

## Reporting Guidelines and TIPS in Agency Express:

Access reports by logging into [Agency Express 3](#).

If you require help logging in, please reach out to [agencysupport@arkansasfoodbank.org](mailto:agencysupport@arkansasfoodbank.org).

Once you're logged in, **hover over the Reports tab**. Click on **Survey Management**.

This will take you to the Survey Management page which has the following three sections:

**Search**: This section is primarily available to search for surveys completed in the past.

- A date that is 3 months prior to the current date self-populates in the Start Date field.
- You may remove this date to see any uncompleted reports older than 3 months. Hopefully there are none. 😊

**My Surveys**: This section lists all surveys (reports) that have not been completed.

- Click on the word (link) **Submit** to the left of the report listed under My Surveys. This will open the form to be completed.
- Once all answers have been entered, click **SUBMIT** in the yellow box at the end of the form.

**My Responses**: This section lists all previously completed surveys (reports).

### Other TIPS about Reporting:

- **ALL REPORT FIELDS** must have answers for the survey to fully submit. (N/A may be used if necessary)
- All fields that ask "how many" must have numerals, not text, answers (i.e. 23, not twenty-three)
- If you have fallen behind on reporting, there may be more than one report listed under My Surveys.
- PLEASE CAREFULLY EXAMINE THE DATE RANGE OF THE REPORT PRIOR TO COMPLETING IT.
- Only enter information for distribution(s) completed within the reporting period indicated by the date range. (For Example: All March distributions should be entered into the report with a start date of Mar 1, 2025, and an end date of Apr 1, 2025.)

- You can see if your report has been successfully submitted on the **Survey Management** screen under **My Responses**; the far-right column will read **Successful**.
- REMEMBER – if you are using Service Insights (formerly OASIS) for all your intake AND you are not distributing USDA food, you do NOT need to complete a report.
- If you are not using Service Insights for all your intake OR you are distributing USDA food (like TEFAP and CSFP), you MUST complete a report each month to remain active – even if you didn't order food or serve anyone that month. If you did not serve anyone during the month, just put 0s in each of the boxes about the numbers of neighbors/families served.
- Be aware that Agency Express may "Time Out" before you're done with the report you take more than a few minutes to complete it. To work around this: open the report form, right click on the screen and choose Print from the menu that pops up. Fill in the answers on the paper form, then use it to quickly complete the online survey.

### Activity Status Alert

#### Welcome to Agency Express!

Non-Service Insight Users and USDA pantries: Please \*\*\* USE THE REPORT TAB IN AGENCY EXPRESS TO COMPLETE MARCH REPORTING \*\*\*

FOR FEBRUARY REPORTS, please use [Arkansas Foodbank Monthly Report Link](#)

Remember: Reports are due by the 1st of each month. **Late submissions will put your pantry on HOLD, preventing orders.** All member pantries must transition to Service Insights by December 2026.

For more information about REPORTING or for other resources, Access the AGENCY RESOURCE PAGE here: [CLICK HERE](#) and, when prompted, use the password: **agencypartner**. We also have a private Facebook Group: [Use this link](#) and request to join.

CSFP guidelines were updated by ADE on March 7. Please see below.

2025 CSFP Income Eligibility Guidelines: [CSFP Link Here](#)

2025 TEFAP Income Eligibility Guidelines: [TEFAP Link Here](#)

Email [Agency Support](#) or call 501-569-4304 if you have questions.

**FEEDING AMERICA**

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Welcome

**Search**

Start Date: 12/25/2024 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
5638	Your Monthly Report	Mar 1, 2025	Apr 1, 2025	Active	Dec 31, 9999	0043~00 FY25FP 2025-03-01	True

**My responses**

No records found!

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**Please describe how your pantry or meal program impacts the lives of neighbors who attend.**

Recently, a neighbor told us how receiving food from the pantry had allowed them to purchase the medicine they needed for a family member.

**Please provide any additional questions, comments, or feedback.**

Being able to order food from the Arkansas Foodbank helps us be able to serve a lot more neighbors. Thank you!

Submit

#### My responses

	Ref #	Title	Start Date	End Date	My Response #	Submitted to Ceres
<a href="#">View Your Responses</a>	5635	Arkansas Foodbank Test	3/12/2025 12:00:00 AM	4/12/2025 12:00:00 AM	1	Successful