

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.

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).

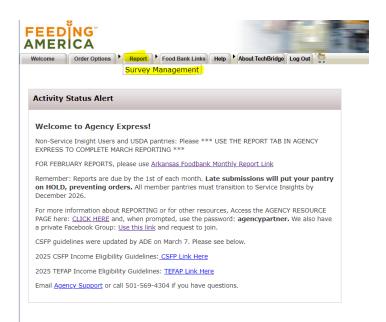
Other TIPS about Reporting:

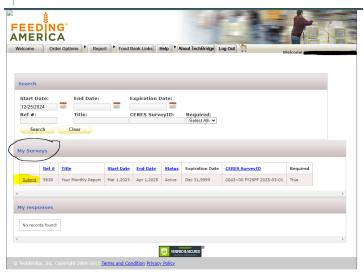
- ALL REPORT FIELDS must have answers for the survey to fully submit. (N/A may be used if necessary)
- All fields that ask "how many" must have numerals, not text, answers (i.e. 23, not twenty-three)
- If you have fallen behind on reporting, there may be more than one report listed under My Surveys.
- 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.









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!



My responses

Ref # Title Start Date End Date My Response # Submi	
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<u>View Your Responses</u> 5635 Arkansas Foodbank Test 3/12/2025 12:00:00 AM 4/12/2025 12:00:00 AM 1 Success	sful