

# MJ Baker Foodservice LTD

## E - Ordering App FAQ`S

**Q 1: Is it possible to have separate invoices ie non food, ambient, frozen?**

A: Ambient and Frozen invoices are always separate, Non Food will only be separate if you have a separate non food account.

**Q 2: Is it possible to have multiple logins?**

A: Yes, however favourites do not save to every device, only the device that 'favourited' them.

**Q 3: Is it possible to view an order in the system that day if say another member of staff had already placed one?**

A: Yes, if you haven't checked out items will still be in the basket. If order is checked out and has been processed by us it will show as 'In Progress' in your order history.

**Q 4: Does the App have vegan and gluten free categories?**

A: Not presently, however products descriptions do currently state where products are gluten free.

**Q 5: Will there be App exclusive promotions?**

A: Yes there are promotions exclusive to the App.

**Q 6: Can I have two separate logins for the same account number? 2 people with same or separate login go in and order?**

A: Only one device can be logged in at a time, you must log out of app before it can be accessed on a different device.

**Q 7: Can I duplicate an order from a previous order, ie copy the same order and checkout?**

A: Yes, go to order history and choose the order you wish to copy then press copy order.

**Q 8: Is it possible to order please obtains via the APP?**

A: No. Only products stocked by MJ Baker will be available via the app. This is because if we stock please obtain product codes then another customer could order it.

**Q 9: How do I know if an item is out of stock?**

A: You will be sent a confirmation email. Please carefully check the quantity column for any that are marked zero. You will need to order these items again.

**Q 10: Can Erudus allergen data be linked to the APP?**

A: In due course we aim to link Erudus to the App.

**Q 11: Is it possible to have the ability to pick our preferred delivery date?**

A: Yes, you can pick up to 5 of your next delivery dates on the App.