

Frequently Asked Questions About The New SCA Shopping System

Updated: April 22, 2025

1. Can't see the full screen? For Cell Phones and Hand-Held Devices: Rotate horizontal. For Desktops/Laptops Adjust down your screen magnification.
2. Can't find your agency after logging into the Agency Portal? Go to the upper right-hand corner and select your agency.
3. What is my new agency number? How do I see it in SCA? Your agency number will now appear on your sales order in the SCA system. It is an eight-digit number, where the first three numerals are your org ID and the last five numerals are your agency number. (Ex.: 123-45678).
4. When I submit the Jot Form to add shoppers, how soon will they get the registration link? Generally, one business day later.
5. What is the timeframe for shopping for deliveries, local and rural, and also if I am picking up my order?
 - a. Deliveries:
 - i. If you are a Local delivery, you can start an order **7** days before date of delivery.
**Your order will be cut off 2 days before your delivery.*
 - ii. If you are a Rural delivery you can start an order **13** days before the order is delivered.
**Your order will be cut off 3 days before your delivery.*
 - b. Pick-Ups: For pick-ups, you can arrange 7 days prior if you want five days of shopping, if you need less days to shop you can shorten that window to your preference for when you want to pick up. *You cannot start another order until after the cut-off of your current order.*
6. Should I get an email after I hit "Place Order"? You will receive an email only one time, when you "Place Order" initially, which creates a Sales Order. That email confirmation goes to the person in your agency who previously received electronic statements from our Finance team. If you want a different person to receive the confirmation, please let the Orders and Customer Service team know.
7. Why do I see Brookham as my delivery location? That is the place where your food order is created, at our warehouse, which is why it is listed there.
8. How can I tell how much I can order? The number of items you can order is in the column "Max Quantity". This is the maximum amount of product that you can order of the item in that category.
9. Does my credit limit change as I am shopping? No, your credit limit only gets adjusted after receipt of your delivery or pick up.

10. **Is there a time limit for shopping in SCA?** If you are idle for more than 15 minutes the system automatically logs you off, so be sure to add items to your cart as you are shopping, otherwise, if you get logged out after 15 minutes of no activity, you will lose those items that are not in your cart.

- Once you create a Sales Order (SO) by clicking on "Place Order", those items will be saved after your order cuts off. Please remember that when you go back to your Sales Order (SO) and hit "Add/Remove Items" this starts the clock at 30 minutes, so if you change something in the order during that time, make sure to "Save Changes", because after 30 minutes it will drop all NEW things that haven't been changed.

11. **After my order is cut off, and I need to cancel it, what do I do?** Contact Orders and Customer Service at least 48 hours before the order is scheduled to be delivered or picked up by sending an email to cancel@midohiofoodbank.org. If it is less than 48 hours call Orders and Customer Service directly at 614-317-9426. For Produce orders, this is the same process.