



CUSTOMER GUIDE



Login or register @ bidfood.co.uk

Login ID/Password:
Bidfood Direct Advisor

Name:

Contact no:

Email:



WELCOME TO BIDFOOD DIRECT!



To make getting started on Bidfood Direct easy we are here to guide you step-by-step through ordering.

Your registration will be confirmed via email with your login ID and password.

Our website is - www.bidfood.co.uk use your log in details to access your account. Remember your log in details are case sensitive.

A screenshot of the Bidfood Direct login page. It features a dark blue background with a white login form. The form includes a 'Username' field with a person icon, a 'Password' field with a lock icon, a green 'Log In' button, a 'Stay Signed In' checkbox, a 'Forgotten Password?' link, and a 'Register Here' link.

Tip:

'Add to Favourites' or bookmark the login page in your web browser to find Bidfood Direct again quickly.



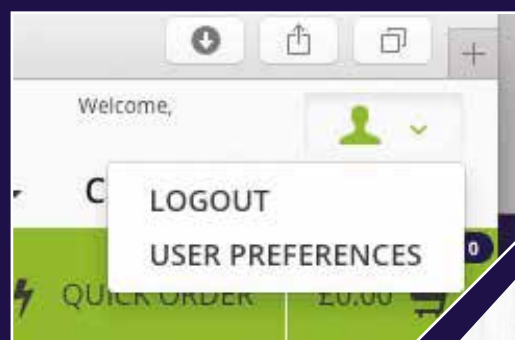
Tip:

If you would like Bidfood Direct to remember your login details check '**Stay Signed In**'. When you enter the Bidfood Direct link in your browser your account will automatically open to the account home page.

NB if you wish to log out completely select logout from the profile icon, next time you will have to enter your login details.

If you forget your password then use the '**Forgotten Password?**' button on the login screen and follow instructions. Remember passwords are case sensitive.

Once logged in you will see the homepage, from here you can change your password, update contact details, manage your shortcuts, view orders placed online, past invoices and credits as well as looking for products.

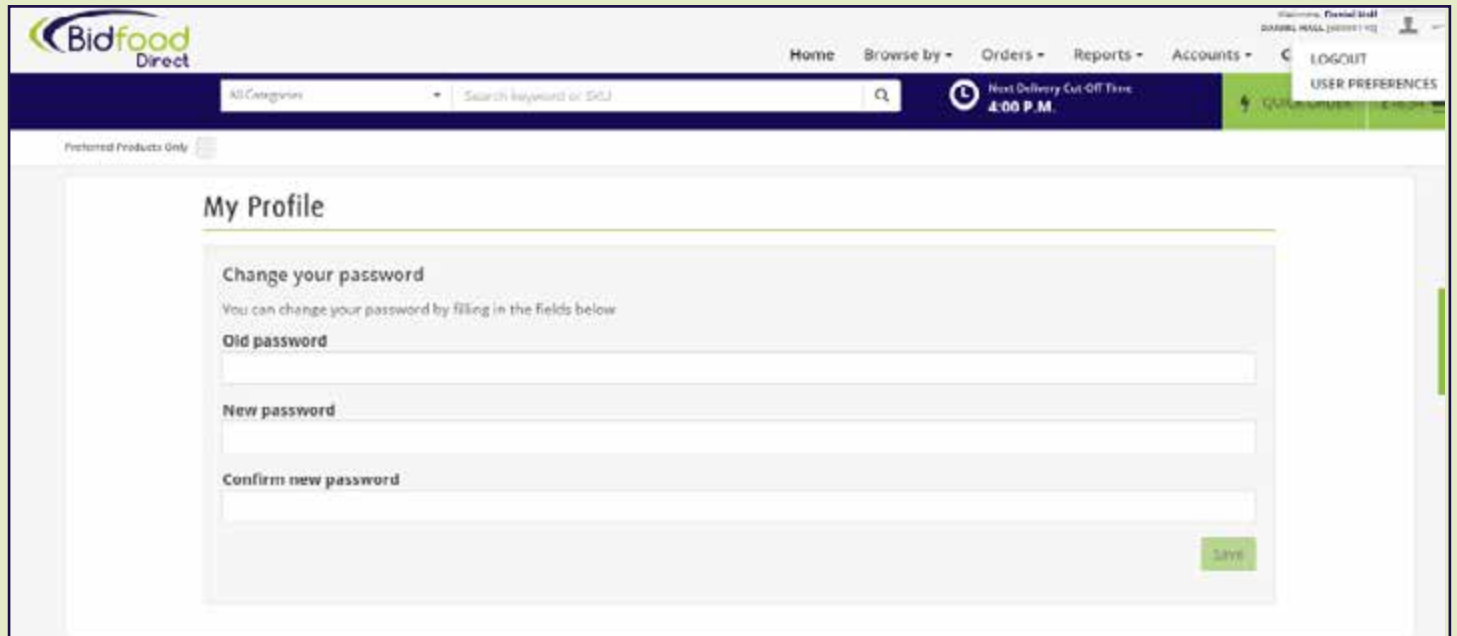


Login or register @ bidfood.co.uk

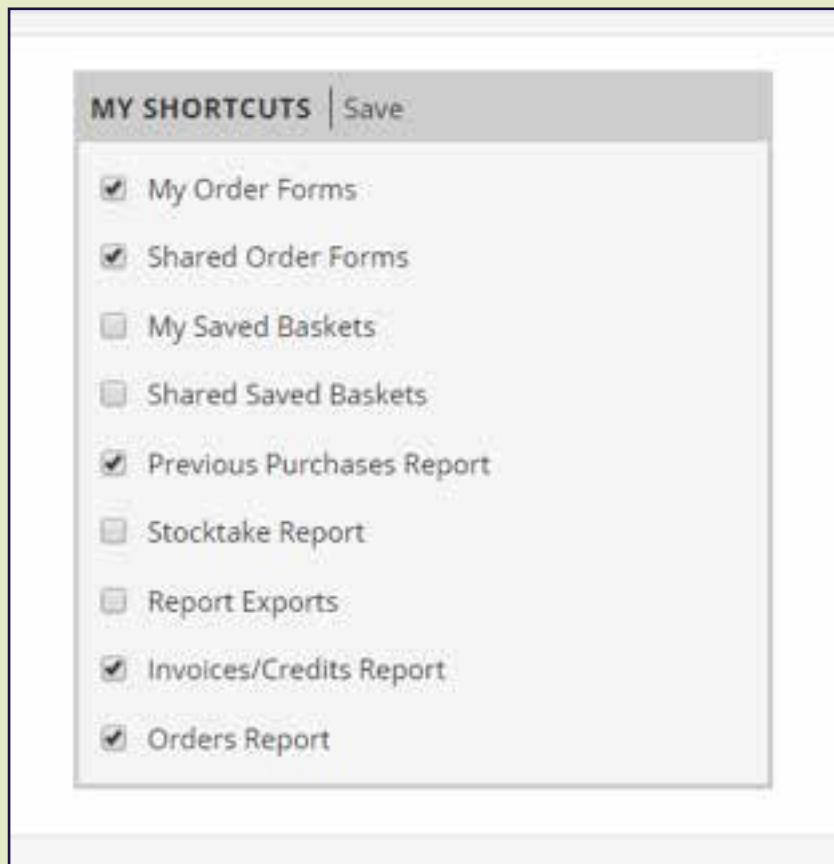
Getting started

To change your password hover over the profile icon and click on 'User Preferences' and follow the instructions.

Once your new password has been entered click on "Save". Your password will now be updated for the next time you log in.



The screenshot shows the Bidfood Direct website interface. The top navigation bar includes links for Home, Browse by, Orders, Reports, Accounts, and a Logout button. A search bar is also present. The main content area is titled 'My Profile' and contains a section for 'Change your password'. This section includes a brief instruction: 'You can change your password by filling in the fields below'. There are three input fields labeled 'Old password', 'New password', and 'Confirm new password'. A green 'Save' button is located at the bottom right of the form.



The screenshot shows the 'MY SHORTCUTS' section of the Bidfood Direct interface. It features a header with the text 'MY SHORTCUTS | Save'. Below this is a list of items with checkboxes: 'My Order Forms' (checked), 'Shared Order Forms' (checked), 'My Saved Baskets' (unchecked), 'Shared Saved Baskets' (unchecked), 'Previous Purchases Report' (checked), 'Stocktake Report' (unchecked), 'Report Exports' (unchecked), 'Invoices/Credits Report' (checked), and 'Orders Report' (checked).



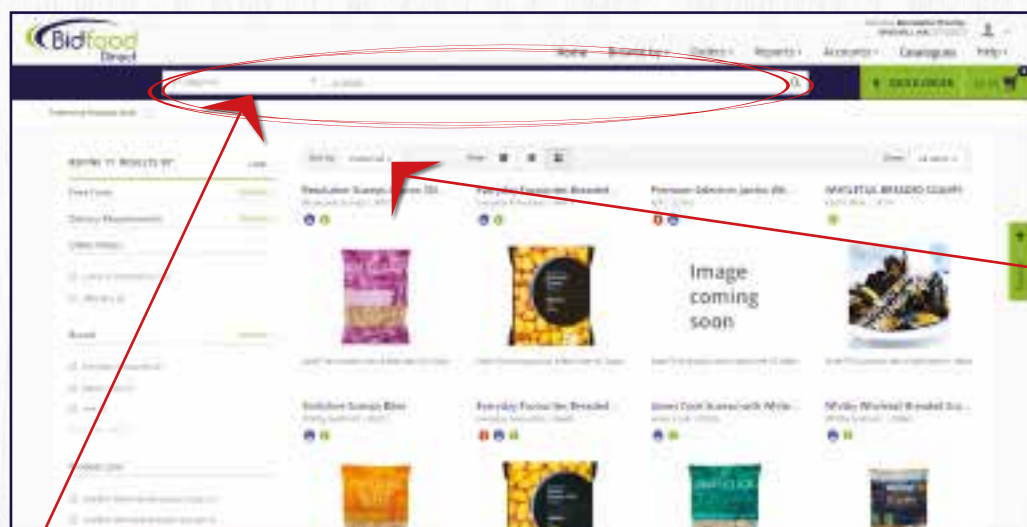
Tip:

My Short Cuts

Choose your own shortcuts for easy access to all of your frequently used features.

Finding what you want

Searching for products. It is possible to find the products that you want in a number of different ways.

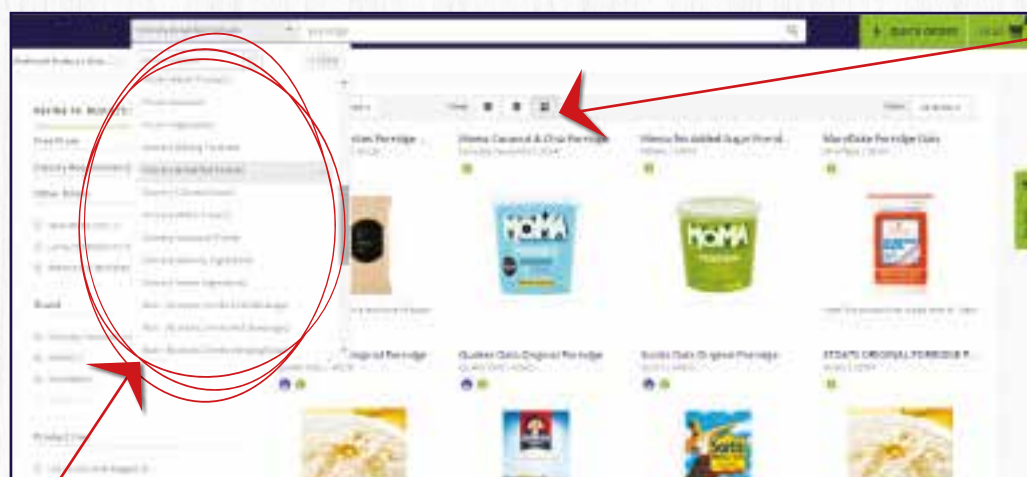


Tip:

To find what you are looking for more easily sort by brand, past quality etc.

1. Quick search

- Enter description/part description, product code, brand or product line, and click the magnifying glass or press enter
- Select a category and click the magnifying glass or press enter to list all products in that category



Tip:

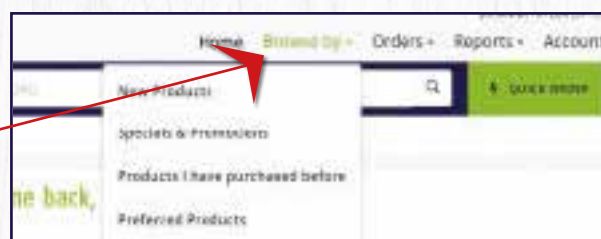
Choose your view. Click here to select list, condensed list of grid.

2. Search by category list

- Choose a category from the drop down list you are interested in or type word into the search category box
- Remember to clear the category if you are going to use 'Quick Search'

3. Browse by

Find new products, products you have purchased before, specials and promotions using the browse by menu.



Refine your search

Refine search results using additional filter options in the left menu to make it easier to find the right product for you.

You can filter for

- 'Free from' (allergens such as gluten or nuts)
- 'Dietary requirements' (vegetarian, halal)
- Brand
- Specials or product line

Viewing product information



You can see full details on any product in our catalogue such as ingredients, nutritional information, allergens and packaging information, along with pack size, stock and price.

Tip:

Use the 'Download datasheet' button at the bottom of the product details page to save all this information as a PDF if you wish.

- Click the **i** symbol alongside each product to see more information about it
- Clicking the 'Similar Products' button will take you to a list of alternative products of the same type
- Under 'Additional Information' click on each description to view information

Tip:

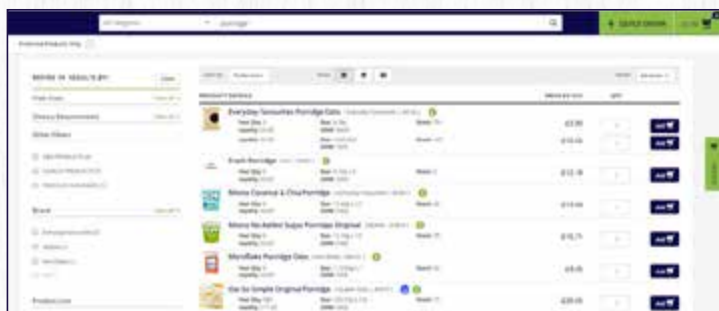
By clicking on 'Nutritional information' you can see how many recommended servings a pack contains.

ADDITIONAL INFORMATION	
Description	
Ingredients	
Nutrition	
Allergens	
Whole Product	
Vegan Chocolate Loaves & Buns (100g)	
10	

Easy for you

- From the product information page you can add the product straight to your order form
- To navigate back to your previous search just click the back button

Building your basket



- When you have found your product add in quantity desired and click the 'Add' button to add it to your basket a message will be displayed stating the product has been added to your basket with its availability status:

Diet Coke Caffeine Free has been successfully added to the basket.

Diet Coke 150ml Can has been added to your basket but will be placed in **back order**. [View Basket](#)

Ferrero Kinder Bueno White has been added to your basket but this product is **out of stock**. [View Basket](#)

- Items that are not available show in red
- Items on back order show in Amber
- Once an item has been added to the basket the 'Add' button will change colour to green with a tick indicating this item is in your basket. This will only change back to the original colour if the item is removed from the basket.

Original Hereford Hop Cheese (Hereford Hop | CHILLED | 73873)

Past Qty: 0 Size: 1-2Kg x 1 Stock: 0 **£23.70** 1 [Add](#)

Safari: 0 UOM: CASE

Tip:

You can build your basket around your day.

Your items will remain in your basket until you submit your order or click 'Empty Basket' even if you log off or lose internet connection.

You can view your basket at any time by clicking the basket tab at the side of the screen.

Reviewing your basket

- It is easy to amend quantities once a product is in your basket by just clicking in the quantity box and changing it to what you want.
- If you have a product on back order or out of stock these will be at the top of the basket list, you can click on the 'Back Order' icon and this will take you to a list of alternative products.

Enter Product Code 1 ☐ Inner ☐ Outer [Add](#)

[Empty My Basket](#) [Save My Basket](#) [Go to Checkout](#)

Total: £439.19 + VAT £78.79 = Order Total: £517.98 (Safari: 0 points)

Original Hereford Hop Cheese | Hereford Hop | 73873 [Remove](#)

1 EACH(s) CASE [BACK ORDER](#) 1 **£23.70** **£23.70**

My Basket (11 items)

[Empty My Basket](#) [Save My Basket](#) [Go to Checkout](#)

Total: £125.87 + VAT £22.86 = Order Total: £148.73

Product	Quantity	Price	Total
Best Natural Free Cheddar - 100g (450) - 100g	1	£12.58	£12.58
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Only One - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26
Applesauce - 100g (450) - 100g	1	£1.26	£1.26

- You can delete lines using the 'X Remove' button next to the item

Checking stock levels

If you add a product to your basket which has a 0 stock level or requires more stock than we have at the time of placing your order, a 'Back Order' sign in amber will be visible by the product.

Alpen Original | Alpen | 32280

6 EACH(s) CASE

BACK ORDER

BANANA MOO 1LTR | Moo | 60590

10 EACH(s) CASE

OUT OF STOCK

If a product has a red symbol by it in your basket then it means that the product or stock is currently not available.

We recommend that you finish adding all products to your basket before you deal with this. You then have the following options:

We recommend that you finish adding all products to your basket before you deal with this.

You then have the following options:

1. Choose an alternative product – in basket click on the word 'Back Order' this will take you into the search page where you can then select an alternative product. Or in the product information page you can click on see similar products.

Alpen No Added Sugar sachets 30x41g | Alpen | 61095

30 EACH(s) CASE

BACK ORDER

2. Remove the product from your basket.

3. Continue to check out. Click continue and submit your order with items on back order. Bidfood work hard to fulfil your order in time for your delivery. You can check your order in 'Orders' at the end of the day prior to dispatch, items with values will be fulfilled. If the item is not on your delivery you will need to add it to your next order.

Order Availability Check

The quantity for the following products exceeds the available stock on hand at this time.

The following items are currently showing out of stock in your local depot, however we are working to fulfil your order. Please check your order in 'Orders' at the end of the day prior to dispatch. Items with values will be fulfilled

DESCRIPTION (BRAND) (CODE)	UOM	B/O QTY	QTY	STOCK	ETA
Fresh Porridge (H&A) (76330)	CASE	1	1	0	

Remove

Home

Continue

Saving time

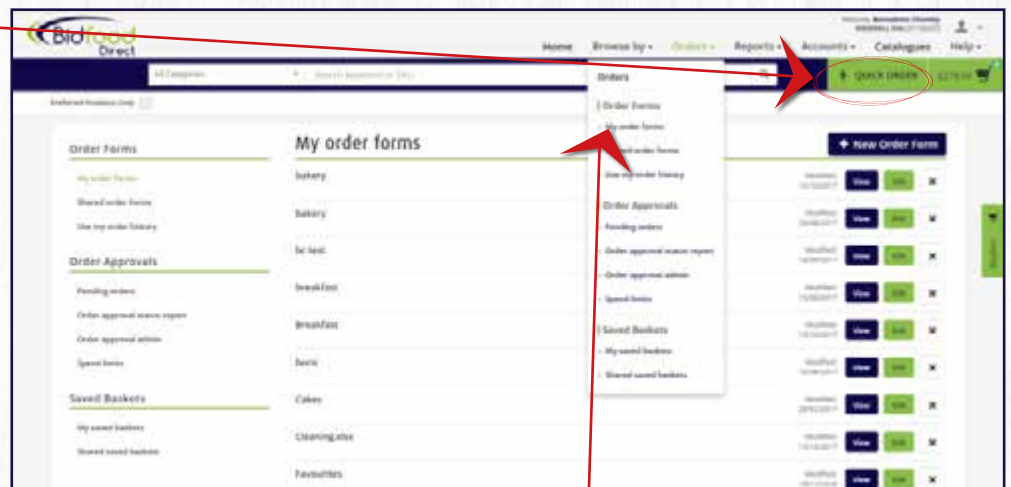
Using order forms is a great way to save time when ordering – you can use them in a number of ways.

Quick order form

Getting started is easy on Bidfood Direct.

Use the 'Quick Order' button at the top right of your screen to quickly view and re-order previously purchased products.

Just enter a quantity next to the product you require then load to basket.



Order forms

Easy to manage your orders.

You can order using order forms that you have built yourself for specific meal occasions, functions, product categories or other regular items.

Using these order forms as a virtual shopping list is really straightforward:

- Find your saved order form under orders in the top menu bar or in 'Short Cuts' and click 'View'
- Review the quantities and amend if necessary
- Hover over Past Qty Total to display the Last Purchased Date



- 'Enter' or click 'Load to basket'
- Once you are happy with your basket then click 'Go to Checkout'

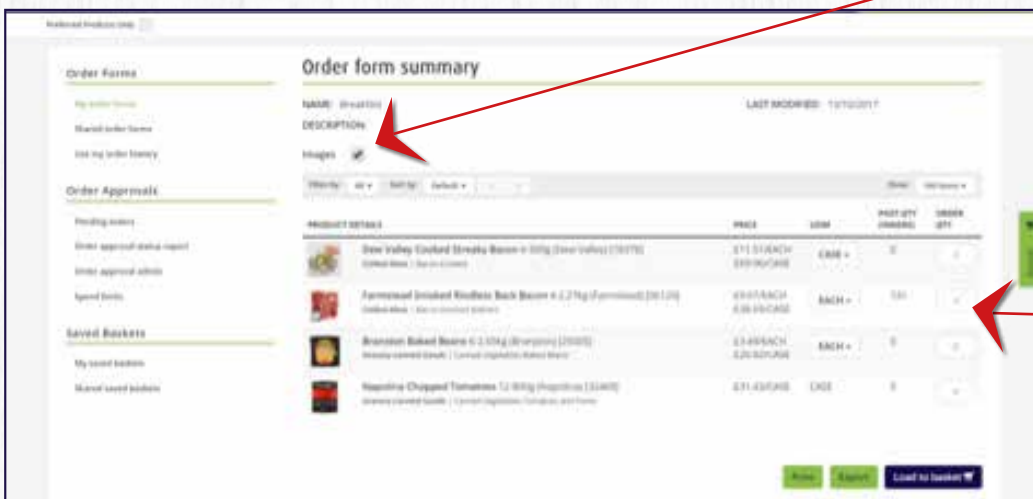
Tip:

Click the 'Images' box at the top of the screen to show images of the products in your order form.

Tip:

A very quick way to get order loaded

Click cursor on number in the quantity box, enter desired quantity, use tab on PC to move quickly down the order form. Any 0 amounts you tab over will not add into your order basket. 'Enter' or click 'Load to basket'.



Creating order forms

My order forms [+ New Order Form](#)

- Go to 'My Order Forms' and click 'New Order Form', name the form and click 'Create'
- Click 'Add Products'

Tip:

You can select the fields to display on the order forms.

NAME:

DESCRIPTION:

SELECT FIELDS TO DISPLAY ON ORDER FORM :

[Add Product\(s\)](#) [Finish](#)

Sort by: Show:

This order form is empty
[Add Product\(s\)](#)

- Browse for products or categories using the keyword search box
- You also have the option to build your order form using your purchase history for the last six months - select 'Use My Order History'

Tip:

You can also choose your sort by.

Add products to order form

SEARCH BY:

☒ KEYWORD ☐ USE MY ORDER HISTORY

☐ Preferred products only

[Search](#)

[Finish](#)

- Now just tick the products you wish to add to your order form, alternatively if you are transferring your order history you can click on 'select all' and then simply unselect those not required
- For ease you can default UOM to either each or case, you can change this default on any future orders to suit what you need at any time

Creating order forms - continued

Sort By: Manual/Product Desc Show: 100 Items

PRODUCT DETAILS	INDEX	PRICE	UOM	ADD UOM	PAST QTY (INVENTORY)	DEFAULT QTY	
5 Brioche Burger Bun 1-40pk (5" Brioche Bun) [18259] Frozen-Prepared Foods Bakery-Brioche	1	E14.17/CASE	CASE		2	0	X
5 Star Lemon & Pepper Haddock Goujons 5-1kg (Ocean Select) [96921] Frozen-Seafood Fish-Bullet Goujons	4	E5.95/EACH E23.99/CASE	EACH + CASE		12	0	X
Alpen Original Sachets... 50-50g (Alpen) [26795] Grocery-Breakfast Cereals Muesli & Healthy Portions	6	E15.98/CASE	CASE		250	0	X
Alpen sachets Original 30x50g 30-50g (Alpen) [61093] Grocery-Breakfast Cereals Muesli & Healthy Portions	2	E7.99/CASE	CASE		60	0	X
Applewood Slices 12-500g (Applewood Slices) [74871] Chilled-Short Life Dairy Cheese-UK Territorial Presack	7	E3.99/EACH E47.85/CASE	EACH + CASE		1	0	X

Tip:

If you have selected 'Manual Sort By' you can use the index to add in numbers to sort your products in the order you wish. This could be to suit your stores layout. Once order form is completed the default sort in view reflects this.

- Once you have your order form complete click 'Finish'
- You can view, edit or delete your order forms at any time
- The price in your order form is always kept up to date automatically because of the Bidfood Direct live price call
- If, when reviewing an order form, a product is no longer available to order it will appear in red and you have the option to delete the product and add more products

Print

Export

Load to basket

Tip:

You can print or export your order forms. Handy to use while compiling your order.

Importing an order form

You can import an order form as an Excel document. This feature is really useful as it allows you to import stock & order sheets.

- Ensure excel sheet has column A with product code and column B with volume (volumes can be omitted). Ensure codes have leading zeros and are in text format
- Just select the 'Import File' option when you are creating a new order form

New Order Form

Name:

Description (optional):

Add products manually

☒ Import File

Select Excel File

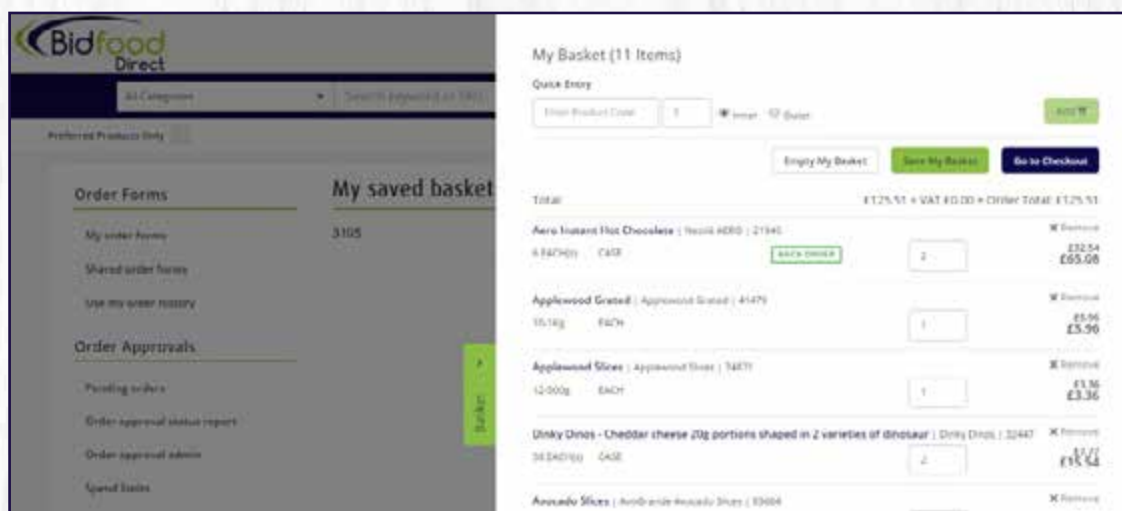
The codes and default quantities must be imported via an Excel file, csv file

Product codes must be in column A, default quantities in column B, and sort order in column C. If you do not wish to add a default quantity, then please add a 0 or leave the cell blank in column B. If you do not require a specific sort order, please add a 0 or leave the cell blank in column C. Please do not add titles in the columns.

	A	B	C
1	11990	1	1
2	12005	6	2
3	11906	2	4
4	11244	0	
5	12323		
6	11546		

Saving baskets

If you always order the same quantities of the same products then save even more time by simply saving your baskets to use again in the future.



- Before going to check out your order, use the option 'Save My Basket'
- You will be asked to name your basket and you will also have the option to add any notes. Once you have done that, click 'Save'
- Saved baskets can then be uploaded into your order basket at a later time

Saved Baskets can be found within the 'Order Forms' tab under 'My saved baskets' as with order forms there are no limits to how many you can have saved to your online account.

Submitting your order

- Once you are happy that your order is ready to be sent to us, click 'Go to Checkout'
- We will do a second stock check at this point to double-check that we definitely have everything that you have requested – people are ordering from us all the time so our stock levels are constantly changing
- Once the stock check is successfully completed you will be asked to enter your order reference, this can be letters or numbers. This could be a purchase order number. Once completed click 'Continue'
- Next, choose your delivery date, select the day that you want from the drop down box
- You can check the order summary from this page before submitting

If you have forgotten something just click 'Home' you can then add any additional items before checking out. Your items will remain in your basket if you do come out of the check out screen.

- Click 'Submit', this will then take you to an order confirmation page, from here you can print or email a copy of your order

Submitting your order - continued

Bidfood Direct provides a second order confirmation. This second confirmation will give you accurate information about your order once the order is accepted by Bidfood.

Once an order has been submitted, an e-mail is generated & sent back to your registered email address either confirming that the order has been generated with no changes or it will identify any changes.

The Subject line will inform you if the order is accepted as submitted or that there are changes.

These changes may include:

- Delivery date change, where the order has had to be moved onto the next available delivery day, for example the order cut off time may have been missed
- Reduction in quantity ordered
- Product is Out of stock
- Product has been substituted. It identifies the original & the substituted product.

Subject: Bidfood UK Online Order Confirmation W152779 Ord Conf Test but with modifications

Please find below confirmed order details.

Order No:	10000088
Order Status:	Waitpick
Order Date:	02 Mar 2018
Delivery Date:	06 Mar 2018
Delivery Address:	S HARDY TEST ACCOUNT***** DO NOT PICK ** FOR TEST PURPOSES ONLY *
Customer Code	36580168
Customer Name:	S HARDY TEST ACCOUNT
Web/Order Ref:	Ord Conf Test
Your Order Ref:	ORD CONF TEST
SubTotal:	161..83
VAT:	0.00
Total:	161.83

Your delivery date has been changed from 05 Mar 2018 to 06 Mar 2018

Product Code	Description	Pack Size	UOM	Order Price	Confirmed Price	Order Quantity	Confirmed Quantity	Back Order Quantity	Comment
01063	Kelloggs Crunchy Nut Cornflakes	40-35gctn	case	10.82	10.82	10.00	2.00	0.00	Quantity decreased
40126	Everyday Favourites Porridge Oats	4-2kg	case	8.56	8.56	1.00	0.00	0.00	Out of Stock
83893	Farmstead Farm Quality Chicken Breast Fillet - Skinless 200-220g	2-5Kg	case	34.56	34.56	1.00	1.00	1.00	
01068	Kelloggs Fruit n Fibre	40-45gctn	case	10.34	0.00	1.00	0.00	0.00	Line removed
01060	Kelloggs Coco Pops	40-35g	case	0.00	10.34	0.00	1.00	0.00	Substitute for 01068

Viewing upcoming deliveries

- On your homepage underneath 'My Shortcuts' you will see a Deliveries Box. This will show you up to 3 of your coming deliveries/orders, the status of the order and the delivery date.

DELIVERIES	
RUGBY	Waitpick 09/03/2018

- You can click on each order to take you to the Order Details:

Order Copy

BIDFOOD STAFF
DOWNTON

Customer code:

Order No:

Order date: 5 March 2018

Delivery date: 9 March 2018

Web/Order Ref: M705997

Your Order Ref: Rugby

PRODUCT CODE	DESCRIPTION	BRAND	PACK SIZE	UNIT OF MEASURE	QUANTITY ORDERED	UNIT PRICE	PRICE	VAT	TOTAL
19081	Nobbys Nuts Dry Classic Roasted Peanuts 50g	Nobby's	24-50g	CASE	1	£9.68	£9.68	£0.00	£9.68
19093	Nobbys Nuts Sweet Chilli Coated Peanuts 40g	Nobby's	20-40g	CASE	1	£9.45	£9.45	£0.00	£9.45
DISCOUNT									£0.00
SUBTOTAL									£19.13
VAT									£0.00
TOTAL									£19.13

Back

Print

Reports and accounts

You can view orders placed online with live order status, previous purchasers, invoices and credits. Go to 'Accounts' and 'Reports' in the menu bar.

Data can be viewed going back 24 months

The screenshot shows the Bidfood Direct website interface. The top navigation bar includes 'Home', 'Browse by', 'Orders', 'Reports', 'Catalogues', and 'Help'. A dropdown menu for 'Reports' is highlighted with a red circle, showing options: 'Invoices / Credits', 'Orders', 'Customer Administration', 'User Profiles', and 'Customer Account Profile'. The 'Invoices / Credits' section is active, displaying search filters and a table of results.

Search filters:

- SEARCH BY: REFERENCE NUMBER
- OR
- BEGINNING DATE OF RECORD LIST: 1 October 2017
- END DATE OF RECORD LIST: 13 October 2017 (Defaults to past 30 days)
- AND
- ☒ ALL ☐ INVOICES ☐ CREDITS

Search from 1 October 2017 To 13 October 2017

RECORD NO	YOUR ORDER REF	ORDER NO	DATE	INVOICE NO	WEB/ORDER REF	TYPE	TOTAL INCL VAT
89244701	A404006	88886	13 Oct 2017	20856293	759629	Credit	£27.94
76938534	749022	789022	13 Oct 2017			Invoice	£3.87
76938374	739908	739908	13 Oct 2017			Invoice	£84.18

You can select your dates and choose to display invoices and credits individually or together in date order.

Invoices / Credits

SEARCH BY:
REFERENCE NUMBER

OR

BEGINNING DATE OF RECORD LIST:

END DATE OF RECORD LIST:

(Defaults to past 30 days)

AND

☒ ALL ☐ INVOICES ☐ CREDITS

Clear Export Search

Tip:

By clicking 'Export' you can view your information in an excel report.





Login or register @ bidfood.co.uk