

DOGWOOD MICRO DESIGN INC.

Online Order System

Agency User Guide

DOGWOOD MICRO DESIGN INC.

Agency User Guide

© Dogwood Micro Design Inc.
PO Box 116
Bethania, NC 27010-0116

Table of Contents

Chapter 1 – System overview	1
Chapter 2 – Gaining access to the system	2
Chapter 3 – Viewing available inventory	3
Chapter 4 – Entering an order	4
Chapter 5 – E-mailing the food bank	5

System overview

What the system can do for your agency

The food bank order system is designed to:

- Allow you to browse your food bank's available inventory
- Allow you to place an order with the food bank for product,
- Send an e-mail confirmation to you after the order is placed
- Send an e-mail confirmation to the food bank after the order is placed

Gaining access to the system

This chapter covers how to login to the system.

Access to the system is gained by opening your web browser and navigating to <http://www.FoodBankOrder.com/orders/userlogin.html>. Your food bank may have to link to the order site from their web site.

You will be presented with the screen prompting for your signon and password. This information is supplied to you by the food bank. Enter the user name and password you were given into the designated fields. Be aware that both codes are **case sensitive** – be sure to enter them just as given.

After entering your signon and password, click the “Login” button or press enter.

If your signon or password is not valid, you will receive a message to that effect, with a link to click to return to the signon screen to try again.

If your signon is accepted, you will see the system main menu. Your name, agency name and food bank name will be displayed at the top of the menu for confirmation.

Record your login information here:

Signon: _____

Password: _____

Viewing available inventory

This chapter describes how to view the food bank's inventory

From the main menu, click on the “View inventory available to order” link. You will see a page displaying the current inventory available for order from the food bank. The product is displayed grouped by the product category. Inside each product category, the product description, cases available, case weight, shared maintenance fee per case, and case quantity limit (if any) are displayed.

At the bottom of the list is a link to return you to the main menu, or you can use your browser's “Back” button to return to the menu.

Entering an order

This chapter covers how to submit an order to the food bank.

From the main menu, click on the “Enter an order” link to begin the ordering process.

Depending on your food bank’s policies, you may be allowed only pickup orders or only delivery orders. Depending on those policies, you may be prompted for whether this order is for pickup or for delivery, and a requested pickup or delivery date and time. Contact your food bank if you have any questions about using these fields.

The next field gives you a few spaces to include any additional notes or comments that need to accompany the order when it is sent to the food bank.

The remainder of the page displays a list of inventory available for order, sorted by the product category. On each line is a box where you can enter the number of cases you want to order.

Some items may have a case limit shown. If you try to enter an order for more cases than this limit, the order quantity will be reduced to the limit amount. For example, if the case limit is 5 cases, and you try to order 10 cases, the order will be placed for 5 cases.

When you have filled in all the order quantities, scroll to the bottom of the page and click the “Submit order” button. There will be a pause of a few seconds as the system processes your request. When it completes, you will see a confirmation page that your order has been sent to the food bank. A list of items ordered will be displayed. At the bottom of the list is a link to click to return to the menu.

If you change your mind and do not want to place an order, scroll to the bottom of the page and click the “Click here to cancel and return to the menu” link.



E-mailing the food bank

This chapter covers sending an e-mail to the food bank from the order system.

This option gives you a quick way to send an e-mail to the food bank from the order system. For example, you might use this to ask for a change to an order you've submitted through the order site.

From the main menu, click on the "E-mail the food bank" link. A screen will be displayed with your name, e-mail address, and the food bank's name and e-mail address will be displayed. Type the message you want to send into the "Message" area. Click the "Send e-mail" button to send the message.

If you change your mind and do not want to send an e-mail, use your browser's "Back" button to return to the menu.