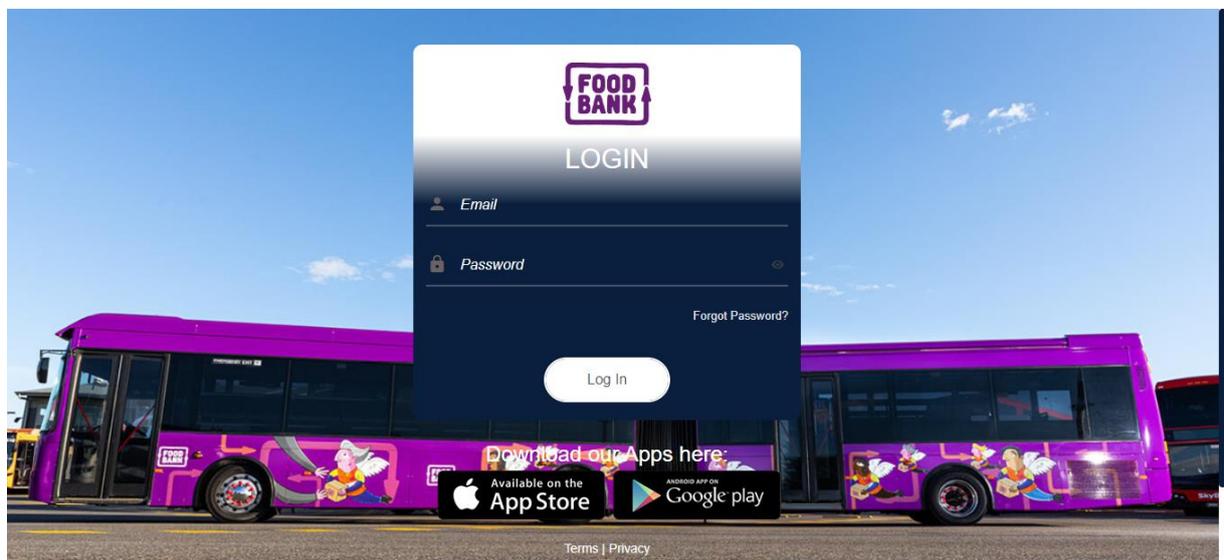




Online Ordering Guide for Charity Partners

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



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Introduction

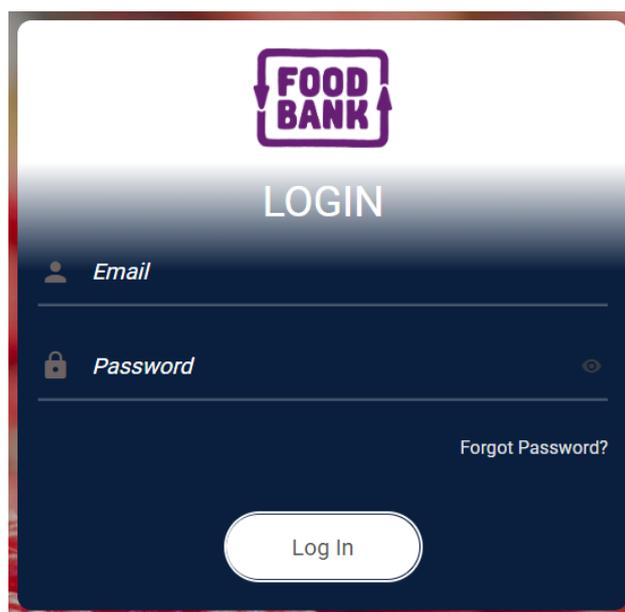
Foodbank Victoria provides online ordering for agencies and community partners. This guide explains how to access and use the ordering system. Please read this guide before ordering and refer to the “Frequently asked questions” at the end of the guide.

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.
- 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.



Welcome Message and Noticeboard

Once logged in, you will see a welcome message as well as a noticeboard. This noticeboard allows us to communicate information to you regarding ordering, delivery, or stock availability. Please read these notices and click “Continue” to move to the next screen.

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.

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. If the date you would like to select is fully allocated or unavailable, please select the next available date.

Please select your Pickup date from the calendar below:

| January, 2024 | | | | | | | > |
|---------------|----|----|----|----|----|----|---|
| SU | MO | TU | WE | TH | FR | SA | |
| 31 | 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 | | | 3 | |

Available pickup 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, handling fee 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.

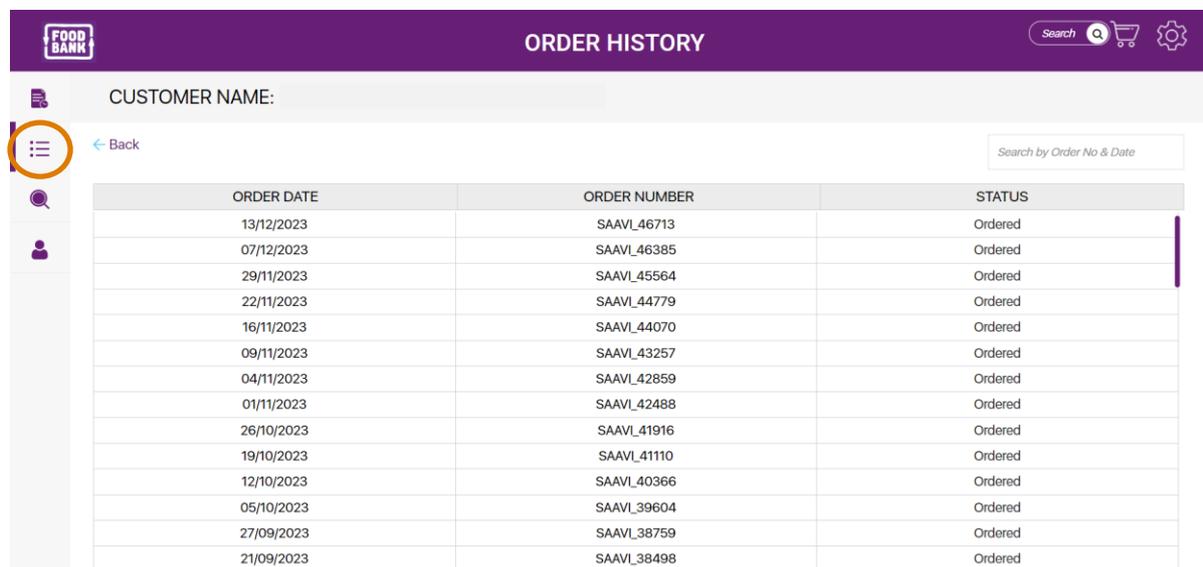
A minimum order quantity of 30 cartons applies across your entire order. For the purpose of calculating whether your order meets the minimum requirement, items that are listed in kilograms will convert at the rate of 10 kilograms = 1 carton.

The screenshot displays the 'YOUR PANTRY' interface with the following details:

- Header:** FOOD BANK logo, 'YOUR PANTRY' title, and search, cart, and settings icons.
- Customer Name:** A text input field.
- Navigation:** Tabs for ALL, FRESH PRODUCE AND BREAD, REFRIGERATED, FROZEN, SHELF STABLE (active), and UNSPECIFIED.
- Product List:**
 - FRESH - EGGPLANT (KG):** CODE: V1B0043, UB: 08-JUN-2023, \$0.00, KG. Includes a 'Qty' input field and an 'Add To Cart' button circled in orange.
 - PASTA (DRY) VARIETIES 3X5KG:** CODE: V3I0043, BB: 13-JUL-2023, \$7.50, CTN. Includes a 'Qty' input field and an 'Add To Cart' button.
 - PASTA (DRY) WHOLEMEAL 20X500G:** CODE: V3I0060, BB: 13-JUL-2023, \$5.50, CTN. Includes a 'Qty' input field and an 'Add To Cart' button.
 - RICE 12X1KG:** CODE: V3J0002, BB: 13-JUL-2023, \$6.30, CTN. Includes a 'Qty' input field and an 'Add To Cart' button.

Order History

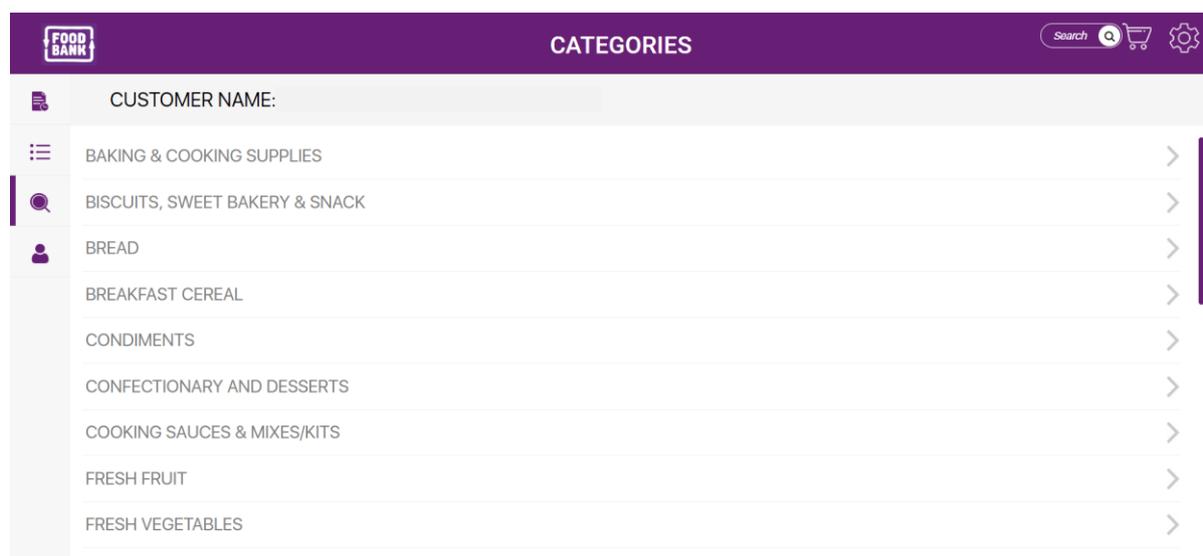
On the top left of the screen, you can access your ‘Order History’, which displays past orders by your organisation (Order Date, Order Number and Status). If you click into an order, stock items that are no longer available will be shown in red text.



| ORDER DATE | ORDER NUMBER | STATUS |
|------------|--------------|---------|
| 13/12/2023 | SAAVL_46713 | Ordered |
| 07/12/2023 | SAAVL_46385 | Ordered |
| 29/11/2023 | SAAVL_45564 | Ordered |
| 22/11/2023 | SAAVL_44779 | Ordered |
| 16/11/2023 | SAAVL_44070 | Ordered |
| 09/11/2023 | SAAVL_43257 | Ordered |
| 04/11/2023 | SAAVL_42859 | Ordered |
| 01/11/2023 | SAAVL_42488 | Ordered |
| 26/10/2023 | SAAVL_41916 | Ordered |
| 19/10/2023 | SAAVL_41110 | Ordered |
| 12/10/2023 | SAAVL_40366 | Ordered |
| 05/10/2023 | SAAVL_39604 | Ordered |
| 27/09/2023 | SAAVL_38759 | Ordered |
| 21/09/2023 | SAAVL_38498 | Ordered |

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.



| | |
|--------------------------------|---|
| BAKING & COOKING SUPPLIES | > |
| BISCUITS, SWEET BAKERY & SNACK | > |
| BREAD | > |
| BREAKFAST CEREAL | > |
| CONDIMENTS | > |
| CONFECTIONARY AND DESSERTS | > |
| COOKING SAUCES & MIXES/KITS | > |
| FRESH FRUIT | > |
| FRESH VEGETABLES | > |

Completing Your Order (Shopping Cart)

Click the cart icon (top right) to view your Shopping Cart.

- Note: 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).

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.

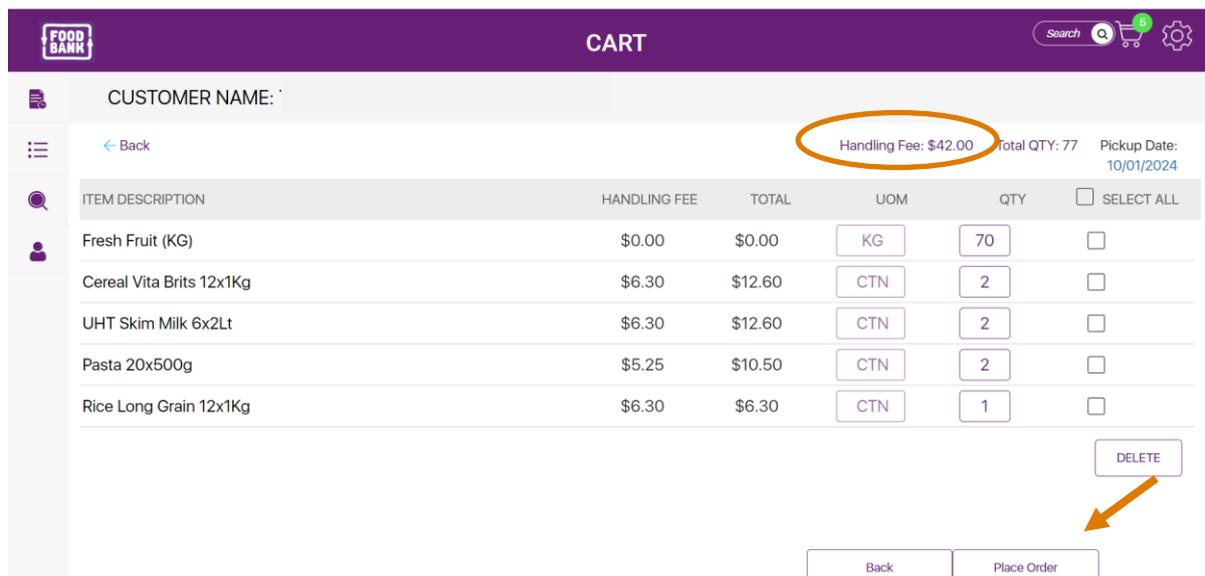
The screenshot shows the 'CART' page of the Food Bank app. At the top, there is a purple header with the 'FOOD BANK' logo on the left, the word 'CART' in the center, and a search bar, a shopping cart icon with a green circle containing the number '5', and a settings gear icon on the right. Below the header, there is a 'CUSTOMER NAME' field. A navigation bar contains a 'Back' button, the 'Handling Fee: \$42.00', 'Total QTY: 77', and 'Pickup Date: 10/01/2024'. The main content area is a table with columns: ITEM DESCRIPTION, HANDLING FEE, TOTAL, UOM, QTY, and SELECT ALL. The table lists five items: Fresh Fruit (KG), Cereal Vita Brits 12x1Kg, UHT Skim Milk 6x2Lt, Pasta 20x500g, and Rice Long Grain 12x1Kg. Each row has input fields for UOM and QTY, and a checkbox for SELECT ALL. A 'DELETE' button is located at the bottom right of the table. At the very bottom of the screen, there are 'Back' and 'Place Order' buttons.

| ITEM DESCRIPTION | HANDLING FEE | TOTAL | UOM | QTY | SELECT ALL |
|--------------------------|--------------|---------|-----|-----|--------------------------|
| Fresh Fruit (KG) | \$0.00 | \$0.00 | KG | 70 | <input type="checkbox"/> |
| Cereal Vita Brits 12x1Kg | \$6.30 | \$12.60 | CTN | 2 | <input type="checkbox"/> |
| UHT Skim Milk 6x2Lt | \$6.30 | \$12.60 | CTN | 2 | <input type="checkbox"/> |
| Pasta 20x500g | \$5.25 | \$10.50 | CTN | 2 | <input type="checkbox"/> |
| Rice Long Grain 12x1Kg | \$6.30 | \$6.30 | CTN | 1 | <input type="checkbox"/> |

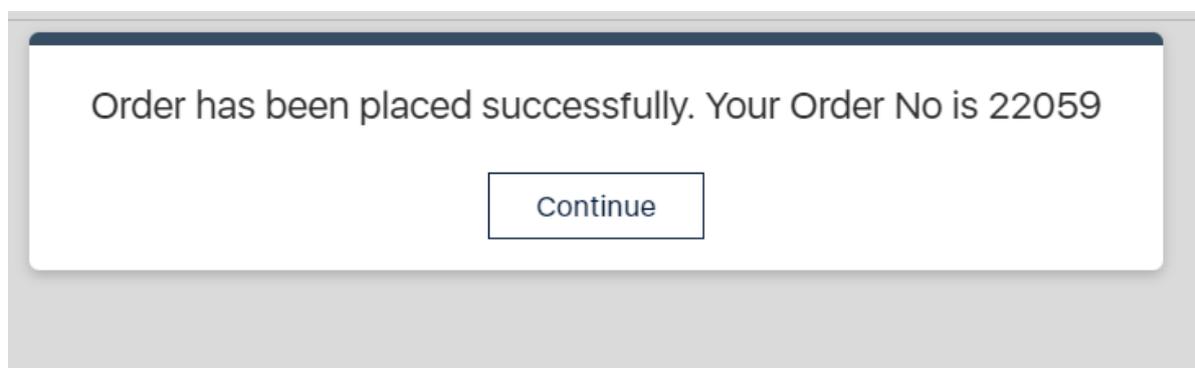
To make changes within your Shopping Cart:

- 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 'Delete'.
- 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.



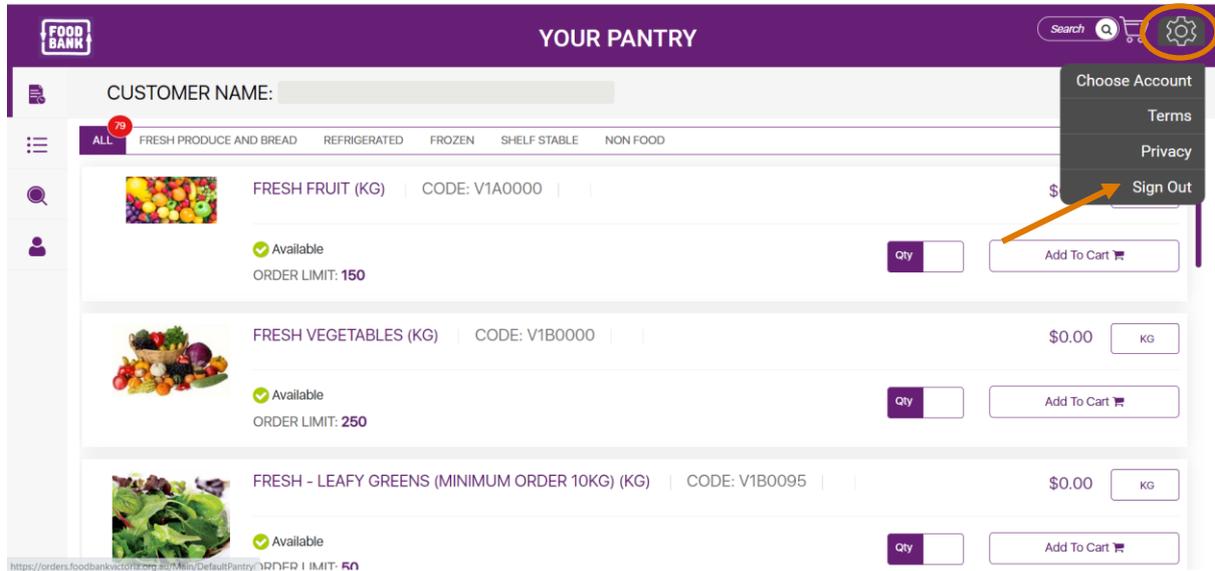
- When ready to submit the order, click the 'Place Order' button at the bottom right of the Shopping Cart screen.
- A pop-up message will let you know that the order has been successfully submitted.



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 this time, please email 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”.



Frequently Asked Questions

Logging in

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.
- 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.

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. 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.

Orders

How frequently can I order?

All charity partners can order on a weekly basis.

How many orders should I place?

Please submit one order per week for all products required (shelf-stable and chilled/fresh/frozen, if applicable).

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 pallet fees will apply to my order?

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

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

If you are collecting from the Yarraville or Dandenong South warehouse, you need to select the date on the calendar that you intend to collect your order.

If you are receiving a delivery, you need to select the date on the calendar that you would like us to deliver your order.

If the date you would like to select is fully allocated or unavailable, please select the next available date.

Do I have a set collection/delivery day each week or can order for any day of the week?

You can select any available day from the Booking Calendar for your collection/delivery, given that the day is available for you to select.

I am based in a regional area and receive fresh produce in my order. What are the requirements for my order?

If you are ordering fresh produce, please ensure that your order includes a minimum of 150kgs. If you order less than this, it will be deleted from your order.

Fresh produce should not be ordered for delivery on a Monday as it needs to be dispatched on a Friday and the quality may be impacted after it sits in the depot all weekend. Please ensure your selected delivery date is Tuesday - Friday.

My preferred date hasn't become available to select yet. What should I do?

If the day you'd like to receive a delivery is not yet available to select, please log in on another day. We suggest logging in 3-5 days before your preferred delivery date.

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. We suggest logging in a week before the day of your delivery to place your order

Will I receive an order confirmation?

Yes, you should receive an email confirmation. If no confirmation is received after a few hours, please email community@foodbankvictoria.org.au so that we can check the status of your order.

Amending or cancelling orders

What if I need to change my order?

Once you have lodged your order, if you require any changes or additions please email your requested changes to community@foodbankvictoria.org.au. We will accommodate your requests when possible, however once your order has been printed in our warehouse no further changes can be accommodated. We will let you know if this is the case. We are unable to accommodate changes requested by phone, and please do not submit a second order as it will be cancelled.

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.

Dandenong South Warehouse

Do I 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.

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.

Ballarat Community Food Centre

Charity partners based in Ballarat receive delivery of their shelf-stable products via our regional transport partner. Chilled, fresh and frozen products are available for collection from the Ballarat Community Food Centre. To arrange a collection from the Ballarat CFC, please email BallaratCFC@foodbankvictoria.org.au.

Contacting the Community Team

How do I notify of a change in contact people?

To update your organisation's information, please email 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.

Further questions?

If you have any questions about our online ordering system, please contact the State Network Team at community@foodbankvictoria.org.au, or contact your Regional Manager or Regional Coordinator directly. Please include your Agency Code in all correspondence.