HELP GUIDE

Fresh Ideas - How to make a booking and Amend/Repeat or Cancel

To Make A New Booking

N.B. Before making a booking, please ensure:

➢ **Catering is permitted in the meeting room or space.**
➢ **The meeting room or space has been booked through Room Bookings or for Forum bookings, through forumbookings@exeter.ac.uk**
➢ **If required, set up has been arranged.**

➢Step 1

➢ Access the Fresh Ideas website: https://www.exeter.ac.uk/departments/campusservices/freshideas/

➢Step 2

➢ From the home page, firstly use the 'How to Order' tab and select if you are Internal (staff) or External.

➢ For External bookings, please complete and submit the booking request form.
➢ For internal bookings, please choose 'Book Online'.

➢Step 3

- ➢ If accessing from home or remotely **you no longer** need to be connected to the University network via the servers or a VPN.
- ➢ Instead, when you open the Fresh Ideas website you will be asked to sign in with your University username (not your email address) and your University password using Single Sign On (SSO).
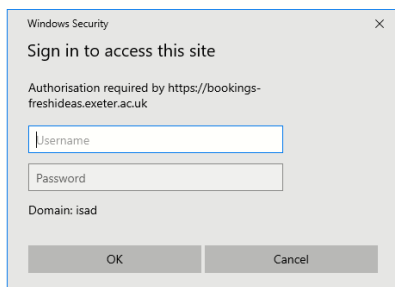
- ➢ You will find that, once you have signed into the website using this method, for the rest of the time you are logged in to your computer you will be able to access the website without having to sign in again.
- ➢ **Please ensure you have read the Terms and Conditions before making a booking.**

➢Step 4

- ➢ To make a new booking enter the delivery date. If you click in the date box, the calendar will open and allow you to choose a date.
  N.B. Fresh Ideas would like to request that any weekend bookings are made 7 days in advance, by emailing freshideas@exeter.ac.uk. This will give our team members time to manage weekend arrangements.
- ➢ Enter the exact time you would like the delivery – Fresh Ideas will allow extra time to ensure your delivery is not late and booking early may result in cold food or refreshments.
- ➢ Click 'Next'.

➢Step 5

- ➢ Complete the rest of the booking details and enter a valid cost code. You will not be able to proceed with your booking if the cost code entered has not been validated. Please contact your Finance administrator if you have a cost code issue.
- ➢ **N.B.** Please ensure you enter the times as a 24-hour clock. Any other format or failing to complete the times will result in 00:00 being recorded on the booking.

- ➤ **N.B.** Please choose the correct room from the drop-down list. If the room you require is not listed, please choose 'FI Other' and write the required room in the delivery notes.
- ➤ **The T1 account code must be inputted in full, otherwise it will not be accepted as valid.**
- ➤ **Standard codes should be 15 digits and in the format XX-XXX-X-XXXX-XXXXX**
- ➤ **Project Codes can be up to 22 digits and in a format similar to this: XXXXXX-X-XX-XXXX-XXXX-XXXXX**

➤Step 6

- ➤ Using the menu tabs, you can view the items available and their description and photo (not all items have photos).
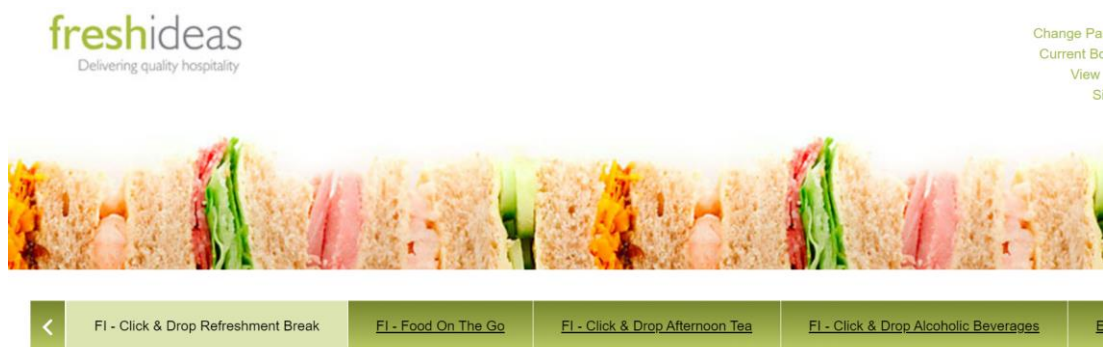
➤Step 7

- ➤ Choose the quantity of each item you would like to order and add to your basket.
- ➤ You can also add items to your favourites, to make ordering easier the next time. The favourites tab is at the end of the menu tabs.
- ➤ If you are unsure where to find an item, use the search tool.
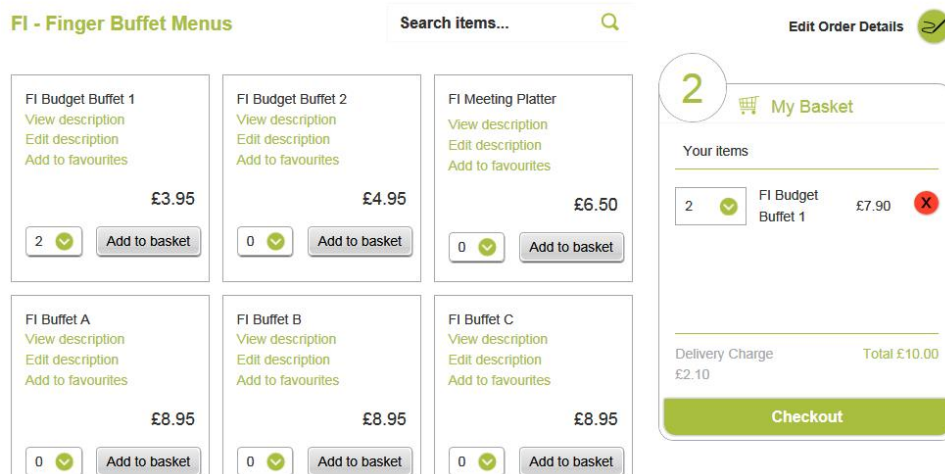
- Your basket will update after each addition along with the total.
- Minimum delivery charges apply (please see the Terms and Conditions) and these charges are detailed in the basket too (if applicable).
- Items can be removed from your basket if you change your mind by using the red 'X'.
- When you are ready 'Checkout'.

Step 8

- On the next screen you can review the delivery and item details of your order and choose to edit or cancel the booking if required.
- You can also add a delivery to your order on this screen – further information below

- Dietary Requirements (Special Diets), Delivery Notes and Catering Notes, should be added here.
- Delivery notes should be used to aid the delivery drivers eg please leave outside the room.
- Catering notes should be used to aid the kitchen staff preparing your order e.g. please label the food.
- Please also include information about any special diets you have requested.
- Account notes should be added here, useful if splitting cost codes or adding a contact.

➢ Be sure to click the add buttons to update your booking notes before Completing your order.

➢Step 9

➢ Your order is confirmed and you will receive an automatically generated email – please see below further information on email confirmations.

Order Confirmation

Thank you for using our online service. **Your booking has been confirmed.**

Back to Current Bookings

Catering Order Summary   Total cost of booking: **£37.60**

🛒 Event - Test

Booking Ref #:	448272	Area:	Hatherly
Event:	Test	Location:	1
Booking Type:	Misc or Other Type of Catering	Delivery Date:	Wednesday 04/07/2018
Site:	Streatham Campus	Delivery Time:	13:45
		No. of People:	1

1 X	Vegetarian	
2 X £3.95	FI Budget Buffet 1	£7.90
6 X £4.95	FI Budget Buffet 2	£29.70
	Delivery Charge £0.00	Total £37.60

➢Step 10

- ➢ All your current bookings and past bookings can be viewed on the homepage when you log in.
- ➢ Beside each current booking you can view the basic details of the booking using the drop-down arrow.
- ➢ You can also edit/repeat or cancel your booking.

Add a Delivery/Linked Bookings

Linked deliveries will use the same room, building and cost code and are ideal if you have a meeting that requires more than one catering delivery.

N.B. Any booking that is part of a linked booking can be edited, but unfortunately the system does not allow you to cancel part of a linked booking you would need to cancel all the bookings.

➢Step 1

- ➢ If you would like to add a linked delivery, click 'Add delivery to order'.

Step 2

- ➢ Enter the Event title, meeting times and type of catering and Save.
- ➢ Add items to your basket as before and checkout when you are ready.
- ➢ Again, add Dietary Requirements, Delivery Notes, Catering Notes and Account Notes if required and complete your order.
- ➢ Your current bookings and linked bookings can be viewed from the homepage, as before:

Repeat Bookings

This can be a timesaving option if you regularly make the same catering bookings.

N.B. You will not be able to order items at old prices or items that have been removed, so please check your basket carefully to ensure it contains all the items you require.

Step 1

- ➢ On the homepage, choose the 'Current or Past Bookings' tab.
- ➢ On the right-hand side of the screen there is an option to 'Repeat'.
- ➢ Choose the relevant booking you want to repeat.

➢ Step 2

- ➢ On the next screen choose the new delivery date and time and continue.
- ➢ Please note the building/room cannot be changed – you would need to make a new booking if the delivery location is different to the original booking.
- ➢ The items originally ordered can be amended/updated on the next screen.

Repeat a booking

🛒 TEST BOOKING			Date: 13/8/2018 Time: 14:15 ⌃
Event:	TEST BOOKING	Delivery Date:	13/08/2018
Area:	Byrne House		
No. Items:	1	Delivery Time:	14:15 ⌄
Delivery Total:	£17.00		

Cancel   Continue

➢ Step 3

- ➢ Use the 'Edit' button to amend/update the items you would like to order in the repeat booking.

Select delivery   TEST BOOKING ⌄   Edit ✕   Add delivery to order 🛒

🛒 Delivery & Item Details				⌃	💳 Charge details
Event:	TEST BOOKING	Delivery Time:	10:00		**Account Code**
Date:	Tuesday, 28 August 2018	No of People:	10		
Site:	Streatham Campus	Room:	1		
Area:	Byrne House				**Account Notes**
Type:	Misc or Other Type of Catering				e.g. contact department head for enquires

FI Coffee/Tea	x10 @ £1.70	£17.00
Delivery Charge £0.00		Total £17.00

Complete order

✏ Dietary Requirements & Notes	⌄

- ➢ You can also change the dietary requirements and the delivery and catering notes – if different from the first booking.
- ➢ When ready complete the order.
- ➢ You will receive the automatic confirmation email from Fresh Ideas and the new booking will be listed in your 'Current Bookings' on the homepage.

Edit an Existing Booking

Please note existing bookings can only be edited by the booker if over 48 hours/ 2 working days before the delivery date.

If an edit is required within 48 working hours/ 2 working days of the delivery date, you will need to contact the Fresh Ideas Team, who will do their best to accommodate your requirements.

Most fields are editable; however the booker cannot edit the location of the booking. For this you will need to contact Fresh Ideas.

➢Step 1

- ➢ On the homepage, choose the 'Current Bookings' tab.
- ➢ On the right-hand side of the screen there is an option to 'Edit'.
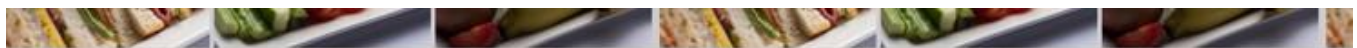- ➢ Choose the relevant booking you want to edit.

Current Bookings	Past Bookings	Spend Analysis
∨ 457142 TEST BOOKING		Edit │ Repeat │ Cancel All Deliveries in this booking?
∨ 457135 TEST BOOKING		Edit │ Repeat │ Cancel All Deliveries in this booking?

➢Step 2

- ➢ If the booking is part of a linked booking, use the drop-down box to select the booking the edit relates to

➢Step 3

- ➢ On the next screen choose the 'Edit' button to edit the items in your shopping basket.

Select delivery   TEST BOOKING   Edit ✕   Add delivery to order

🛒 Delivery & Item Details

Event:	TEST BOOKING	Delivery Time:	10:00
Date:	Tuesday, 28 August 2018	No of People:	10
Site:	Streatham Campus	Room:	1
Area:	Byrne House		
Type:	Misc or Other Type of Catering		

FI Coffee/Tea   x10 @ £1.70   £17.00

Delivery Charge £0.00   Total £17.00

💳 Charge details

Account Code

Account Notes

e.g. contact department head for enquires

Complete order

✎ Dietary Requirements & Notes

Step 4

- To edit the Event title, Booking date, Time, Number of people, the room or type of catering, choose 'Edit Order Details'.

- Edit the required fields.

Step 5

- When ready complete the order.
- You will receive the automatic confirmation email from Fresh Ideas, but your edited booking will not be guaranteed until the Fresh Ideas team have reviewed your request and you receive a second email to confirm the changes.

Order Confirmations
Step 1

- After you have placed a new or repeat order the Fresh Ideas system will automatically generate a confirmation email and this will be your only confirmation.
- If you have extra charges to be added to your order e.g. for out of hours delivery or a bespoke service charge the Fresh Ideas admin team will email you a second confirmation with the additional charges added.
- If the Fresh Ideas admin team need to make any amendments to your order, then a second email will be sent out.
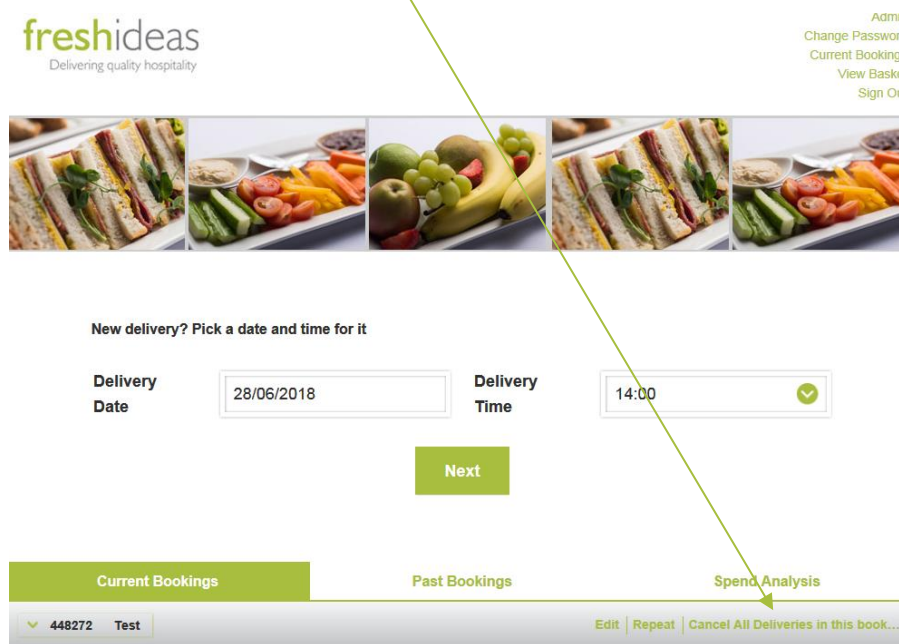
Step 2

- If you make changes to an existing order the system will still send you an automatically generated confirmation, but you should not consider your order final until you have received a second

confirmation email from the Fresh Ideas admin team and they have had time to approve your edited order. Please allow 48 working hours' notice/ 2 working days E.g. changes made on a Friday afternoon cannot be guaranteed for early Monday morning, unless you receive an email to confirm the changes.

Cancelling an Order

➢Step 1

- ➢ If you need to cancel an order this should done from the homepage, under the 'Current Bookings' tab
- ➢ Beside each order is the option to cancel all deliveries.

- ➢ Please note if you have linked bookings you will be unable to cancel just one delivery. All the bookings relating to the same reference number will be cancelled.

➢Step 2

- ➢ If you need to cancel an order on the day, please contact the Fresh Ideas admin team by email: freshideas@exeter.ac.uk

➢Step 3

- ➢ Every time you cancel an order you will receive an email confirmation.
- ➢ The cancellation is final and the order cannot be reinstated. A new order must be placed.