



New Customer Guide to Online Ordering

Setting up Your Online Account

Note: If you want to set yourself up as **Good Mood Food** customer and you wish for more than one person within your company to have a login to place orders, please **call us** on 0161 478 9877 or **email us** at goodmoodfood@manchestermind.org to have this arranged. Note that you will **not** incur any additional charges by having multiple logins for your account.

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

1. Click "Login" on the top right hand side of the page
2. Tick "No" to specify you are not currently registered
3. Complete the fields providing us with the Business/Organisation name, your First and Last names, Telephone number, Mobile number and a password
4. Your account has now been created, and you are now able to place orders with **Good Mood Food!**

Placing An Order

Now click the 'Place An Order' button on the top right of the page to begin placing your order

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 which will then be saved to your account thereafter. 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 should 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. As a first instance you will only be able to make a payment through **PayPal**. If you wish to apply to set up an account with **Good Mood Food**, please call us on 0161 478 9877

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