



## Existing Customer Guide to Online Ordering.

### Setting up Your Online Account

The first time you go to use our online ordering system you will need to create a password so you can place an order. To set up a password, follow these steps:

1. Go to the Good Mood Food online ordering home page and click “**Login**”
2. Once the page has loaded, click “**create a password**” which is near the bottom of the page
3. You must then **enter your email address**, after which a password reset link will be sent to your email account
4. Go to your email inbox, open the email which you should now have received and click the link in the email that says “**Reset your password**”
5. The link will take you to the page where you can set your new password. Enter your password and once you are happy click “**Set Password**”
6. Your password will now be saved so you can now login and place your first order!

### Placing An Order

Go back to the **Good Mood Food** online ordering page and login. Once the screen loads, click the ‘**Place An Order**’ button on the top right of the page.

#### Delivery - Postcode, Date and Time

Please enter the Postcode for where the order is to be delivered plus the delivery date and time.

#### Ordering

You will then see a series of menu categories, within each will be the **Good Mood Food** menus.

Click on the menu category you wish to order from and then click the ‘**Menu**’ drop down button for the menu you would like to choose.

Following this, you will be able to select the items you wish to order. Note that you must select the specified number of items before you proceed to place the order. If you have not specified a correct amount, a warning will appear asking you to select more or less items.

Once you are happy with the menus and items you have selected, click ‘**Place your Order**’

#### Order Notes

This is where you put in any special order requests after you have selected, i.e. “please provide on ceramic plates”. If you have no requests, proceed to the next step.

#### Entering a Delivery Address

When placing your first order you must add a delivery address. Once you have added your intended delivery address, it will be saved to your account and you will not need to input the details again the next time you place an order. If you have multiple delivery addresses, you can add all of them and then choose a delivery address each time you place an order.

Please complete all the fields including a contact **telephone number** for each address.

### **Delivery Details**

Please complete the following information when placing an online order:

**PO Number:** A order reference number relevant to your company

**Delivery Contact:** This allows the delivery driver to know who to ask for when delivering the order

**Delivery Instructions:** Add special delivery instructions if they are required for an order i.e. "please report to reception on arrival"

We stress whilst it states this information is optional, it would be highly beneficial if this information could be provided

### **Billing Address**

You can also add billing addresses. This might be different from the delivery address.

### **Payment Method**

Please select your preferred payment method

### **Ordering on behalf of Multiple Contacts**

If you need to order on behalf of others there will be an option to enter the contact details of the person the order is going to on the system. You will also be able to enter different billing addresses if required.

### **Confirm Order Details**

You will then have the opportunity to review the order and the Terms & Conditions. Once you are happy, you can 'Confirm' the order. Once the order is confirmed, we will have received your order on our system and we will begin preparing your order for delivery.

You will have received an email confirming that your order has been received.

### **How to Repeat a Previous Order**

If you want to repeat an order you placed previously, you can do this by following these instructions:

1. Click "**Previous Orders**", which is located near the top right of the screen
2. Find the order you wish to repeat from the list of your previous orders
3. Click "**Reorder**" next to the order you wish to repeat
4. Enter the **Postcode** for where the order is to be delivered to, as well as the requested **Delivery Date and Time**
5. The items you ordered previously will already be selected. Click "**Place your Order**" to proceed, and continue through the various screens as you normally would to confirm your order

### **How to Change your Password**

To change your password at any time, follow these steps:

1. Click on your name (located at the top right of the screen)
2. Click "**Edit**" next to "**Password**"
3. **Enter and Confirm** your password, click "**Set Password**".
4. Your password will now be set