



## Ordering App Operating Overview

### **1. Start with your Order Guide**

Most customers place their orders using the Order Guide. This includes your regular items and helps ensure nothing is missed when placing your order.

### **2. Browse the Catalog**

If you need additional items beyond your regular order, you can browse the Catalog to see everything currently available from R.E. Golden Produce.

### **3. Add or Edit Line Item Notes**

**Desktop:** In your **Order Guide**, for the item you want to attach a note (for example Each instead of Pounds, or QT/Pistol Grip Shaker for spices) click **Add Note**. Two boxes will appear. The first box, **Memo**, is for internal notes for that item — something you want other users to take notice of. The second box, **Request**, is the space used for ordering notes. If you want to save either the Memo or Request for that item, uncheck the box **Delete Memo** or **Delete Request**.

**Mobile / Handheld:** Simply swipe left on the item and tap **Add Note**.

### **4. Review & Submit Your Order**

Once all items have been added, review your order to confirm quantities and details before submitting.

**Multiple Orders:** Each time an order is submitted, a separate invoice is created. When possible, keep your cart open and continue adding items throughout the day. At the end of your shift, or when you believe your order is complete, simply submit the full cart. It is perfectly fine to submit multiple orders if needed — we just want to be sure nothing gets missed.

### **5. Communicate with R.E. Golden Produce**

If you have questions about an item, delivery, or your order, use the **Chat** feature within the app to communicate directly with the R.E. Golden Produce team.