

## **Customer Guide to using the New DFFH website (The new Wednesday packing/Pickup day)**

Welcome to our new Wednesday pack and pick up day! We hope the following notes will help you with converting and using our new website. It helps with how to login and goes over how to place an order in our new look shop pages.

### **Order Cycle:**

For our new Wednesday packing and pickup, our weekly ordering cycle is for your customer orders to be entered on the system from Tuesdays to MIDNIGHT FRIDAY.. We hope to get this changed to Saturday 2:00pm but there's a problem with the software...

Orders after this will be added to the following week's orders. You will receive an 'Order received' email just after your order has been placed.

Then on Saturday we will process your orders and you will receive another email confirming the order has been processed.

Sorting, packing and delivery to the pickup point takes place on Wednesday mornings, 10am to 1pm. We have an enthusiastic volunteer packing team who help pack. Why not come and help too, it's good company and great to meet other customers, plus 10% discount off your orders for the month.

You can pick up your box/boxes on **Wednesday afternoons**. Please check the times you can pick up your order on the information given when selecting the Pickup point when you order.

### **How to get onto the new Wednesday pack website:**

You can go straight to the new ordering system at this address: <https://south.deanforestfoodhub.org.uk> or you can go in through the main website: <https://deanforestfoodhub.org.uk>

In the Home page, and click on the "**find out more**" link under the 'For Customers' heading.

### **In the 'How to join' page**

**You need to decide which pickup point you want to pick up your order from**, then you will be redirected to the right page on the website.

If you are an existing customer, some of the existing pickup points have been moved to the Wednesday pack (such as Lydney, Blakeney, Parkend, Bream, Brains Green, St Briavels.)

For more details click on **'here'** to go to the lists of the pickup points and where they are on a map, or if you have selected the pickup point already and you know which hub it is in, click on the Northern or Southern Hub routes. (There is also the option of clicking on the maps)

**If it is the Northern hub, (Friday Pack)** click on this and you will continue to the current website shop as before with no changes. Pick up points are: Oaklands, Coleford, Coleway, Cinderford, Westbury-on-Severn, Newnham, Blaisdon, Huntley, Longhope, Mitcheldean, Ruardean, Drybrook.

**If it is the Southern hub (Wednesday pack),** click on this and you will go to the new website. Pick up points: Oaklands, Chepstow, Hanley Farm, Lydney, Blakeney, Brains Green, Parkend, Pillowell, Bream, St.Briavels.

Click on **'browse the available products'** (without joining or logging in)

Or click on **'Sign up'** to become a customer or login (If you are already a customer)

### **In the new Southern Hub/Wednesday pack website: To Login/Sign in:**

**Existing customers** under **Sign in/Log on**, in Username, enter your email address and password. (You will need to reset your password initially)

**For New customers,** click on **'Register'** to set up your account, by entering your email address and create a new password.

You will go to **My Account page** /Dashboard

From here you can navigate and edit to your Addresses and Account details, view your orders, go to the shop page or Log Out.

At the top right panel of the screen you can see the small icons; Person/user icon (My Account), Basket icon (View your shopping cart)

At the bottom of the screen you can use the **Quick links** to navigate to other pages.

### **To start Shopping:**

Click on **Shop** in the top middle panel or in 'Quick links' at the bottom left of the screen.

In the Shop page, all the products are listed in alphabetical order. A list of all the categories are down the left panel.

You can start shopping by

**Category:** This is the easiest way to shop. Tick the small box to the left of a categories, to select a category ie. 'Veg, Veg boxes and Salads', or

'Bread, Cakes & Biscuits', or 'Herb and Spices Dried', the same as on the current website.

You then can scroll down all the products on the pages. Click on the page number at the bottom move onto the other pages for the category. If changing to another category, you will need to **untick the existing category** to remove those products from your view.

We have added some **new categories** for easier navigation: 'Fruit', 'Herbs Fresh' and 'Cold Drinks-Fruit juices'.

**Or you can shop by individual product search:** Click on the **'Search products' box** for a particular product such as 'veg boxes' or 'semi-skimmed milk', 'cashew nuts', or 'sausages'!, then you will be taken to the items in the shop, i.e you can order the small, medium or large veg box, or whole or semi-skimmed or skimmed milk, the DFFH own packed cashew nuts or a choose from a range the sausages available. Scroll down to view all the products in the search.

**Sort products by price.** You can sort the products by its price. To the top right of the screen there is box 'Sort by name'. Use the drop down arrow to sort products 'Price low to high', or 'Price High to low'.

Each product is listed by name with the supplier/producer name, each or weight of the product and price. They should state **'Plenty in stock' or at least 1 in the stock**. Click on the product for more details.

If you want to add a product to your basket/cart, hover to the right of the number box it turns green and **'Add'** appears. Click on this and 1 is selected. If more than 1 is required, click on the **'Add'** again, or click on the number and type the quantity required. (Checking you do not exceed the quantity in stock, as it will not be available)

When you have selected all the products you want to order, or to check what you have ordered so far, at the top right of the page, hover over the **Basket icon**, and from the drop down menu press blue box **'View cart'**

**Check the products and quantities are correct**, and delete or amend item quantities, if needed.

Scroll to the bottom of the page to the **Cart Totals** box

Check the **sub-total £** is correct

**Important:** Ensure the dot before **Local Pick up**, not Local delivery. Please make sure that Local Pick up is selected, as Local delivery or Home deliveries is difficult for us to do and will only be done under exceptional circumstances, by prior arrangement.

Vat - will be £0 for foods

Check the Total: £ is correct.

If you are happy with your order and total amount to pay, click on the green box **Proceed to checkout**

### **In the Checkout page:**

Check the billing details on the left are correct, your name and address. Any notes about your delivery can be added under the address if you scroll down.

Check your order details are correct on the right. Ensure **Local pick up** is selected. Using the drop down arrow select the Pick-up point you want and note the information on collection times, address, postcode and directions. If you are still unsure where to go, you can email us on deanforestfood@gmail.com

**Important-** please do not select Home delivery as this is a problem for us and usually are unable to do this except under exceptional circumstances and by prior agreement with the DFFH team.

### **Payment Method box:**

In this box, there are the following options available to you

#### **Direct bank transfer**

#### **Cheque payments, by prior arrangement only**

#### **Cash on delivery**

**PayPal** (or via credit cards Visa, Maestro, American Express ?tbc)

#### **Customer Credit**

The most usual method is by Direct Bank transfer. For the other payment methods you will need to contact the DFFH to make an arrangement. Cheques can be paid direct into the Post office or given to us direct. We can provide you with paying in slips.

If you will be paying by Direct Bank transfer or by cheque, select this and then click on

#### **Place Order**

If you will be paying by PayPal, select this option and then click on **Proceed to PayPal**

Note: Once **'Place order'** is pressed, you cannot edit your basket and it is more difficult to change your order.

Note your 'Cart' goes empty once you place an order. You will receive an email confirming we have received your order with the order details.

A message **'Thank you for your order'** appears on the screen.

You have been allocated an **Order number**, and the message confirms the date, email address, amount total and payment method. Note the order number so you can use it as a reference to your payment.

Go back to 'My Account' page. Click on top right of page, a 'person/user' icon, drop down menu to select 'My Account' or you can 'Log Off'.

**Pay for your order** as you advised us. By Direct Bank Transfer to 'The Co-operative Bank', Account Number: 65673838, Sort No: 089299. Payment ref: Your surname and Order number. Or pay in a cheque, by PayPal or other method as agreed.

**Then don't forget to email us to confirm you have paid** on [deanforestfoodhub@gmail.com](mailto:deanforestfoodhub@gmail.com)

Please put your surname and order number and quantity paid in the message for our reference.

**To View your order:** Log back into the website, if you have logged off.

In 'My Account', click on '**Orders**', and under the 'Actions' column, there are 2 boxes, a blue box **View**, and another blue box **Cancel**.

Click the blue box **View** and the items you have ordered will be displayed.

If you need to cancel your order you can press **Cancel**, the whole order is cancelled. This can only be done before 2pm on Saturdays, after that the order will be processed and emails to our producers/suppliers will have been sent out

We hope you enjoy shopping with us and receiving your order on Wednesdays! Please contact us if you need any help with our shop page or have any comments. It would be good to hear from you.

The DFFH team

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