



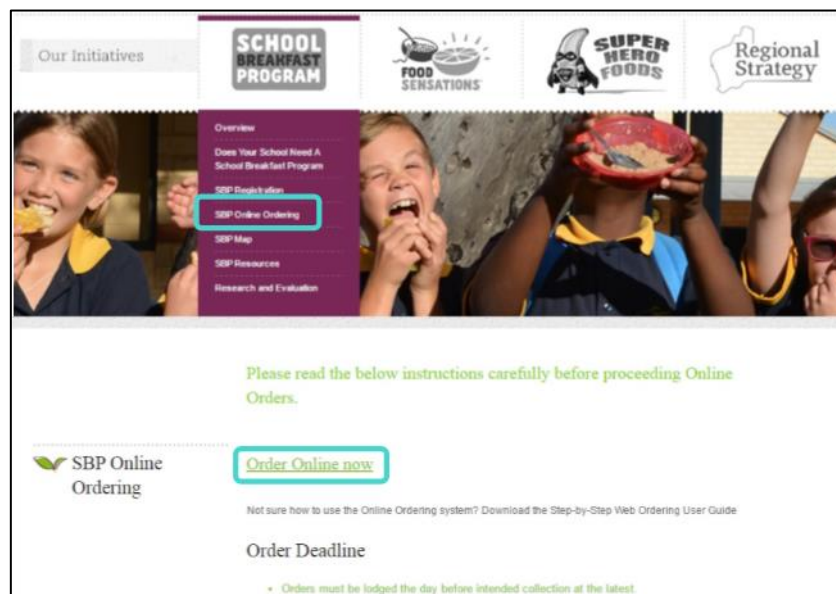
School Breakfast Program - Web Ordering User Guide

Welcome to Foodbank WA's *School Breakfast Program* web ordering system. This user guide explains how to place your *School Breakfast Program* product orders.

You can use the web ordering system from most web browsers, such as Internet Explorer, Firefox, Google Chrome, and Safari (for the Apple Mac). If you experience problems with the online ordering system, we recommend upgrading your web browser to the latest version.

Step 1: Logging In

- Visit www.healthyfoodforall.com.au, mouse-hover over 'School Breakfast Program', click on 'SBP Online Ordering' then click on 'Order Online now'



- Click the link to access the online ordering system. Enter your school's User ID in the 'Agency ID' box, enter your password (foodbank) and click 'login'.

A screenshot of the online ordering login form. On the 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 large orange letters. Below this, there are two input fields: 'Agency ID' and 'Password'. At the bottom, there is a purple 'Login' button and a link for 'Forgot Password'.

Forgot Password

It is possible to have a forgotten password emailed out. Please note that the email will be sent to the nominated SBP coordinator listed on our system.

Ordering Product

Upon logging in, the below ordering screen will appear.

FOOD BANK
FIGHTING HUNGER IN AUSTRALIA

ONLINE ORDERS
Perth Airport
Welcomes SBP Metro Test School

0 kg 0 kg 0 kg 0 kg \$0.00

Update Totals Clear Finish Later Finish Now

School Breakfast

Category	Type	Available	Limit	I Want	Description	Expiry	Fee	Item Number
School Breakfast	Breakfast Cereal	999999	4	0	Oats 9x 500g box 7.4kg CTN		50.00	WBOATS
School Breakfast	Breakfast Cereal	999999	4	0	Wheat Biscuits 6x 1.12kg box 7.9kg CTN		50.00	WBWHTBISCUIT
School Breakfast	Milk - Shelf Stable	999999	4	0	UHT Milk 12x 1 litre 13.2kg CTN		50.00	WBUHTMILK
School Breakfast	Shelf Stable Fruit	999999	4	0	Canned Fruit 12 x 825g 11.3kg CTN		50.00	WBCANFRUIT
School Breakfast	Shelf Stable Meal	999999	8	0	Baked Beans 12 x 425g can 6.0kg TRAY		50.00	WBBEANS
School Breakfast	Shelf Stable Meal	999999	8	0	Canned Spaghetti 12 x 425g can 5.9kg TRAY		50.00	WBSPAGHETTI
School Breakfast	Spreads	999999	4	0	Vegemite 400g Jar 0.7kg JAR		50.00	WBVEGEMITE

- All *School Breakfast Program* product is supplied in bulk per carton (with the exception of Vegemite). The ‘Description’ column outlines the number of single ‘inner units’ (shown in the picture) that are supplied in each carton
- Hover your mouse cursor over each button to find out what the button is used for/means.

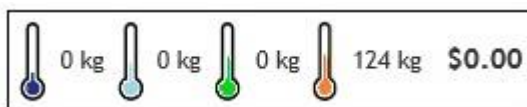
Placing an Order

- In the ‘I Want’ column, enter the number of units (jars, trays or cartons) required. To find out how much product a ‘unit’ contains, refer to the ‘Description’ column. To move to the next product, press the TAB key or click in the next box.

What do the buttons do?

After you’ve entered your order you might wish to see how much you have ordered. For example, this may help you estimate how much you can safely transport in your car. Clicking on the ‘Update Totals’ button will load the kilograms into the orange thermometer in the top right panel.

Update Totals



All ‘Schools Breakfast’ product appears in the orange ‘ambient temperature’ category.

Clear

Sets all order quantities in the ‘I Want’ column 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. We don’t reserve the stock for you at this point, meaning you can still change your mind before final lodgement. For example, you may use this feature to save your progress when you are interrupted in the middle of placing an order.

Finish Now

Proceeds to ‘final details’ stage before sending the order to Foodbank.

I Want

Click on the ‘sort’ arrows (circled in red) and all ordered products will be sorted to the bottom. Click once more to sort ordered items to the top.

Finalising & Submitting your Order

Once the order is ready, click the 'Finish Now' button to progress to the next step.

The screenshot shows a 'Finish Now' window with the following sections:

- Order Summary:** Displays four thermometers representing quantities: 0 kg, 0 kg, 0 kg, and 124 kg. Below this is a table:

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

To the right of the thermometers, it says 'Your goods will be picked up'.
- Instructions:** Contains several input fields:
 - 'I will pick my order up on:' with a calendar icon.
 - 'My reference:'
 - 'Order notes:'
 - A confirmation email address: 'A confirmation will be emailed to: miranda.chester@foodbankwa.org.au'
 - 'Also email a confirmation to:'
- Buttons:** 'Go Back' and 'Finish' buttons are located at the bottom right.

- On this screen you MUST specify the date you wish to collect the order from Foodbank' Perth Airport branch.

**Orders must be placed at least one day prior to intended collection.
Orders placed 'same day' pickup will not be honoured.**

It is important to remember that the ordering system will not stop you from selecting a 'same day' date. It is up to you to ensure that an appropriate date is selected (not the 'same day' or a Saturday/Sunday).

- You have the option to include a reference number or notes for the order. A confirmation email will automatically be sent to the email address shown. If this is not you, and you wish to also receive a confirmation, please enter one or more additional email addresses in the box provided (multiple email addresses can be entered by separating them with semicolons).

Go Back

Returns you to the order if, for example, you need to amend the quantities requested. To finalise the order, click on 'Finish Now'.

Finish

Clicking 'Finish' will lodge your order with us. You will receive an email confirmation shortly after lodgement.

SBP Web Ordering - Frequently Asked Questions

Is the old 'paper form' method still an option?

No, the web ordering system is replacing the old 'paper form' method. Once the web ordering system is rolled out metro-wide, paper forms will no longer be accepted.

Can I order using my mobile phone/device?

Yes, you can order using a web 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 described in this document.

Please note that ordering on mobile devices is not as easy as using a computer due to the smaller screen size and lack of keyboard. If you prefer to order using your mobile device you are welcome to do so - we suggest completing your first few orders using a computer, and then move to ordering on your device once you're familiar with the ordering process on a larger screen. Our budget for online development is limited and, as such, cannot guarantee that the web ordering system will work with every device/browser.

My school needs to collect more than the 'order limit' - what do I do?

There are some schools that prefer to collect larger quantities of product, less often - for example, once per term. The web ordering system allows Foodbank to set different 'order limits' for schools on a case-by-case basis. If you feel that this situation applies to your school (or you have previously had this arrangement with Foodbank) please contact Miranda Chester (9463 3213 or via email miranda.chester@foodbankwa.org.au) to have the order limits for your school adjusted.