



Online Ordering Guide for our Charity Partners

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



YARRAVILLE WAREHOUSE

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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**.

Depending on your set up with Foodbank Victoria, one of the following options will be available when you log in to our portal.

Delivered Orders

These orders are processed and packed at our Yarraville warehouse and deliveries are handled by our transport partners. Place your order and choose a date you would like it delivered.

Pickup Orders – Self-loaded collection

Orders are accessed via the back doors of the Yarraville warehouse and self-loaded.

Pickup Orders – Drive-through collection

Orders are accessed via warehouse 2 and pallets are loaded directly onto suitable vehicles using a forklift.

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

You can place one order each 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 –

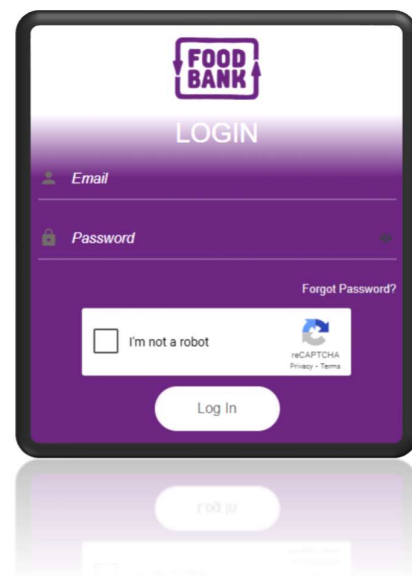
<https://orders.foodbankvictoria.org.au/>

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, closures or stock availability. Once you've read the notices, click **Continue** to proceed to the next screen.

Orders from our Yarraville warehouse can be placed using **one** of the following **three methods, depending on your organisation's setup and agreement** with Foodbank Victoria.

Please follow the instructions for creating an order that apply to your charity's specific ordering method.

Creating an Order for Delivery

For charity partners that place delivery orders.

These orders are processed and packed at our Yarraville warehouse and deliveries are handled by our transport partners.

The **Booking Calendar** displays the next available delivery dates. There is a **three-day** ordering window.

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

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

Please select your delivery date from the calendar below:

June, 2025						
SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					5

Available delivery days
Fully allocated
Not available

CONTINUE

Creating an Order for a Self-Loaded Pickup

For charity partners who access their orders via the back doors of the Yarraville warehouse and self-load items.

Our **Booking Calendar** displays the next available pickup dates from the Yarraville warehouse.

There is a **three-day** ordering window, and each day has a limited number of appointments available.

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

Please select your Pickup date from the calendar below:

July, 2025

SU	MO	TU	WE	TH	FR	SA
29		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- Choose Slot -

- Choose Slot -
- 07:30 - 08:00
- 08:00 - 08:30**
- 08:30 - 09:00
- 09:00 - 09:30
- 09:30 - 10:00
- 10:00 - 10:30

Legend:

- Available pickup (Green)
- Fully allocated (Orange)
- Not available (Grey)

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.

Picking up your order

Have your **Sales Order number** ready for check-in and check-out.

On arrival, go to the **check-in point** in front of the roller door. Scan the QR code displayed and enter your Document ID (Sales Order number) to notify us of your arrival. *Do not close the browser.* Once checked in follow staff instructions and your pickup will proceed as usual.

When you are ready to leave, return to the check-in page and enter your Document ID again to automatically check out.

You don't need to create a Mobiledock booking – we've taken care of that for you.

Creating an Order for Drive-Through Pickup

For charity partners who access drive-through collection via warehouse 2.

This collection method enables pallets to be loaded directly onto suitable vehicles using a forklift. The door to warehouse 2 is a few metres west of the main warehouse collection door.

Our **Booking Calendar** displays the next available pickup dates from the Yarraville warehouse.

There is a **three-day** ordering window, and each day has a limited number of appointments available.

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

Please select your Pickup date from the calendar below:

SU	MO	TU	WE	TH	FR	SA
29		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		2

Available pickup days
Fully allocated
Not available

CONTINUE

After placing your order, you will need to log into Mobiledock and book your pickup time. You will receive a confirmation email with all your pickup details.

You must arrive at the scheduled time. Collection slots are limited each day, and late arrivals may not be accommodated.

Make your Mobiledock booking as soon as possible after placing your order to secure your preferred date and time.

Note: There may be a short delay in syncing our Sales Orders with Mobiledock. To ensure that your order number is available on system, wait **at least 15 minutes** after receiving your order confirmation before creating your booking.

Picking up your order

The door to **warehouse 2** is a few metres west of the main warehouse collection door.

Ordering from Your Pantry



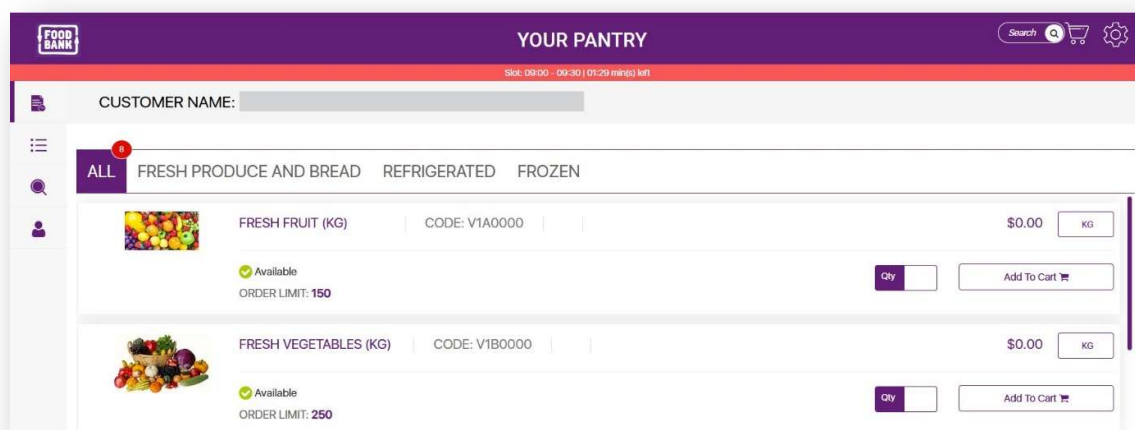
After selecting your preferred pickup/delivery date, you will be directed into the ordering system, known as **Your Pantry**. Here you can browse and select the items you wish to order.

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.

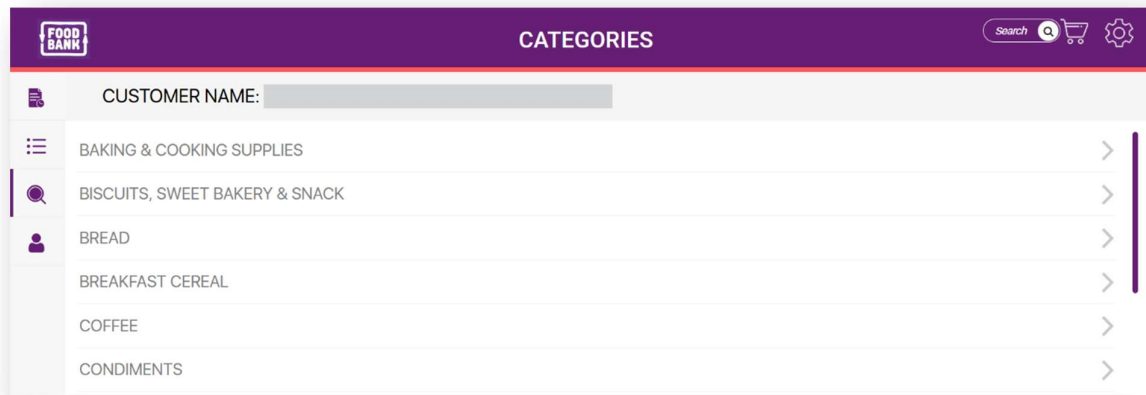
For items measured in kilograms, use the following conversion to determine carton equivalency: 10 kilograms = 1 carton.

Searching for items

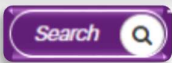
Categories



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



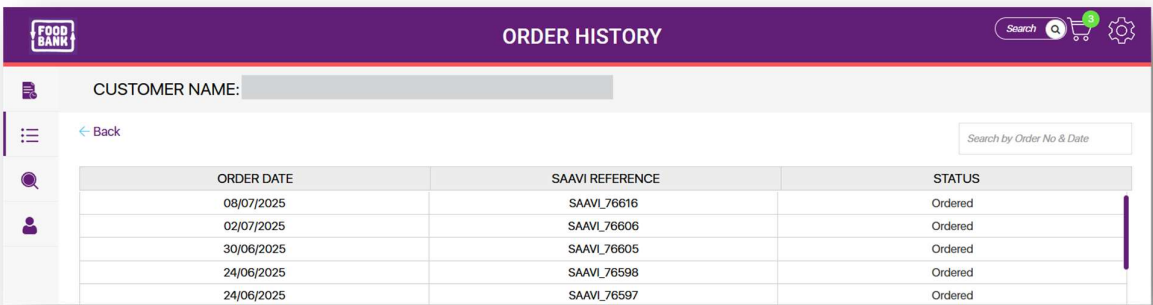
Search for a **specific item** by using the *Search* function located in the top-right corner of the screen.

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.

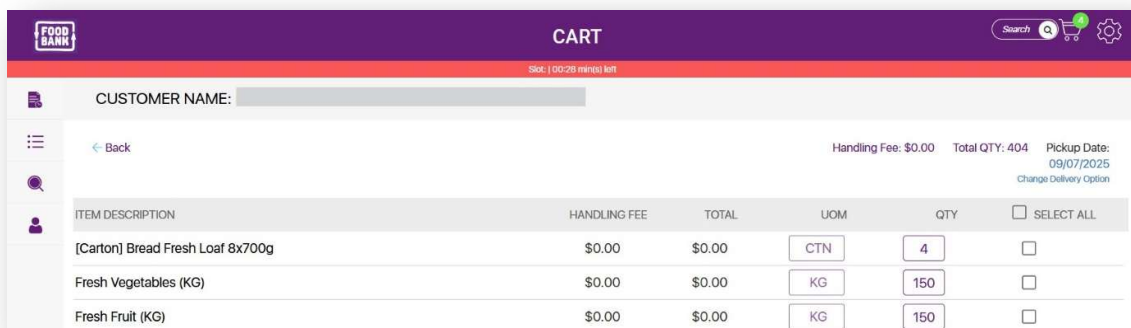


Completing Your Order (Shopping Cart)

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 3 items, and a settings gear. Below the header, a red banner shows 'Stock: 00:29 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/pickup date

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

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.

FOOD BANK **CART** Search

CUSTOMER NAME:

[Back](#) **Handling Fee: \$73.44** Total QTY: 31 Delivery Date: 10/07/2025 [Change Delivery Option](#)

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	☐

[Back](#) [Place Order](#)

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.

Order has been placed successfully. Your Reference No is 76640 Please check your confirmation email for your Sales Order No.

[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

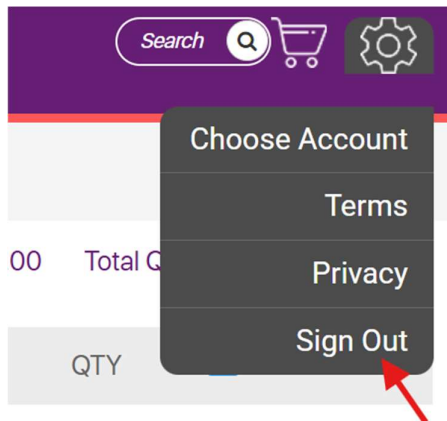
Your Order Confirmation email will contain **Our Order Number**.

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 each 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.

My preferred date is fully allocated or unavailable.

If you are picking up from the Yarraville warehouse, you need to select the date and time on the calendar 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 30 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.