

FRESHO – CUSTOMER SERVICE INFORMATION

HOW TO USE FRESHO – CUSTOMER BASICS

USING FRESHO ON A COMPUTER / TABLET

- Fresho works on any device
- On a computer / iPad go to www.fresho.com add the website to the favourites
- Login using email and password you have been sent. The customer change these once logged in by clicking on the icon in the top left corner
- Click the remember me button before logging in so they don't need to login again



USING FRESHO ON A MOBILE

- You cannot download Fresho from the app store – it's a web based app.
- **On iPhone** go to the internet browser and Fresho website + click square button with arrow and add to home screen



- **On Android** go to the internet browser and Fresho website. On the top right-hand side click the 3 horizontal dots and click add to home screen form the dropdown menu.

SEARCHING FOR A PRODUCT ON FRESHO

- To find a product you can:
 - Search using the search function on the top left hand side of the page
 - Use the subcategories located on the top left hand side of the page
 - Always search for products in the All Products list

YOUR PANTRY LIST ON FRESHO

- Your pantry list is your 'favourites' list and makes for a much faster ordering process. If you used to have a standing order that changed regularly you will now use your pantry list to place orders as you require
- We have set this up for you based on what you've purchased recently but you can manage this list yourself moving forward.
- To add products to your pantry list, in the All Products list select the [green star] on the right hand side of the product you want.
- To remove, in Pantry List select the [green star] again and follow the prompts.

ORDERING

- Add products to your cart by:
 - Using the [plus] and [minus] buttons or typing in the quantity in the number field
- Products you have added will now appear in your cart on the right of your screen
- In your cart:
 - You can change quantities by using the [plus] and [minus] buttons
 - You can remove products by clicking on [remove]
- When you are ready, select [go to checkout]
- You will now see a prompt to confirm your dispatch date. To change this, select [change] and choose a new day. You will only be able to select days that your supplier delivers to you. You can order for up to two weeks out
- When you are ready, press [confirm] and you will be taken to the final confirmation page
- This is one last chance to review your order and to remove any products you might not want by pressing [remove]
- Here you can add notes to products and additional notes
- When you are ready, select [go to checkout] and confirm and checkout

ORDER HISTORY

1. To check your order history, select the [orders] tab at the top of your screen
2. Here you can view all past orders. Loaf customers will not see invoices as