



Foodbank Tasmania Web Ordering Guide

Welcome to Foodbank Tasmania's online ordering system, an easy way to order and manage your school breakfast supplies.

You can access the system from any major web browser (Chrome, Safari, Firefox, or Edge) on your computer, tablet, or smartphone. If the site doesn't load properly, try updating your browser or switching to another one.

Logging In

1. Go to <https://orderfoodbank.azurewebsites.net/>
2. Enter your Agency ID and Password. If you've forgotten your password, click Forgot Password and a reset link will be sent to the email address on file for your school.



ONLINE ORDERS

Agency ID

Password

[Forgot Password](#)

Browsing and Selecting Products

After logging in, you'll see a list of available products.

FOOD BANK ONLINE ORDERS
Foodbank Tasmania Tas
Welcomes Variety School Breakfast Club

0 kg 0 kg 0 kg 0 kg \$0.00

Update Totals Clear Finish Later Review Finish Now

1Frozen Food 1Refrigerated Food ****Specials No Charge**** Variety School Breakfast Club **

I want	Description	Available	Limit	Expiry	Fee	Item Number	Category	Type
0	Bread - Variety 0.7kg LOAF	999999			\$0.50	VARIETY BREAD	Variety School Breakfast Club	Bread - Loaf
0	Weet-Bix 12 x 1.2kg 15.0kg CTN	20	5		\$12.00	VARIETY WEETBIX	Variety School Breakfast Club	Breakfast Cereal - Wheat Biscuits
0	Bega Cheese - 1 x 750g Block 0.8kg EACH	2	3	BB 25/12/25	\$5.50	VARIETY CHEESE	Variety School Breakfast Club	Cheese - Hard
0	Milk 2 Litre (chilled) 2.0kg EACH	999999	20		\$2.00	VARIETY MILK	Variety School Breakfast Club	Milk Shelf Stable - Dairy Full Cream

Products are grouped by category so you can compare similar items easily. Click on the grey buttons to select a category.

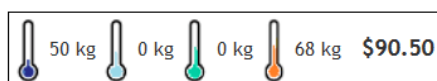
Images usually display a single unit of the product for reference and the description shows the total number of units included in each pack.

Available: shows the approximate number of units in stock. You can't order more than this amount.

Limit: shows the maximum quantity allowed per product, the site won't let you exceed this.

Fee: shows the cost per pack (not per single product unit).

The temperature gauges at the top of the page show the number of kilos of each product type you have ordered. Dark blue represents frozen products, light blue represents chilled products, green represents fresh products and orange represents ambient (room temperature) products.



To order:

- Click the + button to add items and the - button to remove items.
- To enter a larger quantity, click in the box and type the number.
- Use the tab key to move down the list, or scroll using your mouse or finger.

Hovering over any heading or icon will show a short explanation of what it means.



Frequently Asked Questions

1. How do I place an order?

You can order through the Foodbank Tasmania online ordering system. Simply log in with your Agency ID and password, scroll through the product list, and add the items you need.

2. How often can I order?

Schools will be able to place an order as often as once per fortnight, depending on the location of your school.

3. When will our order be delivered?

Once your school has been onboarded, you'll receive a delivery schedule based on your location. This schedule will outline the day your order needs to be submitted and the corresponding delivery day. For example, you may be asked to place your order by the first Wednesday of the month, with delivery occurring the following Monday. Your school's exact schedule will be confirmed during onboarding.

4. Do we need to be onsite to receive the delivery?

Yes. Someone from your school will need to check the order, sign for the delivery, and store food safely as soon as possible.

5. What if the delivery time doesn't suit us?

If you know in advance that your school will be closed or unavailable, please add a note when finishing your order or contact Foodbank Tasmania directly.

6. What should we do if an item is missing or damaged?

Please check your delivery against your order confirmation. If something's missing, damaged, or not quite right, please contact Foodbank Tasmania as soon as possible.

7. How do we know the pack size?

Each product description includes the pack or carton size. Images often show a single unit for reference, not the full carton.

8. Can we change or cancel an order after submitting it?

Yes, you can edit your order online up until the order submission cut-off. After this time, your order will be locked. If you need to make any changes after the cut-off, please call 6274 1052 or email admin@foodbanktas.org.au as soon as possible.

9. What if we forget our login details?

If you've forgotten your login details or need to update them, please email admin@foodbanktas.org.au.

10. Are product quantities always available?

We do our best to ensure core breakfast items (cereals, milk, bread, spreads) are always available, however stock can vary week to week depending on donations, rescued food and supplier availability. If an item is temporarily unavailable, we will look to provide a similar alternative.

11. What's the minimum or maximum order size?

There are no set limits. To help us deliver efficiently and maintain a sustainable program, we ask schools to order enough food to support their breakfast program for the fortnight or month ahead. This helps us plan and distribute items fairly across all participating schools.

12. What food safety requirements do we need to meet?

Schools must:

- store food according to temperature requirements
- follow use-by/best-before dates
- inspect items on delivery
- discard anything damaged or suspicious

13. What do I do with my empty pallets after delivery?

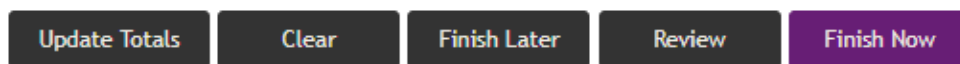
You won't need to store or dispose of pallets - the delivery driver will take all pallets with them. Your food will arrive in cardboard boxes or reusable crates. Crates should be returned to the driver immediately or with your next delivery and cardboard boxes can be kept or recycled by your school.

14. Who can I contact with questions about my order/delivery?

You can call Foodbank Tasmania on 6274 1052 during business hours or reach out via email admin@foodbanktas.org.au

Managing Your Order

The buttons at the top of the page allow you to update and manage your order.



- **Update Totals:** Refreshes your totals and shows product weights and costs (ex GST).
- **Clear:** Clears all quantities if you'd like to start again.
- **Finish Later:** Saves your progress so you can return later (items aren't reserved yet).
- **Review:** Allows you to check all selected products before finalising.
- **Finish Now:** Takes you to the final step to review and submit your order.

Submitting Your Order





When you click **Finish Now**, you'll see:

- A summary of your order and delivery date
- A space to add notes or extra instructions
- An option to add additional email addresses for order confirmation (separate with semicolons)

Finally, click **Finish** to submit your order. You'll receive a confirmation email shortly after.

Finish Now Go Back Finish


Order Summary

 0 kg	 2 kg	 3 kg	 38 kg
ex GST:	\$45.00		
GST:	\$0.00		
Total:	\$45.00		

Your goods will be sent to:

4/8 Sunmont St
Derwent Park Tas 7009

Instructions

I want my order to leave the warehouse on: 

My reference:

Order notes:

A confirmation will be emailed to: orders@foodbanktas.org.au

Also email a confirmation to:

Need help?

Foodbank Tasmania are happy to assist with any onboarding or delivery questions.

Phone: 6274 1052 (available between 8am and 4pm Monday – Friday)

Email: admin@foodbanktas.org.au