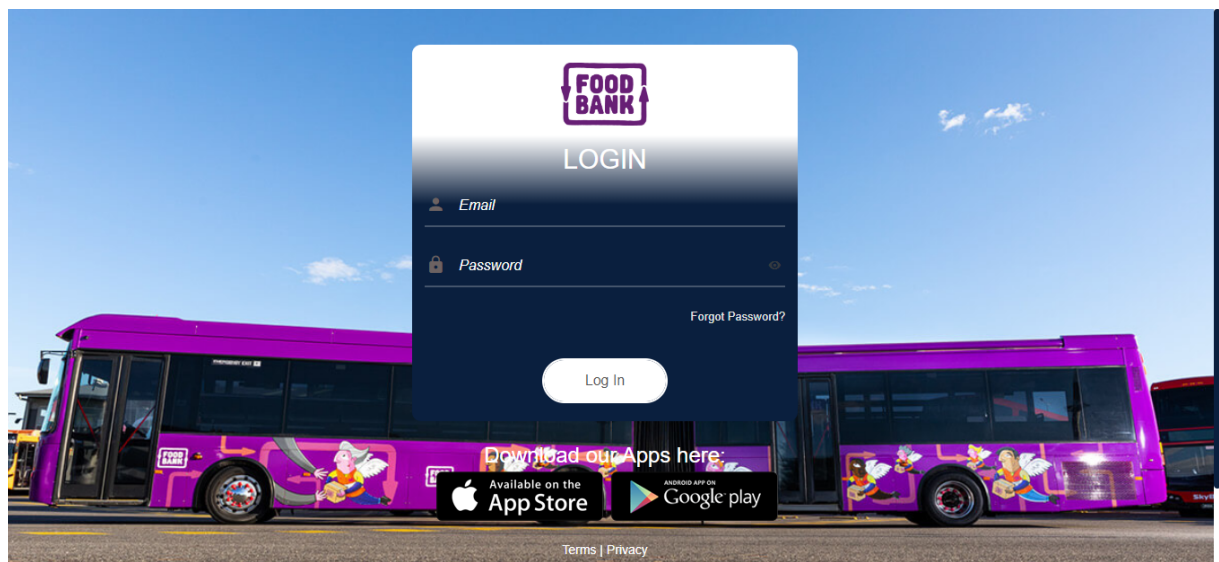




## Online Ordering Guide for Agencies

This guide explains how to place your order with Foodbank Victoria, using our online ordering system.



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## Contents

Introduction .....	3
Suitable Devices & Software .....	3
Logging On .....	3
Welcome Message and Noticeboard.....	4
Booking Calendar .....	4
Your Pantry .....	5
Order History .....	6
Categories.....	6
Completing Your Order (Shopping Cart).....	7
Logging out of the Ordering System .....	9
Questions?.....	9
Frequently Asked Questions - All Agencies .....	10
Frequently Asked Questions - Agencies receiving a delivery.....	12
Frequently Asked Questions - Agencies collecting from the Yarraville warehouse.....	13
Frequently Asked Questions - Agencies collecting from the Dandenong South warehouse .....	14

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## Introduction

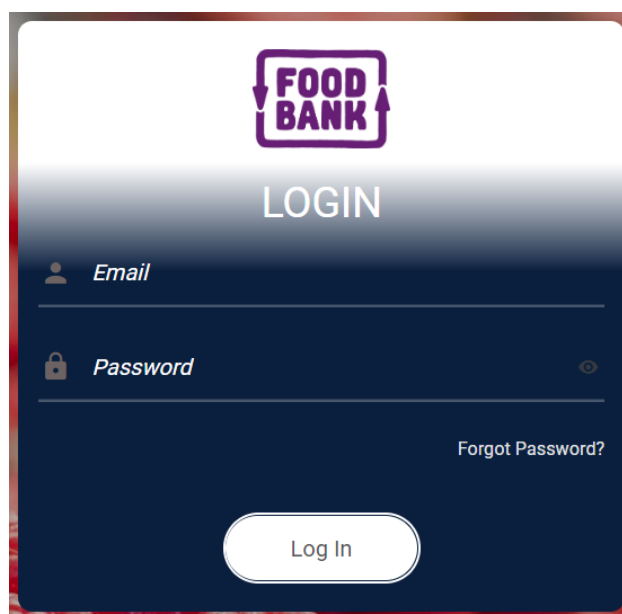
Foodbank Victoria provides online ordering for agency and community partners. This guide explains how to access and use the ordering system. Please read this guide before ordering and refer to the “Frequently asked questions” at the end of the guide.

## Suitable Devices & Software

- Hardware - The ordering system (SAAVI) can be used on PC & laptop devices with an Internet connection
- Software - SAAVI works best on the latest versions of Google Chrome, Firefox & Microsoft Edge (Apple users must use one of these browsers)
- ***NOTE: Mobile Devices such as smart phones and tablets/iPads are not currently supported.***

## Logging On

- Open your browser and go to - <https://orders.foodbankvictoria.org.au/>
- Your username is the email address of the **Primary Contact person** associated with your account. You no longer need your Agency Code to log in to the ordering system.
- Password - If you are signing in for the first time, please use the “Forgot Password” function on the login screen to create your password. If you have forgotten your password, please reset your password using the “Forgot Password” function.



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## Welcome Message and Noticeboard

Once logged in, you will see a welcome message to the ordering site as well as a noticeboard. This noticeboard allows us to communicate information to you regarding ordering, delivery, or stock items. Click “Continue” to move through these screens.

## Booking Calendar

After the noticeboard, you will see a Booking Calendar (see example below). The calendar will show you the next available collection or delivery dates. You will see a three-day ordering window. You will generally need to order 3 - 5 days before your collection or delivery. There are a fixed number of delivery and collection appointments available for each day. If the date you would like to select is fully allocated or unavailable, please select the next available date.

Select the day you would like to receive your order and click ‘Continue’ to take you to the pantry. If you are collecting from Yarraville, you will also need to select a time slot for your collection appointment.

Days that are available will show in green.

Days that were available but have been fully allocated will show in orange.

Please select your delivery date from the calendar below:

July, 2022							>
SU	MO	TU	WE	TH	FR	SA	
26					1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31						6	

Available delivery days

Fully allocated

Not available

CONTINUE



## Your Pantry

After selecting your collection or delivery day, you will be taken into the ordering system, referred to as “Your Pantry”. Here you can select the quantities of each item you would like to order. You can search through all available products or look for items in their individual categories (e.g., refrigerated, shelf-stable etc). To find an item using a keyword search, use the “Search” function in the top-right corner.

Each available item will be shown with a description, unit of measure (generally cartons or kilograms), stock code and a use-by or best-before date.

**Please note that limits are applied to some products to ensure equitable access.**

Enter the quantity of each item you wish to order in the ‘Qty’ box, then click ‘Add to Cart’. These items now sit in your Shopping Cart.

Continue adding products to your cart until you have selected all required items.

A minimum order quantity of 30 cartons generally applies across your entire order.

**FOOD BANK** YOUR PANTRY

CUSTOMER NAME: [REDACTED]

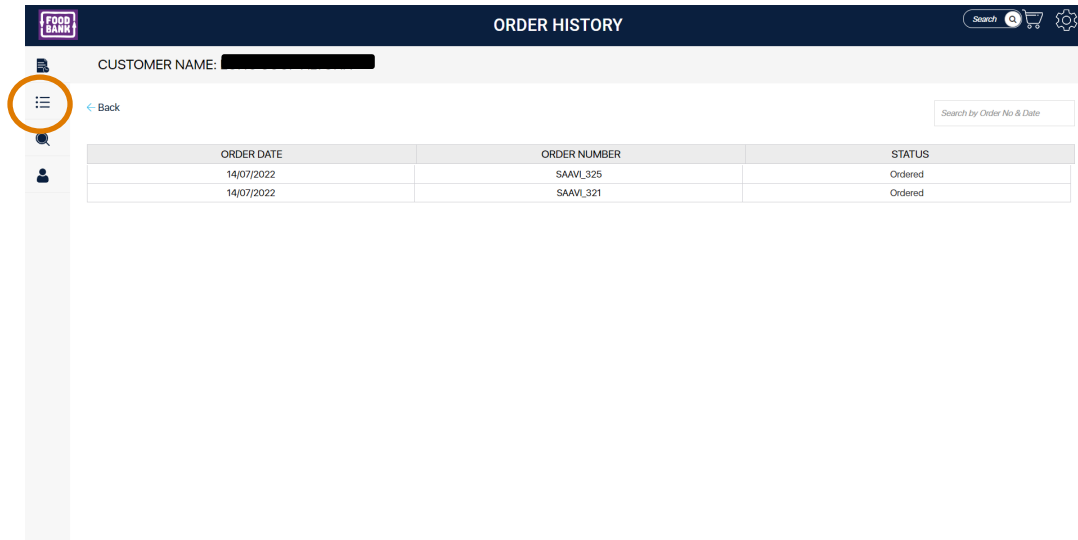
ALL FRESH PRODUCE AND BREAD REFRIGERATED FROZEN **SHELF STABLE** UNSPECIFIED

Product Image	Product Description	Code	BB/UB	Price	Unit	Qty	Add To Cart
NO IMAGE AVAILABLE	FRESH - EGGPLANT (KG) Available ORDER LIMIT: 450	V1B0043	UB: 08-JUN-2023	\$0.00	KG	[Qty Box]	[Add To Cart]
[Pasta Box]	PASTA (DRY) VARIETIES 3X5KG Available ORDER LIMIT: 5	V3I0043	BB: 13-JUL-2023	\$7.50	CTN	[Qty Box]	[Add To Cart]
[Pasta Box]	PASTA (DRY) WHOLEMEAL 20X500G Available ORDER LIMIT: 5	V3I0060	BB: 13-JUL-2023	\$5.50	CTN	[Qty Box]	[Add To Cart]
[Rice Bag]	RICE 12X1KG Available	V3J0002	BB: 13-JUL-2023	\$6.30	CTN	[Qty Box]	[Add To Cart]

## Order History

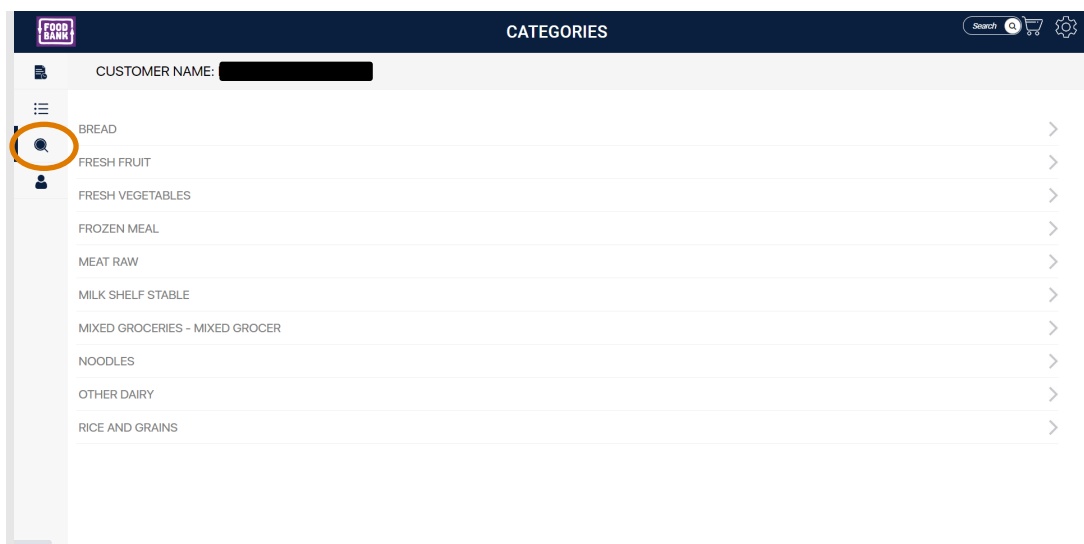
On the top left of the screen, you can access your ‘Order History’, which displays past orders by your agency (Order Date, Order Number and Status).

Please note that historical orders submitted in the previous ordering system will not be shown here.



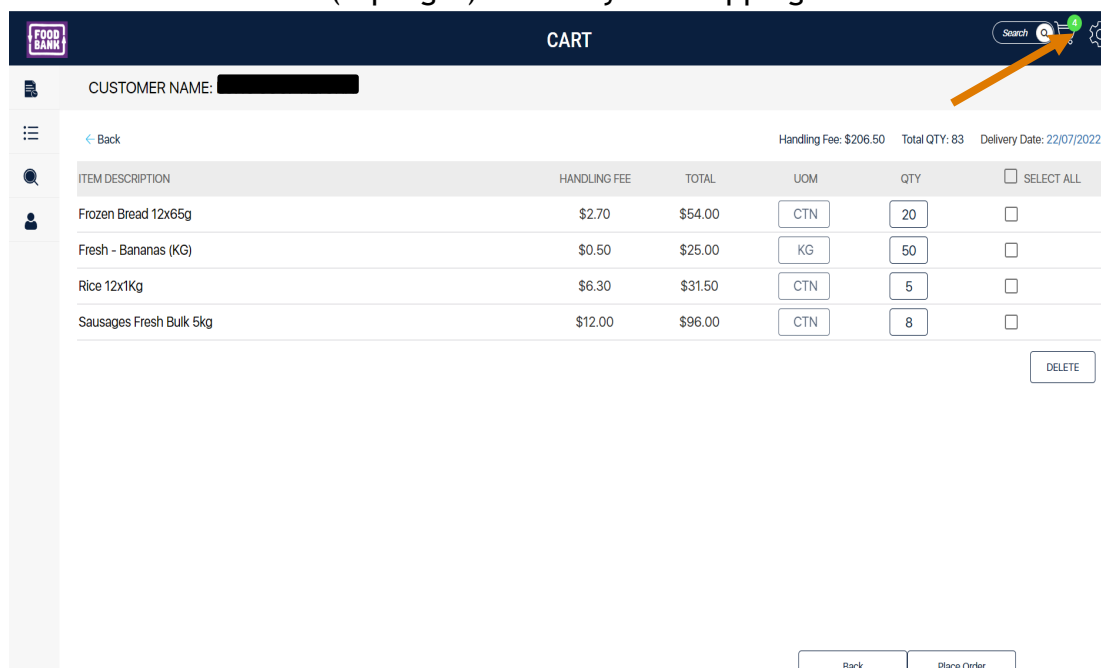
## Categories

Click on the “magnifying glass” symbol at the top left of the screen to show all available product categories, then click into the Category to see the available sub-categories and items.



## Completing Your Order (Shopping Cart)

- The green circle at the top right corner of your screen will show how many different products you have ordered (not the number of cartons).
- Click the cart icon (top right) to view your Shopping Cart.



**FOOD BANK** **CART** Search 4 Settings

CUSTOMER NAME: [REDACTED]

[< Back](#) Handling Fee: \$206.50 Total QTY: 83 Delivery Date: 22/07/2022

ITEM DESCRIPTION	HANDLING FEE	TOTAL	UOM	QTY	<input type="checkbox"/> SELECT ALL
Frozen Bread 12x65g	\$2.70	\$54.00	CTN	20	<input type="checkbox"/>
Fresh - Bananas (KG)	\$0.50	\$25.00	KG	50	<input type="checkbox"/>
Rice 12x1Kg	\$6.30	\$31.50	CTN	5	<input type="checkbox"/>
Sausages Fresh Bulk 5kg	\$12.00	\$96.00	CTN	8	<input type="checkbox"/>

[DELETE](#)

[Back](#) [Place Order](#)

- The Shopping Cart will display all the products and the quantities you have added to your order.
  - Note: The Cart also displays the collection or delivery date that you have selected on the top right-hand side of the screen.
- Updating Delivery Date - If you'd like to select a new delivery date, please click on the date, and choose a new date in the Booking Calendar.
- Adding Products - Go back to your Pantry and add more products to your Shopping Cart.
- Amending Order Quantities - Update the order quantity by changing the number in the QTY field. Press 'Enter' to update.
- Deleting Products - Delete products by selecting the product and clicking 'Remove'.
- To clear your Shopping Cart, tick "Select All" and press "Delete".

The total handling fee amount will be shown at the top right of the screen.

**FOOD BANK** **CART** Search 1 Settings

CUSTOMER NAME: [REDACTED]

< Back Handling Fee: \$206.50 Total Qty: 83 Delivery Date: 22/07/2022

ITEM DESCRIPTION	HANDLING FEE	TOTAL	UOM	QTY	<input type="checkbox"/> SELECT ALL
Frozen Bread 12x65g	\$2.70	\$54.00	CTN	20	<input type="checkbox"/>
Fresh - Bananas (KG)	\$0.50	\$25.00	KG	50	<input type="checkbox"/>
Rice 12x1Kg	\$6.30	\$31.50	CTN	5	<input type="checkbox"/>
Sausages Fresh Bulk 5kg	\$12.00	\$96.00	CTN	8	<input type="checkbox"/>

DELETE

Back Place Order

- When ready to submit the order click the 'Place Order' button at the bottom right of the Shopping Cart screen.
- A pop-up message will let you know that the order has been successfully submitted.

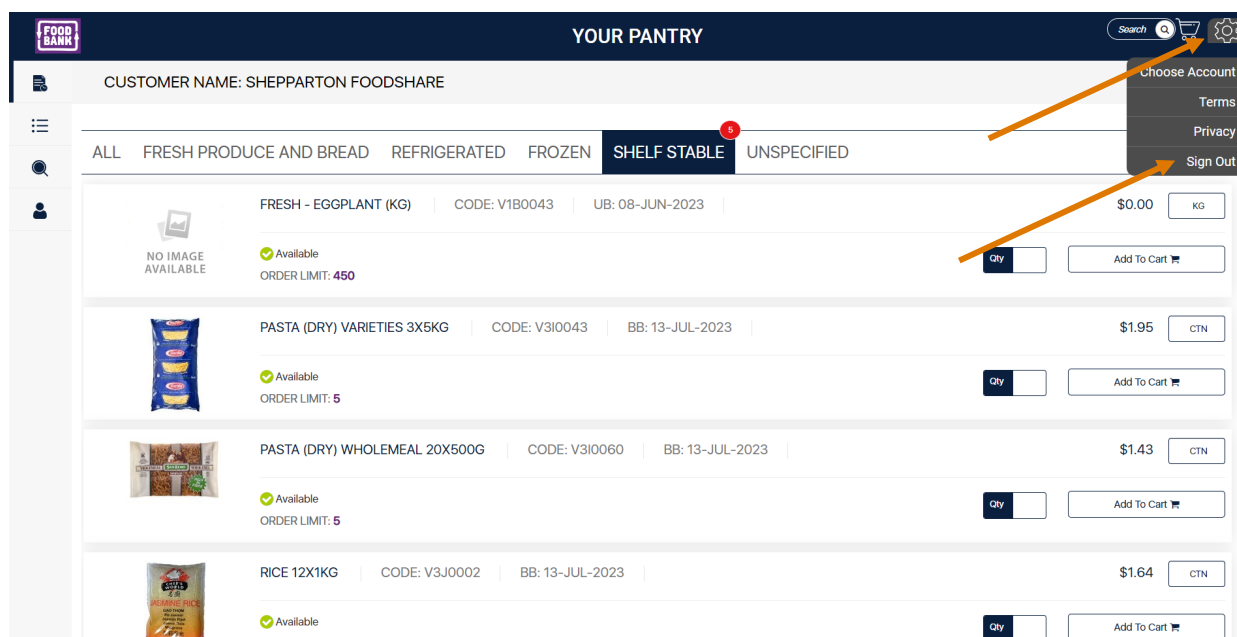
Order has been placed successfully. Your Order No is 22059

Continue

Once you have submitted your order, you will be redirected to the Foodbank Victoria website. A confirmation email will be sent to the primary contact email address. It may take up to 20 minutes for the confirmation email to arrive. If you do not receive a confirmation email within 20 minutes, please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au).

## Logging out of the Ordering System

To log out of the system, click on the “Settings” symbol in the top right-hand corner and select “Sign Out”.



## Questions?

If you have any questions about our online ordering system, please contact the Community team at [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au), or contact your Regional Manager or Regional Coordinator directly. Please include your Agency Code in all correspondence.

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## Frequently Asked Questions - All Agencies

### How do I log in to the ordering system?

- Open your browser and go to - <https://orders.foodbank.org.au/?state=vic>
- Username - Your username is the email address of the **Primary Contact person** associated with your account. You no longer need your Agency Code to log in to the ordering system.
- Password - If you are signing in for the first time, please reset your password using the “Forgot Password” function on the login screen. Going forward, if you forget your password, please reset your password using the “Forgot Password” function.

### I can't log in as it says my email address does not exist. What should I do?

Please ensure you are using the email address of the Primary Contact Person associated with your account. You no longer need your Agency Code to log in to the ordering system.

If you are still unable to log in, please contact the Community team by emailing [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au).

### I can't log in as it says my password is incorrect. What should I do?

Please reset your password by using the 'forgot password' function in the online ordering portal. You will receive an email to reset your password.

### I can't log in as it says my account is inactive. What should I do?

Please contact the Community Team by emailing [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au). Please provide your Agency Code when emailing.

### I have logged in but can't get past the Noticeboard. What should I do?

There is a 'continue' button at the bottom right side of the noticeboard. If you do not see the button, please go to your settings and zoom out. The continue button should show.

### I have logged in but can't see any products in the pantry.

Please check to see you are using the correct browser. Chrome, Microsoft Edge or Firefox are compatible with the online ordering site.

Internet Explorer is not compatible with the online ordering portal.

If you are using the correct browser but still see no products in the pantry, please contact the Community team by emailing [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au).

<mailto:community@foodbankvictoria.org.au> **How do I notify of a change in contact people?**

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To update your agency information, please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au) with your Agency Code and the new information. Please advise the name, email address and phone number of your primary contact, as well as:

- name and email addresses of people who should receive order confirmations, and
- name and email addresses of people who should receive invoices and statements.

Once processed, we will confirm via email.

### **Why are there limits on some products?**

We need to ensure that all agencies have equitable access to available products. The limits are reviewed on a regular basis.

### **What if I need to change my order?**

Due to the quick turnaround between ordering and delivery, we are unable to amend your order after it has been submitted. Please make sure you are happy with your items and quantities before submitting your order.

### **What if I need to cancel my order?**

If you need to cancel your order, please contact the Community team by emailing [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au).

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## Frequently Asked Questions - Agencies receiving a delivery

### **My preferred date is fully allocated or unavailable. What should I do?**

If the date you would like to select is fully allocated or unavailable, please select the next available date. There is a fixed number of delivery appointments available for each day.

### **How many orders should I place?**

If you have previously lodged separate orders for chilled/fresh/frozen and shelf-stable products, you no longer need to do so. All products should be included in the one order.

### **How frequently can I order?**

All agencies can order on a weekly basis.

### **My order has included fresh produce in the past. Can I still receive a delivery that includes fresh produce?**

Yes, if you have access to order fresh produce, you can still include it in your order. However, our carrier (Victorian Freight Specialists) cannot deliver fresh produce on a Monday, so please avoid selecting a Monday delivery in this case. If you do select a Monday delivery, the fresh produce will be deleted from your order.

### **I have always received my delivery on a Tuesday. Can I change the day of the week?**

If you receive your delivery via our regular carrier (Victorian Freight Specialists), you can select any available day from the Booking Calendar.

### **Can I order in advance if I am going on holidays?**

No, the system is designed for on-demand ordering, with a lead time of 3-5 days.

### **Will I receive an order confirmation?**

Yes, you should receive an email confirmation within 20 minutes. If no confirmation is received after that time, please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au) so that we can check the status of your order.

### **What pallet fees will apply to my order?**

A fee of \$5 per pallet will apply and will be included on your invoice.



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## Frequently Asked Questions - Agencies collecting from the Yarraville warehouse

### **My preferred date is fully allocated or unavailable. What should I do?**

If the date you would like to select is fully allocated or unavailable, please select the next available date. There are a fixed number of collection appointments available for each day.

### **My preferred time is unavailable. What should I do?**

If the time you would like to select is unavailable, please select the next available time. There is a fixed number of collection appointments available for each day.

### **How many orders should I place?**

If you have previously lodged separate orders for chilled/fresh/frozen and shelf-stable products, you no longer need to do so. All products should be included in the one order.

### **How frequently can I order?**

All agencies can order on a weekly basis.

### **I have had a fixed appointment time for my collection from the Yarraville warehouse in the past. Is this still possible?**

No fixed appointment times are available. Appointment times are now allocated on a first-come, first-served basis. The Booking Calendar will show the available days and times.

### **I have always picked up my order on a Wednesday. Can I change the day of the week?**

Yes, you can select any available day and time slot from the Booking Calendar.

### **Can I order in advance if I am going on holidays?**

No, the system is designed for on-demand ordering, with a lead time of 3-5 days.

### **Will I receive an order confirmation?**

Yes, you should receive an email confirmation within 20 minutes. If no confirmation is received after that time, please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au) so that we can check the status of your order.

### **What pallet fees will apply to my order?**

A fee of \$5 per pallet will apply and will be included on your invoice.

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## Frequently Asked Questions - Agencies collecting from the Dandenong South warehouse

### **My preferred date is fully allocated or unavailable. What should I do?**

If you are collecting from the Dandenong South warehouse, you need to select the date on the calendar that you intend to collect your order. If the date you would like to select is fully allocated or unavailable, please select the next available date.

### **How frequently can I order?**

All agencies can order on a weekly basis.

### **How many orders should I place?**

All products should be included in the one order, including fresh milk and sausages (if available). All other chilled/fresh/frozen products will be available when you collect your shelf-stable products from the Dandenong South warehouse.

### **Do I still need to contact the Dandenong South warehouse to make an appointment to collect my order?**

Yes, if you are collecting from the Dandenong South warehouse, please call 8774 2493 to make an appointment before you place your order.

### **I have always picked up my order on a Wednesday. Can I change the day of the week that I collect my order?**

Yes, you can select any available day from the Booking Calendar. If you are collecting from the Dandenong South warehouse, please call 8774 2493 to make an appointment before you place your order.

### **Can I order in advance if I am going on holidays?**

No, the system is designed for on-demand ordering, with a lead time of 3-5 days.

### **Will I receive an order confirmation?**

Yes, you should receive an email confirmation within 20 minutes. If no confirmation is received after that time, please email [community@foodbankvictoria.org.au](mailto:community@foodbankvictoria.org.au) so that we can check the status of your order.

### **What pallet fees will apply to my order?**

A fee of \$5 per pallet will apply and will be included on your invoice.