	Title:	IOS-App Ordering – How to Guide		
	Procedure No:	AOHTG20201		
Authorised By:	Jason Hinkle	Procedure Date:	11.05.2020	Page: 1

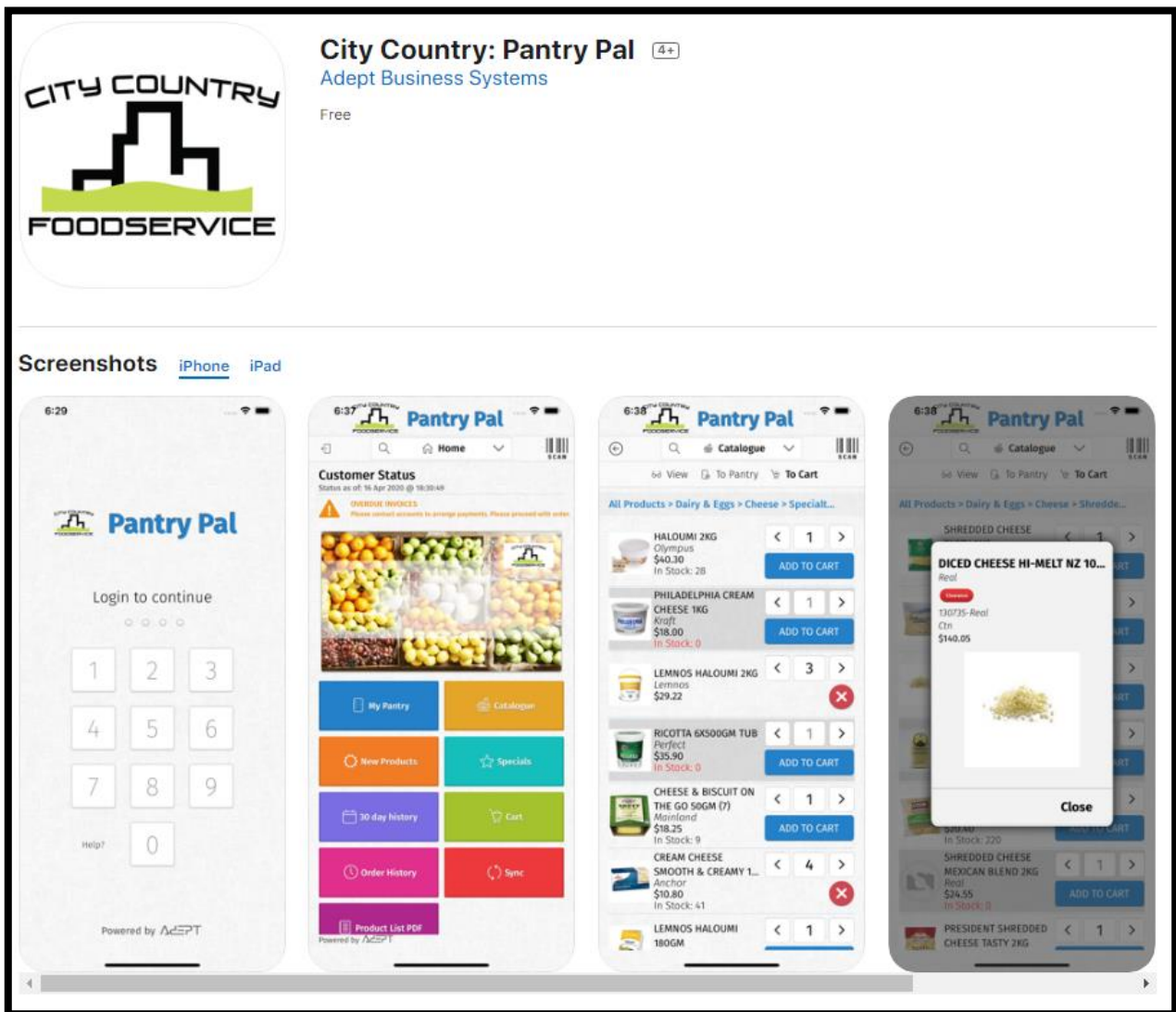
App Ordering for Account Customers – How to Guide


The City Country Foodservice App ‘Pantry Pal’ is available for compatible Apple devices. Android users can still access online ordering via the City Country website.



To access the App

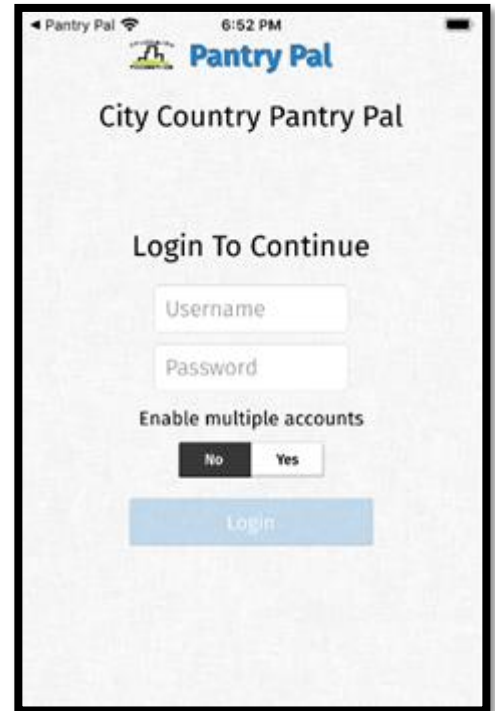
- Download the City Country Foodservice App from the App Store:
<https://apps.apple.com/au/app/city-country-pantry-pal/id1357607643>



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To login

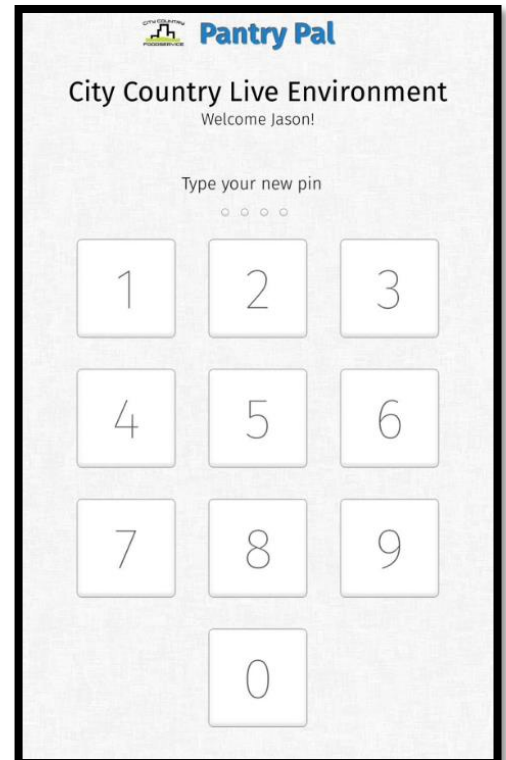
- The first time the App is opened, you must agree to the online Terms and Conditions. Scroll to the bottom to select 'I Agree'
- On the Login Page, use your normal online ordering login details to proceed
- The App also gives you the option to enable multiple accounts e.g. for those customers who manage more than 1 store/location
- To find out your login details or for any issues with logging in, please contact our Office for assistance on 1300 736 744




Access PIN

- The first time you log in, you will be asked to select a 4-digit Access PIN. This PIN allows for quick access when using the App
- Enter your PIN, then re-type it to confirm. Once updated, select the back arrow to go to the Login Page
- Type your PIN to proceed to the Home Page

Note: To change your PIN, select 'Help?' from the PIN Login page. This will take you to the main Login Page. Once logged back in, it will display a screen to choose your PIN again.



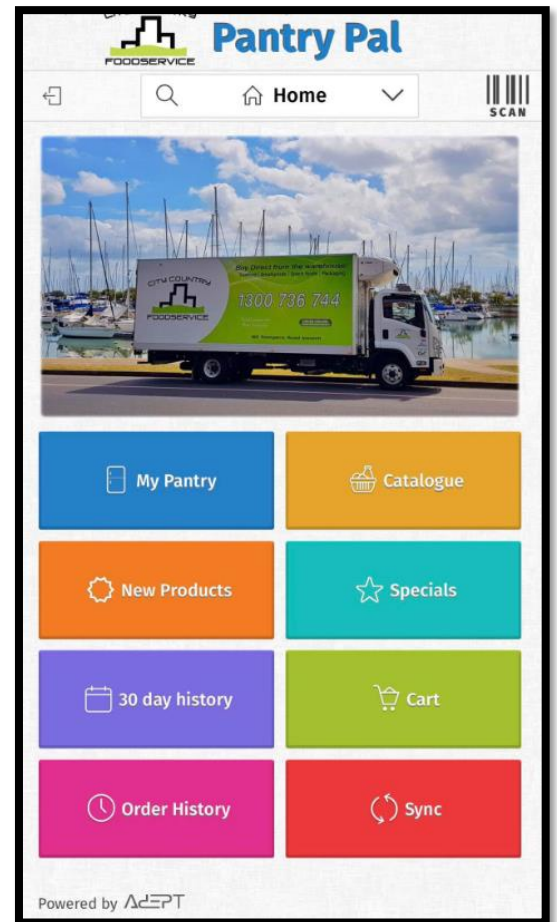
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Home Page

The Home Page will display. This screen will show several options including: a full catalogue of our products, specials, new products, order history and individual pantry

Options on the Home Page are:

- Magnifying glass – You can search for a product at any time by selecting the magnifying glass at the top of the page
- Scan – Selecting the barcode scan image will allow you to scan the barcode of products so they will
- My Pantry – View your individual Pantry List. Products can be manually added. The Pantry also allows for multiple Pantry Lists with different products in them E.g. Drinks. Easter. Christmas. Standard Order. Account Managers can also update a customer’s Pantry List
- Catalogue – Will display our full Product List
- New Products – Will display the list of our latest products – approx. 8 weeks’ worth
- Specials – This will list products in our Monthly Specials Catalogue and also any that are loaded for that specific customers Industry Group
- 30-day history – Will display products purchased in the last 30 days making it easy for customers to order the same products consistently
- Cart – View products currently in your Cart
- Order History – To view previous orders placed as well as duplicate a past order or recall an order. Note that from approx. 10:30am orders are released for picking so the ability to add onto / recall an order may be unavailable. A secondary order will need to be placed for any additional items and Minimum Order Requirement rules will not apply
- Sync - When logging on for the first time, you will need to sync the App. This connects with our system and syncs all the product information including stock-on-hand levels, individual pantry lists, order history, current specials and pricing/images. This may take approx. 5 minutes. After the initial login, customers should sync each time they login to ensure current stock-on-hand levels are displayed, but it will only take approx. 5 seconds each time after that

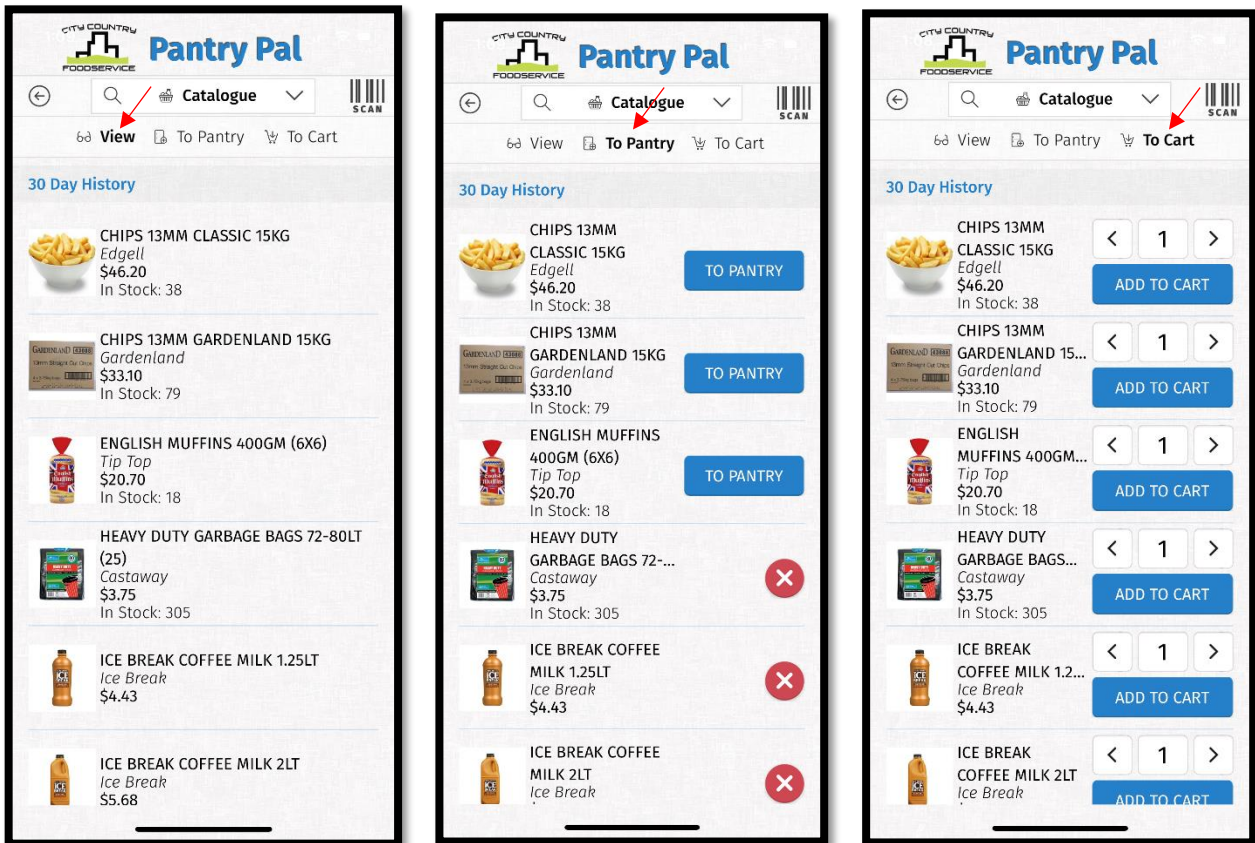


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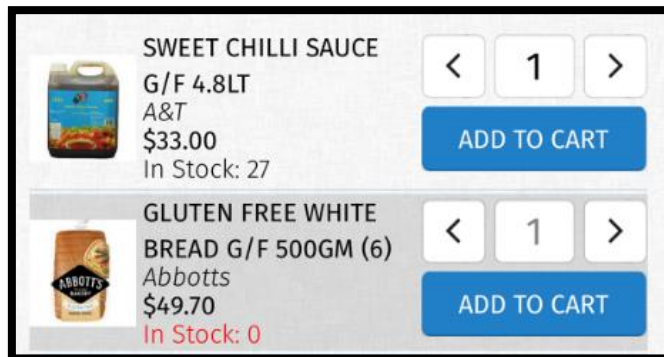
Viewing products

When a product loads there will be 3 options:


- View: Is the default option to just view the details of the product
- To Pantry: Select 'To Pantry' to add the product to your Pantry. If a red cross shows, this means the product is already in your pantry and it gives you the option to delete it from your Pantry
- To Cart: Select 'To Cart' to add the product directly to your Cart



When viewing products, 'In Stock' will show the Quantity. For products which are out-of-stock, the product will highlight grey in warning. It will also show 'In Stock: 0' in red.



Please note: Milk items may not display pricing, but this does get included in the order total for the Minimum Order Requirement

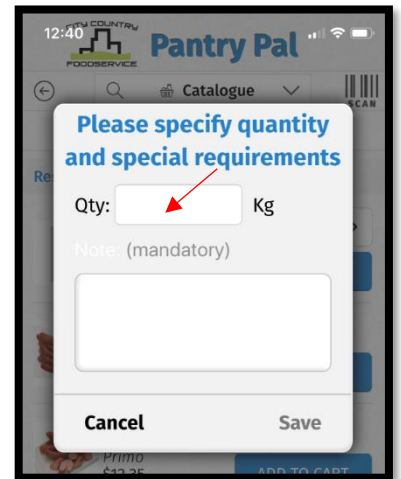
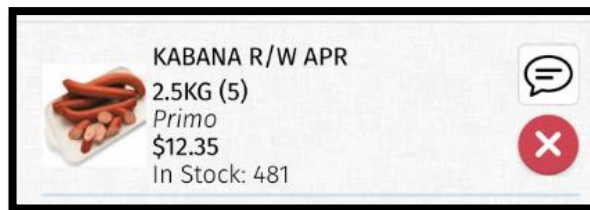
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Random Weight (R/W) products

If a product has R/W in the description this means the product is a Random Weight and will be weighed when picked. The format for these products will be laid out as: DESCRIPTION, RANDOM WEIGHT PER UNIT (UNITS PER CARTON).

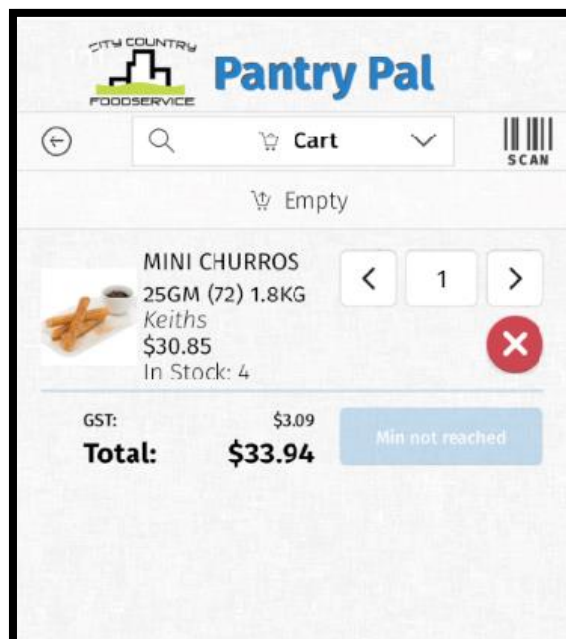
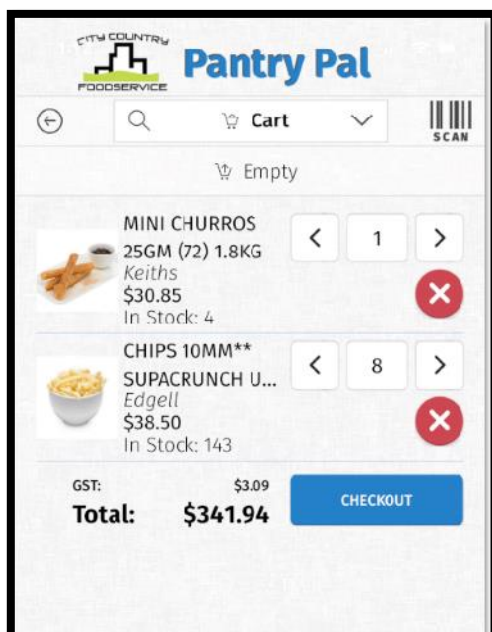
- The APR is how much product is approximately in one unit.
- The brackets at the end of the product description, this is to display how many units equal a carton. E.g. Kabana – there are 5 units in a carton, therefore 12.5KG (5 units) of Kabana will need to be ordered.
- A note is also required in the Comment column. This is to confirm how many units or approx. how many kg is required

The unit price listed is always per KG. The exact price will be calculated when the product is picked



Cart

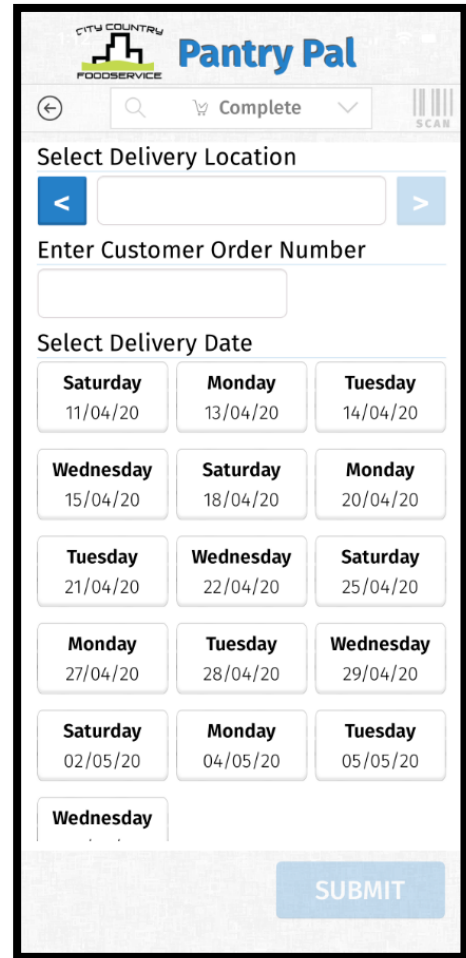
- When the customer has finalised their order, they select 'Cart' to start the checkout process
- Cart will display the order
- Products can be cancelled, and more products can still be added at this point
- Each customer will have a Minimum Order Requirement to place an order. If the order does not reach this amount, you will be unable to check out. For any changes to this amount, the customer must contact their Account Manager
- Once finalised, select 'Checkout'



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Checkout

- Delivery Location – allows customers to select pick-up or for those customers with multiple delivery addresses, this can be selected here
- Customer Order Number - This a mandatory field. You can just add the date, account number or name
- Delivery Date - Choose the Delivery Day for the order. Note: Only specific Delivery Days will display and if it is after the cut-off time, the next day will be greyed out so it cannot be selected
- Select 'Submit' to place the order
- If successful, the customer will then receive an Order Confirmation e-mail



Pantry Pal

Search Complete SCAN

Select Delivery Location

Enter Customer Order Number

Select Delivery Date

Saturday 11/04/20	Monday 13/04/20	Tuesday 14/04/20
Wednesday 15/04/20	Saturday 18/04/20	Monday 20/04/20
Tuesday 21/04/20	Wednesday 22/04/20	Saturday 25/04/20
Monday 27/04/20	Tuesday 28/04/20	Wednesday 29/04/20
Saturday 02/05/20	Monday 04/05/20	Tuesday 05/05/20
Wednesday 08/05/20		

SUBMIT