Agency Overview

Owner of this document is: Scott Wiacek – swiacek@feedingamerica.org

Purpose of this document

This document describes the parameters available for an Agency and how to set them up in Ceres.

Table of Contents

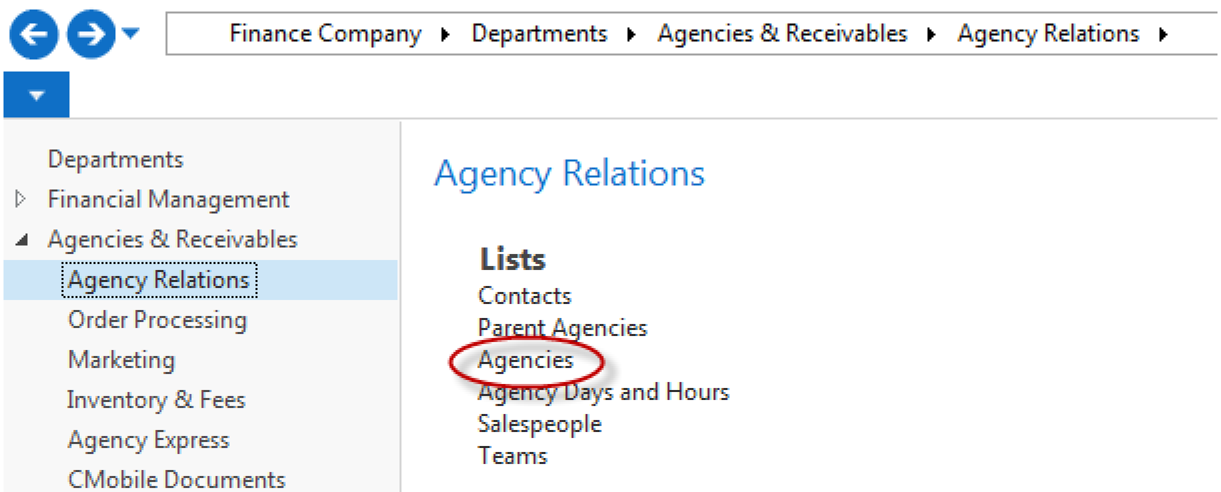
Purpose

Agencies are generally entities that receive product from the food bank. There can be one or many Agencies linked to a single Parent Agency. This document describes the parameters available for an Agency and how to set them up in Ceres.

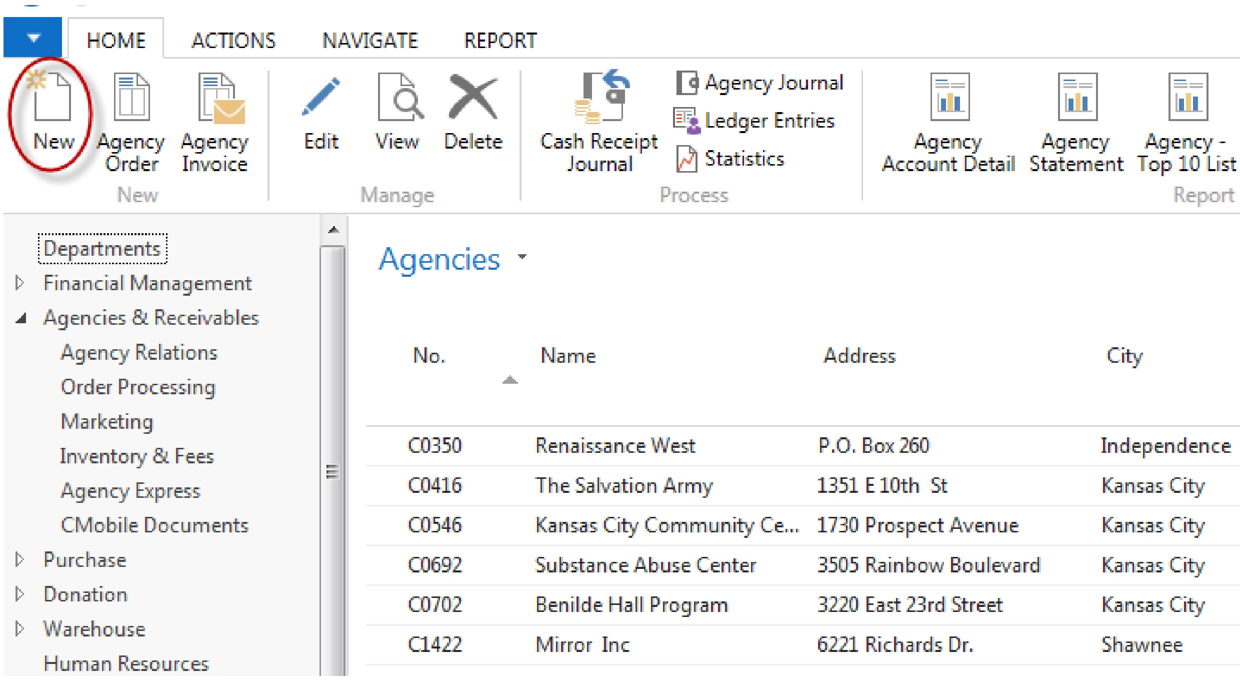
Ceres Object release 4.00.00 is required for the functionality described in this document.

Accessing Agencies

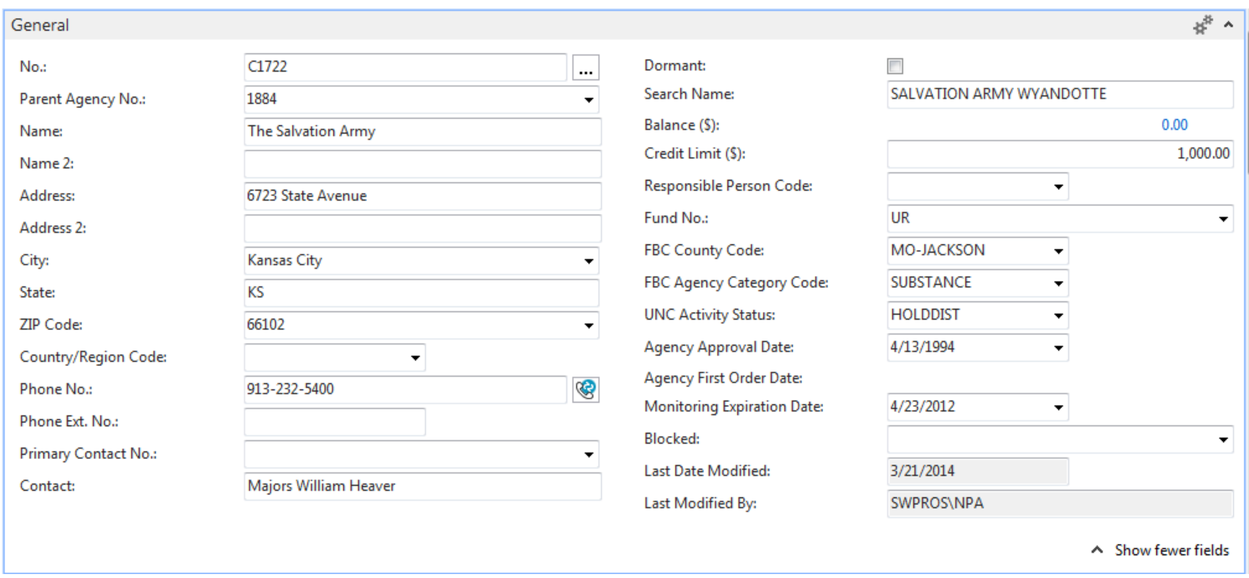
1. The Agency Card can be accessed from Departments → Agencies & Receivables→ Agency Relations → Agencies. You will see the listing of Agencies that exist within Ceres. This List provides a quick glance of the Agencies, contact information, responsible branch, default location and status.



2. Click New on the Home Ribbon to create a new Agency. Agencies may be edited by highlighting an Agency in the List, then right clicking and selecting Edit (or by double clicking on the Agency number).



General FastTab



No.: This is the main identifier for the Agency, which can be entered as any combination of text and numbers. Ceres can be set up to automatically number each Agency Card for you, or you can enter the number manually.

Parent Agency No.: Enter the Parent Agency No. associated with this Agency if applicable. If you enter a Parent Agency, the address fields, location and branch codes will default from the Parent Agency Card to the Agency Card. These fields will still be editable.

Name: Enter the Agency's name. You can enter a maximum of 50 characters, both numbers and letters. The contents of the Name field are typically printed on invoices and similar documents. You should therefore enter the name as you want it to appear.

Name 2: This is an extension of the Name field. This field can be used for names longer than 50 characters. This field is also 50 characters in length.

Address: Enter the Agency's address. The address should be the physical street address of the Agency.

Additional addresses, phone numbers, and contact information can be setup using the Supplement Address functionality. A Supplemental Addresses FactBox displays to the right of the Card. This FactBox provides a link to any Supplemental Addresses that have been setup for this Agency. See the Supplemental Address documentation for more information.

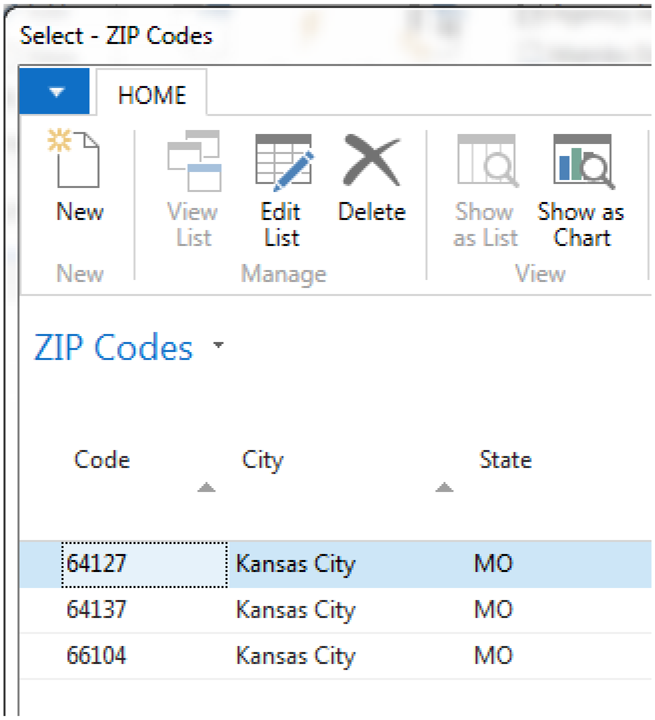
Address 2: An extension of the Agency's address, such as a suite number or building number. Up to 50 characters can be added here, using any type of text or numbers. Enter it as you want it to appear in printed documents

City: Enter the city where the Agency is located.

State: Enter the state where the Agency is located.

Zip Code: Here you would enter the Zip Code of the Agency.

> **Note:** If you fill in the ZIP Code field with a ZIP Code that is linked to a single city in the ZIP Code table, Ceres fills in the City field automatically. If there is more than one city linked to the ZIP Code, Ceres displays a list of the relevant cities for you to choose from. If the ZIP Code is not set up in the ZIP Code table, you must enter the city manually.
>
> If you fill in the City field before the ZIP Code field, and if the city is linked to a single ZIP Code in the ZIP Code table, Ceres fills in the ZIP Code field automatically. If there is more than one ZIP Code linked to the city in the City field, Ceres displays a list of ZIP Codes for you to choose from. If the city is not set up in the ZIP Code table, you must enter the ZIP Code manually.



Country/Region Code: Enter the country or region where the Agency is located. This field is optional. If a country is entered it will print on the Agency

Phone No.: Enter the primary phone number for this Agency. The field is 30 characters in length. A consistent format when entering the number, such as: (123) 456-7890, is recommended. The value entered here will also appear on the Communication FastTab.

Phone Ext. No.: Field for entering a phone extension up to 6 characters

Primary Contact No.: This field contains the primary contact number for the Agency. When you enter a primary contact in this field, the name will be copied to the Contact field on the Contact Card. To see the primary contact numbers in the Contact List window, click the AssistButton in the field.

Contact: Enter the name of the person you regularly contact when you do business with this Agency.

Dormant: Placing a checkmark here will hide the record from the list view.

Search Name: Here you can enter a search name. You can use the Search Name field to search for an agency when you cannot remember the agency number: Salvation Army, for example. When you enter something in the Name field and press Tab, Ceres automatically copies the contents to the Search Name field. The contents of the Search Name field do not need to be the same as those of the Name field.

> **Note:** If the search name was inserted automatically by Ceres, it will be changed each time you change the Name field. If you inserted the search name manually, it will not be changed automatically when the Name field is changed.

Balance ($): This field displays, in $, the agency's current balance. Ceres automatically calculates and updates the contents of the field using the entries in the Amount ($) field in the Agency Ledger Entry table. To see the agency ledger entries that make up the amount shown, click the AssistButton in the field.

Credit Limit ($): Here you can enter the maximum credit (in $) that can be extended to the agency. Ceres uses this field to perform a test when you fill out journals, quotes, orders and invoices. It tests the agency order header and individual agency order lines to see whether the credit limit has been exceeded. You can post even though the credit limit has been exceeded. If the field is left blank, there will be no credit limit for this agency.

Responsible Person Code: Here you can select a code for the person who normally handles this agency's account.

Fund No.: This field contains the code the Fund No. that is assigned to the Agency.

FBC County Code: This field contains the food bank county for this Agency.

FBC Agency Category Code: This field contains the Food Bank Category Code. Each food bank category code is associated with a UNC Category Code.

UNC Activity Status: This field contains the UNC Activity Status Code. The status selected determines whether or not postings can be made to the Agency and whether E-Mail Notifications are needed. Here are some examples of status codes:

> **ACTIVE** – Active Agency of the Food Bank
> **INACTIVEAG** – Inactivated by Agency
> **INACTIVEFB** – Inactivated by Food Bank
> **SUSPENDED** – Agency suspended by the Food Bank

Monitoring Expiration Date: This field contains the date the Agency monitoring term expires.

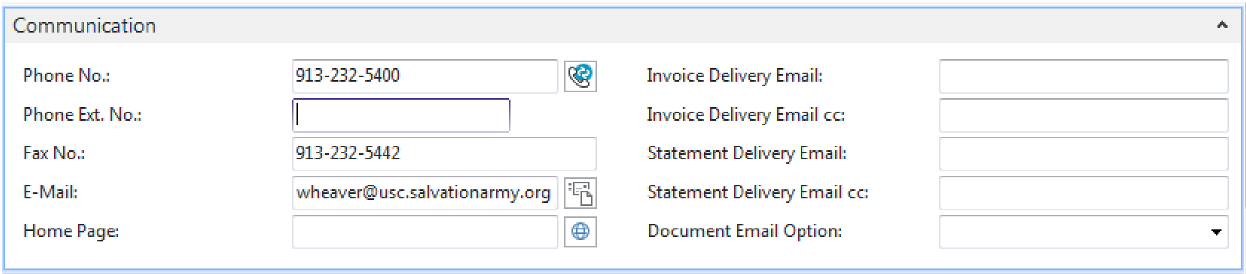
Blocked: The blocked field is used to designate which transactions are allowed for this Agency. Allowable choices are:

> **<Blank>** - Any transaction is allowed for this agency.
> **Ship** – New agency orders and shipments cannot be created for this agency. Existing shipments not yet invoiced can be invoiced.
> **Invoice** – New agency orders, new shipments and new invoices cannot be created for this agency. Existing shipments not yet invoiced cannot be invoiced.
> **All** – No transaction is allowed for this agency, including payments.

Last Date Modified: This field is maintained by Ceres and displays the date the agency was last modified.

Last Modified By: This field is maintained by Ceres and displays the login identification of the user that last modified the agency.

Communications FastTab



Phone No.: Here you can enter the agency's telephone number. You can enter a maximum of 30 characters, both numbers and letters. Use a standard format for the telephone number so that it will look uniform on printouts. For example:

123-456-7890 or (123) 456-7890

Fax No.: Here you can enter the agency's fax telephone number. You can enter a maximum of 30 characters, both numbers and letters. Use a standard format for the fax telephone number so that it will look uniform on printouts. For example:

123-456-7890 or (123) 456-7890

E-Mail: Here you can enter the agency's e-mail address. You can enter a maximum of 80 characters, both numbers and letters. In the field is a button with a picture of an envelope on it. If Ceres is integrated with an e-mail system, you can click this button to open a window in which you can create and send a message. If you have entered an address in the E-mail field, Ceres automatically fills in this address in the To... field.

Home Page: Here you can enter the agency's home page address. You can enter a maximum of 80 characters, both numbers and letters. Ceres is integrated with an Internet connection, you can click the button to the right of the field to access the agency's home page.

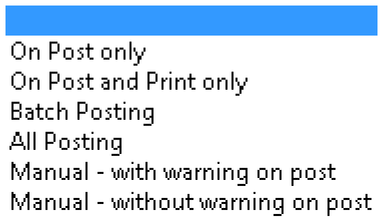
Invoice Delivery Email: Fill in recipient email address to send Invoices based on the Document Email Option selection below.

Invoice Delivery Email cc: Fill in recipient email address to cc Invoices based on the Document Email Option selection below.

Statement Delivery Email: Fill in recipient email address to send Statements based on the selection of Send Statements on the Payments FastTab (see below).

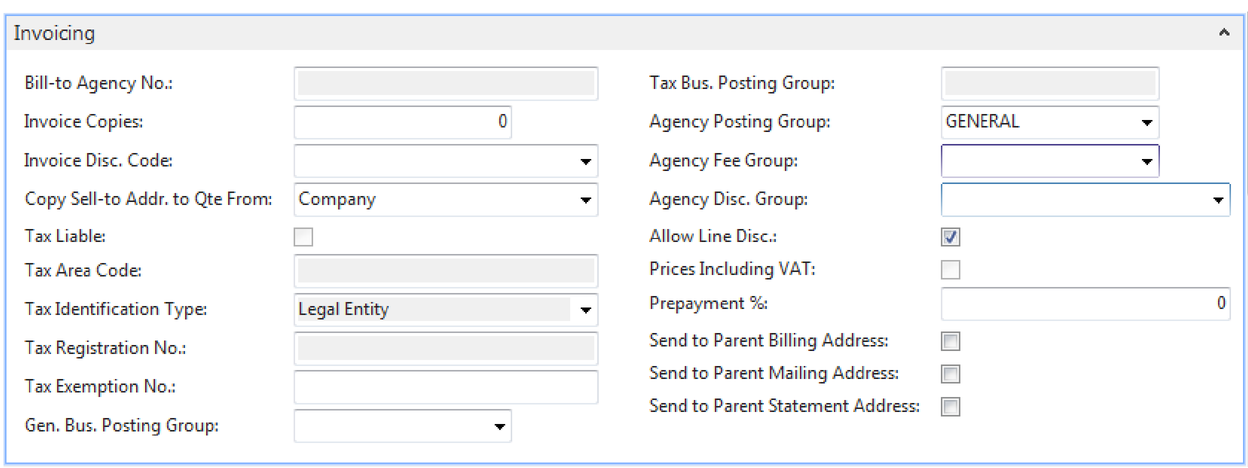
Statement Delivery Email cc: Fill in recipient email address to cc Statements based on the selection of Send Statements on the Payments FastTab (see below).

Document Email Option: Select one the options below:



- **Blank** – no Invoice emails will be sent
- **On Post only** – Invoice emails will be sent if Post is selected when posting the document
- **On Post and Print only** – Invoice emails will be sent if Post and Print is selected when posting the document
- **Batch Posting** - Invoice emails will be sent if Post Batch is selected when posting the document
- **All Posting** - Invoice emails will be sent if either Post or Post and Print or Batch Posting is selected when posting the document
- **Manual – with warning on post** - Invoice emails will be sent if Actions → Functions → Send Order Confirmation is selected from an Agency Order or if Actions → Functions → Send Invoice is selected from a Posted Agency Invoice. A warning will display if the Order Confirmation was previously sent (see Order Email Sent on the Shipping FastTab of an Agency Order).).
- **Manual – without warning on post** - Invoice emails will be sent if Actions → Functions → Send Order Confirmation is selected from an Agency Order or if Actions → Functions → Send Invoice is selected from a Posted Agency Invoice. No warning will display, even if the Order Confirmation was previously sent (see Order Email Sent on the Shipping FastTab of an Agency Order).

Invoicing FastTab



Bill-to Agency No.: This field is not used by Ceres.

Invoice Copies: Here you can enter the number of invoice copies that will always be printed out for this agency. This number refers to copies in addition to the original. Entering a number of 1 here will result to 2 documents printed, the original and one copy. The default entered here may be overridden by the Default No. of Copies setup. See the Default No. of Copies document for more information

Invoice Discount Code: This field displays the agency's invoice discount code. You can enter a maximum of 20 characters, both numbers and letters.

When you set up a new agency card, the number from the No. field is automatically copied to this field.

You then have two possibilities in this field:

1. If you want the agency to have an individual invoice discount, don't change the contents of this field, but set up terms for this invoice discount code in the Agency Invoice Discounts window. To see the window, click Related Information, point to Distribution on the Agency Card window, and then select Invoice Discount.

2. If you want several agencies to have the same invoice discount, you can replace the default code with another one. This can be a code that has previously been set up, or it can be a new one. If you enter a new code, you must set up invoice discount terms for it in the Agency Invoice Disc. window. After this, enter the new code in the Invoice Disc. Code field for each agency that you want to have the same invoice discount.

Copy Sell-to Addr. To Qte From: This is an option field which contains the type of contact, either company or person. Ceres preselects the Company option as a default, but you can change it by clicking the AssistButton to the right of the field and selecting the Person option.

Tax Liable: Sales tax related field that is currently not being used

Tax Area Code: Sales tax related fields that is currently not being used

Tax Identification Type: This field is not used by Ceres.

VAT Registration No.: This field is not used by Ceres.

Tax Exemption No.: Enter the Agency's IRS tax emption number.

General Bus. Posting Group: Here you can specify a general business posting group for the Agency. To see the general business posting groups in the Gen. Business Posting Groups window, click the AssistButton in the field. The Code specifies to which general business posting group this particular Agency belongs. The General Business Posting Groups can be set up to group Agencies by geographical area or type of Agency.

Tax Bus. Posting Group: This field is not used by Ceres.

Agency Posting Group: Here you can select a Code for the Agency Posting Group to which the agency will belong. To see the Agency Posting Group Codes in the Agency Posting Groups window, click the AssistButton in the field. The Agency Posting Group specifies to which accounts in the general ledger Ceres will post for transactions involving this Agency. This posting group specifies accounts for agency receivables, service charges, payment discount amounts, interest, additional fees and invoice rounding amounts.

Agency Fee Group: This field contains the Agency Fee Group Dode. To see the fee group codes in the Agency Fee Group window, click the AssistButton in the field. In the Agency Fee window, you can enter unit fees for an item that are different for different fee groups. If the Agency belongs to a particular fee group, Ceres will use the appropriate fee on quotes, orders and invoices instead of the item's standard fee.

Agency Disc. Group: This field contains the Agency Discount Group Code. To see the Agency Discount Group Codes in the Agency Discount Group table, click the AssistButton in the field. The agency order line discount depends on both the Agency and the Item. The size of the discount is determined by which agency discount group the Agency belongs to and which item discount group the item belongs to.

Allow Line Disc.: If this field contains a check mark, Ceres will calculate a line discount where applicable for Agency

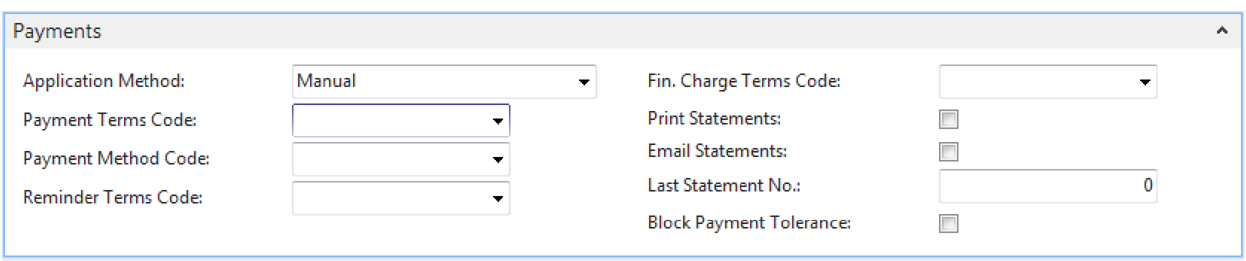
Prices Including VAT: This field is not used by Ceres.

Prepayment %: This field can contain a prepayment percent that applies to all orders for this Agency, regardless of the items or services on the agency order lines. Do not enter the percent sign. For example, if the Prepayment % is 7.5%, enter 7.5.

Send to Parent Billing Address: If this field is checked and if a Supplemental Billing Address is set up for the Parent Agency, the Supplemental Billing Address of the Parent Agency will flow to the Invoicing FastTab of the Agency Order.

Send to Parent Mailing Address: If this field is checked and if a Supplemental Mailing Address is set up for the Parent Agency, the Supplemental Mailing Address of the Parent Agency will flow to the General FastTab of the Agency Order.

Payments FastTab



Application Method: Choose how Ceres will apply payments for this Agency. To determine the application method, click the AssistButton in the field and select one of the two options:

> **Manual** - You must manually specify in the Apply Agency Entries window which documents a payment applies to.

Apply to Oldest - Ceres will automatically apply the payment to the oldest of the agency's open entries.

If you do not enter anything here, the application method will be Manual.

Payment Terms Code: Select a Code for the payment terms you will grant the Agency. To see the Payment Terms Codes in the Payment Terms window, click the AssistButton in the field. A payment terms code stands for a formula that calculates the due date, payment discount date and payment discount amount. If you have entered the code on the agency card, Ceres will use the appropriate payment terms when you invoice the agency.

Payment Method Code: Enter a Code for the method that the Agency usually uses to submit payment (bank transfer or check, for example). You can enter a maximum of 10 characters, both numbers and letters. To see the payment methods in the Payment Methods click the AssistButton in the field.

Reminder Terms Code: The reminder terms specify what information should be included on reminders and when the reminders should be created. This field is not normally used by food banks.

Fin. Charge Terms Code: A finance charge terms code contains information about the interest calculation method, interest rate, and so on. This field is not normally used by food banks.

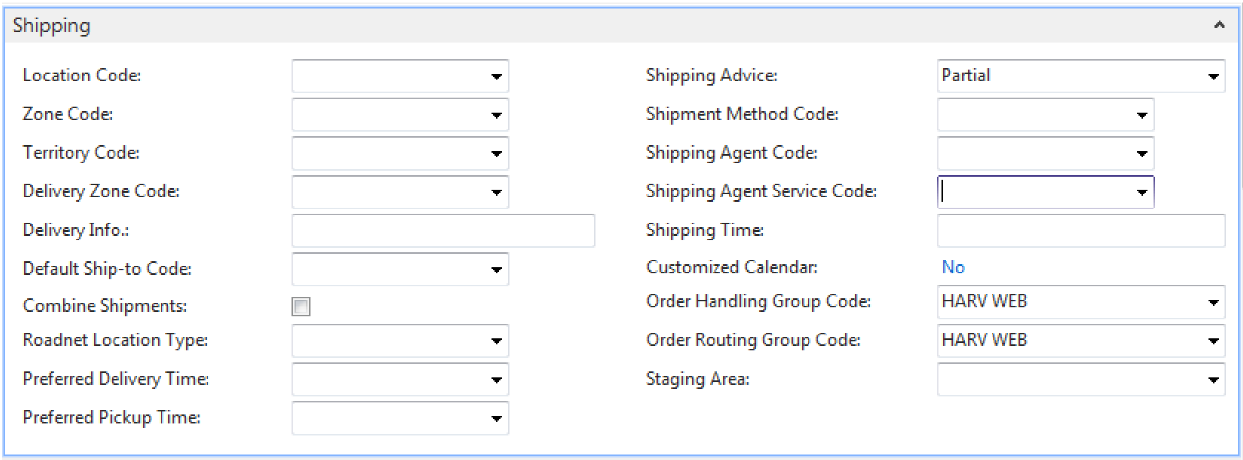
Print Statements: Filter fields to indicate whether to include this Agency when you print statements. Statements can still be printed even if this fields in not checked.

Email Statements: If selected the Statement will be emailed instead of being printed. You must first setup an email address in the Statement Delivery Email field on the Communications FastTab, prior to selecting this field.

Last Statement No.: This field displays the number of the last statement that was printed for this Agency. The number of the next statement will be one higher. You can enter a different number, but you should be aware that this will interrupt the numerical sequence of the agency's statements.

Block Payment Tolerance: A check mark in this field indicates that payment tolerances are not allowed for this Agency.

Shipping FastTab



Location Code: Enter the default Location Code for the Agency. If an Agency has a Location Code, Ceres will always suggest items from that particular inventory location when you enter Agency Orders.

Zone Code: Enter the default Zone Code for the Agency. If an Agency has a Zone Code, Ceres will always suggest items from that particular inventory location when you enter Agency Orders.

Territory Code: Here you can select a territory code for the Agency.

Delivery Zone Code: This field can be used to assign each Agency to a geographic zone for deliveries.

Delivery Info.: Enter any special delivery information / instructions for the Agency.

Default Ship-to Code: Enter default ship-to code for this Agency. Agencies can have one or more ship to addresses associated with them.

> ***Note:*** *A known issue exists with regard to creating new Ship-to Address records via the "New" action on the simply drop down page whereby the error message "Agency No. '' does not exist" may present. Refer to Read Me_Ceres3 01 48_Agency Default Ship-to Code.docx for "work-around" and corrective steps.*

Combine Shipments: Here you can specify whether several orders delivered to the Agency can appear on the same invoice. Your choice will be transferred as a default to the Agency Order Header, where it can be changed. When invoicing you use the Combine Shipments batch job, which includes only orders that have a check mark in the Combine Shipments check box.

Roadnet Location Type – This is an optional field that can assist your food bank with filtering Agency Orders that are included in an export. This can help with grouping orders or segregating which orders should be part of Roadnet.

Preferred Pickup Time – Used when creating appointments as a default choice

Preferred Delivery Time – Used when creating appointments as a default choice

Shipping Advice: This field contains advice about whether the Agency will accept a partial shipment of the order. You can enter one of two options about the way the Agency wants to receive orders: Partial, for partial shipments, or Complete, for complete shipments. The default value for this field is partial.

Shipment Method Code: Select a code for the shipment method to be used when you ship to this Agency.

Shipment Agent Code: This field is used to specify a 3rd party shipping company to be used to deliver to the Agency.

Shipping Agent Service Code: This field specifies the service level to be used when shipping via a 3rd party shipping company specified by the shipment agent code. You must first select the Shipment Agent code before selecting a Shipping Agent Service Code.

Shipping Time: This field contains the shipping time of the order. That is, the time it takes from when the order is shipped from the warehouse to when the order is delivered to the Agency's address. Ceres uses the Shipping Time field to calculate the planned delivery date and the promised delivery date on the agency order.

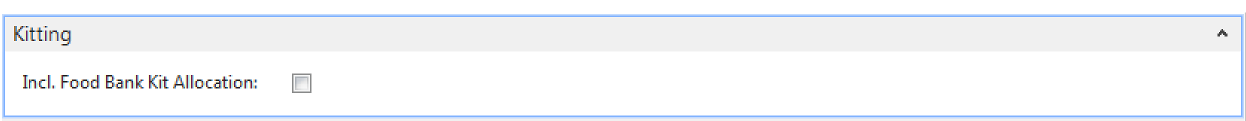
Customized Calendar: See the Agency Scheduling Procedure for information on Scheduling Appointments in Ceres.

Order Handling Group Code: Select an Order Handling Group Code that will flow to the Agency Order to enable the grouping and processing of Orders based on pre-defined handling requirements

Order Routing Group Code: Select an Order Routing Group Code that will flow to the Agency Order to enable the grouping and processing of Orders based on pre-defined routing requirements

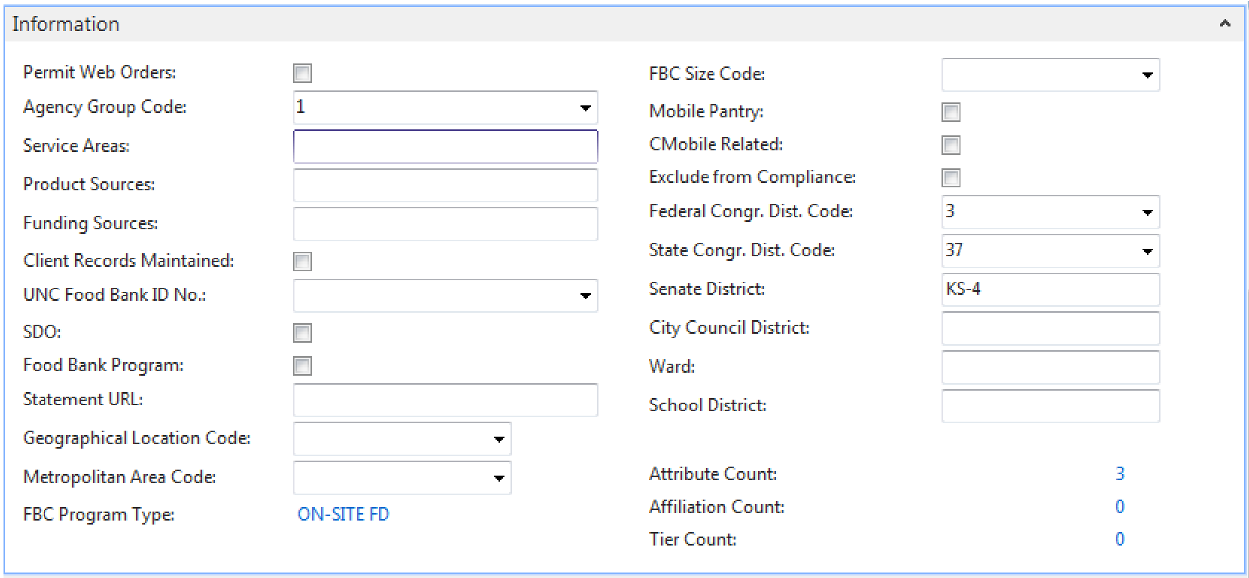
Staging Area: Select a Staging Area that will flow to the Agency Order as the Default Staging Area and be used as the Default Staging Area on a Pick if the Create Pick By field on the Location Card is Blank.

Kitting FastTab



Incl. Food Bank Kit Allocation: This field indicates whether or not the Agency is qualified for food bank kit allocations. A check here will include the Agency in the kit allocation process. However, additional qualifiers may be needed for the Agency to receive a particular food bank kits allocation.

Information FastTab



Permit Web Orders: This field determines whether the Agency can place orders via Agency Express.

Agency Group Code: This field is used to restrict product to the Agency during agency order entry. Restrictions can be based on quantity or qualifiers.

Service Areas: This field describes the area serviced by the Agency. Up to 150 characters can be added here to identity the service area.

Product Sources: This field describes the Agency's product sources. Up to 150 characters can be added here to identity the service area.

Funding Sources: This field describes the Agency's funding sources. Up to 150 characters can be added here to identity the service area.

Client Records Maintained: This field indicates whether or not the Agency maintains client records.

UNC Food Bank ID No.: This field is the UNC Food Bank ID as assigned by FA.

SDO: This field indicates whether or not the Agency is a satellite distribution organization.

Food Bank Program: This field indicates whether or not the Agency is a food bank program.

Statement URL: This field contains the web address where statements are stored in Agency Express.

Geographical Location Code: This field contains the code representing the geographical location the Agency is located in.

Metropolitan Area Code: This field contains the code representing the metropolitan area the Agency is located in.

FBC Size Code: This field defines the size of the Agency in terms of members.

Mobile Pantry: Check this field if this Agency is a Mobile Pantry.

CMobile Related: Check this field to include this Agency with those Agencies that are displayed on the CMobile handheld devices.

Exclude from Compliance: Check this field to exclude the Agency from compliance reporting updates. Agencies checked as "Exclude from Compliance" will not be checked for compliance with reporting or past due and their status will remain unchanged by this process. See the UNC Activity Status by Group document for more details.

Federal Congr. Dist. Code: This field contains the code representing the federal congressional district the Agency is located in.

State Congr. Dist. Code: This field contains the code representing the state congressional district the Agency is located in.

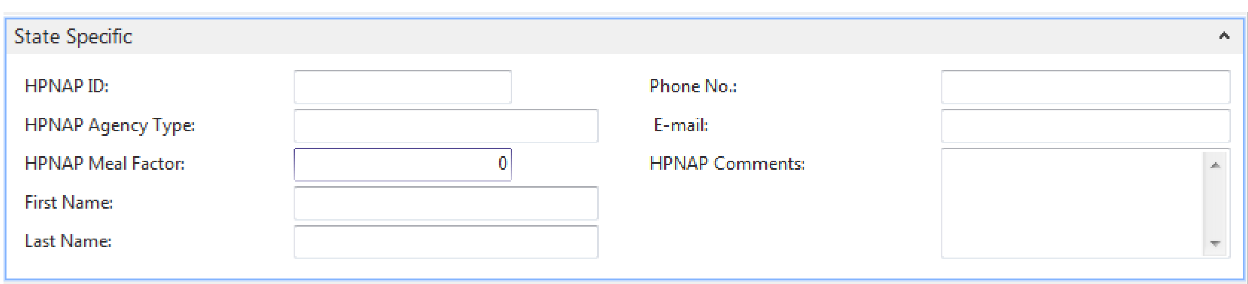
Senate District: This field contains the senate district the Agency is located in.

City Council District: This field contains the city council district the Agency is located in.

Ward: This field contains the Ward that the Agency is located in.

School District: This field contains the school district the Agency is located in.

State Specific FastTab



HPNAP ID: This field contains the Agency's HPNAP ID.

HPNAP Agency Type: This field contains the HPNAP Agency Type.

HPNAP Meal Factor: This field contains the HPNAP meal factor. This is calculated by the number of days served multiplied by the number of meals served per day. For example: 3 meals per day - 4 days a week, enter a meal factor of 12 (3 X 4).

First Name: Enter the contact person's first name.

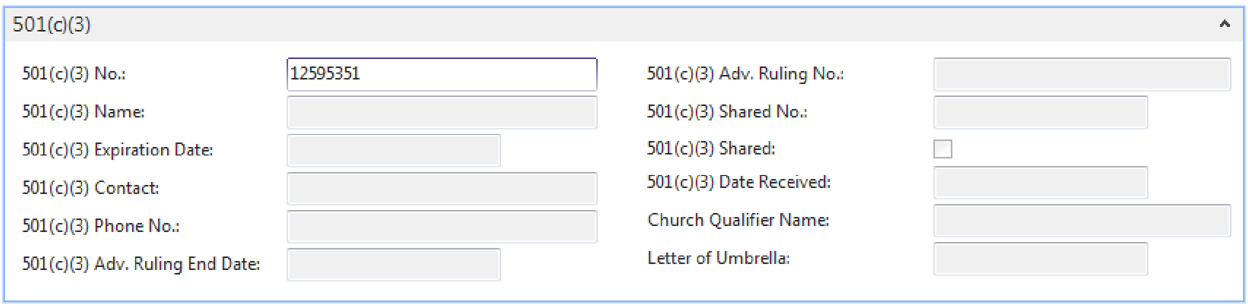
Last Name: Enter the contact person's last name.

Phone No.: Enter the contact person's phone number.

E-Mail: Enter the contact person's email address.

HPNAP Comments: Enter any comments about the HPNAP program for the Agency.

501 (c)(3) FastTab



> **Note:** The following fields will flow from the Parent Agency Card if Default 501(c)(3) from Parent is checked on the Agencies & Receivables Setup Page and the fields will not be editable on the Agency Card.

501(c)(3) No.: Enter the 501(c)(3) number for this Agency.

501(c)(3) Name: Enter the 501(c)(3) name for this Agency.

501(c)(3) Expiration Date: Enter the date when the Agency's 501(c)(3) status expires.

501(c)(3) Contact: Enter person to contact related to the Agency's 501(c)(3) status.

501(c)(3) Phone No.: Enter the phone number of the associated contact.

501(c)(3) Adv. Ruling End Date: Enter the date when the Agency's 501(c)(3) Advanced Ruling expires

501(c)(3) Adv. Ruling No.: Enter the 501(c)(3) Advanced Ruling Number

501(c)(3) Shared No.: Enter the 501(c)(3) Shared Number for this Agency.

501(c)(3) Shared: A checkmark in this field indicates that the 501(c)(3) status of the Parent Agency is being shared with this Agency. If Shared all of the other related 501(c)(3) fields flow from the Parent Agency Card and are non-editable.

501(c)(3) Date Received: Enter the date the Agency's 501(c)(3) status was granted.

Church Qualifier Name: Enter the name of the Church this Agency qualified for non-profit status.

Letter of Umbrella: Enter the Letter of Umbrella this Agency is operating under for non-profit status.

Related Topics:

1. Parent Agency Overview
2. Agency Ship-to Addresses
3. Agency Groups and Qualifiers
4. Agency Fees Setup
5. AE3 Agencies_Shoppers_Items
6. Supplemental Addresses
7. Agency and Donor Document Email Functionality
8. Agency Profiles
9. Agency Days and Hours Setup
10. Agencies UNC Activity Status by Group
11. FA Reporting
12. Comments
13. Delivery Zones and Fees
14. Order Handling and Routing Groups