

# FFAVORS QUICK NOTES - ORDERING

## Obtaining a Ffavors Login for New Users:

To create a Ffavors account, please e-mail our Bureau and provide your: name, e-mail address, phone number and school for which you will be ordering.

## Logging In:

- Go to <http://www.fns.usda.gov/fdd/fresh-fruits-and-vegetables-order-receipt-system-ffavors>.
- Select Log into FFAVORS web.
- Enter your User Name & Password.
- Click Login.

## Home Screen:

- From this screen you can select:
  - **Orders:** Used to place a new order.
  - **Receipts:** For receipting for received orders.
  - **Modify a Pending Order:** to change or cancel an order (minimum of 3 business days before delivery date).
  - **Email account specialist:** Send an Email to a DOD specialist if you are having problems with FFAVORS.
  - **Current Fund Balances:** check how many dollars you have available. Balances will be listed under Federal \$.
  - **Usage report:** Used to show previous orders for the entire district, or a specific delivery location.
  - **Budget Balance/Spent:** to show money spent vs money still available.
  - **Catalog:** to show current items available to order or items available at previous dates.

## Placing an Order:

- From the home screen select **Orders**.
- Select the delivery site you are placing the order for.
- Select your desired delivery date and click **Go Shopping**.
- Click **Show Catalog** to list all items currently available.
- Enter the desired number of cases in the **Case Quantity** column. When finished click **Add items to cart**.
- Your cart will now be displayed. If all items and quantities are correct click **Proceed to Checkout**.
- Your order will be displayed one final time. If everything is correct click **Confirm Order** to place the order.

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## Modify or Delete a Pending Order:

**Note: this can only be done a minimum of 3 business days before the requested delivery date. If within 3 business days, the order cannot be modified or deleted.**

- From the home screen select **Modify a Pending order**.
- Select the delivery site that the order was placed for.
- Select the requested delivery date for the order that you would like to modify.
- The order will be displayed.
- To cancel the order select **Delete order**.
- To add or remove items select **Modify Order**.
  - Your cart will be displayed: to adjust items change the **Case Qty** column then click **Update Cart**.
  - Additional available items will be displayed under your cart: to add more items adjust the **Case Qty** then click **Add items to cart** at the bottom.
- When finished modifying the order click **Proceed to checkout**.
- Review your order. If everything is correct click **Confirm Order** to finalize changes.

## Receipting for an order:

**Note: Receipting is mandatory and must be completed within 7 days of delivery. If you fail to receipt for an order within 7 days, you will be unable to place subsequent orders until the previous is receipted for.**

- From the home screen select **Receipts**.
- Select the delivery date, or order confirmation number you are receipting for, and then click **View order**.
- Your order will be displayed. If it is the correct one click **Receipt Order**.
- Your order will be displayed again with options to edit **Receipt Qty** and **Reason for Receipt Qty Difference**.
  - If you received everything you ordered make sure that the **Case Order Qty** and **Case Receipt Qty** match.
  - If you accepted more or less than you ordered, Change the **Case Receipt Qty** to reflect this, and provide a reason in **Reason for receipt Qty difference**.
  - When finished adjusting the receipt select **Process all pending changes** to continue.
- Select **Confirm Receipts** to finish receipting for the order. A confirmation number will be provided.