Forgot Program Code?](#)

Remember me next time.

Need to clear your username and program code? [Click Here](#)

Log In

TIP: If your agency has multiple programs each program will have its own program code. Users will need to log in separately for each program in order to report statistics.

All program codes start with **0086P** and end with your specific program number assigned by your food bank.

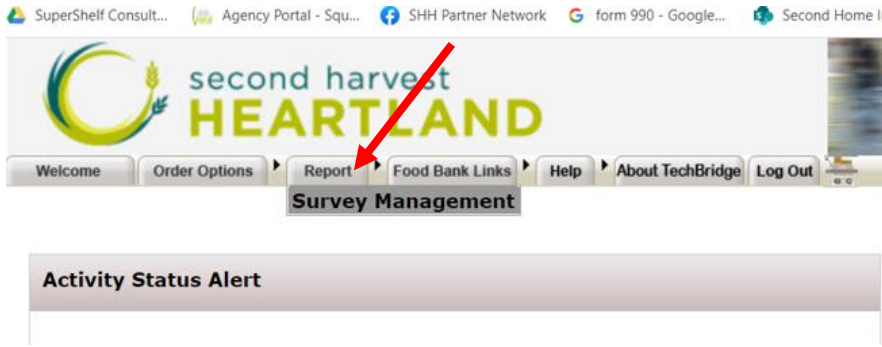
Logon information needed:

1. **Username** format is: firstname.lastname (*don't forget the dot*)
2. **Password** the temporary password for initial set up is change12. *Be sure to secure your account by changing the password – see page 8 for instructions.*
3. **Program Code** in this format for SHH partners 0086PP1234-56 or The Food Group 0086PEFN1234. (If you are a partner of both SHH and The Food Group, use your SHH program code.)

If you don't have all this information, please check with someone at your organization or contact Agency Services at orders@2harvest.org or 651-209-7990. If you are a partner of The Food Group only, please contact agency@thefoodgroupmn.org or 763-450-3860.

Report Statistics

1. Click the Reports tab and select Survey Management.



On the **Survey Management** page find a **Search** section at top, **My Surveys** section and finally the **My Responses** section.

2. **Go to the My Surveys section.** Find a list of any surveys that are due for this program. There may be multiple surveys listed. For example, surveys that are overdue, surveys that are currently due or coming due in future depending on the time of the month you are logging on.
3. **Click into those that are due (or overdue) and enter statistics by clicking the Submit link for each line.** (Note: You do not need to enter stats for months that are not due yet.)

Search

Start Date: 5/29/2020 End Date: Expiration Date:

Ref #: Title: CERES SurveyID: Requi -Sele

Search Clear

My Surveys

| | Ref # | Title | Start Date | End Date | Status |
|------------------------|-------|-------------------------------|------------|------------|--------|
| Submit | 3119 | Food Shelf Monthly Statistics | Jul 1,2020 | Aug 1,2020 | Active |
| Submit | 3118 | Food Shelf Monthly Statistics | Jun 1,2020 | Jul 1,2020 | Active |

My responses

No records found!

Troubleshooting: No records found? If you don't see surveys or responses, click the **Clear** button, then click the **Search** button.

Search

Start Date: 9/4/2020 End Date: Expiration Date:

Ref #: Title: CERES St

Search Clear

My Surveys

No records found!

Note: Look at the survey **Start Date** to determine the reporting month.

For example, July 1, 2020 is the survey for statistics in the month of July

REMINDER: Statistics are due by the 10th of the following month. For example, January's statistics are due by February 10th.

4. This is what the statistics survey for food shelves and other grocery distributions looks like. After entering your numbers, click submit. Repeat for any other surveys that are due or overdue. (Note: You do not need to enter stats for months that are not due yet.)

Food Shelf Monthly Statistics

Food Shelf Service Statistics - This form reports for The Food Group and SHH. If your SHH shopping account is on hold, log out and log back in again after submitting to lift the hold. To shop with The Food Group, please go to thefoodgroupmn.org.

Household Regular Service number for first visit or service of the month. Enter zero if none. *

Adults 18-64 Regular Service first visit or service of the month. Enter zero if none. *

Child 0-17 Regular Service first visit or service of the month. Enter zero if none. *

Seniors 65 or over Regular Service first visit or service of the month. Enter zero if none. *

Pounds Regular Service total pounds for first visit or service of the month. Enter zero if none. *

Households Extra Service number of additional visits or services of the month. Enter zero if none. *

Adults 18-64 Extra Service additional visits or services of the month. Enter zero if none. *

Child 0-17 Extra Service additional visits or services of the month. Enter zero if none. *

Seniors 65 or over Extra Service additional visits or services of the month. Enter zero if none. *

Pounds Extra Service total for additional visits or services of the month. Enter zero if none. *

First time visits - unduplicated individuals served this month for the first time this calendar year. Start over in January for all visits *

Comments or explanation, if applicable



150 character limit in this box and writing more will cause your submission to fail. Please do not add questions for SHH or TFG here. [Contact your food bank with questions.](#)

You may notice that Holiday statistics have been removed. Please report holiday programming, if applicable, along with your other statistics. Please reach out to your Specialist with questions.

This is what the statistics survey for meal programs looks like. After entering your numbers, click submit. Repeat for any other surveys that are due or overdue. (Note: You do not need to enter stats for months that are not due yet.)



Meal Program Service Statistic

This form reports for The Food Group and SHH. If your SHH shopping account is on hold, log out and log back in again after submitting to lift the hold. To shop with The Food Group, please go to thefoodgroupmn.org.

Total unique individuals served without duplication *

Total meals served with duplication or not unique *

Total snacks with duplication or not unique if applicable *

Comments/explanation, if applicable

Submit



Verifying Statistics Submission

To verify your statistics have been submitted, please check the My Responses section on Reports/Survey Management.

second harvest HEARTLAND

Welcome | Order Options | **Report** | Food Bank Links | Help | About TechBridge | Log Out | Welcome jennifer.sheda - 0086PP230

Survey Management

Search

Start Date: 5/29/2020 | End Date: | Expiration Date: | Ref #: | Title: | CERES SurveyID: | Required: -Select All- | Search | Clear

My Surveys

| | Ref # | Title | Start Date | End Date | Status | Expiration Date | CERES SurveyID | Required |
|------------------------|-------|-------------------------------|------------|------------|--------|-----------------|----------------------------|----------|
| Submit | 3119 | Food Shelf Monthly Statistics | Jul 1,2020 | Aug 1,2020 | Active | Oct 31,2020 | 0086~00 FSHELF3 2020-07-01 | True |

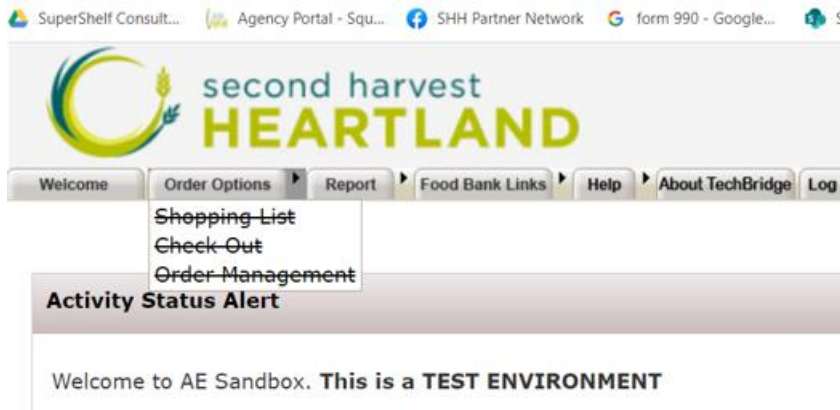
My responses

| | Ref # | Title | Start Date | End Date | My Response # | Submitted to Ceres |
|-------------------------------------|-------|-------------------------------|----------------------|----------------------|---------------|--------------------|
| View Your Responses | 3118 | Food Shelf Monthly Statistics | 6/1/2020 12:00:00 AM | 7/1/2020 12:00:00 AM | 1 | Successful |

Here submission and numbers can be verified. **To correct statistics that have already been submitted see page 8 for instructions.**

Shopping Hold and Overdue Statistics (for Second Harvest Heartland partners)

If statistics are overdue, the program is placed on an automatic hold from shopping. Statistics become overdue if not reported by end of day on the 10th. After your statistics are submitted you will be able to lift the hold by logging out and logging back in again.



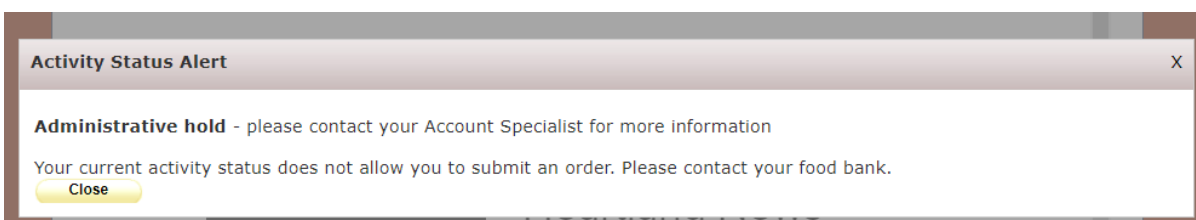
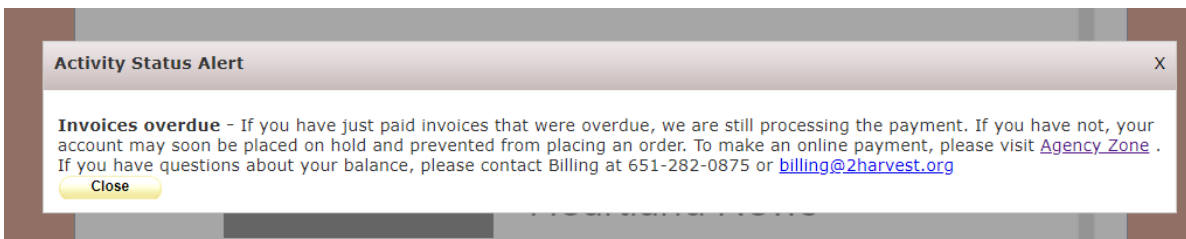
**After entering all overdue statistics, log out and log back in again to lift the hold.
(Having trouble? Check troubleshooting guide page 10.)**

*****If it doesn't work immediately, wait 3-5 minutes and try logging in again*****

Contact Agency Services at 651-209-7990 or orders@2harvest.org if you need assistance.

Note: Second Harvest Heartland partnered programs may also go on hold for overdue invoices or uncorrected compliance issues. Please review the Activity Status Alert pop up for more information or contact Agency Services.

Below are samples of Activity Status Alerts you may see after logging on. If you are on hold for overdue invoices, please contact Billing at billing@2harvest.org or 651-282-0875. For all other holds please contact your SHH Specialist or Agency Services.



Correcting Submitted Statistics

1. To correct statistics that have already been submitted click on the Report tab, then Survey Management. Go to the My Responses section and click on the month that you would like to edit.

second harvest HEARTLAND

Welcome | Order Options | **Report** | Food Bank Links | Help | About TechBridge | Log Out | Welcome jennifer.sheda - 0086PP230

Survey Management

Search

Start Date: 5/29/2020 | End Date: | Expiration Date: | Ref #: | Title: | CERES SurveyID: | Required: -Select All-

My Surveys

| Ref # | Title | Start Date | End Date | Status | Expiration Date | CERES SurveyID | Required |
|-------|-------------------------------|------------|------------|--------|-----------------|----------------------------|----------|
| 3119 | Food Shelf Monthly Statistics | Jul 1,2020 | Aug 1,2020 | Active | Oct 31,2020 | 0086~00 FSHELF3 2020-07-01 | True |

My responses

| Ref # | Title | Start Date | End Date | My Response # | Submitted to Ceres |
|-------|-------------------------------|----------------------|----------------------|---------------|--------------------|
| 3118 | Food Shelf Monthly Statistics | 6/1/2020 12:00:00 AM | 7/1/2020 12:00:00 AM | 1 | Successful |

2. After the survey forms opens, enter the correct numbers, then hit submit when finished. **If you are a TEFAP agency and correct stats, please notify your food bank/s to ensure reports to Hunger Solutions are updated to reflect your corrected numbers.**

Food Shelf Monthly Statistics

Food Shelf Service Statistics - This form reports for The Food Group and SHH. If your SHH shopping account is on hold, log out and log back in again after submitting to lift the hold. To shop with The Food Group, please go to thefoodgroupmn.org.

Household Regular Service number for first visit or service of the month. Enter zero if none. *

125

Adults 18-64 Regular Service first visit or service of the month. Enter zero if none. *

40

Child 0-17 Regular Service first visit or service of the month. Enter zero if none. *

55

Seniors 65 or over Regular Service first visit or service of the month. Enter zero if none. *

19

Pounds Regular Service total pounds for first visit or service of the month. Enter zero if none. *

25895

Households Extra Service number of additional visits or services of the month. Enter zero if none. *

60

Adults 18-64 Extra Service additional visits or services of the month. Enter zero if none. *

20

Child 0-17 Extra Service additional visits or services of the month. Enter zero if none. *

25

Seniors 65 or over Extra Service additional visits or services of the month. Enter zero if none. *

6

Pounds Extra Service total for additional visits or services of the month. Enter zero if none. *

13443

First time visits - unduplicated individuals served this month for the first time this calendar year. Start over in January for all visits *

10

Comments or explanation, if applicable

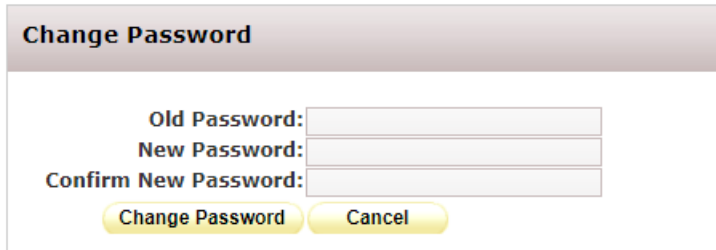
Submit

Change Password

1. After logging on go to the Help tab and select change password.



2.

The image shows a 'Change Password' form. It has a title bar 'Change Password'. Below it are three input fields: 'Old Password:', 'New Password:', and 'Confirm New Password:'. At the bottom of the form are two buttons: 'Change Password' and 'Cancel'.

NOTE: If you are unable to logon or don't know your password. (You can also try the default password of change12.) Please contact Agency Services at orders@2harvest.org or 651-209-7990 to reset it. If you are a partner of The Food Group only, please call XXX-XXX-XXXX or email agency@thefoodgroupmn.org

Setting Up New Users

To set up a new users, please contact Agency Services at orders@2harvest.org or 651-209-7990. We'll need the user's full name, email, phone number and your program name. Your program number is also very helpful.

If you are a partner of The Food Group only, please call 763-450-3860 or email agency@thefoodgroupmn.org

Troubleshooting Guide

Can't log in?

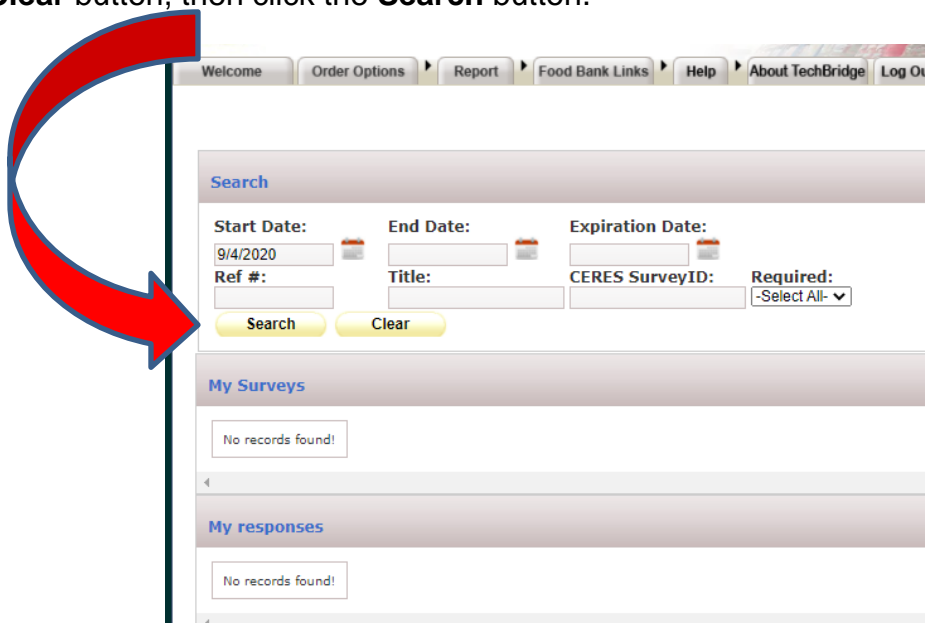
- Make sure you are putting the dot between your first and last name and have entered your program code correctly (see page 2).

Still can't shop after entering statistics?

- Log out and log back in again. Wait a few minutes to logon if you still have trouble.
- Check to make sure all overdue statistics under My Surveys have been submitted.

No records found?

If you don't see any surveys listed under My Surveys (or no submissions under My Responses). Click the **Clear** button, then click the **Search** button.



The screenshot shows a web application interface with a navigation bar at the top containing links: Welcome, Order Options, Report, Food Bank Links, Help, About TechBridge, and Log Out. Below the navigation bar is a search section with the following fields and buttons:

- Start Date: 9/4/2020
- End Date: [empty]
- Expiration Date: [empty]
- Ref #: [empty]
- Title: [empty]
- CERES SurveyID: [empty]
- Required: [-Select All-]
- Buttons: Search, Clear

Below the search section are two sections: "My Surveys" and "My responses", both displaying "No records found!". A large red arrow points from the "Clear" button to the "Search" button.

Need help? Contact us!

Second Harvest Heartland Customer Service

orders@2harvest.org

651-209-7990

If you are partnered with The Food Group, but not Second Harvest Heartland, please contact:

The Food Group

agency@thefoodgroupmn.org

763-450-3860

For Technical Support

servicedesk@2harvest.org

651-209-7970

You can also send a message by clicking the Help tab and selecting Contact Us

