



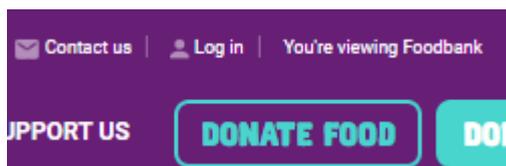
## Web ordering user guide

Welcome to Foodbank's web ordering system. This guide explains how to place your order with Foodbank.

You can use the web ordering system from most web browsers, and we recommend that if you're having problems you upgrade to the latest version. If you still have problems try using Internet Explorer, Firefox, Google Chrome, and Safari (for the Apple Mac). You can also use web ordering from an ipad or smartphone.

### Logging on

On your selected device go to [foodbank.org.au](http://foodbank.org.au) and click on Log in which is above the Donate food button. If you don't see log in make sure you're scrolled to the top of the page.



Enter the agency id and password you've been given and click login. If you've forgotten your password you can have it emailed out to the email addresses we have on file for your agency by clicking on Forgot Password.

A screenshot of the Food Bank online ordering login page. The page has a white background. At the top left is the Food Bank logo with the tagline "FIGHTING HUNGER IN AUSTRALIA". To the right of the logo is the text "ONLINE ORDERS" in orange. Below the logo and text are two input fields: "Agency ID" and "Password". At the bottom left of the form is a purple "Login" button, and to its right is a "Forgot Password" link in orange. The browser's address bar shows "no device selected".

When you get in you'll see a screen like this on your mobile

FOOD BANK ONLINE ORDERS  
 Glendenning, NSW  
 Welcomes NSW TEST ACCOUNT

0 kg 0 kg 0 kg 0 kg \$0.00

Update Totals Clear Finish Later Finish Now

\*\*\*SPECIALS\*\*\* Drinks Fresh Fruit and Vegetables  
 Frozen Food Non Food Pantry Food  
 Refrigerated Food

I want	Description
 0 + -	PRAISE Traditional Whole Egg Mayonnaise 2kg x 4 9.0kg CTN 206 available limit 2 \$4.00 fee Expiry BB:19/10/2017
	AUTILI Baby Formula

Which will scroll to this so you can see more products at once

0 kg 0 kg 0 kg 0 kg \$0.00

Update Totals Clear Finish Later Finish Now

 0 + -	Waffles 576g x 10 6.3kg CTN (FROZEN) 71 available \$3.15 fee Expiry BB:08/2017
 0 + -	MYDIBEL Potato Waffles 2.5kgs x 3 ** Reduced ** 8.0kg CTN (FROZEN) 9 available \$2.00 fee Expiry BB:26/08/2017
 0 + -	OPORTO Spicy Bites 1kg x 12 pks 12.4kg CTN (FROZEN) 5 available \$72.00 fee Expiry BB:02/12/2017
 0 + -	STEGGLES Crispy Glazed Chicken Wings 1kg x 12 12.9kg CTN (FROZEN)

Or like this on a desktop

FOOD BANK ONLINE ORDERS  
 Glendenning, NSW  
 Welcomes NSW TEST ACCOUNT

0 kg 0 kg 0 kg 0 kg \$0.00

Update Totals Clear Finish Later Finish Now

\*\*\*SPECIALS\*\*\* Drinks Fresh Fruit and Vegetables Frozen Food Non Food Pantry Food Refrigerated Food

I want	Description	Available	Limit	Expiry	Fee	Item Number	Category	Type
 0 + -	PRAISE Traditional Whole Egg Mayonnaise 2kg x 4 9.0kg CTN	206	2	BB:19/10/2017	\$4.00	19310047213478	***SPECIALS***	Dressings, Dips, Condiments & Toppings
 0 + -	AUTILI Baby Formula Follow-On Stage 2 (6-12mths) 900gx6 6.9kg CTN	689		UB:27/01/2018	\$2.00	N12581	***SPECIALS***	Milk - Shelf Stable
 0 + -	Almond Breeze Almond Milk Coffee Flavour 250mlx24 6.5kg CTN	364		BB:10/09/2017	\$2.60	10041570120955	Drinks	Drinks

We've organised similar products to be together in the list so you can see your choices for similar products all at once. The product description will tell you how much of the

product you're getting for the price, usually a carton. The picture only shows a single inner unit.

If you hover the mouse over a heading, symbol or button you'll get an explanation of what it means.

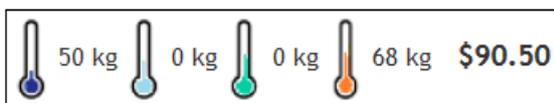
The simplest way to place an order is simply to scroll down the window and tap or mouse click the + button to increase the quantity. If you need to enter a large quantity click into the field and use the keyboard.

The TAB key will move you down to the next product, on a mobile you can scroll down the product list using your finger.

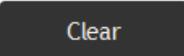
To move down a whole screen on a desktop click in the scroll bar on the right hand side below the scroll slider.

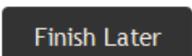
### What do the buttons do?

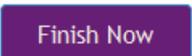
 After you've entered your order you might want to see how much you've ordered. Clicking the Update Totals button will load the kilos for each temperature type and your ex g.s.t. cost into the top right panel.



In this case we've ordered 50 kilograms of frozen product, 68 kilos of ambient (room temperature) product, no chilled or fresh.

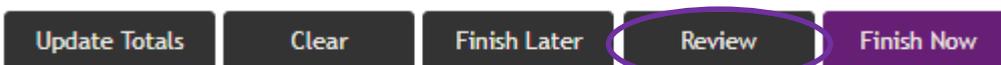
 Sets all your order quantities back to zero so you can start the order again.

 Saves the order to our server so you can log in again later and finish the order off. We don't reserve the stock for you at this point (as you can still change your mind). You would use this if you were interrupted.

 Proceeds to the next stage to give us the final details before sending us the order.

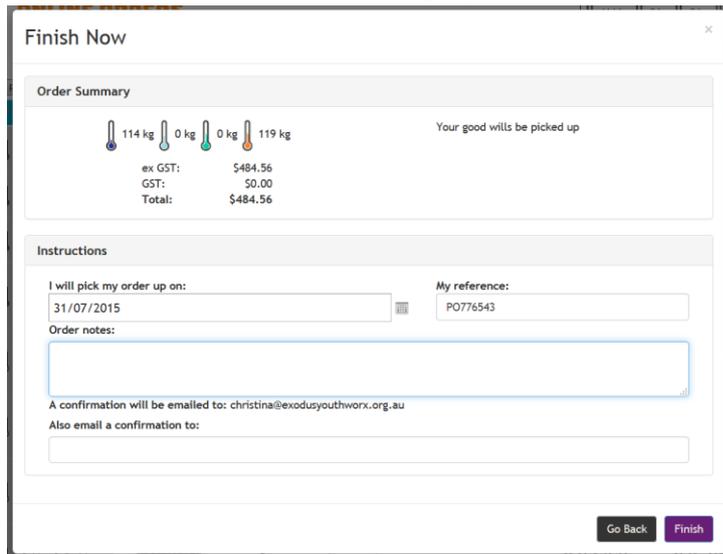
   These buttons will scroll the window to the items which are in the section named on the button, so if you wanted to order from only one section you could click on that straightaway and start scrolling down from there.

To review your order you can click on the Review button and all your products will be redisplayed at the top of the screen.



## Finishing your order

The Finish Now button will bring up this screen.



The screenshot shows a web form titled "Finish Now" with a close button (X) in the top right corner. The form is divided into two main sections: "Order Summary" and "Instructions".

**Order Summary:** This section displays the total weight of the order as 114 kg, 0 kg, 0 kg, and 119 kg. It also states "Your good wills be picked up". Below this, a table shows the financial breakdown:

ex GST:	\$484.56
GST:	\$0.00
Total:	\$484.56

**Instructions:** This section contains several input fields and a text area. It starts with "I will pick my order up on:" followed by a date input field containing "31/07/2015". To the right is a "My reference:" field containing "PO776543". Below these is a large "Order notes:" text area. At the bottom of the instructions section, it says "A confirmation will be emailed to: christina@exodusyouthworx.org.au" and "Also email a confirmation to:" followed by an empty input field. At the very bottom of the form are two buttons: "Go Back" and "Finish".

In this screen you **MUST** specify the date you'll be picking up your goods or having them delivered / sent from foodbank. You may optionally enter a reference number which will be shown on your invoice, some notes for us and an additional email address which the confirmation will be sent to. Multiple email addresses can be entered by separating them with semicolons.



Will send us your order. You'll receive an email confirmation shortly afterwards.