

The online ordering guide

Golden Express

NOTES

As you go through this presentation, please note there are some specific details that you need to be aware of in processing your online order successfully.

When selecting items for your order, do not forget to click on “add to cart” for each page before moving to another category or submitting your order. Failure to click “add to cart” will result in the loss of those items. If this does occur, you will need to go back and re-select those items and add to cart before moving on.

When entering information in to the “my appointment” box you will need to enter information left to right. If done out of order it will not accept the order.

If you have any questions please call us at

Georgia Agency Services Department 800-766-7690

South Carolina Agency Services Department 866-484-6829

Getting to Golden Express

- 1) Open a web browser, such as Internet Explorer or Firefox
- 2) Go to www.goldenharvest.org
- 3) Click Agency Access
- 4) Click on Online Ordering



GOLDEN HARVEST FOOD BANK

Agency Access

Search GO

GET INVOLVED GET HELP DONATE WHAT WE DO PARTNERS NEWS & EVENTS ABOUT US

Merry Christmas!
Check out Golden Harvest Executive Director Mike Firmin's latest video blog for a special holiday message.
[Watch Now](#)

Merry Christmas! PFP Challenge SRNS Answers Ice Bowl 2011

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• Learn About Hunger

Thank you Leadership Partners

ARM
AUGUSTA READY MIX

Every \$1 you donate, Golden Harvest Food Bank can provide \$7 worth of food. [DONATE NOW](#)

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GOLDEN HARVEST FOOD BANK

Agency Access

Search GO

GET INVOLVED GET HELP DONATE WHAT WE DO PARTNERS NEWS & EVENTS ABOUT US

Agency Access

Home > Agency Access

Mandatory Agency Trainings

The GOLDEN EXPRESS is coming, and we need to train YOU!! Partner Agency training dates have been set for December and January, so please RSVP today. **Attendance and Training are required for all GHFB Partner Agencies.**

PLEASE CONTINUE TO USE THE OLD ORDERING SYSTEM UNTIL YOU RECEIVE YOUR GOLDEN EXPRESS PASSWORD.
CLICK [SUBMIT A REPORT](#) IN THE LEFT MENU TO ACCESS THE OLD SYSTEM.

More information . . .

*****MANDATORY*****
Golden Express
Training Workshop
*****MANDATORY*****

AGENCY ACCESS

AGENCY NEWS ALERT

FDA/RECALL LIST

FOOD FORECAST

FORMS AND DOCUMENTS

RESOURCES

ONLINE ORDERING

SUBMIT A REPORT

Get Food

Enter your zip code for a list of our food pantries in your area.

[GO](#)

NEWS FDA Golden Express

Logging into Golden Express

User Name

Password

Program Code

Remember Me

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](#)

Program Code: ex. 0005P00110

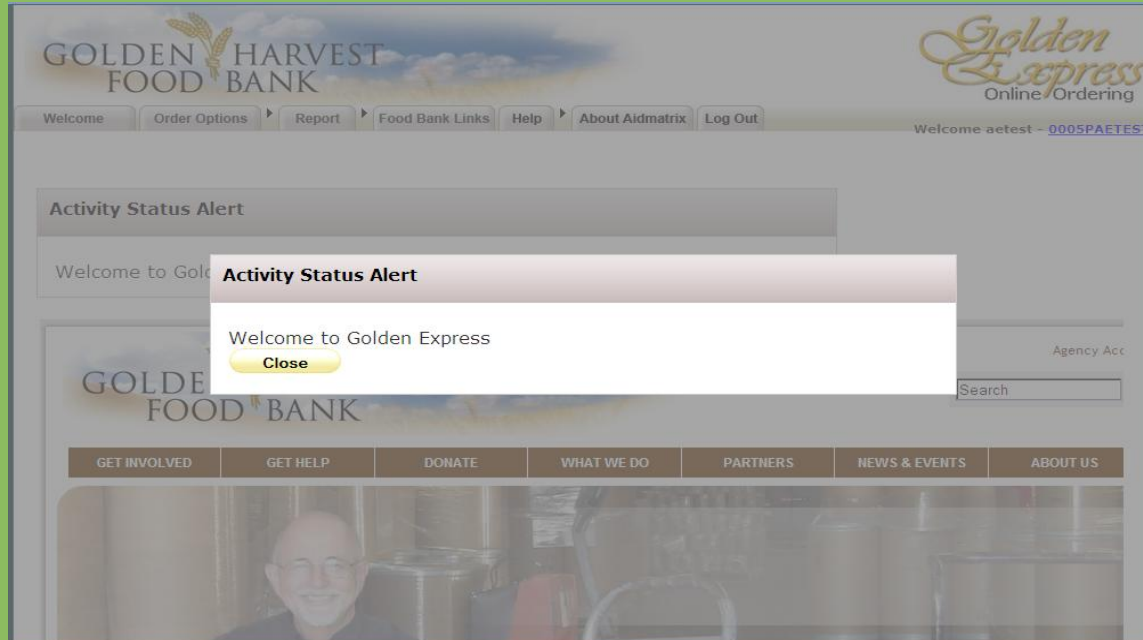
Food Bank Code: 0005 Character Code: P Program ID: 00110

Golden Harvest Food Bank sent your user name, password and program code to provided email.

The password is CASE SENSITIVE.

Check the “Remember me next time” box to save your login information (User Name & Program Code) in the web browser for the next time you log on.

Welcome to Golden Express



Welcome to Golden Express

This screen will also give information on dates closed and agency status.

If this screen states that your agency is suspended or inactive, please give Golden Harvest Food Bank a call for further assistance.

Georgia Agencies – 800-766-7690

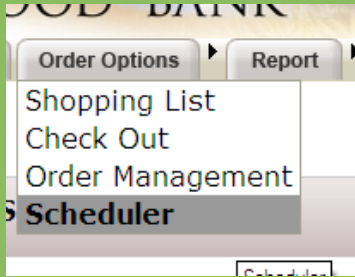
South Carolina Agencies – 866-484-6829

Welcome to Golden Express

The screenshot shows the Golden Harvest Food Bank Golden Express Online Ordering interface. At the top, there is a navigation menu with the following tabs: Welcome, Order Options, Report, Food Bank Links, Help, About Aidmatrix, and Log Out. Below the navigation menu, there is a user greeting: "Welcome aetest - 0005PAETEST". A box labeled "Activity Status Alert" contains the text "Welcome to Golden Express". At the bottom of the page, there is a search bar and the Golden Harvest Food Bank logo.

1. **Welcome** – To return to this welcome screen at anytime, click on the welcome tab
2. **Order Options** – This section contains links to the “Shopping List”, “Check Out”, “Order Management” and “Scheduler” screens
3. **Report** – This section will contain links to your Bill of Lading and monthly statement
4. **Food Bank Links** – This section will contain links that are set up by Golden Harvest
5. **Help** – This section contains the “Change Password” and “Report a Problem” sections
6. **About Aidmatrix** – Link to Aidmatrix website
7. **Logout** – Logs the user off the system
8. Display of the user and program information of the person who has logged in

PLACING YOUR ORDER

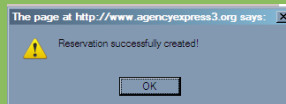


Booking your Appointment

To submit an order, you **MUST** have an appointment. Go to the Scheduler section to make your appointment (under option tab). For Pickup appointments, you may order two weeks in advance.

To Make a Pickup / Delivery appointment

- Select Pick up or Delivery from the drop-down box
- For Pick-ups** - Click on the Calendar icon, just right of the date box. Each GHFB distribution center has different agency pickup schedules, select the date that coincides with the distribution center you pickup from.
- For Deliveries** - If you are a scheduled DELIVERY agency your next delivery date will be in green with yellow letters. For upstate agencies, please call, Liberty Distribution Center at 864-843-6161, before ordering so we can create this pickup time for you.
- Once date is selected, click on the clock icon and select an available time for your appointment.
- Click “Reserve”



If done correctly, this gray box will appear. Click OK

For assistance on delivery or pickup dates, please call

Aiken DC (Grace Renken) - 866-484-6829

Augusta DC (Amanda Gaines) - 800-766-7690

Liberty DC (Clifton Lee) - 864-843-6161

Warehouse Hours of Operation for pick-up of orders

Aiken Distribution Center

Pick-ups : Monday thru Thursday

Morning hours 8:00 - 11:00 am

Afternoon hours: 1:30 -3:00 pm

Appointments are in 30 minute intervals.

Orders must be placed at least 3 days before pick-up

Agency also can go in the Agency Distribution Center at time of pick-up

Liberty Distribution Center

Pick-ups : Tuesday, Wednesday & Thursdays

Appt Times: 10:30 am- 1:30 pm

Appointments are in 45 minute intervals

Orders must be placed 7 days before scheduled pick-up.

Please call Clifton @ 864-843-6161 to reserve a pick-up time.

Agency also can go in the Agency Distribution Center at time of pick-up

Augusta Distribution Center

Pick-ups : Tuesday & Thursday

Morning hours 8:45 - 11:00 am

Afternoon hours: 1:15 -2:00 pm

Appointments are in 15 minute intervals

Pick-ups: Friday (am)

8:45 am – 10:00 am

Agency Distribution Center open Monday – Friday from 8:30 – 10:00 am & 1:00 – 3:00 pm

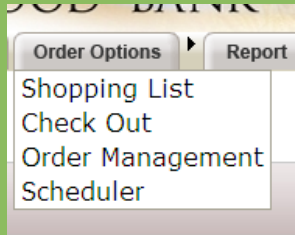
Augusta Distribution Center Order Deadlines

For Tuesday pick-up >> must be received by previous Thursday at 11:59 pm

For Thursday pick-up >> must be received by previous Friday at 11:59 pm

For Friday pick-up >> must be received by previous Tuesday at 11:59 pm

PLACING YOUR ORDER



To start building your order, select the Shopping List , found under Order Option Tab

Next screen will be the Ordering Interface. There are three main section on this Interface.

SEARCH

The search section allows you to search available inventory in many different ways. This section determines how the list is displayed. Items can be searched by item number, description, and category. Don't forget to click the SEARCH button to execute your search, the SHOW ALL button to show the entire list or the VIEW FAVORITES button to see the items that you have marked as favorites

SHOPPING CART

The shopping cart section show information about your order. You can see how many different items that were ordered, the cost and weight of your order.

Shopping List

The shopping List show all of the available item available for order based on your search criteria. It list quantity of each item available to your program, the description, fees, weight, pack size, and more. If you want to resort the displayed list, click on the column header or by the sorting drop-down box. To view more of the list, click on the different page numbers at the top.

A great feature is the favorite identifier. If you frequently order the same items or find items that you'll want to order again, click on the box in the favorite column. A star should appear. The star denotes that item as a favorite. For quick ordering of favorite items, click on favorites button in the search section. To remove a favorite, click the star.

See next page for picture of the interface.

PLACING YOUR ORDER

Ordering Interface

The screenshot shows the Golden Harvest Food Bank Golden Express Online Ordering interface. At the top, there is a navigation bar with links: Welcome, Order Options, Report, Food Bank Links, Help, About Aidmatrix, and Log Out. The user is logged in as 'Welcome aetest' with ID '0005PAETEST'. The main content area is divided into three sections: Search, Shopping Cart, and Shopping List.

Search Section: Includes input fields for 'Item No.' and 'Description', a 'Category' dropdown menu (currently set to '- Select a Category -'), and three buttons: 'Search', 'Show All', and 'View Favorites'.

Shopping Cart Section: Displays 'Total Line Items' as 0 and 'Total Due' as \$0.00. It also shows 'Gross Weight' as 0. Below the cart summary are icons for 'Print', 'Clear Cart', 'Add to Cart', and 'Check Out'.

Shopping List Section: Features a '- Sort By -' dropdown menu and a tip: 'Please Add to Cart requested items before leaving page'. Below the tip is a table with columns: Order Qty, Available Qty, Item No., Description, Unit Price, VAP Fee, Pack Size, Feature Type, Gross Weight, and Favorite.

Order Qty	Available Qty	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
		7067470	**** BFFF BAVIGLI 24/15 OZ IN	16.73	0.00			26	

If you want to search with a different method, do not forget to clear out the previous search.

PLACING YOUR ORDER

Obtaining Detail Product Information from the Shopping List

To view more information on an item from the list, click on the item number to bring up a detail information screen.

Item No. Description

Category

Vegetables - Canned & Frozen

[Search](#) [Show All](#) [View Favorites](#)

Total Line Items: **0** Total Due: **\$0.00**

Gross Weight: **0**

[Print](#) [Clear Cart](#) | [Add to Cart](#) [Check Out](#)

Shopping List

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description	Unit Price	VAP Fee	Pack Size	Feature Type	Gross Weight	Favorite
<input type="text"/>	420	7275797	\$\$\$\$ CORN, WHOLE KENNERAL 24/14.5 OZ	12.18	0.00			27	<input type="checkbox"/>
<input type="text"/>	120	7279122	\$\$\$\$ GREEN BEANS, CUT 24/14.5 OZ	11.49	0.00			26	<input type="checkbox"/>
<input type="text"/>	55	7276352	\$\$\$\$ MIXED VEGETABLES, 24/14.5 OZ	13.16	0.00			27	<input type="checkbox"/>
<input type="text"/>	33	7279580	\$\$\$\$ PEAS, GREEN 24/14 OZ	11.29	0.00			27	<input type="checkbox"/>
<input type="text"/>	254	1274689	VEGETABLES, CANNED ASSORTED 40 LBS	6.40	0.00			40	<input type="checkbox"/>

Tip: Please Add to Cart requested items before leaving page

[Print](#) [Clear Cart](#) | [Add to Cart](#) [Check Out](#)

PLACING YOUR ORDER

Product Description Categories

Item Detail : 7275797

Gross Weight. 27	Item Name \$\$\$\$ CORN, WHOLE KENNERAL 24/14.5 OZ	Handling Req. Dry
Extra Info. NA		Pack Size
Category Vegetables - Canned & Frozen		Price per Unit 12.18
Food Source PUR		Cube Size 0
VAP Fee 0.00		Packaging Type Case
Unit of Measure CASE		People Served 0
Price per Pound 0.45		Cost per person NA

Close

Item Detail: Unique code that identifies each product

Gross Weight: Weight of the product

Item Name: This is the name of the Product

Handling Req: How the product need to be stored

Extra Info: Extended descriptive information about the product

Category: Item classification

Food Source: Where Golden Harvest obtained the product

VAP Fee: Extra fee for product that requires extra processing

Unit of Measure: How the product is distributed

Price per Pound: The fee per pound of this product

Price per Unit: Fee per unit of the product

Cube size: Dimension of each unit

Packaging Type: How the item is packaged

Cost per person: Cost per serving of the item

Picture: An illustration of the product

PLACING YOUR ORDER

Adding Items to your cart

In the Order Qty column, enter the quantity of each product that you want to order.

Item No. Description

Category
Vegetables - Canned & Frozen

Search Show All View Favorites

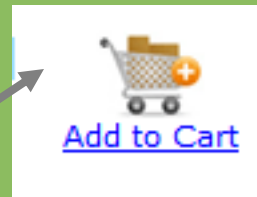
Shopping List

Tip: Please Add to Cart requested items before leaving page

Order Qty	Available Qty.	Item No.	Description
<input type="text" value="10"/>	420	7275797	\$\$\$\$ CORN, WHOLE KENNERAL 24/14.5 OZ
<input type="text" value="5"/>	120	7279122	\$\$\$\$ GREEN BEANS, CUT 24/14.5 OZ
<input type="text"/>	55	7276352	\$\$\$\$ MIXED VEGETABLES, 24/14.5 OZ
<input type="text"/>	33	7279580	\$\$\$\$ PEAS, GREEN 24/14 OZ
<input type="text" value="15"/>	254	1274689	VEGETABLES, CANNED ASSORTED 40 LBS

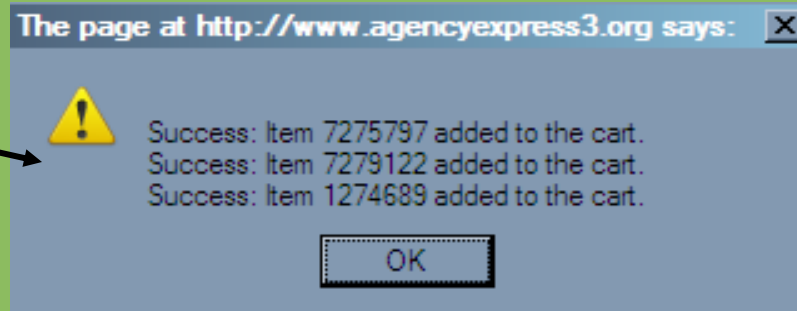
Tip: Please Add to Cart requested items before leaving page

[Print](#) [Clear Cart](#) | [Add to Cart](#) [Check Out](#)

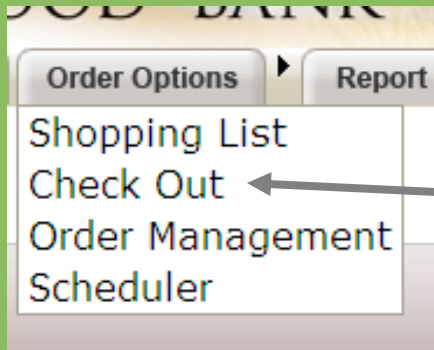


To successfully add the item(s) to your order, you MUST click the ADD TO CART button on each page. You will lose the items wanting to order, if you move to another page without adding the items to the cart.

After Clicking ADD TO CART button, you will see a popup window verifying that the items you selected were added to your cart.



PLACING YOUR ORDER



To submit your order, you **MUST** click the CHECK OUT button or select the check out option from the Order Options tab at the top of the page.





Once clicked on check out, you will be taken to the Shopping Cart Summary Page. This is where you verify your items ordered, the cost, size and weight of the order.

Shopping Cart Summary	
Total Due \$275.25	Total Line Items 3
Gross Weight 1000 lbs	Total Cube Size 0 Cu. Ft.
	Estimated Delivery Fee \$0.00

PLACING YOUR ORDER

The Check Out Page

On this page, you can submit your order, update your quantities, clear your cart, print your unsubmitted order or continue to add items to your cart by clicking the Continue Shopping button.



Welcome Order Options ▶ Report ▶ Food Bank Links Help ▶ About Aidmatrix Log Out

Welcome aetest - [0005PAETEST](#)

My Appointment

Reference Number: **PO671313**






Pickup/Delivery Date: Time:

Comment (Please limit comment to 255 characters, no special character)


Shopping Cart Summary

Total Due	\$275.25	Total Line Items	3
Gross Weight	1000 lbs	Total Cube Size	0 Cu. Ft.
		Estimated Delivery Fee	\$0.00

Shopping Cart

[Print](#) [Clear Cart](#) [Continue Shopping](#) [Update Cart](#) [Submit Cart](#)

Order Qty	Item No.	Description	Quantity	UOM	Gross Weight	Unit Price	Packaging Type	Pack Size	Handling Requirements	VAP Fee	Special
	7275797	\$\$\$\$ CORN,	10	CASE	270	12.18	Case		Dry	0.00	


PLACING YOUR ORDER

Selecting your Appointment

My Appointment

Reference Number: **P0671313**

Pickup/Delivery Date: Time:



Comment (Please limit comment to 255 characters, no special character)

To complete the checking out process, you need to select the appointment you set in the scheduler.

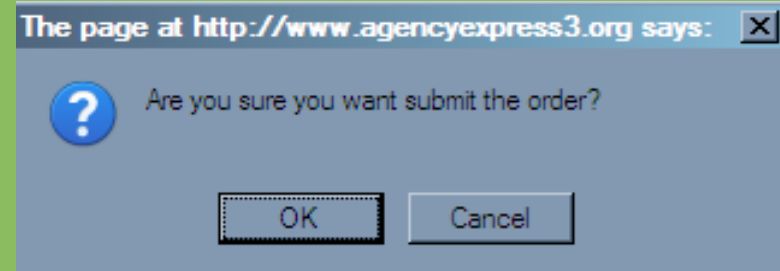
Again select pickup (or delivery) from the drop-down box and click on the calendar icon to the right of the date box. Select the reserved date. Then click on the time you previously selected. Please use the comment box to inform us of any special instructions pertaining to the appointment such as contact phone numbers.

PLACING YOUR ORDER

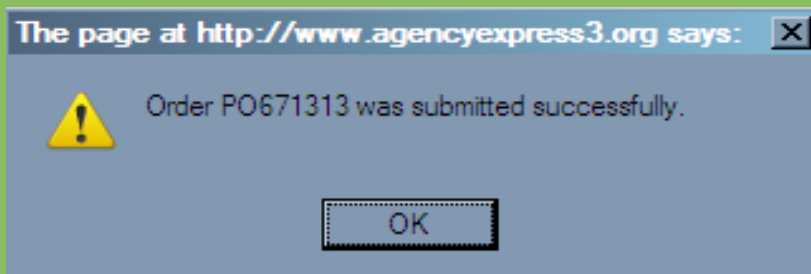
Finalizing your order



Now that you have your shopping cart prepared and appointment reserved, you can click on the SUBMIT CART button



After clicking on Submit Cart button, a confirmation popup window will appear. Click OK to process your order or cancel to go back to the previous page.



If you clicked OK, the next popup window will appear. Any item that is marked as SUCCESS is readily available. (Note: success means that there is enough in stock, not that it has been submitted. Any items that is marked as ERROR needs to be corrected.

After the order is submitted, you will be taken to the Order Management page.

PLACING YOUR ORDER

Order Management

On this page, you can view the orders that you have placed. Orders that have been acknowledged by the food bank, but not released for picking can be edited (you can add or delete items and resubmit). All order can be printed from this page.

Click the Printer to print your order.

Click the Red Circle with the X to remove your order.

Click the pencil to edit your order.

Orders that are released to the warehouse to be picked cannot be changed.

GOLDEN HARVEST FOOD BANK Online Ordering

Welcome | Order Options | Report | Food Bank Links | Help | About Aidmatrix | Log Out

Welcome aetest - 0005PAETEST

Search







From Date: To Date: Reference Number:

Search Show All

Summary

Total Orders: 1 Total Weight: 1000 lbs.
Total Amount: \$275.25

Order Management

	Reference Number	Status	Gross Weight	Total Price	Pickup/Delivery Date
 	PO671313	New Order	1,000.00	\$275.25	12/14/2010
	PO168293	Editing	196.00	\$2.16	12/02/2010
	PO168287	Invoiced	60.00	\$85.20	12/01/2010
	PO168284	Rejected	0.00	\$0.00	11/30/2010
	PO168291	Released	1.00	\$0.16	11/26/2010

Order Status

New Order - Order was just placed by agency representative and is waiting for Golden Express to send it to the Food Bank.

Sent to Food Bank - Order was sent to the food bank for acknowledgement from food bank staff.

Acknowledged – Order was received by a food bank staff. Order can be edited by order new items, taking off items, or increasing or decreasing items already ordered.

Editing – Order was edited by the agency representative and is waiting on acknowledgement from the food bank staff.

Rejected – Order may be rejected due to the following: outstanding order, Pass Deadline, Balance over 30 days, non payment, and agency deleted order.

Released – Order cannot be edited at this stage. Food bank staff will make any adjustments to your order at this time.

Invoiced – Order is invoiced and your agency has received the product.

GOLDEN EXPRESS SUPPORT

Georgia

Agency Services Department

Kim Robinson (706)736-1199 ext 203

Andrea Hubbert (706) 736-1199 ext 219

Order Support

Amanda Gaines –(706) 736-1199 ext 224

Andrea Hubbert (706) 736-1199 ext 219

Kim Robinson (706) 736-1199 ext 203

Billing Support

Amanda Gaines (706) 736-1199 ext 224

Agency Status

Kim Robinson (706)736-1199 ext 203

Amanda Gaines (706)736-1199 ext 224

South Carolina

Agency Services Department

Kevin Barnes (803) 648-0752 ext 301

Sara Dennis (803) 648-0752 ext 303

Order Support

Grace Renken (803) 648-0752 ext 300

Sara Dennis (803) 648-0752 ext 303

Kevin Barnes (803) 648-0752 ext 301

Billing Support

Grace Renken (803) 648-0752 ext 300

Agency Status

Sara Dennis (803) 648-0752 ext 303

Grace Renken (803) 648-0752 ext 300