

ORDER ONLINE



Having introduced online ordering in January 2012, this has proved very popular. An ever growing number of customers are taking advantage of how user friendly it is to:

1. Place orders. You are in control of what you order!
2. See the products you are buying. We have over 6000 images of all the products we sell. Perfect for choosing which desserts to put on your specials board or getting any new ideas.
3. You are choosing which specific items and quantities you require as there is more information available to you.
4. All the latest and newest items we sell are updated every night.
5. The order card you see on the website is exactly as we have in our office and it helps remind you what you usually purchase.
6. The latest special offers are on there.
7. Prices are displayed for everything, so you know what you are paying.
8. You can access your current statement and print it out.
9. You can view past invoices.
10. You can view and print your personal "stock and order" sheet.
11. You can do your ordering at your convenience at a time to suit you.
12. Saves your phone bill.
13. Allergen and nutritional information for all the products you use.

The search facility is second to none, should you be looking for a specific product. Please try it at your earliest convenience, we are certain you will be impressed enough to want to keep using it as many other customers are!

Please pop in and browse our site at: medinafoodservice.co.uk and click on the link for "shop online" and give it a try.

TO START USING THE ONLINE ORDERING SYSTEM:

EXISTING CUSTOMERS - Telephone, fill in the online contact form from our website, or email us at sales@medina.lhs.com with the password you would like to use (must contain at least one number) and we will enable it for you and you will be sent a confirmation email.

NEW CUSTOMERS - Go to our main website, click on "open an account" and complete the necessary form. We will then get an account set up for you, enable web ordering and of course reply promptly afterwards.

medinafoodservice.co.uk

A step-by-step guide to ordering online

1. Open your web browser and type in **medinafoodservice.co.uk**
Then click on 'shop online'



2. If you would simply like to have a look and try it, type in:
Account Code — **'WEB999'**
Password **'TEST'**



Or if you have already registered with us and have received a confirmation email with your account code and password please enter these.

3. Next is simply agreeing to our terms and conditions. Once you are happy, click **'I ACCEPT'** and you will go straight into your order card.



4. Here is an exact replica of what we have on our computer screens in the telesales office, but with pictures!



Here you will see a list of 20 items you regularly purchase, in a sensible order

i.e. Drinks -> Snacks -> Ambient -> Produce etc.

Depending on how many products you regularly order from us, you can see how many pages you have in total.

If this page has items you need, click the **'+'** until you have the correct amount or type in the number.

Once you have finished with all the items on this page, at the top click **'UPDATE ORDER'**.

5. If you cannot find what you are looking for or merely want to try and find a product, please type the product you are looking for here. You can type in more than one word to help narrow down the results to what you want.



Rather than a basic search, you can also click here and it will give you more options. In here there are full instructions.



You can also search within a specific product category, so that you can decide for yourself, having seen everything available.



This will then bring up this screen here.



6. At any time, you can click on an item, and this will then give you more details about it. You can then **'CLICK FOR LARGER IMAGE'** and another screen will pop up with a larger picture for you. Perfect for trying to choose which dessert you would like!



7. Once you have finished ordering everything you need, then click on **'CURRENT ORDER'**. Here you can check that everything you have ordered is in the basket, ready to be sent through.



8. The next screen is so that you can confirm your preferred delivery date.



You can also add any instructions you feel necessary and these will be forwarded to us.

Once finished, click here to send the order to us and it will be dealt with promptly. You will then receive a confirmation email with a copy of what you have ordered, for your records.



Big enough to compete, small enough to care