



Online Order Procedures

1. Go to our website at www.coastalfoodgroup.com
2. Click on the green "online Order" tab
3. Enter your ID and Password
4. Click on the "order entry tab"
5. Enter User ID and Password for access.
6. Change the ship date to the correct delivery date (typically next day)
7. Entry your PO number if necessary.
8. "Order Notes" This is a location for you to enter any specific needs or any special items not found in our system (i.e. Bananas need to be ready to eat)
9. Your order entry guide will be on the bottom of the screen. You can order the quantity you need in your unit of measure. The items will build a list on the top of the box.
10. If you need any items that are not listed on the bottom order guide. Simply enter the word such as "lett" in the box and press enter. All inventory items with those letters will appear. Choose whichever item is on the list that matches what you are looking for and double click. The item will appear on the order list. You will then need to choose the quantity and unit of measure you are requesting.
11. After entering all items you then need to click on the "continue" tab.
12. Please review your order and make sure all quantities and items are correct. If you need to make any changes you can click on the "return" button.
13. Once all items are verified click on the "CREATE" button. You will then see a confirmation screen and have the option to print.
14. You can then enter an additional order for multiple locations or another day.
15. You will receive an email confirmation once sent to our system.

**Prices will not appear on the confirmation. Your delivery ticket will show pricing and total for the order. You will be able to review any past orders once the invoice is actually printed from our system the next morning.

Cancel an order

If you would like to cancel an order that has been placed and confirmed. You will not be able to cancel in our system online. However you can reply to our confirmation email that is sent out of our system notifying that we have canceled the order. Please provide the order/confirmation number in the message. Please make sure we have replied to your cancellation email so that there is no further action.

Order Inquiry

1. Enter User ID and Password for access.
2. Click "Order Inquiry" tab and choose from the # of orders to display.
3. Click on the binoculars tab to see the order. You can choose to Duplicate the order **OR** return to previous screen. If you choose to duplicate you want to then review the order and click on the "Create Order tab".
4. You will then get the confirmation screen and have the option to print your order.

Accounts Receivable Balance

1. If you would like to see your open A/R Balance simply click on the "Open Balance" tab. It will then list all of the outstanding invoices on your account.** This option will only be available when requested by the account managers request.

Please call 727-423-1174 anytime for any issues when placing order or needed assistance with online ordering. Leave a message and support will get back to you. If you need immediate assistance you can always leave your order on our main voicemail 813-237-1600.