Guide to Online Ordering

Setting up Your Online Account

The first time you visit our website to order online you will need to create a password so you can place an order.

To set up a password, follow these steps:

1. Go to the One Pot Catering online ordering web page (https://api.getspoonfed.com/257/one-pot-catering/) and click "**Login**"
2. Once the page has loaded, click "**create a password**" which is near the bottom of the page
3. You must then **enter your email address,** after which a password reset link will be sent to your email account
4. Go to your email inbox, open the email which you should now have received and click the link in the email that says "**Reset your password**"
5. The link will take you to the page where you can set your new password. Enter your password and once you are happy click "**Set Password**"
6. Your password will now be saved so you can now login and place your first order!

Use Postcodes When Ordering for Delivery

Please enter the Postcode for the location the order is to be delivered to.

Order Notes

This is where you put in any special order requests after you have selected, i.e. "please provide on ceramic plates". If you have no requests, proceed to the next step.

Entering a Delivery Address

When placing your first order you must add a delivery address. Once you have added your intended delivery address, it will be saved and you will not need to input the details again.

Delivery Details

Please complete the following information as much as you can when placing an online order:

PO Number: Please put in your PO number if you have it
Delivery Contact: This allows us to know who to ask for when delivering the order
Delivery Instructions: Add special delivery instructions if they are required for an order

Select the Payment Method

You can choose to pay on Account or by credit card. Select the payment method as "**On Account**" or "**PayPal**".

How to Repeat a Previous Order

If you want to repeat an order you placed previously, you can do this by following these instructions:

1. Click "**Previous Orders**", which is located near the top right of the screen
2. Find the order you wish to repeat from the list of your previous orders
3. Click "**Reorder**" next to the order you wish to repeat
4. Enter the **Postcode** for where the order is to be delivered to, as well as the requested **Delivery Date** and **Time**
5. The items you ordered previously will already be selected. Click "**Place your Order**" to proceed, and continue through the various screens as you normally would to confirm your order

How to Change your Password

To change your password at any time, follow these steps:

1. Click on your name (located at the top right of the screen)
2. Click "**Edit**" next to "**Password**"
3. **Enter** and **Confirm** your password, click "**Set Password**"
4. Your password should now be set