

## A step-by-step guide to ordering online

1. You can either access via our website, or open a browser & go straight to **medina.coldweb.co.uk**.



2. If you would simply like to have a look & try it, type in:  
Account Code – **'WEB999'**  
Password **'TEST'**



Or if you have already registered with us & have received a confirmation email with your account code & password please enter these.

3. Next is simply agreeing to our terms & conditions. Once you are happy, click **'I ACCEPT'** & you will go straight into your order card.



4. Here is an exact replica of what we have on our computer screens in the teleshales office, but with pictures!



Here you will see a list of 20 items you regularly purchase, in a sensible order

i.e. **Drinks -> Snacks -> Ambient -> Produce etc.**

Depending on how many products you regularly order from us, you can see how many pages you have in total.

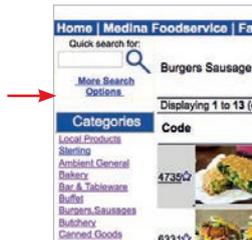
If this page has items you need, click the **'+'** until you have the correct amount or type in the number.

Once you have finished with all the items on this page, at the top click **'UPDATE ORDER'**.

5. If you cannot find what you are looking for or merely want to try & find a product, please type the product you are looking for here. You can type in more than one word to help narrow down the results to what you want.



Rather than a basic search, you can also click here & it will give you more options. In here there are full instructions.



You can also search within a specific product category, so that you can decide for yourself, having seen everything available.



This will then bring up this screen here.



6. At any time, you can click on an item & this will then give you more details about it. You can then **'CLICK FOR LARGER IMAGE'** & another screen will pop up with a larger picture for you. Perfect for trying to choose which dessert you would like!



7. Once you have finished ordering everything you need, then click on **'CURRENT ORDER'**.



Here you can check that everything you have ordered is in the basket, ready to be sent through.

8. The next screen is so that you can confirm your preferred delivery date.



You can also add any instructions you feel necessary & these will be forwarded to us.

Once finished, click to send the order to us & it will be dealt with promptly. You will then receive a confirmation email with a copy of what you have ordered, for your records.