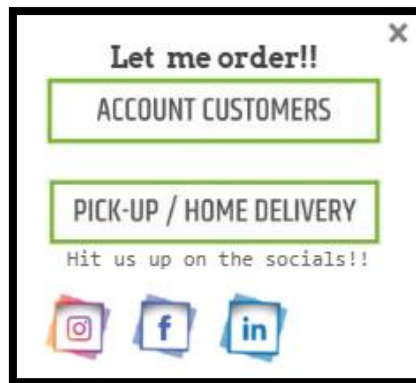
	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 1

City Country Direct - How to Guide

To open City Country Direct

Open the City Country Website www.citycountry.net.au then select the 'Pick-up/Home Delivery' icon

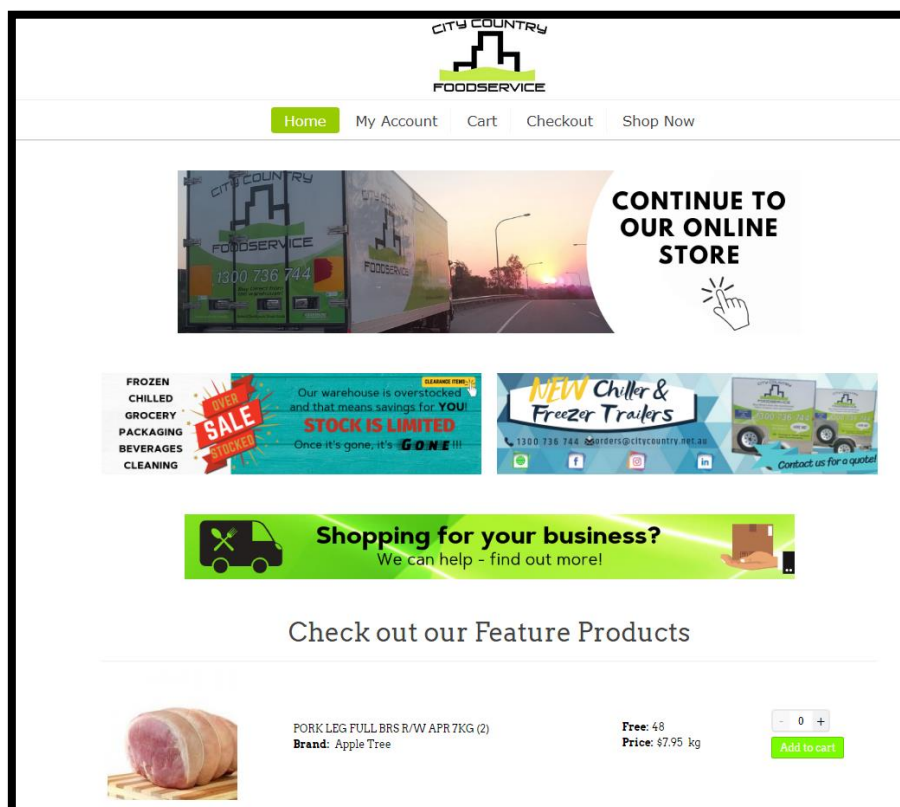



Alternatively, select Show Now > Pick-up/Home Delivery Customer

Home Page

The Home Page will be the first page to open. This has options that will take the customer straight to our latest Clearance Flyer, Trailer Hire Flyer, a link to Online Ordering for the Account Customers and a list of our Feature Products – which we review monthly.


To begin placing an order, customers can select to the 'Continue to our online Store' Banner or select 'Shop Now'



	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 2

Shop Now

The Shop Now page will display – see below image











Home
My Account
Cart
Checkout
Shop Now

Q

Category

- Beverages
- Breadcrumbs
- Breads
- Burgers & Meals
- Chips & Potato Products
- Cleaning
- Confectionary & Snacks
- Dairy & Eggs
- Desserts
- Fats & Margarines
- Flour
- Frozen Snack Foods
- Fruit
- Groceries

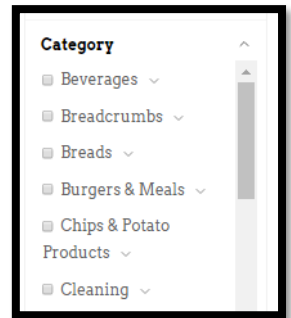
	Brand	Product	Available	Price	
	K2	SPRING WATER 600ML K2 (24)	169	\$11.60 Outer	- 0+ Add to cart
	Zammit	DICED BACON 3KG	127	\$22.90 Inner	- 0+ Add to cart 6
	Castaway	DIMPLE PAPER COFFEE CUPS 8oz BROWN (25)	18	\$3.85 Inner	- 0+ Add to cart
	Pauls	PAULS MILK 2LT	923	\$4.10 Each	- 0+ Add to cart 5
	Steggles	ROAST SKINLESS DICED CHICKEN MEAT 1KG	542	\$17.20 Inner	- 0+ Add to cart
	Ice Break	ICE BREAK COFFEE MILK 500ML	1728	\$3.44 Each	- 0+ Add to cart
	Sunfield	PLAIN FLOUR 12.5KG	44	\$17.45 Unit	- 0+ Add to cart

	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 3

To search for products to place an order:

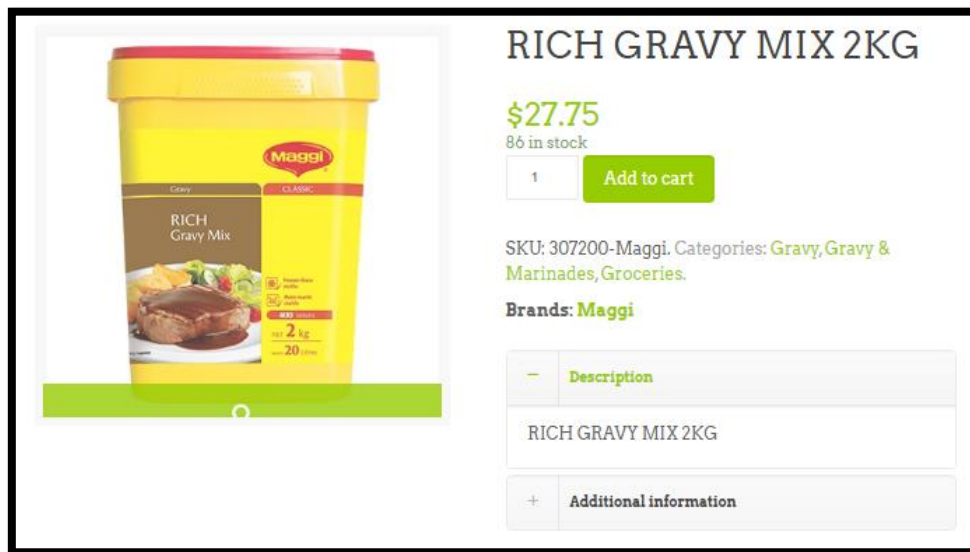
NOTE: Only products that are currently in stock will show in this system. If a product is out-of-stock, it will not show at all. Also, products that have not been sold in 6 months will not show either

- Search – Use this feature to search for a specific product / type of product
- Category - Customers can search for products through the main screen by selecting the different categories. Products are sorted by Product Code.
- My Account > Recent Orders - when a customer has logged in they can view their previous orders and add products directly to their Cart this way



Products

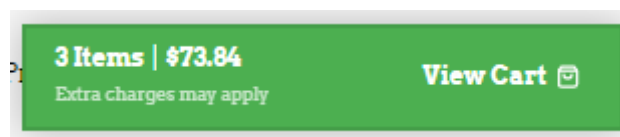
- When a product is selected it will show further details including how many are in stock, the SKU Product Code, what category it is in and the Brand. Select 'Add to Cart'




- If a higher quantity is requested than what we have available, an error will display



- Once the order is ready to go, the customer can either select 'View Cart' at the bottom of the page in green, at the top in the heading List, or go straight to 'Checkout'



	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 4

My Account

- Selecting 'My Account', allows customers to:
 - Edit Account details such as change First/Last Name, e-mail address, address
 - Recent Orders will show previous orders. Select 'View' to view the specific order and products.
- Note: If a product is not highlighted, this means it is currently out-of-stock and cannot be ordered.

Order #375 was placed on **September 12, 2019** and is currently **Completed**.

Order details




Product	Total
QUENCH L/LIME 350ml (24) × 3	\$96.69
EGGS MED 500GM - 15DOZ × 3	\$171.00
SPRING WATER 1LT COOROY MT (15) × 10	\$153.00
Subtotal:	\$420.69
Payment method:	Cash
Total:	\$420.69

[Order again](#)

Cart

- Selecting 'Cart' will display the order
- Products can be cancelled, quantities updated, and more products added at this point
- Select Proceed to Checkout to finalise order

Home	My Account	Cart	Checkout	Shop Now
----------------------	----------------------------	----------------------	--------------------------	--------------------------


Product	Price	Quantity	Total	
 RICH GRAVY MIX 2KG	\$27.75	1	\$27.75	x
 BANANA BREAD INDIVIDUAL DAIRY FREE (6)	\$13.86	1	\$13.86	x
 QUENCH L/LIME 350ml (24)	\$32.23	1	\$32.23	x

[Update Cart](#)

Cart totals


Subtotal	\$73.84
Total	\$73.84

[Proceed to checkout](#)

	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 5

Checkout

- The Checkout will allow customers to:
 - Add/change their details
 - Review the products for the order
 - Select if the order is for In-Store Pick-up, Contactless Pick-up or Home Delivery ****Note: Home Delivery minimum is \$100 with a \$10 fee. Or free delivery if the order is over \$200. Refer to Page 6 for delivery locations.**
 - A section to let us know anything else required to help fulfil the order such as preferred pickup/delivery date
 - Select they understand the Terms and Conditions
 - Select if they would like to be registered for our monthly specials (via Mailchimp)
- To finalise the order, select 'Place Order'



[Home](#) | [My Account](#) | [Cart](#) | [Checkout](#) | [Shop Now](#)

? Have a coupon? Click here to enter your code x

Billing & Shipping

First name *

Last name *

Company name

Street address

Suburb *

Postcode *
Shipping only to 4300-4349, 4076, 4077

State *

Phone *

Email address *

Additional information

Let us know anything else required to help fulfill your order.

Pick up:
Order before 12noon for same day pickup between 1pm and 4pm. Order by 5pm for next business day pick-up from 9am. Cash / EFTPOS available in store when you collect the order.


Contactless Pick up:
Orders must be placed by 12noon for next business day pick-up. We will call you once your order has been picked for payment via credit card (Surcharges apply). When you arrive on-site for pick-up, park in the carpark and call the office. Give us the rego of your car and we will bring your order out putting it straight in your boot.

Delivery: \$100.00 Min
Orders placed before 12 midday will be delivered the next business day. Deliveries will occur in the Ipswich Shire only.

Saturday and Sunday are non trading days.

Your order

Product	Subtotal
BATTERED FISH FILLETS 140GM (24) ×1	\$45.25
PROFESSIONAL PAULS MILK 2LT × 2	\$6.14
RICH GRAVY MIX 2KG × 2	\$55.50
CHICKEN GARLIC BALLS KIEV MINI 40GM 1KG ×1	\$16.60
Subtotal	\$123.49
Shipping	* Pickup @ 160 Toongarra Road, Wulkuraka, 4305 * Contactless Pick Up @ 160 Toongarra Road, Wulkuraka, QLD 4305 * Shipping for orders \$100 - \$200: \$10.00
Total	\$123.49

	Title:	City Country Direct How to Guide (Online Ordering for the General Public)		
	Procedure No:	CCDHTG20202		
Authorised By:	Jason Hinkle	Procedure Date:	27.04.2020	Page: 6

- If successful, the customer and the City Country Orders Mailbox will then receive an Order Confirmation e-mail. The order will then be processed
- Once an order has been 'Checked Out', it can't be edited/cancelled online – the customer must call the Office

Home Delivery Area

We deliver to the below locations plus some regional areas that we service on our normal delivery days – Fernvale, Lowood, Rosewood, Laidley, Gatton, Boonah, Aratula, Marburg



Minimum \$100 | \$10 Delivery Fee | Free delivery if over \$200

☎ 07 3319 1090 🌐 citycountry.net.au 📍 160 Toongarra Rd
Ipswich | QLD | 4305