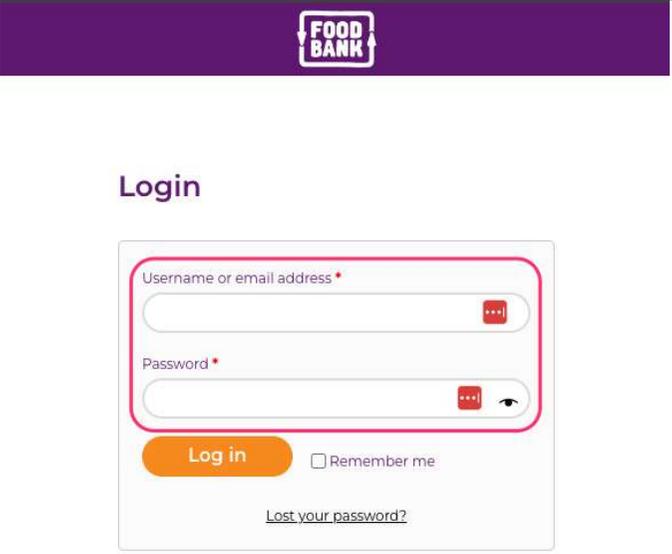




## Community Partner Order Form – User Guide

If you have any questions about your order, please contact:

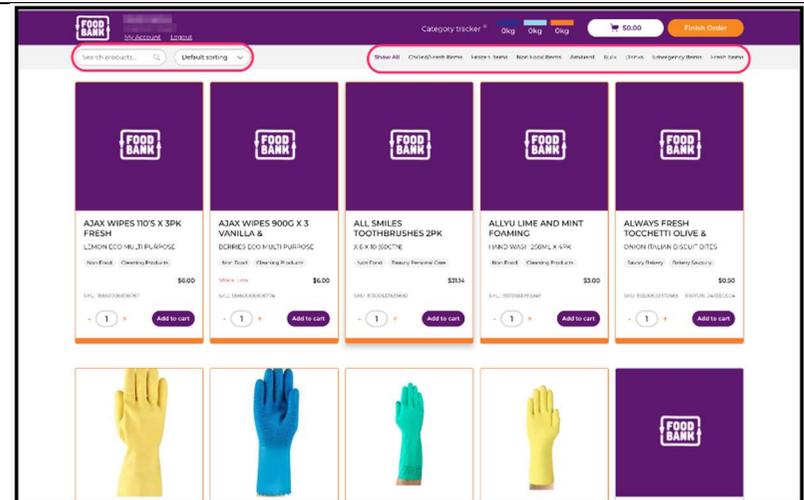
Step	Instruction	Example
1. Login	<ul style="list-style-type: none"><li>• Go to <a href="http://foodbank.org.au">foodbank.org.au</a></li><li>• Click Login in the top right corner of the screen</li><li>• Select your state – NSW/ACT</li><li>• Click the Login button</li><li>• Enter username: Agency ID or your email</li><li>• Enter password: your new password</li><li>• Click the Login button</li></ul>	 A screenshot of the Food Bank website's login page. At the top, there is a purple navigation bar with the Food Bank logo on the right. Below the bar, the word "Login" is displayed in a purple font. The main content area contains a white login form with a red border. The form has two input fields: "Username or email address" and "Password", both with red asterisks indicating they are required. The password field has a red eye icon to toggle visibility. Below the fields is an orange "Log in" button and a checkbox labeled "Remember me". At the bottom of the form is a link that says "Lost your password?".



## 2. Find items

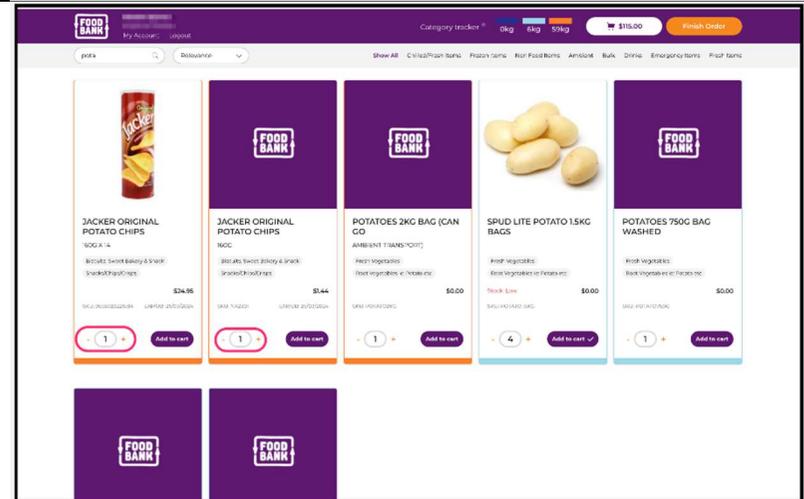
You can search for items in two ways:

- **Use category:** at top of page to select category e.g. Chilled/Fresh Items, Frozen Items, Drinks etc.
- **Use search:** at the top left side of page. Type item (not brand) into search e.g. baked beans

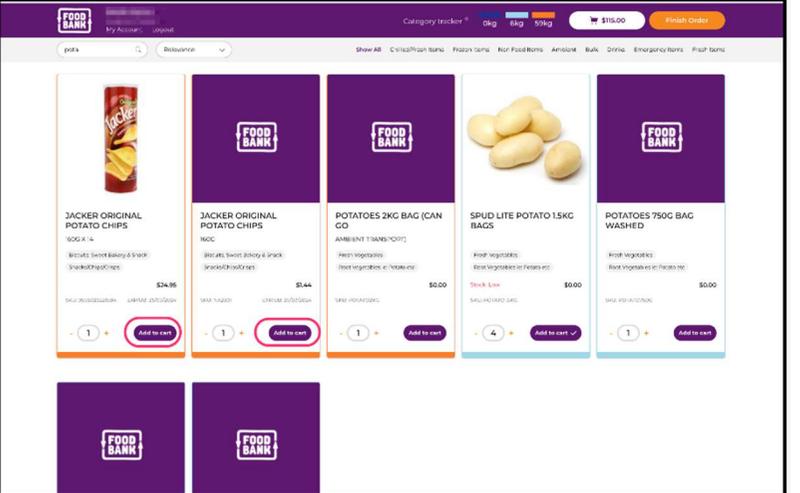


## 3. Enter quantity

- Once you've found your item, click on red **+** or **-** symbols to adjust quantity
- You can also click in the quantity field to type your desired quantity
- Check if there are limits or low stock on product icon



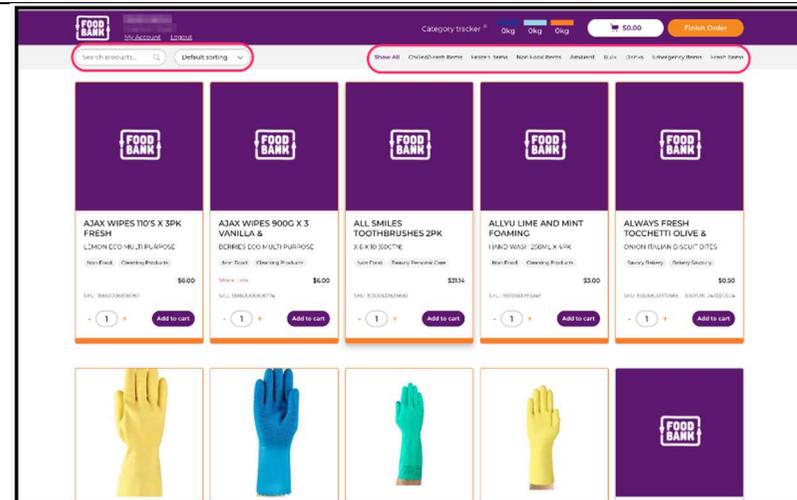


<b>4. Add to cart</b>	<ul style="list-style-type: none"><li>• Click 'add to cart'</li><li>• If ordering more than the limit of a product, a pop up will appear</li><li>• Enter quantity up to the limit amount in quantity field</li></ul>	
<b>5. Ordering fresh produce</b>	<ul style="list-style-type: none"><li>• Start by checking product amount e.g. SKU: POTATO1.5kg</li><li>• To order 1.5kg of potatoes, enter '1' in quantity</li><li>• To order a larger quantity, calculate how many 1.5kg bags are required and enter that quantity e.g. for 6kgs of potatoes, enter '4' in quantity.</li></ul>	



### 6. Order next item

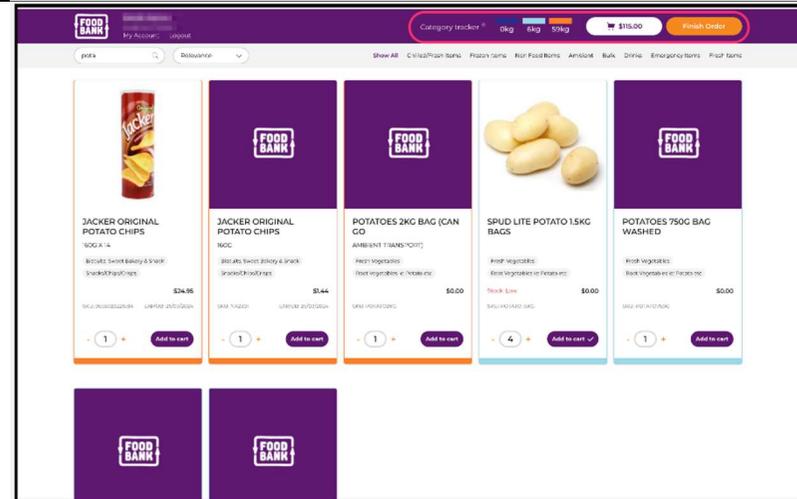
- To begin searching for your next item, click on category or search OR,
- Click the Foodbank logo to return to homepage
  
- Then repeat steps 2-5



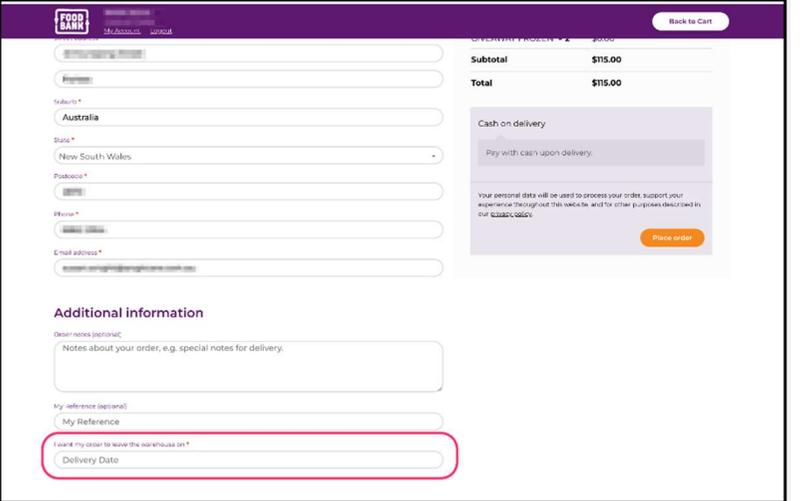
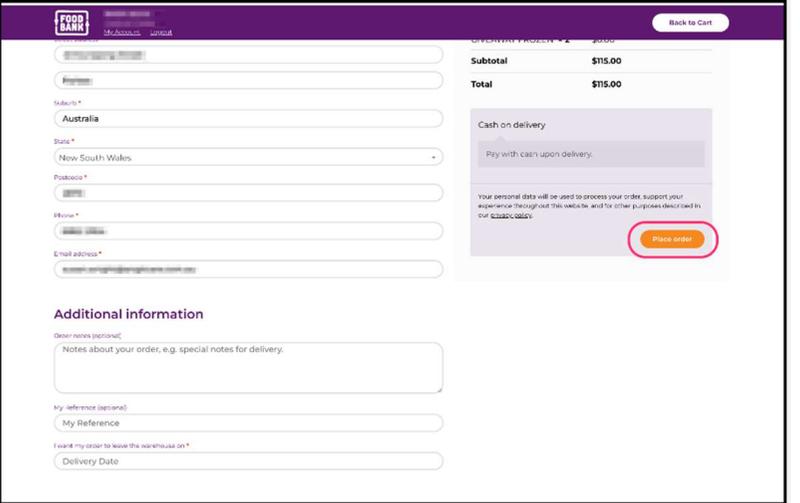
### 7. Tracking category weights

Head to the category tracker at top of page:

- Dark blue: frozen kilos
- Light blue: chilled kilos
- Orange: ambient/non-chilled or staples kilos





<p><b>8. Finish order</b></p>	<p>Check order details:</p> <ul style="list-style-type: none"><li>• Billing address – email any changes of address to: <a href="mailto:office@foodbanknsw.org.au">office@foodbanknsw.org.au</a></li><li>• Email address</li><li>• Products &amp; quantities</li><li>• Total amount</li></ul> <p>Delivery &amp; Dispatch information: This is the dispatch date from the Foodbank warehouse, this is not a delivery date.</p> <p>Order for pick up: In 'Additional Information' please write that your organisation will pick up your order</p>	 <p>The screenshot shows the checkout page with a purple header. On the right, the subtotal and total are both \$115.00. Below that is a 'Cash on delivery' section with a 'Place order' button. In the 'Additional information' section, the 'Delivery Date' field is highlighted with a red box.</p>
<p><b>9. Place order</b></p>	<p>Click 'Place Order'</p>	 <p>This screenshot is identical to the one above, but the 'Place order' button in the 'Cash on delivery' section is circled in red.</p>



**10. Log out**

Click 'Log Out' on top left of screen

