

SBP Web Ordering User Guide

Quarterly Remote Orders



This guide explains how to place your *School Breakfast Program* quarterly remote order. The process is also explained in this [video guide](#).

Step 1: Log In

- » Visit the [Foodbank website](#) and click 'Log In' (top right corner). On the next page, click the purple 'Log in' button

Place your web order here

Log in

- » At the Online Orders page, enter the school Agency ID and password (provided in the 'Call for Orders' email)

A screenshot of the Food Bank Online Orders login page. The page has a white background. On the left, there is a purple logo with the words "FOOD BANK" in white. To the right of the logo, the words "ONLINE ORDERS" are written in a large, bold, black font. Below the logo, there are two input fields: "Agency ID" and "Password". The "Agency ID" field contains the text "SBPM01". The "Password" field contains a series of dots. Below the input fields, there is a purple button labeled "Login" and a link labeled "Forgot Password" in orange text.

- » If you receive an error message or have forgotten your password, please email schoolbreakfastprogram@foodbankwa.org.au or phone 08 9258 9277 (option 3)

Step 2: Ordering Product

- » All *School Breakfast Program* food products are supplied in bulk per carton (except for Vegemite which is per jar). The "Description" column notes the size and number of cans or containers in one larger carton.
- » The "Limit" column shows you your school's maximum number of cartons that can be ordered. If a greater volume of any product is required, order the maximum amount. You will have the opportunity to request more of that item during Step 3 of this process.
- » Use the + and – buttons next to each breakfast product item to select how many of cartons you wish to order.
- » Once your order is ready, click the "Finish Now" button to progress to the next step.

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ONLINE ORDERS
 School Breakfast Program - PER WA
 Welcomes SBP Remote Test School

0 kg 0 kg 0 kg 0 kg \$0.00
 Update Totals Clear Finish Later Review Finish Now

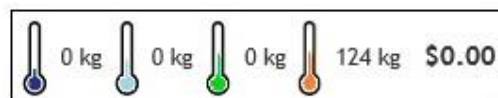
School Breakfast

	I want	Description	Available	Limit	Expiry	Fee	Item Number	Category	Type
	0	Uncle Toby Oats 9x 1KG box 9.0kg CTN	999999	3		\$0.00	WBOATS	School Breakfast	Breakfast Cereal
	0	Woolworths wheat biscuits 6 x 1.12kg Box 7.0kg CTN	999999	6		\$0.00	WBWHTBISC6X1	School Breakfast	Breakfast Cereal
	0	UHT Milk 12x 1 litre 13.2kg CTN	999999	12		\$0.00	WBUHTMILK	School Breakfast	Milk Shelf Stable
	0	Canned Fruit 12 x 825g 11.3kg CTN	999999	9		\$0.00	WBCANFRUIT	School Breakfast	Shelf Stable Fruit
	0	Baked Beans 12 x 425g can 6.0kg TRAY	999999	15		\$0.00	WBBEANS	School Breakfast	Shelf Stable Meal
	0	Canned Spaghetti 12 x 420g can 5.9kg TRAY	999999	15		\$0.00	WBSPAGHETTI	School Breakfast	Shelf Stable Meal
	0	Vegemite 150g Jar 0.3kg JAR	999999	30		\$0.00	WBVEGEMITE150	School Breakfast	Spreads

What do these buttons do?

Update Totals

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.



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.

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Step 3: Finalising and Submitting your Order

- » **'Please deliver after' box:** this box must be filled in for the order to be lodged. Enter a random date, as Foodbank will determine the actual date. *If you require your order to arrive by a certain date, specify this in the 'Order Notes' box.*
- » **'Order notes' box:** write in any special instructions such as:
 - Request for increased product quantity (beyond maximum listed)
 - Special requests for specific order arrival dates
 - Any other instructions for the order
- » A confirmation email summarising the order will 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). If the default address is no longer current, please advise schoolbreakfastprogram@foodbankwa.org.au.

Finish NowGo BackFinish

Order Summary

0 kg

0 kg

0 kg

0 kg

ex GST:

\$0.00

GST:

\$0.00

Total:

\$0.00

Your goods will be sent to:

Test Street

Testville WA 6555

Instructions

I want my order to leave the warehouse on:

8/10/2024

My reference:

Order notes:

Please increase UHT milk order to 18 cartons

A confirmation will be emailed to: miranda.chester@foodbankwa.org.au

Also email a confirmation to:

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.

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Frequently Asked Questions

What is the latest I can place an order?

Please submit remote orders by the date specified in the 'call for orders' email. Orders can be placed outside the normal 'order round' times, however, please understand we require at least two weeks' notice for remote orders.

I'd rather pick up the quarterly order from my local Foodbank branch (instead of delivery). How do I arrange this?

When submitting the order, write 'will collect on <date> from Foodbank <branch name>' in the Order Notes box.

Can I use the Web Ordering system to place orders for collection from a Foodbank branch (instead of delivery)? I just need a few extra items.

The system has been set up for your school for delivery as the default option. If you wish to collect a few extra cartons of product when attending a branch, please email

schoolbreakfastprogram@foodbankwa.org.au and request the products/quantities required and the expected visit date.

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.

How do I modify the quantity of an order, or cancel an order?

Once an order has been lodged, it is not possible to cancel it or modify the product quantities through the online system. Please email schoolbreakfastprogram@foodbankwa.org.au or phone 08 9258 9277 (option 3) to cancel an order in part/full.

The confirmation email address shown is incorrect – how do I change it?

The confirmation email is typically sent to the school's nominated *School Breakfast Program* contact person. If your *School Breakfast Program* contact person has recently changed, please email schoolbreakfastprogram@foodbankwa.org.au or phone 08 9258 9277 (option 3) to update your school's details.

I would like the confirmation email to be emailed to more than one person.

If you wish to have the confirmation email automatically sent to the nominated SBP contact and other people, please email schoolbreakfastprogram@foodbankwa.org.au or phone 08 9258 9277 (option 3) to arrange this.