

# What is Agency Scheduling - Frequently Asked Questions

Agency Scheduling using the Scheduler within Agency Express (AE) provides a display of all existing standing and self-scheduled appointments associated with orders. You will be able to view all existing standing appointments and be able to create new appointments as needed (maximum 1 per week), within an order window (typically 8-10 days in advance).

## How do I access to the Scheduler?

Login to Agency Express → Hover over Order Options → Select Scheduler

## Where can I see if I have an appointment scheduled?

Agencies can view any and all standing and self-created appointments under the My Appointments section within the Scheduler Screen. Standing appointments (Pick Up and Delivery) will show in green and self-created appointments will show in white or grey.

## When should I use the Scheduler?

Agencies who do not have a standing appointment or need to create an additional pickup appointment MUST reserve an appointment, using the AE Scheduler, BEFORE placing an order.

## What is Order Management?

Agencies can now Open and edit an existing order, check the status of an existing order, print current and past orders and cancel/delete an existing order.

## How do I access to Order Management?

Login to Agency Express → Hover over Order Options → Select Order Management

## How do I edit or add to an order?

Orders in AE can be re-opened, after they have been submitted, to add items, remove items, or cancel an order. To change your existing web order, the status must be ACKNOWLEDGED. Please be patient, ***it may take up to 15 minutes for order status to change to Acknowledged.*** You will also receive an email acknowledging your order.

- **Edit:** to edit your existing web order click on the pencil icon, this will reopen your shopping cart and allow you to add items to your order.
- **Cancel:** to cancel your existing web order click on the red x icon.
- **View:** to view your existing web order click on the printer icon.

## Why can I not place my order?

Agencies who cannot place an order should first make sure they have an appointment scheduled within the scheduler or make sure that you are within your ordering window. All orders now must be submitted two business days prior to pick-up/delivery date BY 8:00 AM. Please see chart below:

Delivery/Pickup Day	Order Must be Placed or Modified by 8:00am
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

