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- Open the City Country Website – [www.citycountry.net.au](http://www.citycountry.net.au). Select the Account Customers icon to open the Online Ordering system




- Alternatively, from the Main Menu, select Shop Now > Account Customers



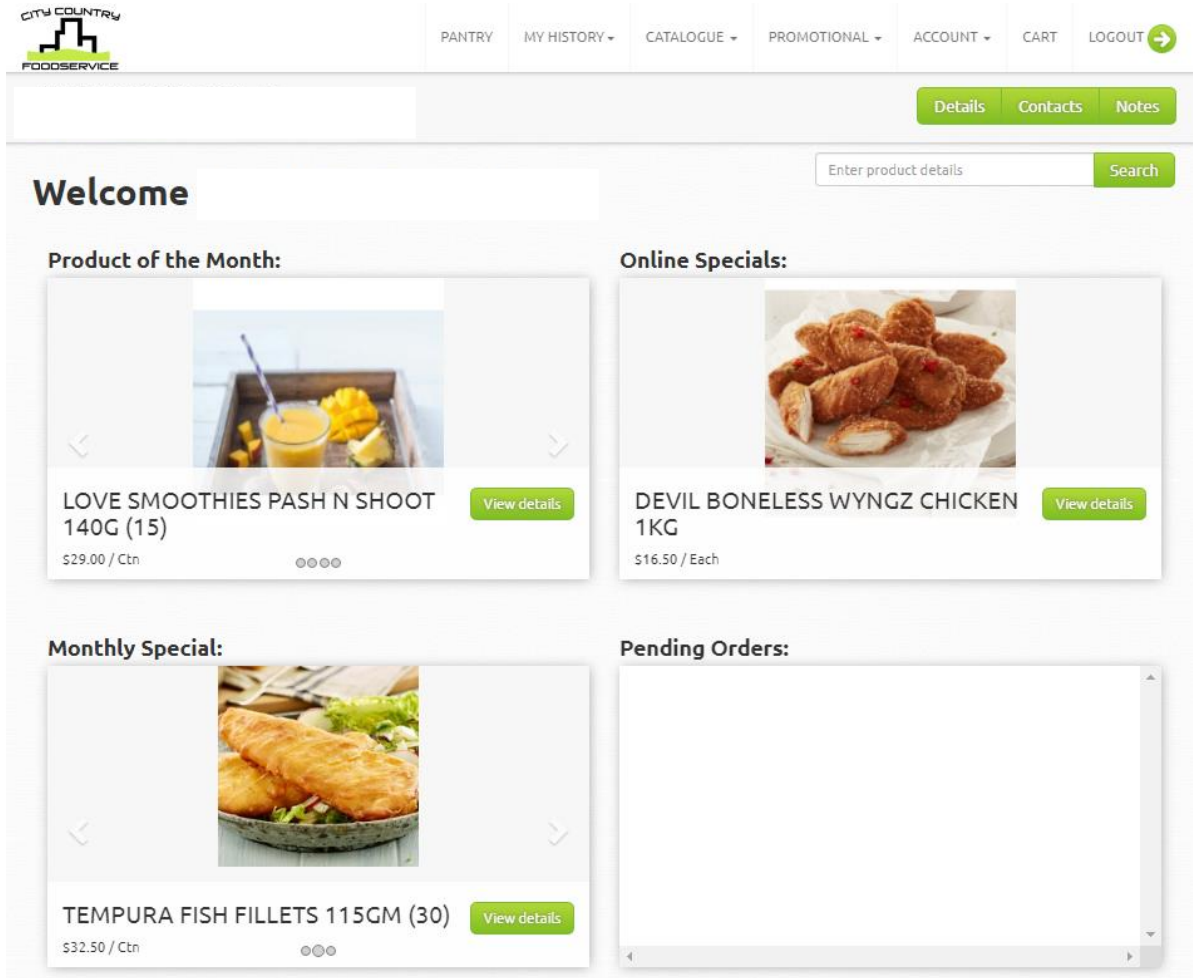
- Log into the Online System using individual logon details



For any issues with logging in, please contact our Office for assistance


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- The main screen will display. This screen will display the Product of the Month, Specials and any Pending Orders



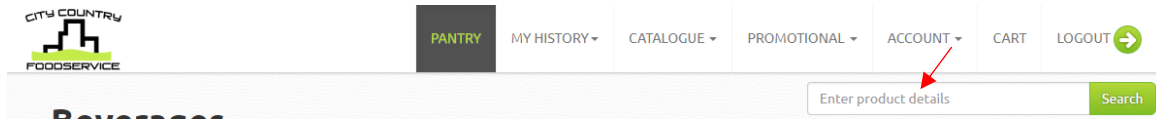
## Products

- Food – To establish a food account, the customer should contact their Account Manager or the Office
- Milk - If the customer is within our Lactalis distributor milk territory and has established an account, access to milk lines will be permitted. If unsure if within this sales territory or not, the customer should contact their Account Manager or the Office

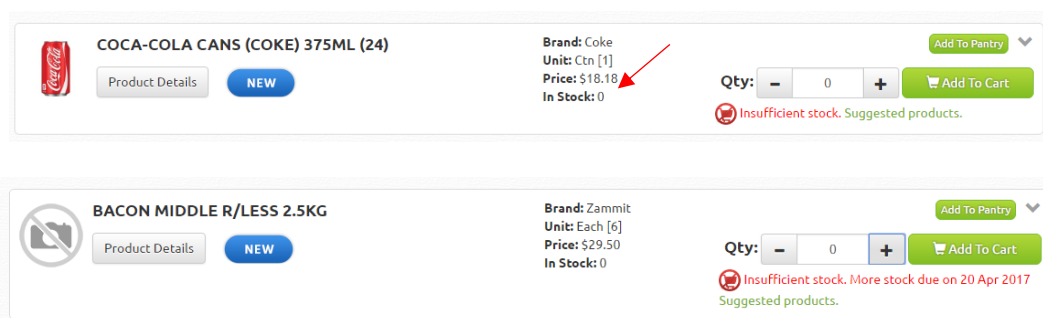
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### To place an order:

- You can search for a product at any time by entering a product name into the 'Enter Product Details' section and select 'Search'



- Our full Product List can be found under the 'Catalogue' Tab
- Products can also be found in the 'Pantry', 'My History', and 'Promotional' Tabs along the top of the page
- When viewing products, 'In Stock' will show the Quantity. If an Out-of-Stock product is selected, an Insufficient Stock error will display, and it may offer Suggested Products – click on the **GREEN** hyperlink to view suggested product. If the product is awaiting delivery from our Supplier, it may also show the approximate due date (this is only an estimated timeframe)

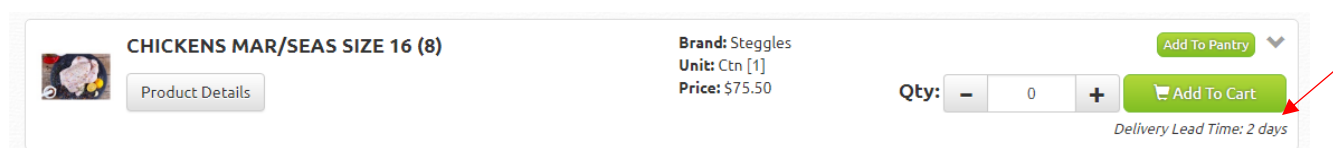



- When the customer has finalised their order, they select 'Cart' to start the checkout process

### Indent Products


Some products are 'Indent Products' which means they are a fresh product. When ordered there is a delay as we do not have stock on hand, we must order it from the Supplier. The 'Delivery Lead Time' will show how long the delay is for the product to arrive and be available.

You can contact our office on (07) 3319 1090 to place this order in advance.



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In the Cart section, Indent Products are also highlighted with a \* symbol.


Cart			
Product Name	Brand	Unit	
 CHICKENS MAR/SEAS SIZE 16 (8) *	Steggles	Ctn	
* Products will be delivered in accordance to lead time.			

### Understanding 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 are the end of the product description, this is to display how many units equal a carton. Eg: 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 e.g. 2 units or approx. 5kg.

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



**KABANA R/W APR 2.5KG (5)**


[Product Details](#)



**Brand:** Primo  
**Unit:** Kg [1]  
**Price:** \$11.65  
**In Stock:** 853  
Please state quantity in Kg

[Add To Pantry](#)

Qty: -  + [Added To Cart](#)

When the comment is added, it will show in the Cart section. Keep in mind this price will can vary upon receiving your tax invoice.

Product Name	Brand	Unit	Unit Price	Quantity	Total (incl GST)
 KABANA R/W APR 2.5KG (5) 1 unit	Primo	Kg	\$11.65	2.50	\$29.13
Total excl GST:					\$29.13
GST Total:					\$0.00
Total incl GST:					\$29.13


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## Cart

- 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 (for Delivery only). If the order does not reach this amount, only a Pick-up Option will show. For any changes to this amount, the customer must contact their Account Manager
- Once finalised, select 'Checkout'

## Cart

Minimum order of \$250.00 has not been reached. Order will need to be picked up if you wish to continue. [Proceed to Checkout](#)

Product Name	Brand	Unit	Unit Price	Quantity	Total (incl GST)
 SLICED CHEESE TASTY 1.5KG (72)	Coon	Each	\$15.95	2.00	\$31.90
Total excl GST:					\$31.90
GST Total:					\$0.00
Total incl GST:					\$31.90

CHECKOUT

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


## Cut-off times for delivery Tuesday to Saturday

Area	Milk	Foodservice	Method
Kingaroy & Nanango	2pm	2pm	Internet, phone, fax & e-mail
Regional	4pm	4pm	Internet, phone, fax & e-mail
Metro	4pm	5pm	Phone, fax & e-mail
		9pm	Internet

## Weekend cut-off times for delivery Monday

Area	Milk	Foodservice	Method
All	12noon Saturday	12noon Saturday	Phone, fax & e-mail
Kingaroy & Nanango	12noon Saturday	2pm Sunday	Internet
Regional	12noon Saturday	4pm Sunday	Internet
Metro	12noon Saturday	9pm Sunday	Internet

**Contact your Account Manager to confirm your cut-off time if unsure**

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## Checkout

- Select the Delivery Address from the drop-down box
- Pick-up from the Outlet Store is also an option – regardless of the order amount
- **Customer Order Number** - This is a mandatory field. You can just add the date, account number or name
- **Available Delivery Days** - Customer must then choose the Delivery Day. Note: Only their specific Delivery Days will display and if it is after the cut-off time of 9pm, the next day will be greyed out either way so it cannot be selected
- **Special Instruction** - This is to be used to communicate any essential information to the driver upon delivery. eg: Call 30 minutes before arrival.  
If you require any changes to your order, do not place in this section. You will need to contact your Account Manager or the City Country Office directly before cut-off times.
- Select 'Submit Order' to place the order
- If successful, the customer will then receive an Order Confirmation e-mail

## Checkout

**Delivery Address:**  

Select...

☐ **Pickup**

**Enter Customer Order Number:**  

Customer Order Number

**Special Instructions:**  

Special Instructions


**Available Delivery Days:**

Monday 14 Aug	Tuesday 15 Aug	Wednesday 16 Aug	Thursday 17 Aug	Friday 18 Aug	Saturday 19 Aug
Monday 21 Aug	Tuesday 22 Aug	Wednesday 23 Aug	Thursday 24 Aug	Friday 25 Aug	Saturday 26 Aug
Monday 28 Aug	Tuesday 29 Aug	Wednesday 30 Aug	Thursday 31 Aug	Friday 01 Sep	Saturday 02 Sep
Monday 04 Sep	Tuesday 05 Sep	Wednesday 06 Sep	Thursday 07 Sep	Friday 08 Sep	Saturday 09 Sep

**Total(Incl GST):**  
\$174.70  

SUBMIT ORDER

**Please Note:** From 10:30am orders are released for picking so the ability to add onto / recall an order will be unavailable. A secondary order will need to be placed for any additional items and Minimum Order Requirement rules will not apply.


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## Pantry


Pantry – You can manually add products. The Pantry can also have multiple Pantry Lists with different products in them E.g. Drinks. Easter. Christmas. Standard Order. Etc. Customer Service Managers can also update a Customer's Pantry List

## My Pantry




Home > My Pantry



**Category Name**



Frozen Food

## My History




Shows the Sales Order History and automatically adds products from previous orders – up to 6 months' worth


PANTRY
MY HISTORY
CATALOGUE

BEVERAGES
CHILLED GOODS
CLEANING
DRY GOODS
FROZEN GOODS
PACKAGING

### My History - Chilled goods

One month
Two months
Three months
Six months

 <b>CHEESE SLICES 1.5KG</b> Product Details	Brand: Mainland Unit: Each [8] Price: \$13.45 In Stock: 571	Qty: - 0 + Add To Cart	Add To Pantry
 <b>CHEESE SLICES 1.5KG</b> Product Details	Brand: Real Unit: Each [8] Price: \$12.85 In Stock: 0	Qty: - 0 + Add To Cart	Add To Pantry
 <b>SAUSAGES 7" THIN S/LESS R/W (5)</b> Product Details	Brand: Primo Unit: Kg [1] Price: \$8.50 In Stock: 249	Qty: - 0 + Add To Cart	Add To Pantry


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## Catalogue

View our complete Product List

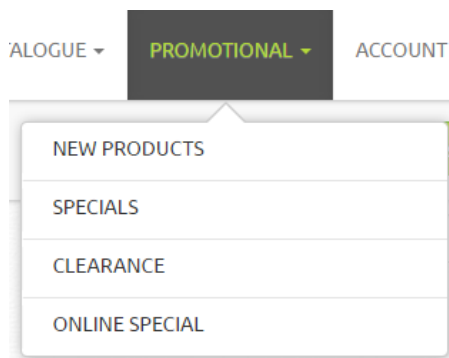
ISTORY ▾	CATALOGUE ▾	PROMOTION
MILK		
BEVERAGES		
DAIRY & EGGS		
SMALLGOODS		
FRUIT, VEGETABLES & SALADS		
BREADS, PIES & PASTRIES		
MEAT & POULTRY		
SEAFOODS		
CHIPS & POTATO PRODUCTS		
FROZEN SNACK FOODS, BURGERS & MEALS		
DESSERTS, CONFECTIONARY & SNACKS		
GROCERIES		
OILS, FATS & MARGARINES		
FLOUR, BREADCRUMBS, RICE & PASTAS		
PACKAGING & DISPOSABLES		
CLEANING, WASHROOM & FOOD SAFE		
MISC & DELIVERY CHARGES		



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## Promotional


- **New products** - View a list of our latest products – approx. 8 weeks' worth
- **Specials** - This will list products in our Monthly Specials Brochure and any that are loaded for that specific Customers Industry Group
- **Clearance** - View clearance lines *(this feature is not currently used; any clearance items will be sold exclusively in the Outlet Store – pick-up only)*
- **Online Specials** - View Online Only Specials




## New Products

 Search

Beverages Chilled goods Cleaning Dry goods Frozen goods Packaging




**CHEESE SHREDDED TASTY THICK 2KG**

Product Details **NEW** 


Brand: Coon  
Unit: Each [6]  
Price: \$20.40  
In Stock: 36

Qty:  **Add To Cart**

**Add To Pantry**




**CHEESE SLICES TASTY CATERING 1.5KG (90)**

Product Details **NEW** 

Brand: Coon  
Unit: Each [8]  
Price: \$16.30  
In Stock: 42

Qty:  **Add To Cart**

**Add To Pantry**




**CHEESE LIQUID PIPING CHEDDAR 1KG**

Product Details **NEW**

Brand: Mexex  
Unit: Bag [5]  
Price: \$9.70  
In Stock: 266

Qty:  **Add To Cart**

**Add To Pantry**




**BEEF RUMP (MSA) GRAIN FED R/W**

Product Details **NEW**

Brand: Diamantina  
Unit: Kg [1]  
Price: \$13.30  
In Stock: 188

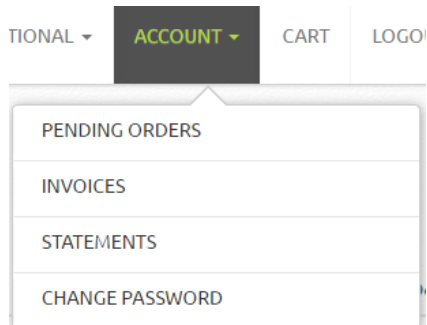
Qty:  **Add To Cart**

**Add To Pantry**

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## Account Tab


The following options will display under the Account Tab



## Pending Orders

Allows you to view any Pending Orders. An order can be Recalled from this screen and then amended/cancelled – if done before cut-off. To do this, go to Pending Orders and select 'Recall' - this will cancel the order and re-add it to the Cart. From here, adjustments can be made but the customer MUST go back through the Checkout to re-place the order in the system. If you do not re-checkout order, the order will not show in our system for delivery.

**Please Note:** From approximately 10:30am orders are released for picking so the ability to add onto / recall an order will be unavailable. A secondary order will need to be placed for any additional items and Minimum Order Requirement rules will not apply. For any issues, please speak to your Account Manager.



PANTRY
MY HISTORY
CATALOGUE
PROMOTIONAL
ACCOUNT
CART
LOGOUT


## Pending Orders

C010098655  
04 Oct 2017

Customer Order# 409  
Order Total(Incl GST): \$827.97


Recall Order

Description	QTY	Price (incl GST)	Total (incl GST)	ETA Delivery
SLICED BEETROOT 3.2KG	6	\$6.75	\$40.50	05 Oct 2017
LARGE SANDWICH WEDGES (100)	1	\$12.43	\$12.43	05 Oct 2017
CRUMBED CHICKEN BURGER BREAST 120GM (10)	4	\$14.85	\$59.40	05 Oct 2017
BEEF BURGER 120GM (60)	3	\$73.05	\$219.15	05 Oct 2017
JUMBO CRUMBED SAUSAGES (27) 3KG	1	\$29.50	\$29.50	05 Oct 2017
CRUMBED PRAWN CUTLET16/20(blue)(77) 2KG	1	\$28.20	\$28.20	05 Oct 2017
FISH COCKTAILS TEMPURA 1KG	5	\$11.65	\$58.25	05 Oct 2017

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## Invoices







Review tax invoices/credit notes for up to 7 years. There is only a 24-48 delay from delivery to when the Invoice will be viewable in the system



PANTRY
MY HISTORY
CATALOGUE
PROMOTIONAL
ACCOUNT
CART
LOGOUT

### Invoices

From: 1 Sep 2017 To: 4 Oct 2017 Show

Number	Date	Type	Value	Outstanding	Download
C01073803	03 Oct 2017	I	604.19	604.19	
C01073582	29 Sep 2017	I	719.10	719.10	
C01073098	25 Sep 2017	I	855.11	855.11	
C01072755	21 Sep 2017	I	453.10	0.00	
C01072370	18 Sep 2017	I	1292.11	0.00	
C01013968	15 Sep 2017	C	28.28	0.00	

Please note: Milk items will not display pricing. Contact Lactalis Customer Resolve on 1800 8000 257 to discuss milk pricing.

## Statements

For those customers with an Account, they can view their most recent statement. However, nothing will show for Cash on Delivery (COD) customers

### Statements

Date	Download
07 May 2017	

## Change Password

You can select the 'Change Password' option at any time to change their Online Ordering password. Passwords must be 8 characters long and contain a special character E.g. ! @ # \$ % ^ & \*

### Change Password

Current password

New password

Confirm new password

Change Password

If the password does not meet the specifications, an error will display.

**The new password failed complexity test.**