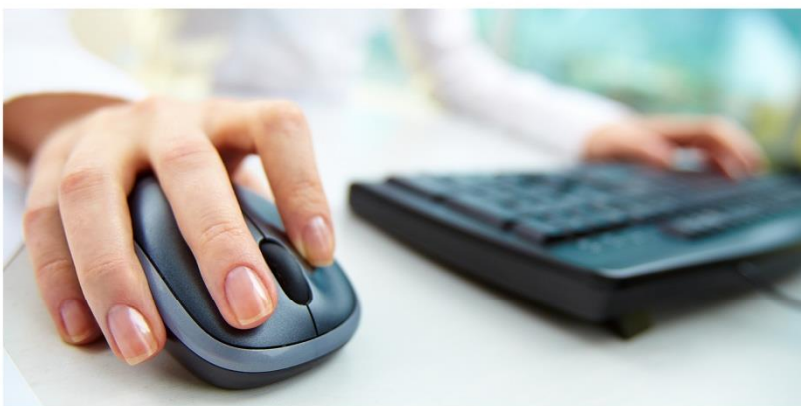




**FOODBANK**  
OF IOWA



Primarius Web Window  
**Online Ordering System Training Manual**

Welcome to the Food Bank of Iowa'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; and
- access agency invoices and statements.

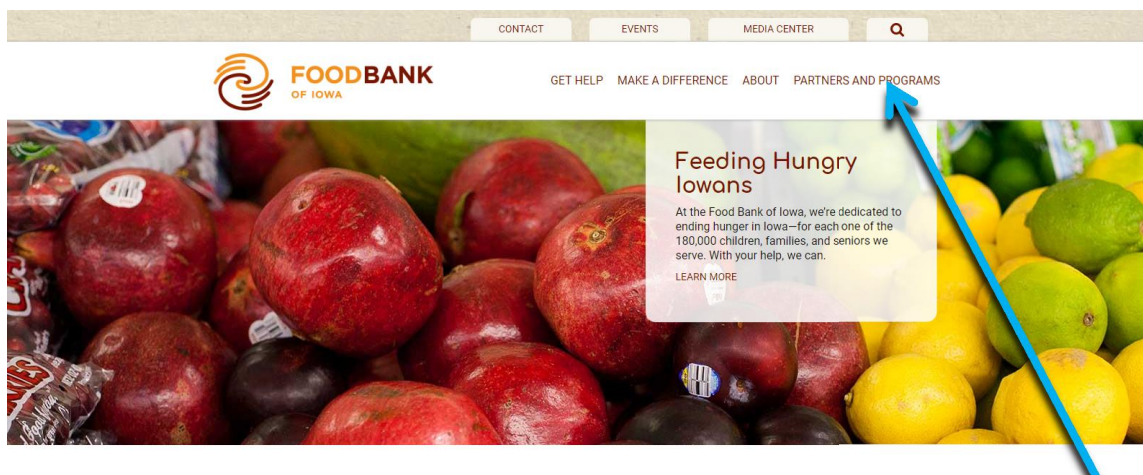
This manual is designed as a step-by-step training tool to be used by both experienced and new users to the online ordering system. There are several key pieces of information that are needed every time a user logs into this system. We encourage you to write that information into this manual and keep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

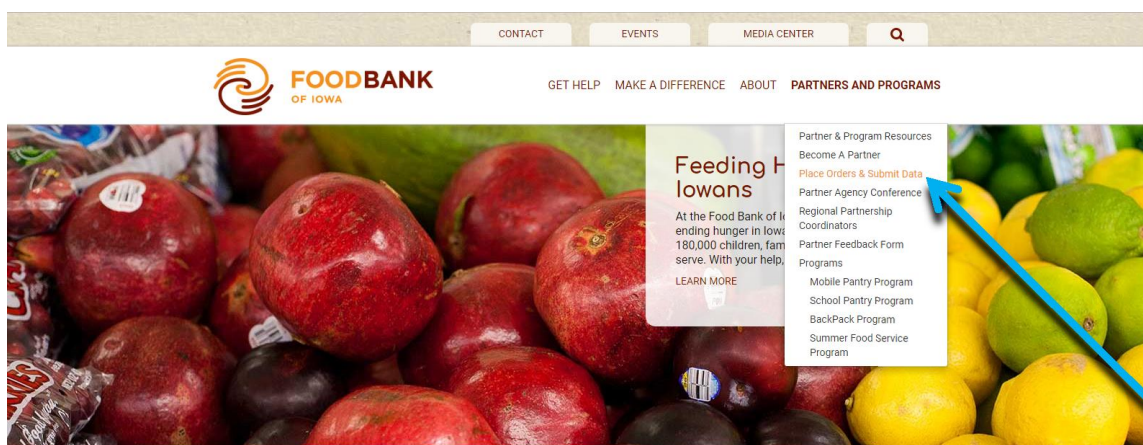
- **Web Address:** [www.foodbankiowa.org](http://www.foodbankiowa.org)
- **Agency Ref:** \_\_\_\_\_
- **Username:** \_\_\_\_\_
- **Password:** \_\_\_\_\_

## 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 and Submit Data**



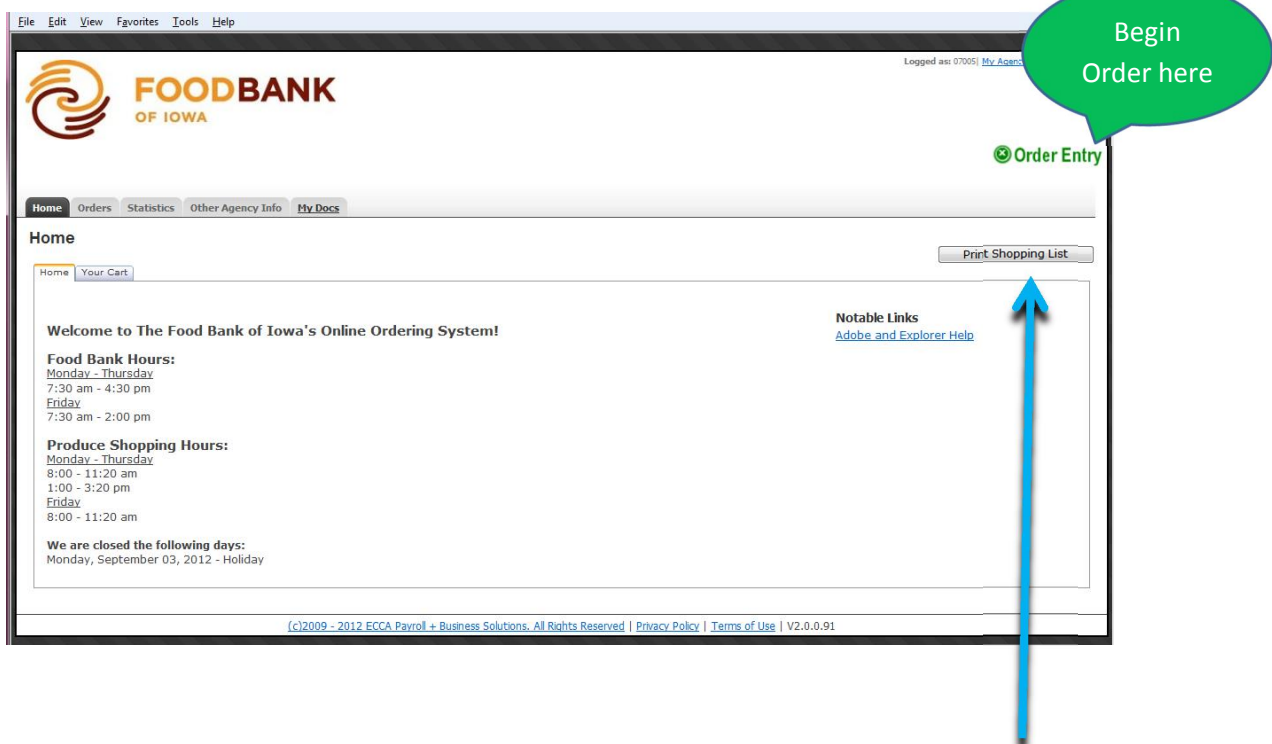
The login screen as it will appear after clicking the link is below. Enter your **Agency Reference**, **Username** and **Password**. The **Agency Reference** must be entered with a two at the beginning of your four digit agency number. Your **Username** and **Password** will be emailed to you. Should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

Regional Partnership Coordinator: **Neil Rosenberg** ph: **515-867-2882**



The screenshot shows a web browser window with the Food Bank of Iowa logo at the top. Below the logo is a login form with the following fields: Agency Ref, Username, and Password. A 'Login' button is located to the right of the Password field. Below the login form, it says 'Closed Dates: Monday, September 03, 2012 for Holiday'. The version number 'V2.0.0.91' is displayed at the bottom right of the login form.

You will now be logged into your agency 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** or view the current inventory by clicking **Print Shopping List**.



The screenshot shows the agency home page after login. The page includes the Food Bank of Iowa logo, a navigation bar with links like Home, Orders, Statistics, Other Agency Info, and My Docs. A green speech bubble with the text 'Begin Order here' points to the 'Order Entry' link. A blue arrow points to the 'Print Shopping List' button. The main content area displays 'Welcome to The Food Bank of Iowa's Online Ordering System!' and lists 'Food Bank Hours' and 'Produce Shopping Hours'. A 'Notable Links' section includes 'Adobe and Explorer Help'. The footer contains copyright information: '(c)2009 - 2012 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V2.0.0.91'.

## SCHEDULING

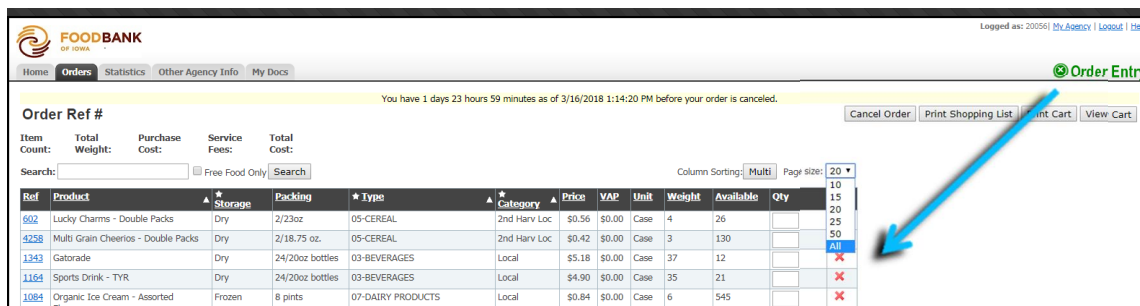
The shipping option **Method** and **Location** will automatically populate based on your master agency file. Do not change the default entries unless you are a delivery agency choosing to pick up in Ottumwa. The system will default to the first available pickup date. To choose another day, click the calendar icon and select your desired pickup date. The date you select should be the day your order will be delivered on, or the day you want to pick up.

The screenshot shows the 'FOODBANK OF IOWA' logo at the top left. Below it are navigation tabs: Home, Orders, Statistics, Other Agency Info, and My Docs. The 'Orders' tab is active. A 'Print Shopping List' button is visible. Under the 'Shipping Option' section, there are four fields: Method (set to 'Delivery'), Location (set to 'Ottumwa Delivery'), Date (set to '3/20/2018'), and Time (set to a dropdown menu). A blue arrow points to the date field, which has a calendar icon next to it. The calendar is open, showing the month of March 2018. The date 3/20/2018 is selected. Below the calendar, there is a 'Message from Food Bank:' section with a note: 'NOTE: You cannot change shipping options after the order is placed. You must Cancel Order if you need to select different shipping options.' A 'Continue' button is at the bottom left. At the bottom right, there is a copyright notice: '(c)2009 - 2018 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V02.01.00.0046'.

After the date has been selected you will use the drop down arrow in **Time** to choose your delivery or pickup time. In order to continue placing your order, you are required to select a time. **\*\*The time you select for delivery is not the time your order will be delivered\*\*** If a pickup date or time is not shown, that time is not available to schedule.

This screenshot shows the same 'FOODBANK OF IOWA' interface as the previous one, but with the 'Time' dropdown menu open. The dropdown menu lists various time slots in 10-minute increments, starting from 8:10 AM - 8:20 AM and ending at 11:10 AM - 11:20 AM. A blue arrow points to the dropdown menu. The 'Continue' button is still visible at the bottom left. The copyright notice at the bottom right remains the same: '(c)2009 - 2018 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V02.01.00.0046'.

Once your date and time have been selected and you have moved off 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 as noted on page 9 of this manual. After you have scheduled your pickup appointment, click **Continue** to begin selecting your products. Please note that you can view all of the inventory items on a single page by changing the page size to **All**.



FOODBANK OF IOWA

Home Orders Statistics Other Agency Info My Docs

Order Entry

You have 1 days 23 hours 59 minutes as of 3/16/2018 1:14:20 PM before your order is canceled.

Cancel Order Print Shopping List Print Cart View Cart

Order Ref #

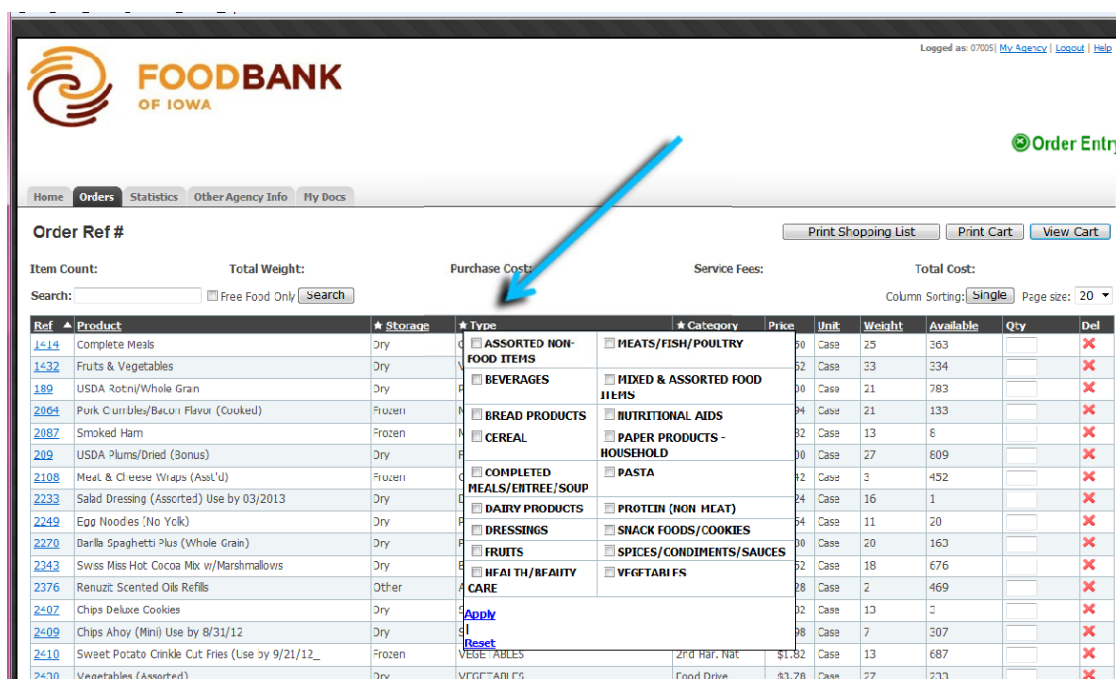
Item Count: Total Weight: Purchase Cost: Service Fees: Total Cost:

Search:  ☐ Free Food Only

Column Sorting: Multi Page Size: 20

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	35	21	
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	

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**. Once you have selected how you would like to sort, click **apply**.



FOODBANK OF IOWA

Home Orders Statistics Other Agency Info My Docs

Order Entry

Order Ref #

Item Count: Total Weight: Purchase Cost: Service Fees: Total Cost:


Search:  ☐ Free Food Only

Column Sorting: Single Page Size: 20

Ref	Product	Storage	Type	Category	Price	Unit	Weight	Available	Qty	Del
1414	Complete Meals	Dry	ASSORTED NON-FOOD ITEMS	MEATS/FISH/POULTRY	30	Case	25	363		
1432	Fruits & Vegetables	Dry	BEVERAGES	MIXED & ASSORTED FOOD ITEMS	32	Case	33	334		
189	USDA Rotini/Whole Grain	Dry	BREAD PRODUCTS	NUTRITIONAL AIDS	30	Case	21	783		
2064	Pork Chilibites/Bacon Flavor (Cooked)	Frozen	CEREAL	PAPER PRODUCTS - HOUSEHOLD	34	Case	21	133		
2087	Smoked Ham	Frozen	COMPLETED MEALS/ENTREE/SOUP	PASTA	32	Case	13	6		
209	USDA Plums/Dried (Bonus)	Dry	DAIRY PRODUCTS	PROTEIN (NON MEAT)	30	Case	27	809		
2108	Meat & Cheese Wraps (Ass'd)	Frozen	DRESSINGS	SNACK FOODS/COOKIES	32	Case	3	452		
2233	Salad Dressing (Assorted) Use by 03/2013	Dry	FRUITS	SPICES/CONDIMENTS/SAUCES	24	Case	16	1		
2249	Egg Noodles (No Yolk)	Dry	HEALTH/BEAUTY	VEGETARIANS	34	Case	11	20		
2270	Barilla Spaghetti Plus (Whole Grain)	Dry	CARE		30	Case	20	163		
2243	Swiss Miss Hot Cocoa Mix w/ Marshmallows	Dry			32	Case	18	676		
2376	Renuzit Scented Oils Refills	Other			28	Case	2	469		
2407	Chips Deluxe Cookies	Dry			32	Case	13	3		
2409	Chips Ahoy (Mini) Use by 8/31/12	Dry			38	Case	7	307		
2410	Sweet Potato Cinkle Cut Fries (Use by 9/21/12)	Frozen			30	Case	13	687		
2430	Vegetables (Assorted)	Dry			27	Case	27	233		



Additional product detail information can be found for an inventory item by clicking on the reference number (REF).



[Home](#)
[Orders](#)
[Statistics](#)
[Other Agency Info](#)
[My Docs](#)

You have 1 days 23 hours 52 minutes as of 3/16/2018 1:30:18 PM before

### Order Ref # 87634

**Item Count:** 1   
 **Total Weight:** 180   
 **Purchase Cost:** \$0.00   
 **Service Fees:** \$25.20   
 **Total Cost:** \$25.20

Search:  ☐ Free Food Only

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Qty
<a href="#">602</a>	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4
<a href="#">4258</a>	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3
<a href="#">1343</a>	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	3
<a href="#">1164</a>	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	3
<a href="#">1084</a>	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6
<a href="#">2218</a>	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	1

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty
<a href="#">602</a>	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv	\$0.56	\$0.00	Case	4	26	
<a href="#">4258</a>	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv	\$0.42	\$0.00	Case	3		
<a href="#">1343</a>	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	3		
<a href="#">1164</a>	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	3		
<a href="#">1084</a>	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6		
<a href="#">2218</a>	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	1		
<a href="#">967</a>	Port of Silo										
<a href="#">3404</a>	Ver (Gr)										
<a href="#">1131</a>	Egg										
<a href="#">1139</a>	Ass Sp									12	
<a href="#">8014</a>	Ins Bla										
<a href="#">696</a>	1% Sta										
<a href="#">1245</a>	Bea										
<a href="#">795</a>	Spa Rings										
<a href="#">838</a>	Cut Green Beans	Dry	24/14.5 oz. cans	27-VEGETABLES CANNED/FROZEN	Purchased	\$3.64	\$0.00	Case	26	10	

#### Product Details

**838 - Cut Green Beans**

**Category:** Purchased   
 **Storage:** Dry  
**Second Harvest Type:** e Retail-Wholesale   
 **Packaging:** 24/14.5 oz. cans  
**On Hand:** 10   
 **Unit Weight:** 26  
**Unit Measure:** Case   
 **Qty Per Pallet:** 306  
**Price Per:** \$3.64  
**Description:**

[Close](#)

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 **Qty** box. **USDA Allocations:** The amount of USDA product listed as available is specific to your agency and is based on a calendar month. If the available amount is 10, you can get all 10 at one time or get a partial amount with one order and the remainder with another, within the same calendar month. If you place an order for partial amount, the available amount will be reduced accordingly. USDA allocations will reset on the 1<sup>st</sup> of each month. USDA allocations do not carry over. As you enter items the total weight and total cost automatically adjusts, giving you an instant snapshot of how much your order is.

FOOD BANK OF IOWA

Home Orders Statistics Other Agency Info My Docs

You have 1 days 23 hours 59 minutes as of 3/16/2018 1:14:20 PM before your order is canceled.

Order Ref #

Item Code Total Weight: Purchase Cost: Service Fees: Total Cost:

Search:  ☐ Free Food Only  Column Sorting: Multi Page size:

Ref	Product	Storage	Packing	Type	Category	Price	YAP	Unit	Weight	Available	Qty
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	<input type="text"/>
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	<input type="text"/>
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	<input type="text"/>
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	35	21	<input type="text"/>
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	<input type="text"/>

To finalize your order click the **View Cart** button.

Local	\$0.28	\$0.00	Each	2	7688	<input type="text"/>	✗
Local	\$0.00	\$0.00	Case	29	44	<input type="text"/>	✗
Local	\$2.10	\$0.00	Case	15	24	12	✗
Purchase Plus	\$42.00	\$0.00	Case	5	1	<input type="text"/>	✗
Purchased	\$1.96	\$0.00	Case	14	111	<input type="text"/>	✗
Purchased	\$1.82	\$0.00	Case	13	7	<input type="text"/>	✗
Purchased	\$1.82	\$0.00	Case	13	846	<input type="text"/>	✗
Purchased	\$3.64	\$0.00	Case	26	10	<input type="text"/>	✗
USDA	\$0.76	\$0.00	Case	19	6	<input type="text"/>	✗
USDA	\$1.48	\$0.00	Case	37	6	<input type="text"/>	✗
USDA	\$0.52	\$0.00	Case	13	6	<input type="text"/>	✗
USDA	\$0.56	\$0.00	Case	14	6	<input type="text"/>	✗
USDA	\$1.52	\$0.00	Case	38	6	<input type="text"/>	✗

< Prev 1 2 3 Next > | Page 1 of 3

Cancel Order

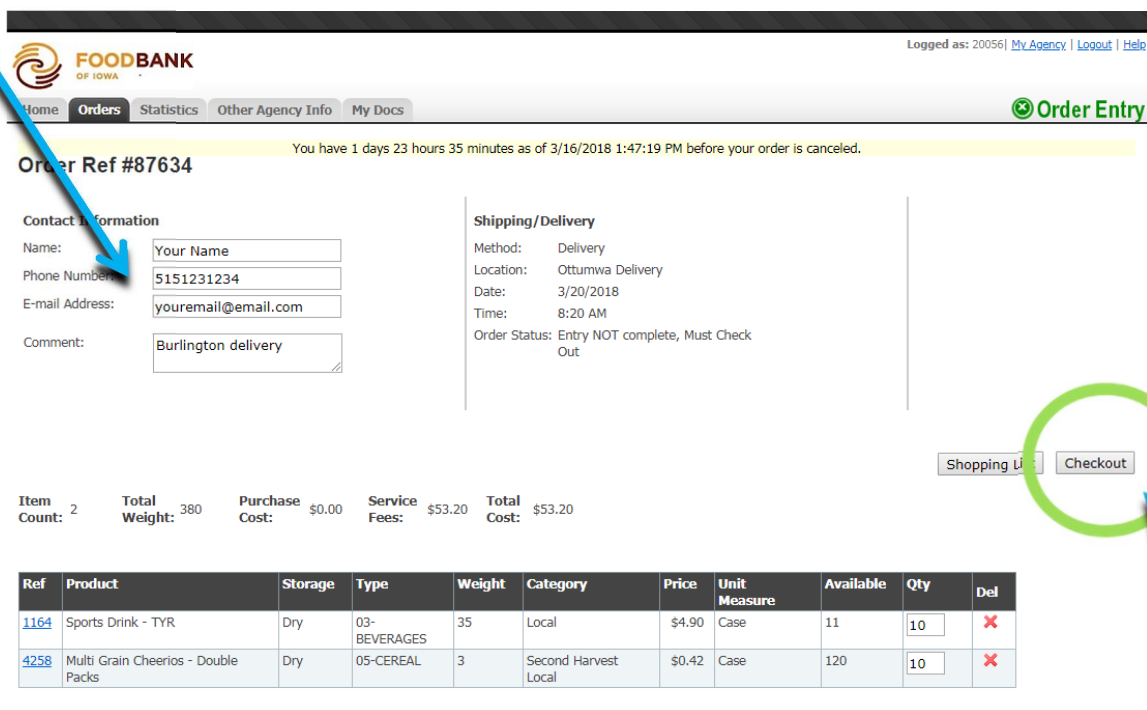
Print Shopping List

Print Cart

View Cart



On this page you will be required to enter **your name, your telephone number and your email address, NOT the agency information**. We want the details of the specific person who placed the order in case we have any questions. Add any instructions specific to your order or notes to change/correct your pickup appointment in the **Comments** field, for example: Pallet & Wrap, Hand Load, or which delivery you are on. 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.



FOODBANK OF IOWA

Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)

Home **Orders** Statistics Other Agency Info My Docs ⊗ Order Entry

**Order Ref #87634** You have 1 days 23 hours 35 minutes as of 3/16/2018 1:47:19 PM before your order is canceled.

**Contact Information**

Name:

Phone Number:

E-mail Address:

Comment:

**Shipping/Delivery**

Method: Delivery

Location: Ottumwa Delivery

Date: 3/20/2018

Time: 8:20 AM


Order Status: Entry NOT complete, Must Check Out

Item Count: 2    Total Weight: 380    Purchase Cost: \$0.00    Service Fees: \$53.20    Total Cost: \$53.20

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
<a href="#">1164</a>	Sports Drink - TYR	Dry	03-BEVERAGES	35	Local	\$4.90	Case	11	<input type="text" value="10"/>	✗
<a href="#">4258</a>	Multi Grain Cheerios - Double Packs	Dry	05-CEREAL	3	Second Harvest Local	\$0.42	Case	120	<input type="text" value="10"/>	✗

**You must click Checkout or your order will NOT be submitted to the Food Bank of Iowa.**

After clicking **Checkout**, the message below will appear. **If you do not receive this message, your order has NOT been submitted to the Food Bank of Iowa for review.**


Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#)
[Orders](#)
[Statistics](#)
[Other Agency Info](#)
[My Docs](#)
⊗ Order Entry

## Order Ref #87634


Thank-you! Your order was successfully submitted.

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

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### ORDER ENTRY ERRORS

This example shows a quantity placed that exceeded the available amount. There were only **7** available and when **8** 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.


Home [Orders](#) [Statistics](#) [Other Agency Info](#) [My Docs](#)

**You are over the limit for the highlighted items.**

You have 1 days 23 hours 46 minutes as of 3/16/2018 1:36:06 PM before your order is canceled.

**Order Ref # 87634** Cancel Order

Item Count: 1    Total Weight: 180    Purchase Cost: \$0.00    Service Fees: \$25.20    Total Cost: \$25.20

Search:  ☐ Free Food Only     Column Sorting: Multi    Page size: 20

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	4	26	<input type="text"/>	×
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	<input type="text"/>	×
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12	<input type="text"/>	×
1164	Sports Drink - TYR	Dry	24/20oz bottles	03-BEVERAGES	Local	\$4.90	\$0.00	Case	35	21	<input type="text"/>	×
1084	Organic Ice Cream - Assorted Flavors	Frozen	8 pints	07-DAIRY PRODUCTS	Local	\$0.84	\$0.00	Case	6	545	<input type="text"/>	×
2218	Italian Sausage (Precooked)	Frozen	2/5 lb. bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	11	147	<input type="text"/>	×
967	Pork Roll - Sliced and Quartered	Frozen	2/5lb bags	15-MEATS/FISH/POULTRY	Local	\$1.54	\$0.00	Case	11	219	<input type="text"/>	×
2404	Venison (Ground)	Frozen	2 lb. pkg.	15-MEATS/FISH/POULTRY	Local	\$0.28	\$0.00	Each	2	7688	<input type="text"/>	×
1131	Eggs	Refrigerated	15 dozen	23-NON MEAT PROTEIN	Local	\$0.00	\$0.00	Case	29	44	<input type="text"/>	×
1139	Assorted Spices	Dry	Assorted	26-CONDIMENTS	Local	\$2.10	\$0.00	Case	15	24	12	×
8014	Insulated Blankets (6 x 8 Heavyweight)	Dry	1 blanket	01-NON-FOODS	Purchase Plus	\$42.00	\$0.00	Case	5	1	<input type="text"/>	×
696	1% Shelf Stable Milk	Dry	24/8oz	07-DAIRY PRODUCTS	Purchased	\$1.96	\$0.00	Case	14	111	<input type="text"/>	×
1245	Beans & Rice	Dry	12/15oz	16-MIXED/ASSORTED	Purchased	\$1.82	\$0.00	Case	13	7	8	×
795	Spaghetti Rings	Dry	12/14.5oz cans	21-PASTA	Purchased	\$1.82	\$0.00	Case	13	846	<input type="text"/>	×

Use the red X to remove items, backspacing will not delete the product from your cart.

Moving too quickly between items when ordering quantities will result in the items not being placed in your cart. Primarius will prompt you to **'Wait...'** before adding a new item. Be sure to check that the quantity ordered shows up in the **Qty** column before moving to the next item.

The screenshot shows the FoodBank of Iowa website with the 'Orders' tab selected. A yellow banner at the top indicates a 48-hour cancellation policy. Below this, the order reference number is 87634. Summary statistics show 0 items, 0 total weight, and \$0.00 total cost. A search bar is present with a 'Free Food Only' checkbox. A table lists items in the cart:

Ref	Product	Storage	Packing	Type	Category	Price	VAP	Unit	Weight	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	2/23oz	05-CEREAL	2nd Harv Loc	\$0.56	\$0.00	Case	26			✗
4258	Multi Grain Cheerios - Double Packs	Dry	2/18.75 oz.	05-CEREAL	2nd Harv Loc	\$0.42	\$0.00	Case	3	130	10	✗
1343	Gatorade	Dry	24/20oz bottles	03-BEVERAGES	Local	\$5.18	\$0.00	Case	37	12		✗

A green circle highlights the 'Wait...' message in the top right corner of the table area.

Please remember that the shopping cart empties out 48 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 48 hours of starting the order.

If you get the message **'problem(s) submitting order'** look for the red highlighted boxes to find what you need to fix. For example, this order is missing a phone number.

The screenshot shows the FoodBank of Iowa website with the 'Orders' tab selected. A red banner at the top indicates a 48-hour cancellation policy. Below this, the order reference number is 87635. A red banner with the text 'Problem(s) submitting order.' is displayed. The page is divided into two main sections: 'Contact Information' and 'Shipping/Delivery'.

**Contact Information:**

- Name: Your Name
- Phone Number: [Redacted]
- E-mail Address: youremail@email.com
- Comment: Burlington Delivery

**Shipping/Delivery:**

- Method: Pickup
- Location: Ottumwa Dock
- Date: 3/20/2018
- Time: 8:20 AM
- Order Status: Entry NOT complete, Must Check Out

A blue arrow points to the 'Phone Number' field, which is highlighted in red. Another blue arrow points to the 'Order Entry' button in the top right corner.

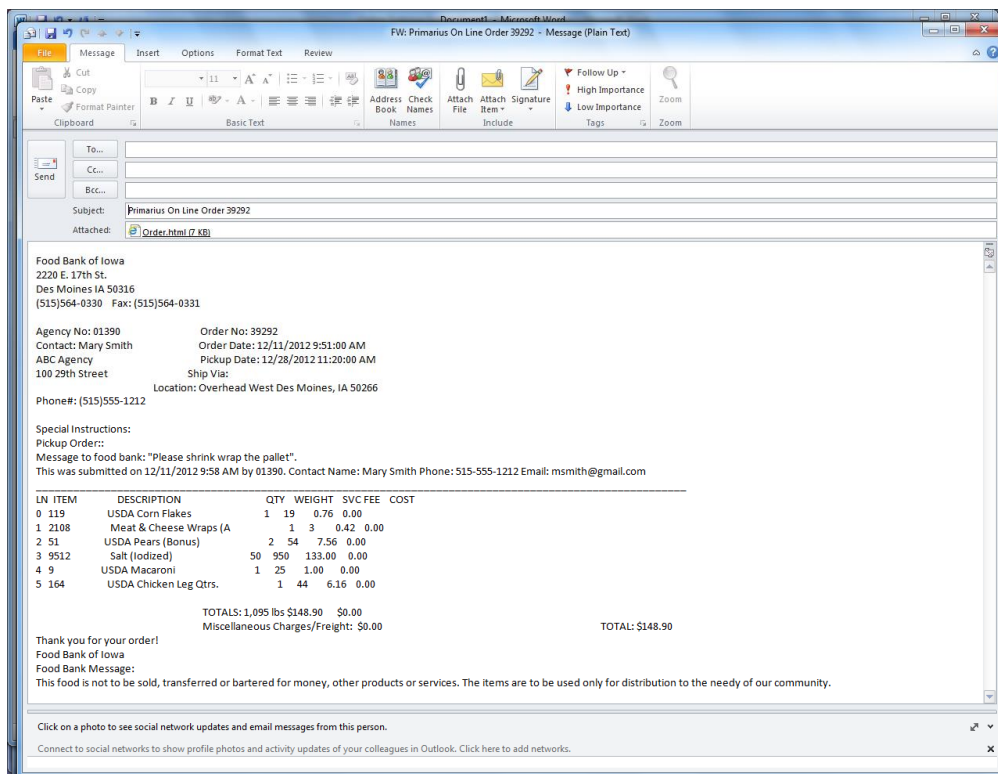
Summary statistics show 1 item, 4 total weight, and \$0.56 total cost. A table lists items in the cart:

Ref	Product	Storage	Type	Weight	Category	Price	Unit Measure	Available	Qty	Del
602	Lucky Charms - Double Packs	Dry	05-CEREAL	4	Second Harvest Local	\$0.56	Case	25	1	✗

## **ORDER CONFIRMATION**

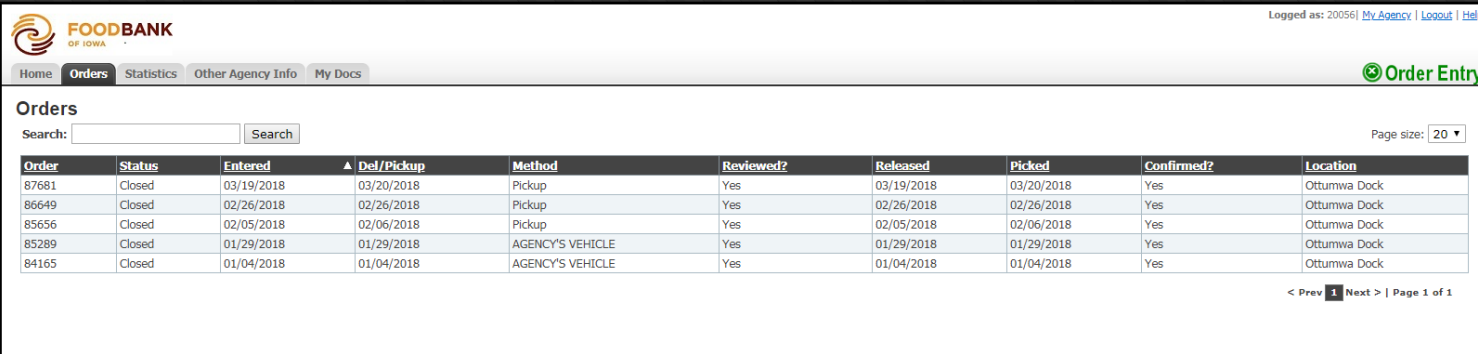
Once an online order has been received and reviewed by the Food Bank of Iowa, you will receive a confirmation message to the email address listed as the POL Contact in your agency file. The order has been scheduled and will be available for pickup/delivery on the date in the email message. Bring this email with you when picking up your orders.

**Warning: If you do not receive this email message within 24 hours of submitting the order, please call the Food Bank to check that your order has been submitted.**



## PREVIOUS ORDER SUMMARY

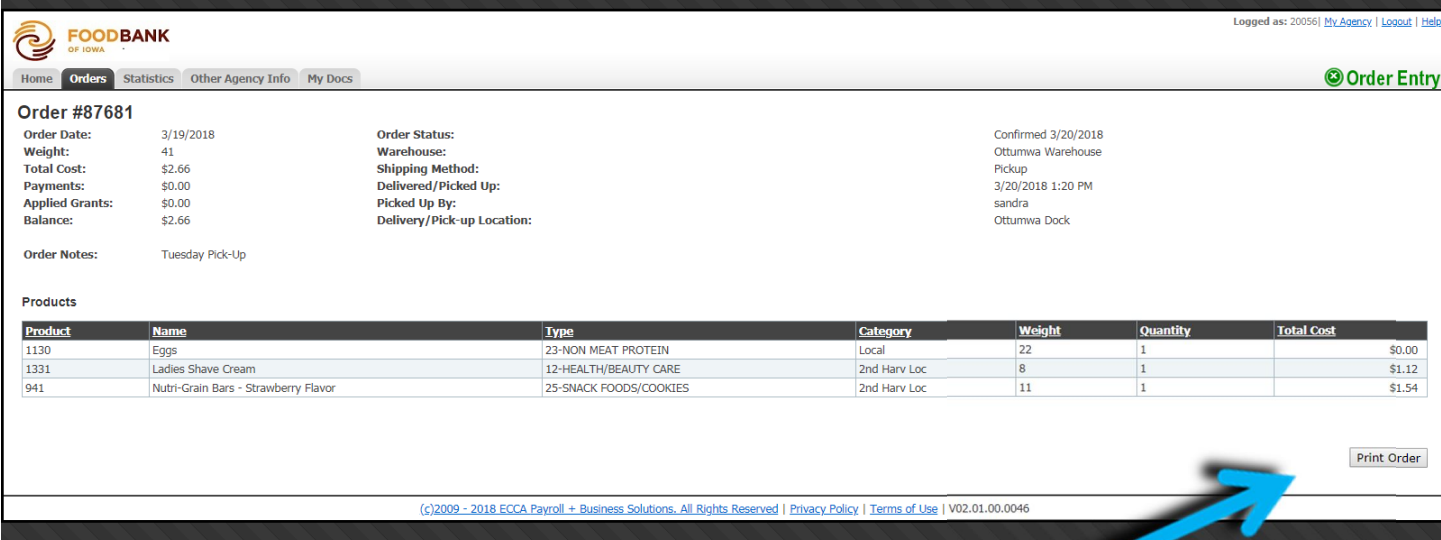
The **Orders** tab at the top of the page shows all orders that have been placed. A **Yes**, in the **Reviewed** column indicates that your order has been received and reviewed by the Food Bank of Iowa.



The screenshot shows the 'Orders' tab selected in the top navigation bar. A search bar is present with the text 'Search:'. Below the search bar is a table of orders. The table has columns: Order, Status, Entered, Del/Pickup, Method, Reviewed?, Released, Picked, Confirmed?, and Location. There are 5 rows of data. The 'Reviewed?' column for all rows shows 'Yes'. The 'Confirmed?' column for all rows shows 'Yes'. The 'Location' for all rows is 'Ottumwa Dock'. At the bottom right of the table, there is a pagination link '< Prev 1 Next > | Page 1 of 1'. Below the table, there is a footer with copyright information: '(c)2009 - 2018 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V02.01.00.0046'.

Order	Status	Entered	Del/Pickup	Method	Reviewed?	Released	Picked	Confirmed?	Location
87681	Closed	03/19/2018	03/20/2018	Pickup	Yes	03/19/2018	03/20/2018	Yes	Ottumwa Dock
86649	Closed	02/26/2018	02/26/2018	Pickup	Yes	02/26/2018	02/26/2018	Yes	Ottumwa Dock
85656	Closed	02/05/2018	02/06/2018	Pickup	Yes	02/05/2018	02/06/2018	Yes	Ottumwa Dock
85289	Closed	01/29/2018	01/29/2018	AGENCY'S VEHICLE	Yes	01/29/2018	01/29/2018	Yes	Ottumwa Dock
84165	Closed	01/04/2018	01/04/2018	AGENCY'S VEHICLE	Yes	01/04/2018	01/04/2018	Yes	Ottumwa Dock

A **'No'** in the confirmed column indicates that your order hasn't been closed out yet, if you can see your most recent order on this screen, it has definitely been submitted in the system. You can click on an open order to view the details of the order.



The screenshot shows the 'Order #87681' details page. The top navigation bar has 'Orders' selected. The page title is 'Order #87681'. Below the title, there are three columns of information: Order Date, Weight, Total Cost, Payments, Applied Grants, Balance; Order Status, Warehouse, Shipping Method, Delivered/Picked Up, Picked Up By, Delivery/Pick-up Location; and Confirmed, Warehouse, Pickup, Picked Up By, Location. The 'Order Notes' section shows 'Tuesday Pick-Up'. Below the notes, there is a 'Products' section with a table of products. The table has columns: Product, Name, Type, Category, Weight, Quantity, and Total Cost. There are 3 rows of data. At the bottom right of the page, there is a 'Print Order' button. A large blue arrow points to the 'Print Order' button. Below the table, there is a footer with copyright information: '(c)2009 - 2018 ECCA Payroll + Business Solutions. All Rights Reserved | Privacy Policy | Terms of Use | V02.01.00.0046'.

Product	Name	Type	Category	Weight	Quantity	Total Cost
1130	Eggs	23-NON MEAT PROTEIN	Local	22	1	\$0.00
1331	Ladies Shave Cream	12-HEALTHY/BEAUTY CARE	2nd Harv Loc	8	1	\$1.12
941	Nutri-Grain Bars - Strawberry Flavor	25-SNACK FOODS/COOKIES	2nd Harv Loc	11	1	\$1.54

You can print a copy of the order from the **'Print order'** button.

## ENTERING MONTHLY AGENCY STATISTICS

All monthly agency statistics **must** be reported through the online ordering system. The **Statistics** tab is where you will submit your statistics. Current policy requires agency statistics to be up to date. If your agency is missing statistics for the previous month, the system will lock you out of ordering until these are entered.

FOODBANK OF IOWA

Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)

Home Orders **Statistics** Other Agency Info My Docs

**Statistics** Page size: 20

Stat Date	Comment
03/29/2018	Submitted by Agency via Primarius Web Window at 3/29/2018 8:38 AM
01/27/2018	Submitted by Agency via Primarius Web Window at 3/21/2018 2:12 PM

< Prev 1 Next > | Page 1 of 1

Enter Statistics

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Click **Enter Statistics** to begin entering your monthly agency statistics.

The **Date** must be the last day of the month for which you are reporting; otherwise your statistics will not be recorded. For example, to report August statistics you would enter 8/31/2018. Use calendar button to change the date.

FOODBANK OF IOWA

Logged as: 07005 | [My Agency](#) | [Logout](#) | [Help](#)

Home Orders **Statistics** Other Agency Info My Docs

**Enter Statistics**

Date: 8/30/2012

Comments:

Category	Quantity	Comment
On Site Meals	<input type="text"/>	<input type="text"/>
Pantry Households	<input type="text"/>	<input type="text"/>
Pantry Individuals	<input type="text"/>	<input type="text"/>

Submit Statistics

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Onsite meals are meals served and consumed onsite at a soup kitchen, shelter, residential facility, day care, senior meal site, rehabilitation center, camp, etc.

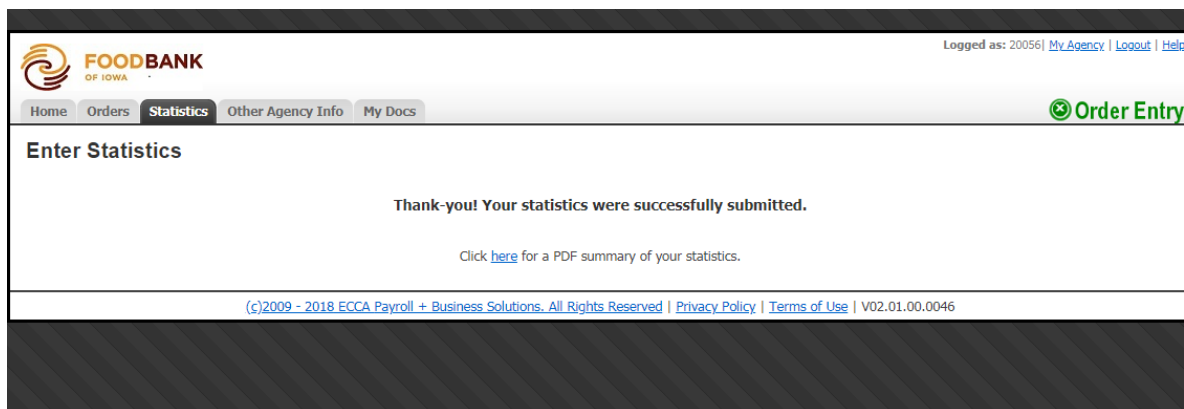


Food pantries report the number of pantry households and pantry individuals served for the month.

Complete all three categories **only** if your agency is multi-service, meaning it has an onsite meal program and a food pantry program, otherwise complete the categories that apply to your agency.

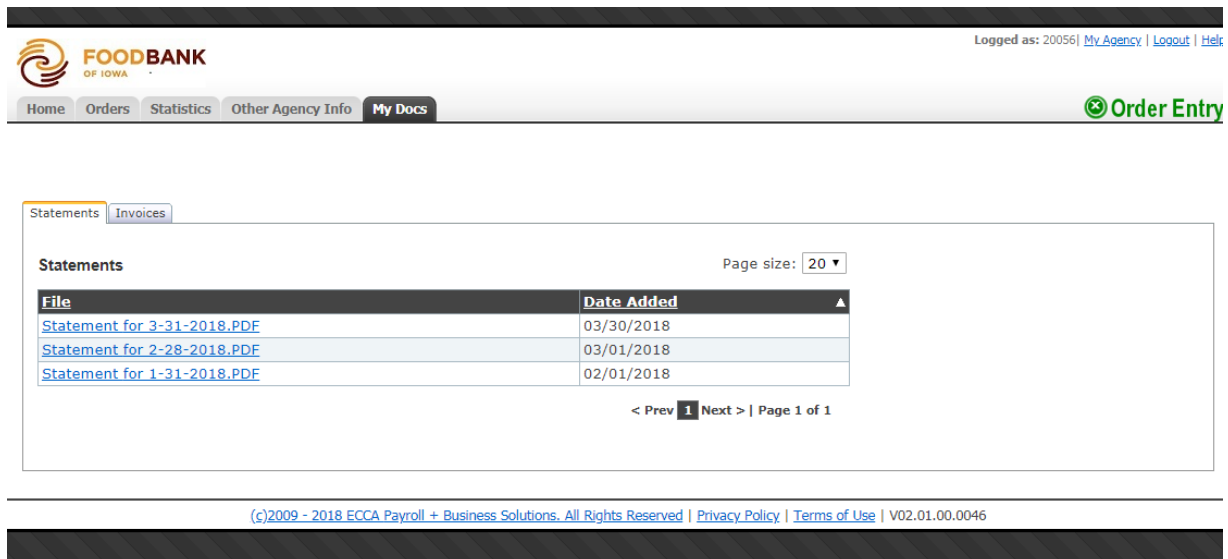
Click **Submit Statistics** when your monthly entry is complete. If any statistics have been entered incorrectly, please call the Food Bank of Iowa to correct or change them.

Accurate reporting helps us gain better access to funding and grants, as well as ensuring that pantry allocations are adequate.



## STATEMENTS AND INVOICES

The **My Docs** tab has 2 sub-tabs. One contains your monthly statements; the other one contains all invoices.



The screenshot shows the Foodbank of Iowa website interface. At the top, there is a navigation bar with the Foodbank of Iowa logo and the text "FOODBANK OF IOWA". To the right of the logo, it says "Logged as: 20056 | [My Agency](#) | [Logout](#) | [Help](#)". Below the navigation bar, there are several tabs: "Home", "Orders", "Statistics", "Other Agency Info", and "My Docs". The "My Docs" tab is currently selected. To the right of the tabs, there is a green button labeled "Order Entry".

Below the navigation bar, there is a section titled "Statements" with a sub-tab "Invoices". The "Statements" sub-tab is active. It shows a table with two columns: "File" and "Date Added". The table contains three rows of data:

File	Date Added
<a href="#">Statement for 3-31-2018.PDF</a>	03/30/2018
<a href="#">Statement for 2-28-2018.PDF</a>	03/01/2018
<a href="#">Statement for 1-31-2018.PDF</a>	02/01/2018

Below the table, there is a pagination control showing "< Prev 1 Next > | Page 1 of 1".

At the bottom of the page, there is a footer with the text "(c)2009 - 2018 ECCA Payroll + Business Solutions. All Rights Reserved | [Privacy Policy](#) | [Terms of Use](#) | V02.01.00.0046".

Double clicking any invoice or statement listed will bring up a copy of that invoice. We do not mail invoices or statements. This option allows agencies to quickly access and print invoices and statements at any time.

When paying your balance, we recommend paying from the statements, as they will show any credits that are on your account, as well as any overdue balances.

Orders are required to be paid within 60 days of the pickup date.

Checks should have the agency reference number and the invoice numbers that you are paying for included.

Sample Invoice: For agency use only, this is not a "confirmation"



Ottumwa Warehouse  
750 W Main St  
Ottumwa, IA 52501  
Tel:  
Email:

Fax:

Page 1 of 1

Agency No: 20056  
Contact:   
American Home Finding Daycare  
P.O. Box 656  
Ottumwa IA 52501

Phone#:

Invoice No: 86649  
Order Date: 02/26/2018  
Pickup Date: 02/26/2018  
Pickup Time: 11:20 am

Special Instructions:

Ship Via: AGENCY'S VEHICLE

Tuesday Pick-Up

Product Reference	Description	Storage	Quantity	Unit	Weight Total	Shared Maintenance /Lb	Total	Cost Unit	Total
<b>2nd Har. Nat</b>									
1258	Fruit by the Foot	Dry	1	3	3	\$0.14	\$0.42	\$0.00	\$0.00
			1		3		\$0.42		\$0.00
<b>2nd Harv Loc</b>									
1279	'All' Laundry Soap	Dry	1	21	21	\$0.14	\$2.94	\$0.00	\$0.00
602	Lucky Charms - Double Packs	Dry	1	4	4	\$0.14	\$0.56	\$0.00	\$0.00
			2		25		\$3.50		\$0.00
<b>Local</b>									
1182	Fudge Stripe Cookies	Dry	1	6	6	\$0.14	\$0.84	\$0.00	\$0.00
850	Oyster Crackers	Dry	1	11	11	\$0.14	\$1.54	\$0.00	\$0.00
			2		17		\$2.38		\$0.00
<b>Purchase Plus</b>									
1242	Mandarin Oranges	Dry	1	28	28	\$0.00	\$0.00	\$0.00	\$0.00
			1		28		\$0.00		\$0.00
<b>Purchased</b>									
838	Cut Green Beans	Dry	1	26	26	\$0.14	\$3.64	\$0.00	\$0.00
			1		26		\$3.64		\$0.00
<b>Invoice Totals:</b>			7		99		\$9.94		\$0.00

**TOTAL CHARGES: \$9.94**

**Amount Owed: \$9.94**

Invoice Message:

This food is not to be sold, transferred or bartered for money, other products or services. The items are to be used only for distribution to the ill, the needy and infants (minor children).

Sample agency statement

Food Bank of Iowa PO Box 1517 Des Moines IA 50305 (515)564-0330	<b>STATEMENT</b>	Page 1 of 1  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">PERIOD ENDING</td> </tr> <tr> <td style="text-align: center;">01/31/2018</td> </tr> </table> Thursday, February 01, 2018	PERIOD ENDING	01/31/2018
PERIOD ENDING				
01/31/2018				

20056  American Home Finding Daycare [REDACTED] [REDACTED] P.O Box 656 Ottumwa IA 52501	<b>REMIT TO:</b> Food Bank of Iowa PO Box 1517 Des Moines IA 50305 (515)564-0330
---	--

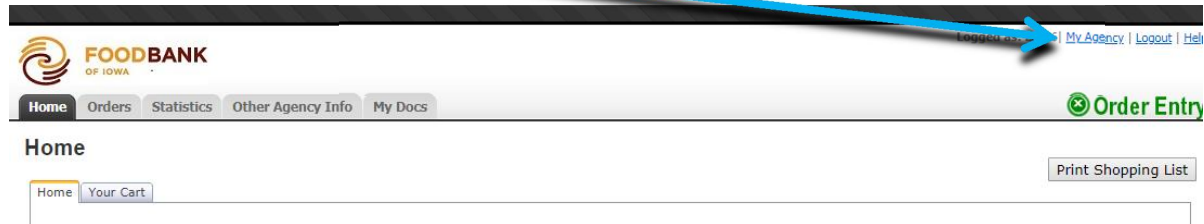
ORDERS			PAYMENTS AND CREDITS			GRANTS	INVOICE
Date	Reference	Amount	Date	Check #	Discount	Applied	Total Applied
01/04/2018	84165	\$34.42	1/23/18	28911		(\$34.42)	\$0.00
01/29/2018	85289	\$90.38					\$90.38
<b>Total Balance:</b>							<b>\$90.38</b>

CURRENT	OVER 30	OVER 60	OVER 90	OVER 120	TOTAL DUE
\$90.38	\$0.00	\$0.00	\$0.00	\$0.00	\$90.38

## 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

This is your agency information. It is important to note that the information in these tabs cannot be changed by your agency. The information is imported from the master agency file. Any changes or corrections will need to be communicated to your regional partnership coordinator or by filling out a Partner Agency Update form, located on the Food Bank of Iowa website.

A screenshot of the Food Bank of Iowa website's 'Agency Info' tab. The top navigation bar is the same as the previous screenshot. Below the navigation bar, the page title is 'Food Bank of Iowa- Karen's Cupboard'. There are five tabs: 'Agency Info', 'Locations', 'Contacts', 'Hours', and 'Open AR'. The 'Agency Info' tab is selected. The page displays contact information on the left and agency details on the right.

Contact:	Agency Size: zMedium
Address: 2220 E 17th St.	PantrySize: 4
P.O. Box 1517 Des Moines, IA 50305	OnSite Size: 0
Des Moines , IA 50316	Inactive? No
Phone: (515)564-0330	Suspended? No
Email:	Serve Onsite? No
Last Monitored: 1/1/0001	Serve Offsite? Yes
	Balance: \$251.58
	Last Paid: 3/2/2017

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## Locations tab

Lists the addresses we have on file for your agency.

Logged as: 01589 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#) | [Orders](#) | [Agency Pickup](#) | [Statistics](#) | [Other Agency Info](#) | [My Docs](#) | [Order Entry](#)

### Food Bank of Iowa- Karen's Cupboard

[Agency Info](#) | [Locations](#) | [Contacts](#) | [Hours](#) | [Open AR](#) | [Service Info](#)

**Addresses**

Type	Name	Address	Address 2	City	State	Zip
POL Order	Food Bank of Iowa	2220 E 17th St.	P.O. Box 1517 Des Moines, IA 50305	Des Moines	IA	50316


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## Contacts tab

Lists all the contacts on file for your agency.

## Hours tab

Lists hours of operation, if these are not accurate, please contact your regional partnership coordinator.

Logged as: 01589 | [My Agency](#) | [Logout](#) | [Help](#)

[Home](#) | [Orders](#) | [Agency Pickup](#) | [Statistics](#) | [Other Agency Info](#) | [My Docs](#) | [Order Entry](#)

### Food Bank of Iowa- Karen's Cupboard

[Agency Info](#) | [Locations](#) | [Contacts](#) | [Hours](#) | [Open AR](#) | [Service Info](#)

**Hours of Operation**

Day	Hours
Sunday	Closed
Monday	Closed
Tuesday	4:00 - 7:00
Wednesday	Closed
Thursday	Closed
Friday	Closed
Saturday	Closed


**Hours Comments:**

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## Open AR (Accounts Receivable) tab

This shows all of the invoices that still have a balance that needs to be paid.

Logged as: 01589 | [My Agency](#) | [Logout](#) | [Help](#)

HomeOrdersAgency PickupStatisticsOther Agency InfoMy DocsOrder Entry

Food Bank of Iowa- Karen's Cupboard

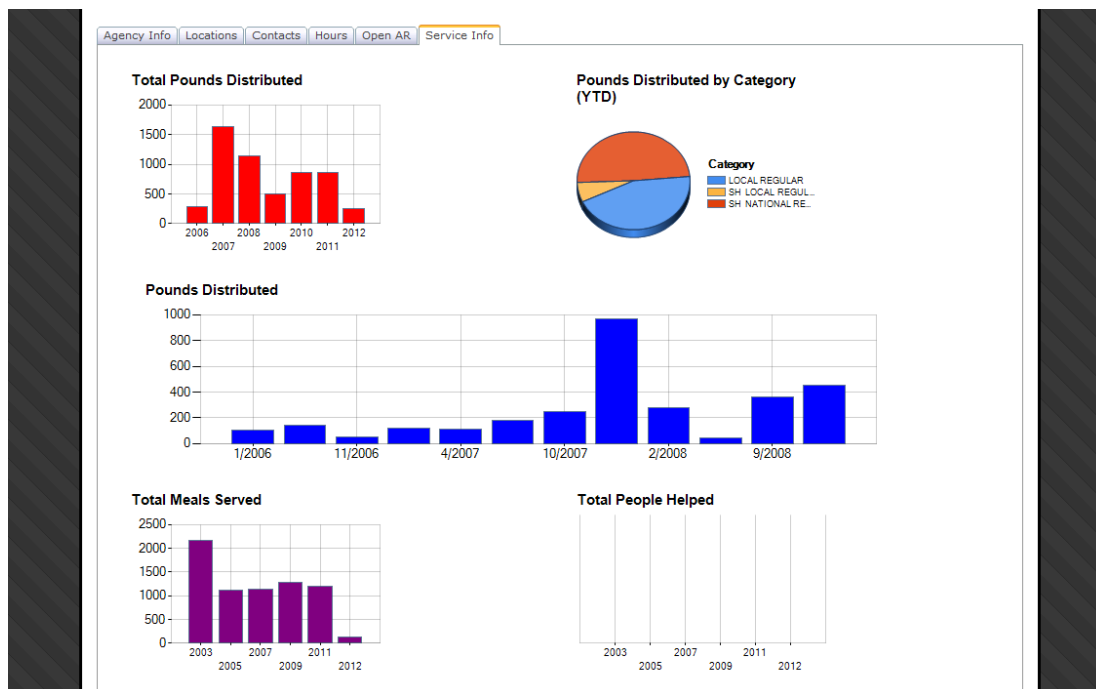
Agency InfoLocationsContactsHoursOpen ARService Info

**Open Account Receivables**

OrderRef	Status	Entered	Delivered/Pickedup	Reviewed?	Picked?	Balance
86664	Closed	02/26/2018	02/27/2018	Yes	Yes	\$4.20
88528	Closed	04/03/2018	04/03/2018	Yes	Yes	\$26.04
88842	Closed	04/13/2018	04/13/2018	Yes	Yes	\$0.14
89044	Closed	04/16/2018	04/16/2018	Yes	Yes	\$49.56
89336	Closed	04/18/2018	04/18/2018	Yes	Yes	\$30.80
90025	Closed	05/02/2018	05/02/2018	Yes	Yes	\$140.84
						\$251.58

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## Service Info tab



A great snapshot of your agency's service with easy to read graphs. This is an excellent tool for reporting to board 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 contact our office at (515) 564-0330.



**FOODBANK**  
OF IOWA

2220 E. 17th Street  
515-564-0330

Des Moines, IA 50316  
641-682-3403

[www.foodbankiowa.org](http://www.foodbankiowa.org)