



## Frequently Asked Questions

### ORDERING

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#### How can I find a product that I am looking for?

**Browse Menu Bar** - Products are listed categorically on the left hand menu bar

**Search Function** - Use the search bar function to search by **product code** or by **keyword**. Sometimes you may need to think outside the square as to what keywords to search with e.g. Stock – Bouillon, Booster Capsicum - Peppers

**Rapid Order Function** - A template based on the products you have purchased in the last 180 days

*If you are unable to find what you are looking for, please contact us and we will be more than happy to assist.*

#### What is rapid order?

Rapid order provides you with a quick ordering format based on products you have purchased over the last 180 days. It is a handy tool should you purchase the same items frequently. Simply enter the number that you require of each product and select the shopping trolley icon to add the items to your basket.

#### Why can't I see any product pricing on the website?

Make sure that you are logged in to the website as a customer. Prices will only show when you are logged in.

#### Will my special pricing show on the website?

Yes – If you are logged in, the pricing that you see will be the pricing loaded against your account.

#### What is your order cut-off time?

All internet orders must be submitted and confirmation of order received by **9.30pm** for next day delivery. This is a strict cut off time. We recommend placing orders by 9.20pm to allow for time discrepancies.

#### Can I start an order and complete it later?

Yes – the items that you have placed into your shopping basket prior to logging out will remain in your basket the next time you sign in.

## Why have I been signed out of my account?

For security reasons our website has a session time-out function. Should your account be left open and remain idle for an extended period of time, you will be signed out.

## How can I tell which products are on special?



The **Specials** tab will feature all products with current promotional pricing

Product listings that are on special will have a sale tag attached to the image. The price displayed will be the sale price.

Placing your cursor over the sale tag will let you know the finish date of the promotion

## What do the following symbols mean?



The “New” icon displayed on a product image indicates a new product



The “on sale” icon displayed on a product image indicates a product with promotional pricing.



The ‘STB’ icon displayed next to certain products indicates a product is in out Simply the Best promotion. This runs from March to June annually. The number next to the icon indicates how many points this product gains you.



Stock indicator icon displayed where item is in stock



Stock indicator icon displayed where item is out of stock



Stock indicator icon displayed for non-stocked items (e.g. fresh produce). These products will need to be ordered in for you and will generally have a lead time of 1-5 days.

Placing your cursor over the icon will let you know the specific lead time for the product of interest.



Displayed in basket for out of stock items (or where quantity ordered exceeds stock on hand, moving mouse cursor over the icon will display an ETA (where an ETA is available). Also displays in basket for non-stocked items which will be ordered in for you.



Displayed in the basket, clicking this “delete item” icon removes the item from your order

## What does per kg mean in a product description?

Products with per kg in the description are charged by weight. The quoted price will apply per kg. The exact weight and cost of the product will not be able to be determined until your order is picked and weighed.

## How do I order meat products? Is it per the kilogram that I require or per the unit that I want?

### Per Unit

Where an approximate weight is given in the product description – please key per unit required.

e.g. Beef Scotch Fillet 3.5kg+ per kg	Therefore entering	<input type="text" value="2"/>	= 2 x 3.5kg scotch fillet = approx 7kg total
Lamb Shanks per kg 15kg aprx	Therefore entering	<input type="text" value="3"/>	= 3 x 15kg lamb shanks = approx 45kg total
Pork Shoulder R/B/N per kg 6kg***	Therefore entering	<input type="text" value="1"/>	= 1 x 6kg shoulder = approx 6kg total

### Per kg

Where NO weight is specified in the product description – please key the total kg amount required\*

e.g. Beef Mince per kg Fresh	Therefore entering	<input type="text" value="2"/>	= 2kg mince
Beef T Bone Steak per kg Fresh	Therefore entering	<input type="text" value="5"/>	= 5kg steak

\*Please note **all per kg meats have a 2kg minimum order quantity**. Orders placed which are below this minimum order quantity will receive and be charged for the minimum.

Should you have any special requests in regards to sizing of per unit products or packaging requirements, please enter these extra details into the comments box when confirming your order (e.g. 10kg mince = 2 x 5kg packs). This will help to ensure order accuracy. Otherwise standard weights and packaging will apply.

## How can I let you know if I have special requirements or instructions with my order?

Please include any delivery or product requests in the comments box when confirming your order. This will be picked up by a member of the team (Monday to Friday 8am – 5pm) who will endeavour to meet your request.

### **What happens if a product is out of stock?**



If a product is out of stock the red box will show alongside the product. While you may still attempt to order this product, we cannot guarantee that you will receive it. Should we not be able to supply the requested product, we may send a substitute or your order may be put on backorder. Should you receive a substitute that you deem inappropriate, please feel to return what you don't require with the driver.

### **Why has my order been split over multiple dates?**

Your order will be split when the entire order is not able to be delivered to you on the same day. This is due to indent product orders or for fresh orders such as salads and meats – where there may be a slight delay in getting certain products to you.

### **What if I change my mind on an order I have placed? Can I cancel or change it?**

Please phone the sales team with any changes you may require. The team will be happy to assist.

### **Can I cancel fresh and indent product orders?**



Fresh and indent products are indicated by the purple 'non stocked item' symbol. Fresh salads, meats and other indent products which have been ordered in especially for you cannot be cancelled. Once you have placed an order for a fresh item you will be charged accordingly.

## **DELIVERY**

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### **Is there a delivery charge for my order?**

No – Provida Foods are proud to provide free delivery to our customers

### **What days do you deliver to my area?**

Please phone the sales team who will be happy to provide you with an up to date delivery schedule. Alternatively, when you place your order, the delivery date will automatically revert to the next available date for your area.

***Should you have any further questions or require assistance, please contact us and we will be more than happy to assist.***

