



Online Ordering Guide for our Charity Partners

How to place your order with Foodbank Victoria,
using our online ordering system.



CFCs – DELIVERY & PICKUP ORDERS

Contents

Contents.....	1
Introduction.....	2
Ordering.....	2
Delivered Orders.....	2
Pickup Orders.....	2
Suitable Devices & Software	3
Hardware.....	3
Software	3
Logging In.....	3
Password.....	3
Welcome Message and Noticeboard.....	3
Creating an Order	4
Delivery – shelf stable items	4
Pickup – fresh, chilled and frozen.....	4
Ordering from Your Pantry	5
Searching for items.....	6
Categories.....	6
Search Bar	6
Order History	6
Completing Your Order (Shopping Cart)	7
Making Changes to your Shopping Cart.....	7
Change delivery or pickup date	7
Change your order type	7
Adding products	7
Amending order quantities.	7
Removing products from your cart.....	7
Placing Your Order.....	8
Logging Out.....	9
Frequently Asked Questions.....	10
Logging In – FAQ's	10
My Orders – FAQ's	11
Contacting our Community Team.....	14
Further questions?	14

Introduction

Foodbank Victoria provides online ordering for our charity partners.

This guide provides instructions on how to access and use the ordering system. Please take a moment to read it before placing your order and refer to the **Frequently Asked Questions** section at the end for additional support.

Ordering

Foodbank Victoria offers weekly ordering for our Charity Partners. Please submit all orders through our **online ordering portal**.

Delivered Orders

We offer delivery of shelf-stable items. These orders are processed and packed at our Yarraville warehouse and deliveries are handled by our regional transport partner. Place your order and choose a date you would like it delivered.

Pickup Orders

Chilled, fresh, and frozen products are available for pickup only from your local Community Food Centre (CFC). Place your order to collect items directly from your local CFC at your selected pickup day and time.

IMPORTANT: For operational and safety reasons, please adhere to your booked pickup appointment times.

You can place one order for **pickup** and one order for **delivery** each week.

To ensure smooth processing, **place pickup and delivery orders separately** – we cannot combine these services into a single order.

Pickup and delivery orders can be on different days of the week.

Suitable Devices & Software

Hardware

The Ordering System (SAAVI) can be used on PC & laptop devices with an Internet connection.

Note: Mobile devices such as smart phones and tablets/iPads are not supported.

Software

SAAVI is supported on the latest versions of Google Chrome, Firefox, Safari & Microsoft Edge. Please use one of these browsers. Internet Explorer is not supported

Logging In

Open your browser and go to –

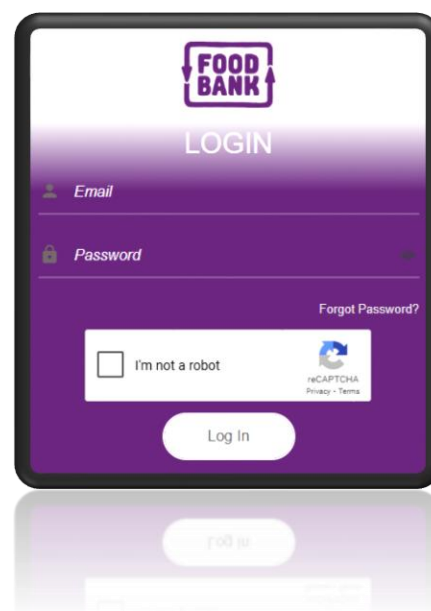
<https://orders.foodbankvictoria.org.au/>

Your username is the email address of the **Primary Contact person** associated with your organisation's account.

Password

First-time users should use the **Forgot Password** option on the login screen to create their password.

If you have forgotten your password, please use the **Forgot Password** function on the login screen to reset it.



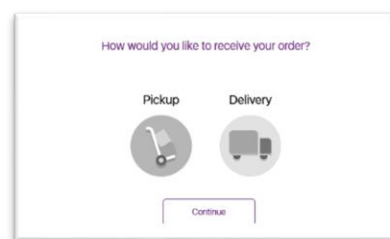
Welcome Message and Noticeboard

Once logged in, a welcome message and/or noticeboard will be displayed.

The noticeboard allows us to communicate information regarding ordering, delivery or stock availability. Once you've read the notices, click **Continue** to proceed to the next screen.

Creating an Order

Select how you would like to receive your order.
Complete **Pickup** and **delivery** orders separately.

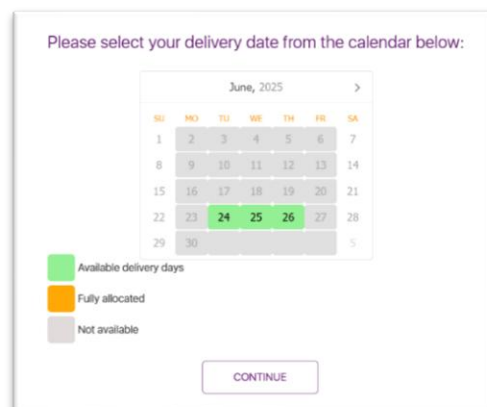


Delivery - shelf stable items

When selecting "Delivery" you will see the **Booking Calendar** which displays the next available delivery dates.

We recommend placing your delivery order **3-5 days** before your preferred delivery date.

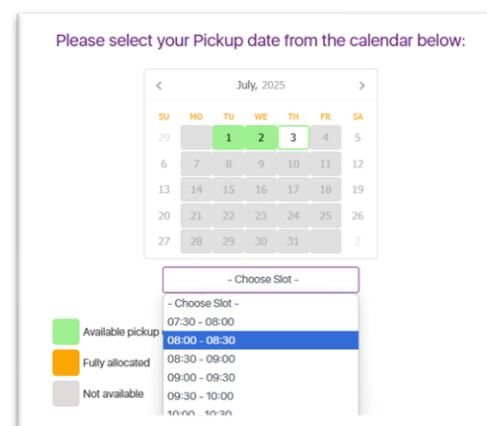
Choose a date and click **Continue** to move on to **Your Pantry**.



Pickup – fresh, chilled and frozen

When selecting "Pickup" you will see the **Booking Calendar** which displays the next available pickup dates from the Community Food Centre (CFC).

There is a **2-day** ordering window for Morwell CFC and a **3-day** window for Ballarat CFC. Each day has a limited number of appointments available. Choose a date and a **pickup time** and click **Continue** to move on to **Your Pantry**.



Timeslots for pickup orders are held for 15 minutes. If your order is not submitted within this window the time slot will be released. You can rebook anytime by clicking the date in your shopping cart to reopen the calendar.

If you're not ready to choose a time yet, simply press **ESC** to skip the selection and return to it later.

IMPORTANT: For operational and safety reasons, please adhere to your booked pickup appointment times.

Ordering from Your Pantry



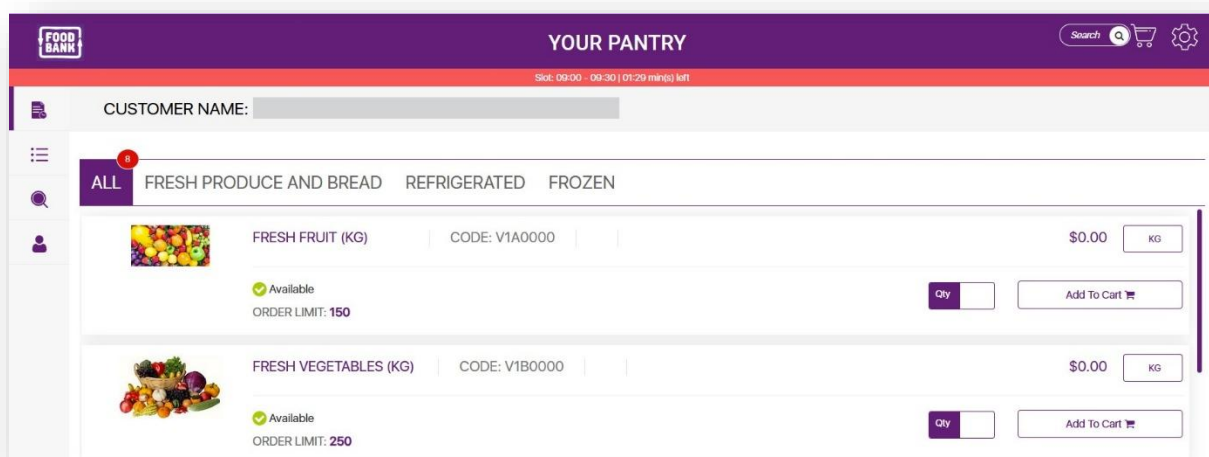
After selecting your preferred collection or delivery date, you will be directed into the ordering system, known as **Your Pantry**. Here you can browse and select the items you wish to order.

Each item includes a description of the product, unit of measure (cartons or kilograms), stock code, handling fee and a use-by or best-before date.

Note: limits are applied to some products to ensure equitable access.

Enter the quantity of each item you wish to order in the **Qty** box, then click **Add to Cart**. These items now sit in your **Shopping Cart**.

Add products to your cart until you have selected all required items.



A Minimum Order Quantity (MOQ) of 30 cartons applies to DELIVERED orders only.

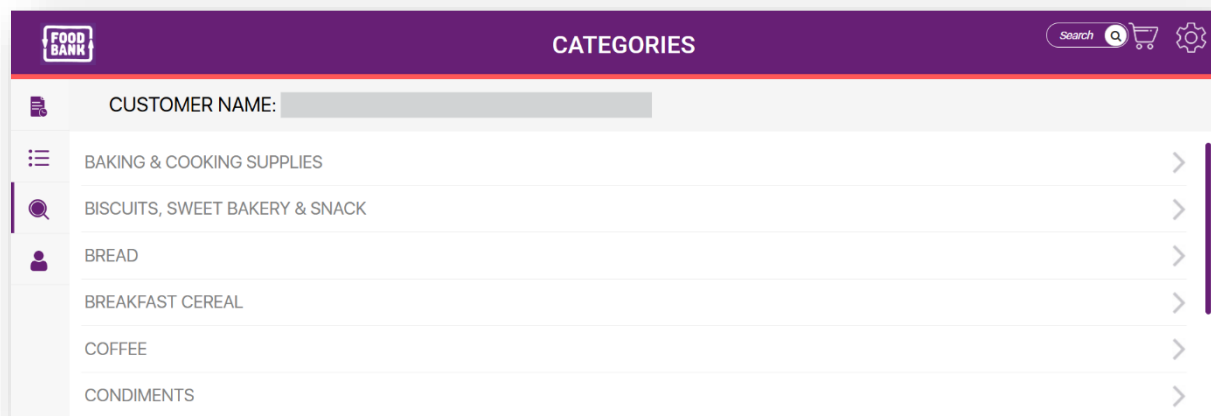
For items measured in kilograms, use the following conversion to determine carton equivalency: 10 kilograms = 1 carton.

Searching for items

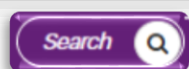
Categories



To search by category, click on the **magnifying glass** symbol on the left sidebar to show available product categories. Choose a category to access sub-categories and items.



Search Bar



Search for a **specific item** by using the *Search* function located in the top-right corner of the screen.

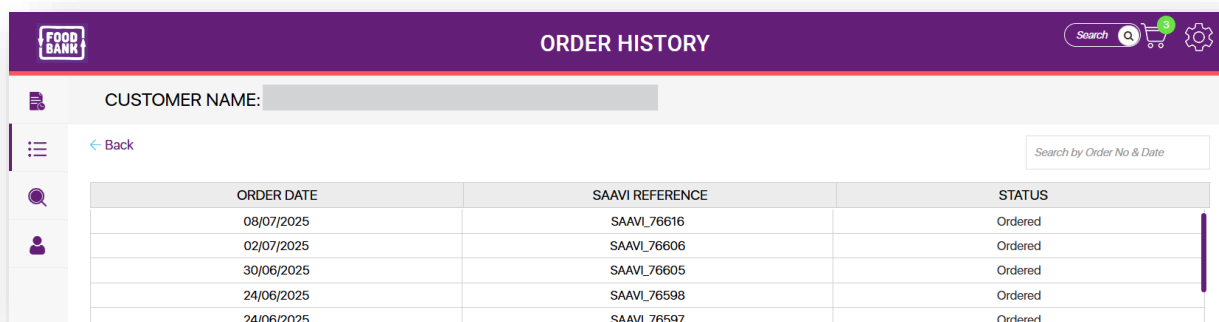
Order History



To access your organisation's past orders, navigate to the left sidebar and click on **Order History**. Each entry displays Order Date, Order Reference and Status.

Click on an order to see the full details.

Items that are no longer available are shown in red.

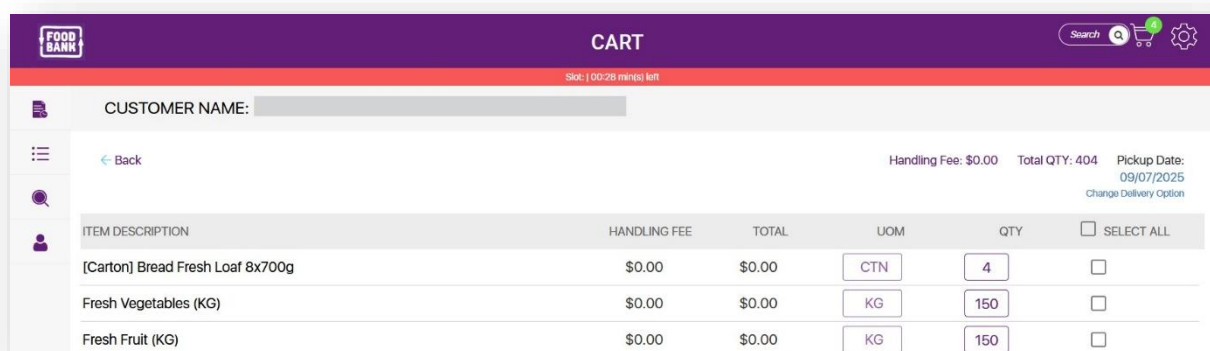


Completing Your Order (Shopping Cart)

Click the cart icon (top right) to view your **Shopping Cart**. The Shopping Cart displays all the products and the quantities you have added to your order.

The Shopping Cart also displays the collection or delivery date that you have selected on the top right-hand side of the screen.

Note: The green circle at the top right corner of your screen shows how many different products you have ordered and NOT the number of cartons.



The screenshot shows the 'CART' page of the Food Bank online ordering system. At the top, there's a purple header with the 'FOOD BANK' logo, a search bar, a shopping cart icon with a green circle indicating 4 items, and a settings gear. Below the header, a red banner displays 'Slot: (00:28 mins) left'. The main content area has a 'CUSTOMER NAME' field, a 'Back' button, and summary information: 'Handling Fee: \$0.00', 'Total QTY: 404', and 'Pickup Date: 09/07/2025' with a 'Change Delivery Option' link. A table lists the items in the cart:

ITEM DESCRIPTION	HANDLING FEE	TOTAL	UOM	QTY	☐ SELECT ALL
[Carton] Bread Fresh Loaf 8x700g	\$0.00	\$0.00	CTN	4	☐
Fresh Vegetables (KG)	\$0.00	\$0.00	KG	150	☐
Fresh Fruit (KG)	\$0.00	\$0.00	KG	150	☐

Making Changes to your Shopping Cart

Change delivery or pickup date

To change your delivery or pickup date before you submit your order, click the **date** to open the **Booking Calendar** and select a new date and time.

Change your order type

Switch between **pickup** and **delivery** by selecting the **Change Delivery Option**.

Note: This will result in your cart being cleared as this is now a different order type. *Refer to page 2.*

Adding products

Go back to **Your Pantry** and add more products to your Shopping Cart.

Amending order quantities.

Update a quantity by changing the number in the **QTY** field. **Enter** to update.

Removing products from your cart

Delete individual products by selecting the product and clicking **Delete**.

To clear your whole Shopping Cart, tick **Select All** and press **Delete**.

Placing Your Order

The total handling fee amount will be shown at the top right of the screen.

The screenshot shows the 'CART' page of the Foodbank Victoria website. At the top, there's a purple header with the Foodbank logo and a 'CART' title. Below the header, there's a search bar and a settings icon. The main content area shows a list of items in the cart. Each item has a description, a handling fee, a total price, a unit of measure (UOM), a quantity, and a 'SELECT ALL' checkbox. The items listed are: Canned Tuna in Oil 12x95g, Rice Bulk 5kg, Cereal Rolled Oats Flavoured 6x320g, Canned Spaghetti Salt Reduced 12x420g, Cereal Wheat Flakes 10x330g, UHT Skim Milk 12x1L, and Canned Diced Tomatoes 12x400g. The total handling fee is \$73.44, and the total quantity is 31. The delivery date is 10/07/2025. At the bottom right, there are two buttons: 'Back' and 'Place Order'. The 'Place Order' button is highlighted with a red circle.

ITEM DESCRIPTION	HANDLING FEE	TOTAL	UOM	QTY	SELECT ALL
Canned Tuna in Oil 12x95g	\$0.85	\$8.50	CTN	10	☐
Rice Bulk 5kg	\$2.50	\$2.50	CTN	1	☐
Cereal Rolled Oats Flavoured 6x320g	\$1.20	\$4.80	CTN	4	☐
Canned Spaghetti Salt Reduced 12x420g	\$2.98	\$11.90	CTN	4	☐
Cereal Wheat Flakes 10x330g	\$2.15	\$8.60	CTN	4	☐
UHT Skim Milk 12x1L	\$6.50	\$26.00	CTN	4	☐
Canned Diced Tomatoes 12x400g	\$2.79	\$11.14	CTN	4	☐

When ready to submit the order, click the **Place Order** button at the bottom right of the Shopping Cart screen. A pop-up message will confirm that the order has been successfully submitted.

The screenshot shows a pop-up message box with a white background and a purple border. It contains the text: 'Order has been placed successfully. Your Reference No is 76640 Please check your confirmation email for your Sales Order No.' Below the text is a purple button labeled 'Continue'.

Once you have submitted your order, you will be redirected to the Foodbank Victoria website.

A confirmation email will be sent to the primary contact email address. It may take up to 20 minutes for the email to arrive. If you do not receive a confirmation email within this time, please email community@foodbankvictoria.org.au

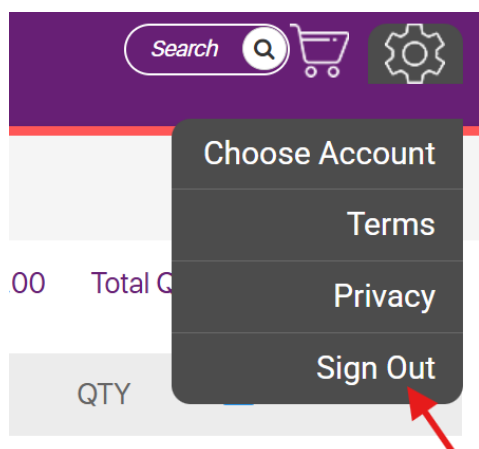
Your Order Confirmation email will contain **Our Order Number**.

Please Do Not pay your Order Confirmation. Wait until you receive your goods and Tax Invoice before making a payment. Order Confirmations and Tax Invoices may differ in value depending on stock availability and pallet fees.

Please use your Agency/Account Code as a reference when making payments. Invoice numbers are also helpful OR send a remittance to receipts@foodbankvictoria.org.au

Logging Out

To log out of the system before placing an order, click on the **Settings** symbol in the top right-hand corner and select *Sign Out*.



Please note: Any items in your Shopping cart when you Sign Out will be deleted and not available when you next log in.

Frequently Asked Questions

Logging In - FAQ's

How do I log in to the ordering system?

Open your browser and go to – <https://orders.foodbank.org.au/?state=vic>

Username: Your username is the email address of the Primary Contact person associated with your account.

Password: Enter your password.

First-time users use the **Forgot Password** function to create a password.

I can't log in as it says my email address does not exist.

Please ensure you are using the email address of the **Primary Contact person** associated with the account. You no longer need your Agency Code to login to the ordering system.

If you are still unable to login, contact the Community Team by emailing community@foodbankvictoria.org.au

I have forgotten my password.

Reset your password by using the **Forgot Password** function in the online ordering portal. You will receive an email to reset your password.

I can't log in as it says my password is incorrect.

Reset your password by using the **Forgot Password** function in the online ordering portal.

You will receive an email to reset your password.

I can't log in as it says my account is inactive.

Please email the Community Team community@foodbankvictoria.org.au. Include your Agency Code in your email.

I have logged in but can't get past the Noticeboard.

There is a **Continue** button at the bottom right side of the noticeboard.

If you do not see the button, please go to your settings and zoom out.

The **Continue** button should show.

I have logged in but can't see any products in the pantry.

Please check to see you are using the correct browser.

Chrome, Microsoft Edge, Safari, or Firefox are compatible with the online ordering site.

Internet Explorer is not compatible.

If you are using the correct browser but still see no products in the pantry, please contact the Community Team by emailing community@foodbankvictoria.org.au

My Orders - FAQ's

How frequently can I order?

You can place one order for **pickup** and one order for **delivery** each week.

To ensure smooth processing, **place pickup and delivery orders separately** — we cannot combine these into a single order.

Pickup and delivery orders can be on different days of the week.

Why are there limits on some products?

We need to ensure that all our charity partners have equitable access to available products. The limits are reviewed on a regular basis.

What pallet fees will apply to my order?

A fee of \$5 per pallet applies to all deliveries.

My preferred date is fully allocated or unavailable.

If you are picking up from a CFC, you need to select the date and time that you intend to collect your order.

If you are receiving a delivery, you need to select the date that you would like us to deliver your order.

If the date you would like to select is fully allocated or unavailable, please select the next available date.

Can I choose any day for pickup or delivery, or is it fixed?

You are free to pick any available date from the **Booking Calendar** – simply select an available day that works best for you.

Can I order in advance?

The system is designed for on-demand ordering, with a lead time of 3–5 days.

Will I receive an order confirmation?

Yes. You will receive an email confirmation; this will contain an **Order Number**. Please do not pay the Order Confirmation. A Tax Invoice will be issued when your order has been fulfilled.

NOTE: If no confirmation is received after 20 minutes, please email community@foodbankvictoria.org.au so we can check your order status.

What if I am running late to pick up my order?

You are allocated a 30-minute time slot when you place your order. For operational and safety reasons, please adhere to your booked pickup appointment times. If you arrive outside of this allocated time, we cannot guarantee that your pickup will be able to be accommodated.

If you need to change your booking time, please email your requested changes to community@foodbankvictoria.org.au

What if I need to change or cancel my order?

If you require any changes (such as booking time or to remove items) or to cancel an existing order, please email your requested changes to community@foodbankvictoria.org.au

Include your Agency Code and Order Number in your correspondence.

Note: We will accommodate your requests where possible, however once your order has been printed in our warehouse no further changes can be accommodated. We will let you know if this is the case.

- We are unable to add items to your order once it has been placed.
- We are unable to accommodate changes requested by phone.
- Please do not submit a second order as it will be cancelled.

Contacting our Community Team

Notifying a change in contact

To update your organisation's contact information, please email community@foodbankvictoria.org.au with your Agency Code and the new information.

Please advise the name, email address and phone number of your **Primary Contact**.

Also provide the name and email addresses of people who should receive Order Confirmations, Invoices and Statements.

Once processed, we will confirm via email.

Further questions?

If you have any questions about our online ordering system, please contact the State Network Team at community@foodbankvictoria.org.au or contact your Regional Coordinator directly.

Please include your Agency Code in all correspondence.