

# SBP Web Ordering User Guide

## Foodbank Bunbury



This guide explains how to place your *School Breakfast Program* product orders for collection from Foodbank Bunbury. 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



- » At the Online Orders page, enter the school Agency ID and password (provided in the Registration Confirmation email)

A screenshot of the "ONLINE ORDERS" login page. The page features the Foodbank logo on the left. To the right, the text "ONLINE ORDERS" is displayed in large, bold, black letters. Below this, there are two input fields: "Agency ID" with the value "SBPM01" and "Password" with a masked password ".....". At the bottom, there is a purple "Login" button and a link for "Forgot Password" in orange text.

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

### Step 2: Order 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 allowed in one order.
- » 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 - BUN WA  
Welcomes WA SBP Test Account - Bunbury branch

0 kg 0 kg 0 kg 0 kg **\$0.00**

Update Totals
Clear
Finish Later
Review
Finish Now

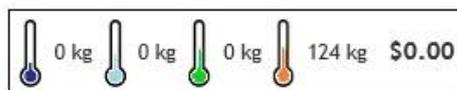
School Breakfast

	I want	Description	Available	Limit	Expiry	Fee	Item Number	Category	Type
	0 + -	Uncle Toby Oats 9x 1KG box 9.0kg CTN	999999	2		\$0.00	WBOATS	School Breakfast	Breakfast Cereal - Oats
	0 + -	Woolworths wheat biscuits 6 x 112kg Box 7.0kg CTN	999999	4		\$0.00	WBWHTBISC6X1	School Breakfast	Breakfast Cereal - Wheat Biscuits
	0 + -	UHT Milk 12x 1 litre 13.2kg CTN	999999	8		\$0.00	WBUHTMILK	School Breakfast	Milk Shelf Stable - Dairy Non Full Cream
	0 + -	Canned Fruit 12 x 825g 11.3kg CTN	999999	6		\$0.00	WBCANFRUIT	School Breakfast	Shelf Stable Fruit - Canned and Plastic
	0 + -	Baked Beans 12 x 425g can 6.0kg TRAY	999999	10		\$0.00	WBBEANS	School Breakfast	Shelf Stable Meal - Canned Baked Beans in Tomato Sauce
	0 + -	Canned Spaghetti 12 x 420g can 5.9kg TRAY	999999	10		\$0.00	WBSPAGHETTI	School Breakfast	Shelf Stable Meal - Canned Spaghetti
	0 + -	Vegemite 150g Jar 0.3kg JAR	999999	20		\$0.00	WBVEGEMITE150	School Breakfast	Spreads - Vegemite and Equivalents

What do these buttons do?



After you've entered your order, you might wish to see how much you have ordered. Clicking on the 'Update Totals' button will load the kilograms into the orange thermometer in the top right panel.



All 'School Breakfast' product appears in the orange 'ambient temperature' category.



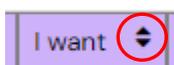
Sets all order quantities in the 'I Want' column back to zero, so you can start the order again.



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.



Proceeds to 'final details' stage before sending the order to Foodbank.



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: Finalise and Submit your Order

Nominate your collection date in the “I will pick my order up on” box

**Orders must be placed at least one day in advance.**

**Even if the system allows you to select the same-day, orders placed for same-day collection will not be honoured.**

- » You may choose to include a reference number or include notes for your order.
- » If you wish to collect fresh items (bread, fruit/veg, yoghurt) when picking up your order, please type the requested quantities in the 'Order Notes' box
- » You may choose to send a confirmation email to another email address. Multiple emails can be typed here, simply separate emails using a semicolon ( ; ). The SBP contact listed on your SBP registration will automatically receive a confirmation email too.

A screenshot of the 'Finish Now' page in the SBP web ordering system. The page has a white background with a grey header bar containing the text 'Finish Now' and two buttons: 'Go Back' (black) and 'Finish' (purple). Below the header is an 'Order Summary' section with a light grey background. It displays four items, each with a colored thermometer icon and '0 kg' next to it. Below the items is a table with three rows: 'ex GST: \$0.00', 'GST: \$0.00', and 'Total: \$0.00'. To the right of the items, it says 'Your goods will be picked up'. Below the summary is an 'Instructions' section with a light grey background. It contains a date picker set to '15/05/2024', a 'My reference:' field, and a text area for 'Order notes' containing the text 'Add 5x bread and 10kg fruit to order'. At the bottom, it says 'A confirmation will be emailed to: schoolbreakfastprogram@foodbankwa.org.au' and 'Also email a confirmation to:' followed by an empty text field.

**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?

An order must be lodged the day before intended pickup. For example, if you want to collect on Tuesday, the order must be lodged by 11:59pm on Monday.

#### I only need fresh items; how do I order them online?

It is not possible to order only fresh items through the web ordering system. To order only fresh items, please email [bunbury@foodbankwa.org.au](mailto:bunbury@foodbankwa.org.au) and include the expected date of collection.

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

If you cannot collect your school's order on the nominated date. It is not necessary to re-submit an order – the original order is held for up to two weeks 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.

#### Can I modify or 'top up' an order?

It is possible to 'top up' or add products to an existing order – please see the information on page 5 of this document.

#### How do I cancel or decrease the quantity of an order?

Once an order has been lodged, it is not possible to cancel it or decrease the product quantities through the online system. Please email [bunbury@foodbankwa.org.au](mailto:bunbury@foodbankwa.org.au) or phone 08 9726 2362 to advise the order is no longer required.

#### 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. Please email [schoolbreakfastprogram@foodbankwa.org.au](mailto:schoolbreakfastprogram@foodbankwa.org.au) or phone 08 9258 9277 (option 3) to provide updated details.

#### 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 the *School Breakfast Program* team on 08 9258 9277 (option 3), or email [schoolbreakfastprogram@foodbankwa.org.au](mailto:schoolbreakfastprogram@foodbankwa.org.au) to have the order limits for your school adjusted.

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### Can I use the Web Ordering system to order from another Foodbank WA branch?

Your school is set up for orders to be collected from Foodbank Bunbury only. Please contact the *School Breakfast Program* team on 08 9258 9277 (option 3), or email [schoolbreakfastprogram@foodbankwa.org.au](mailto:schoolbreakfastprogram@foodbankwa.org.au) with any queries.

### Can I order using my mobile phone/device?

Yes, you can order using a web browser on a mobile phone or tablet. This site has been optimised for use with smartphones and tablet devices. The only difference between the mobile and desktop sites is the mobile site is resized and some of the columns are hidden. All the buttons and screens perform the same functions described in this document.

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### “Top up” Your Order

The Web ordering system now allows users to ‘top-up’ or add products to an existing order – this means you can add items to orders yourself, rather than having to call Foodbank WA!

The process for lodging a top-up order is the same as for normal ordering. When you arrive at the ‘Finish Now’ screen, the system will check to see whether there is already a pending order for your school. If there is an existing order, the system will offer to add the order you are currently submitting to the existing order.

A screenshot of the 'Finish Now' screen in the web ordering system. The screen has a white background with a purple header bar containing the text 'Finish Now' and two buttons: 'Go Back' and 'Finish'. Below the header is an 'Order Summary' section with a table of items and their weights: 0 kg, 0 kg, 2 kg, and 0 kg. Below the table are the following values: ex GST: \$0.00, GST: \$0.00, and Total: \$0.00. To the right of the table is the text 'Your goods will be picked up'. Below the 'Order Summary' is an 'Instructions' section with a red oval highlighting the text: 'We're going to add these items onto your existing order for the date shown below. If you want them on a different order, please change the date or reference. I have an appointment to pick up on:'. Below this text are two input fields: one for the date (26/09/2017) and one for the reference (NEWREF1). Below the input fields is an 'Order notes:' section with a text area. At the bottom of the screen, there is a confirmation email address (angus@foodbank.org.au) and another input field for 'Also email a confirmation to:'.

#### If you want this new order added (as a top-up) to an existing order:

You don't have to do anything, the system will add the items to the existing order automatically.

#### If you don't want your new order added to an existing order:

If your new order is for a different date then just change the date and it'll be saved as a separate order.

#### How late can I top up an order?

Top up requests must be lodged at least the day before intended pickup. For example, if you wish to collect an order on Tuesday, it must be lodged by 11.59pm Monday.

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### What if I already have multiple orders lodged for different dates?

Our suggestion will be to add the top-up to the earliest order to be put through the warehouse. If you want to add to a different order, ensure the top-up matches the date and reference that matches the existing order (you'll have those on your email confirmations).

### What about limits?

Your combined order can have a total quantity up to your normal limit quantity. For example if the limit is 3 and you order 2 on the first order then 2 on the second order, we'll accept your order for a total of 3.

### What will my new email confirmation show?

It will show all the items and quantities of your new combined order; the original order plus the top up items.