



Web ordering user guide

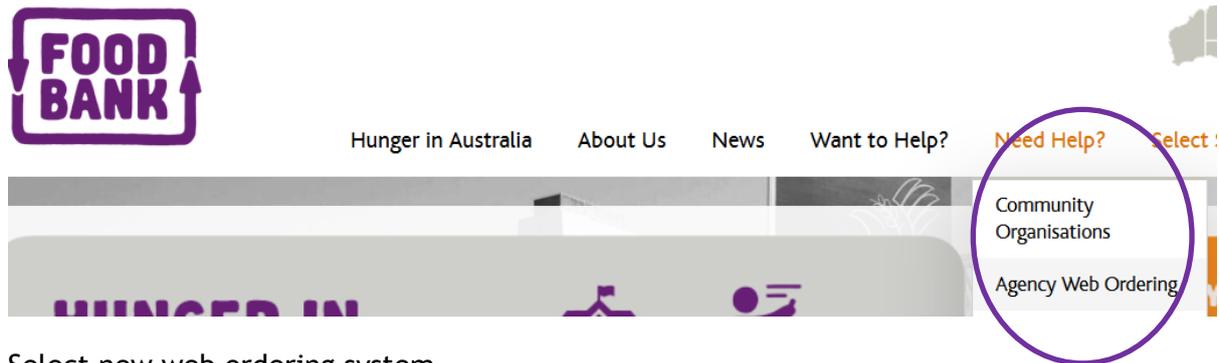
Welcome to Foodbank's web ordering system. This guide explains how to place your order with Foodbank.

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)

Logging on

You won't be able to use your saved favourites to log on to the new web ordering system for the first time, so please navigate through the website foodbanknsw.org.au as follows.

From the Foodbank NSW website select - > Need Help? - > Agency Web Ordering



Select new web ordering system

Agency Web Ordering

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[**Click here for Foodbank NSW & ACT Web Ordering**](#)

In order to allow system maintenance, web ordering will not be available from 10pm till midnight (Eastern Standard / Daylight Time) on the first Wednesday of every month. Please do not log on to the web ordering site during this time.

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ONLINE ORDERS

Agency ID

Password

Login

[Forgot Password](#)

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](#).

When you get in you'll see a screen like this.

| Category | Type | Available | Limit | I Want | Description | Expiry | Price | Item Number |
|----------|---------------------------------|-----------|-------|--------|---|---------------|---------|----------------|
| Frozen | Savoury Bakery | 15 | | 0 | PAMPAS 178mm Baked Tart Shells Frozen 155g x 48 ** S5 Special ** CTN | BB:2015/02/11 | \$5.00 | 19310002721888 |
| Pantry | Baking & Cooking | 4 | | 0 | COLES Wholemeal Self Raising Flour 1kg x 12 TRAY | BB:2016/02/25 | \$13.00 | 19300601287120 |
| Pantry | Baking & Cooking | 1127 | | 0 | MAGGI Greek Koftas Recipe Mix 15x34g ** Special ** BOX | BB:2015/02/11 | \$0.50 | 19300605096810 |
| Pantry | Baking & Cooking | 13 | 1 | 0 | NESTLE Choc Bits Cooking Chocolate Caramel 250gx12 BB:2015/08/01 | BB:2015/08/01 | \$4.00 | 19300605090863 |
| Pantry | Baking & Cooking | 5 | | 0 | ONYX Dark Chocolate Compound Chips BULK 15kg x 1 **FREE* BAG | BB:2015/02/28 | \$0.00 | 29300617385190 |
| Pantry | Biscuits, Sweet Bakery & Snacks | 367 | | 0 | BLUE DRAGON Crispies Chilli Beef Simmer Sauce 6 x 225g TRAY | BB:2015/07 | \$2.50 | 05015612020921 |

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.

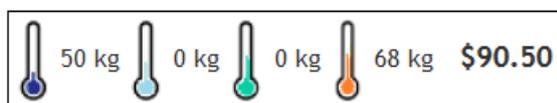
The simplest way to place an order is simply to scroll down the window and enter the quantity you want in the "I want" column.

The TAB key will move you down to the next product.

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

What do the buttons do?

Update Totals 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.

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

Finish Later 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.

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

Drinks **Frozen** **Pantry** 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.

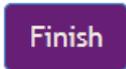
I Want To review your order you can click on the down arrow sort button next to **I Want** and all your products will be redisplayed at the bottom of the screen. A second click will put them at the top.

Finishing your order

The Finish Now button will bring up this screen.

In this screen you MUST specify the date you'll be picking up your goods or having them delivered / shipped from foodbank (usually 1-2 days before you receive delivery). 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.

Ordering on a mobile phone or tablet

You can also order using a browser on a mobile phone or tablet. This simply works by resizing the screen and removing some of the columns. All the buttons and screens perform the same functions as described here.

Ordering on these isn't as easy as using a desktop due to the smaller screen size and lack of a keyboard. If you're comfortable using these type of devices for data entry then you may want to try ordering on your device once you're familiar with the ordering process on a large screen.

We don't have an unlimited budget to do software development to make ordering work with every single new phone so there are no guarantees. If you find it more convenient please feel free to order on a phone, otherwise stick to a device with a keyboard.