



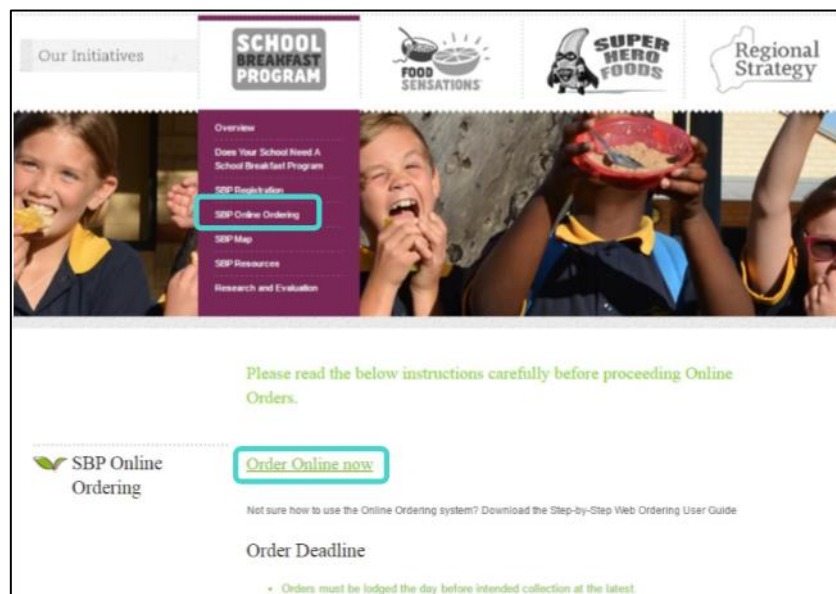
School Breakfast Program - Web Ordering User Guide

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

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, click on the 'School Breakfast Program' logo. A menu will appear, then click on 'SBP Online Ordering'.



- Click the 'Order Online now' 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. The form features the Food Bank logo on the left and the text 'ONLINE ORDERS' in large orange letters on the right. Below the logo, there are two input fields: 'Agency ID' and 'Password'. Below the 'Password' field, there is a red '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.

	I want	Description	Available	Limit	Expiry	Fee	Item Number	Category	Type
	0	Uncle Toby Wheat Biscuits 12x 1KG box 12.0kg CTN	999999	4		\$0.00	WBWHTBISCUIT	School Breakfast	Breakfast Cereal
	0	Uncle Toby Oats 9x 1KG box 9.0kg CTN	999999	4		\$0.00	WBOATS	School Breakfast	Breakfast Cereal
	0	UHT Milk 12x 1 litre 13.2kg CTN	999999	4		\$0.00	WBUHTMILK	School Breakfast	Milk - Shelf Stable
	0	Canned Fruit 12 x 825g 11.3kg CTN	999999	3		\$0.00	WBCANFRUIT	School Breakfast	Shelf Stable Fruit
	0	Canned Spaghetti 12 x 425g can 5.9kg TRAY	999999	8		\$0.00	WBSPAGHETTI	School Breakfast	Shelf Stable Meal
	0	Baked Beans 12 x 425g can 6.0kg TRAY	999999	6		\$0.00	WBBEANS	School Breakfast	Shelf Stable Meal
	0	Vegemite 400g Jar 0.7kg JAR	999999	3		\$0.00	WBVEGEMITE	School Breakfast	Spreads

- 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.

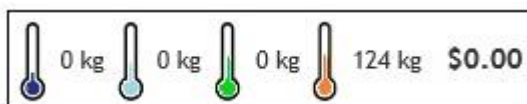
Placing an Order

- 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:' with a large text area.
 - A confirmation email address: 'A confirmation will be emailed to: miranda.chester@foodbankwa.org.au'.
 - 'Also email a confirmation to:' with a text area.
- 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

Can I use the Web Ordering system to place orders for collection from another Foodbank WA Branch?

The SBP Web Ordering system is used for orders to be collected from Foodbank Perth only. To order product for collection from another Foodbank branch, please contact Miranda Chester (9463 3213 or via email miranda.chester@foodbankwa.org.au).

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. This site has been optimised for use with smartphones and tablet devices.

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.

How do I modify or cancel an order?

Once an order has been lodged, it is not possible to modify or cancel it through the online system. Please contact Miranda Chester (9463 3213, miranda.chester@foodbankwa.org.au) or Claire Celenza (9463 3209, claire.celenza@foodbankwa.org.au) to change or cancel orders.

I was unable to collect my order on the nominated date - what happens now?

We understand that unforeseen events in daily life (such as sickness, emergencies, or even a flat tyre) may prevent collection of your school's order on the nominated date. It is not necessary to re-submit an order - the original order is held in the 'SBP holding area' of our warehouse until it is collected. If the order is still awaiting collection after two weeks, a Foodbank representative will contact the school to confirm whether the order is still required.