Guide

For you as a customer: A guide on how to use our webshop

Updated 25 May 2021
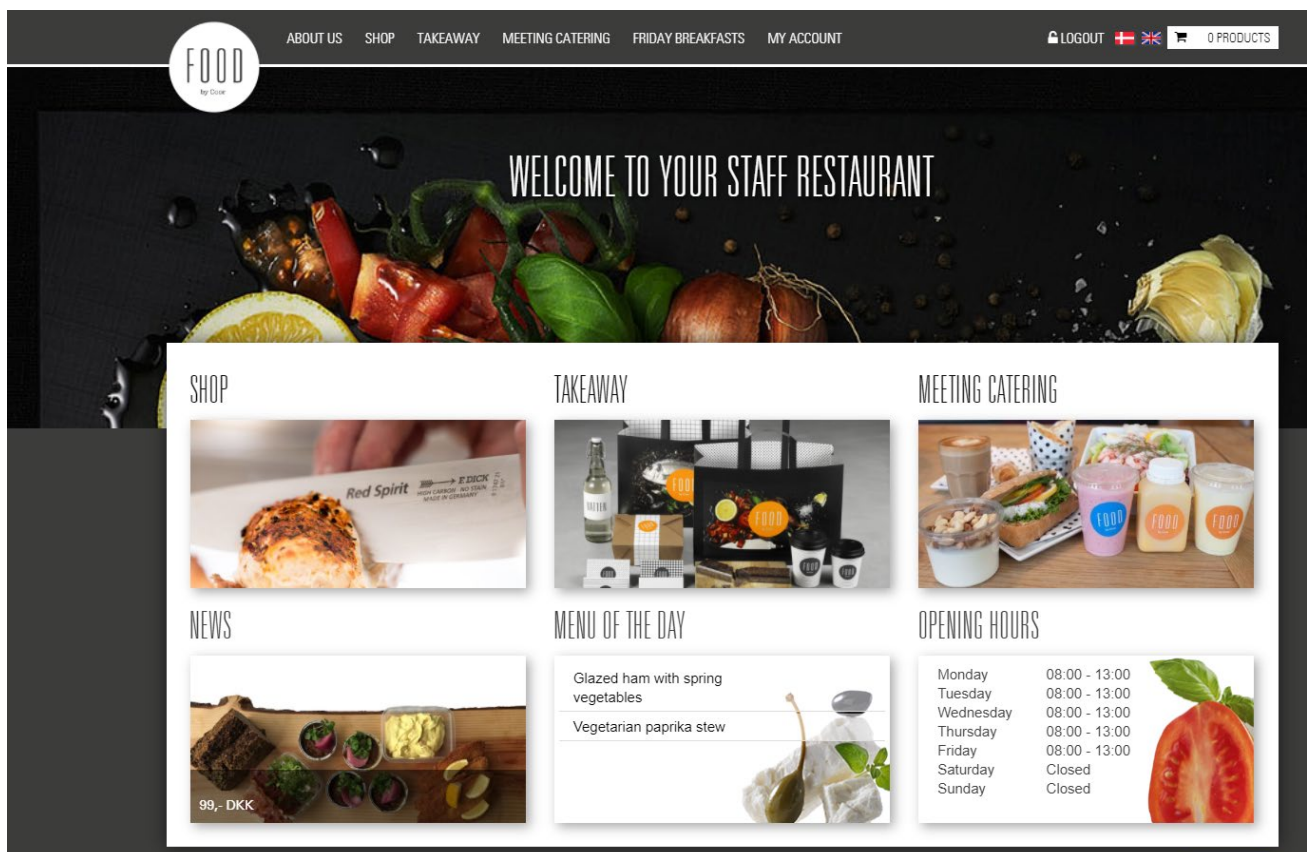
Content

FOR YOU WHO USES OUR WEBSHOP

You do not need to be registered to order from our webshop. We recommend that you register as a user and log in every time you order. That way you can delete, edit, and view your old orders.

FOR YOU WHO IS ORDERING MEETING CATERING

Meeting catering must be order via our webshop.

You must be registered as a user with your work email before you can request to order meeting catering. See how to log in and register as a user on next pages.

If you are already registered as a user, you can jump directly to page 4.

If you are registered as a user and have forgotten your password, you can go to page 6 and see how to get a new password.
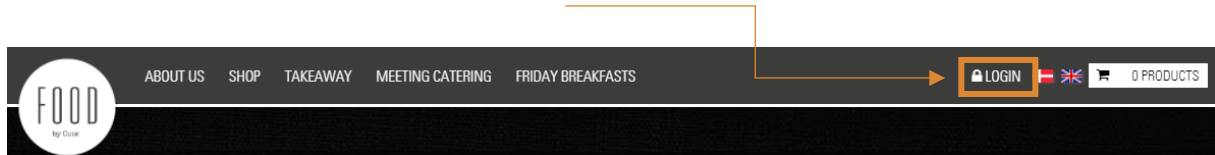
FOOD
by Coor

1. REGISTER AS A USER

1. Go to the webshop **here**

    You can also copy the link into the browser (You need Chrome):

    https://gn.foodbycoor.dk/?show=p-location-redir&l=en

2. Click on 'Log In'

Click on 'Sign Up'

Enter your e-mail

Enter an optional password

Accept Coor's processing of personal data

Finish with 'Sign Up'

If you do not receive the activation email in your inbox, try searching for: Coor Customer Identity noreply@coor.com in your emails.

Sometimes it ends up in junk mails.

3. You will receive an email from Coor Customer Identity, which you must activate by clicking on 'Confirm my account'
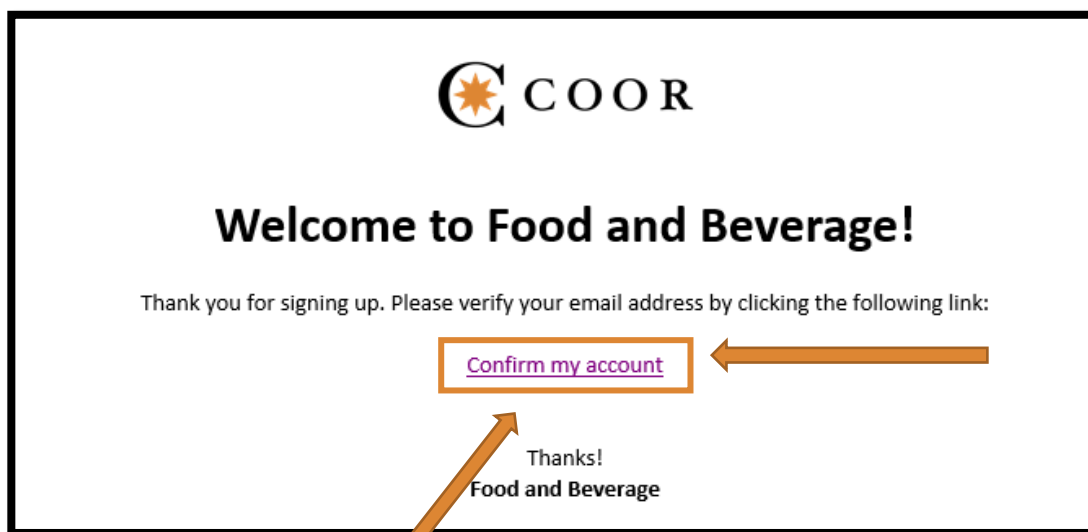
If you have problems opening the link in the email 'Confirm my account', you must:

a) Right-click on the link and select 'Copy link'
b) Then copy the link into a new browser

4. 'Log In' to the webshop with your e-mail and password
5. Please update your profile information with name and phone number
6. Employee number is optional
7. Accept Coor's processing of personal information as described in the Privacy Policy and end with 'Save'

2. REQUEST TO ORDER MEETING CATERING

1. Choose which canteen you want to order from. Once you are registered and approved to order, you are can order from all the canteens

2. 'Log in'
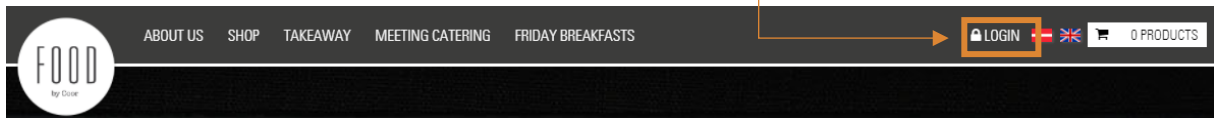
3.

   a. Click on 'Meeting catering'
   b. Then click on 'Request Access'
   c. Now await an approval
   d. The chef in the canteen will approve you in the system. If the approval is urgent, you are welcome to contact the head chef or WASPdk@coor.com
   e. You will receive an email from Coor Service Management once the request is approved
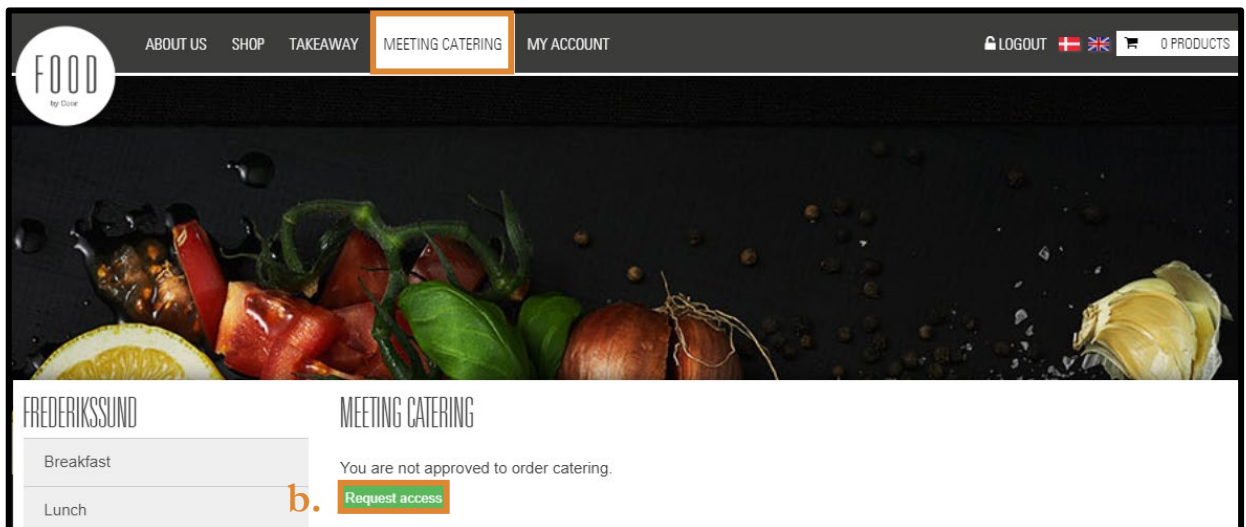
Remember to log in and out again after your approval has gone through

3. CREATE AN ORDER

1. Choose which canteen you want to order from and 'Log in'
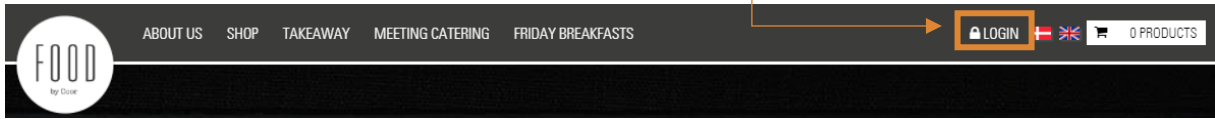
2.

      a. Click on 'Meeting catering'

      b. Select the category you would like to order from, e.g. 'Lunch'
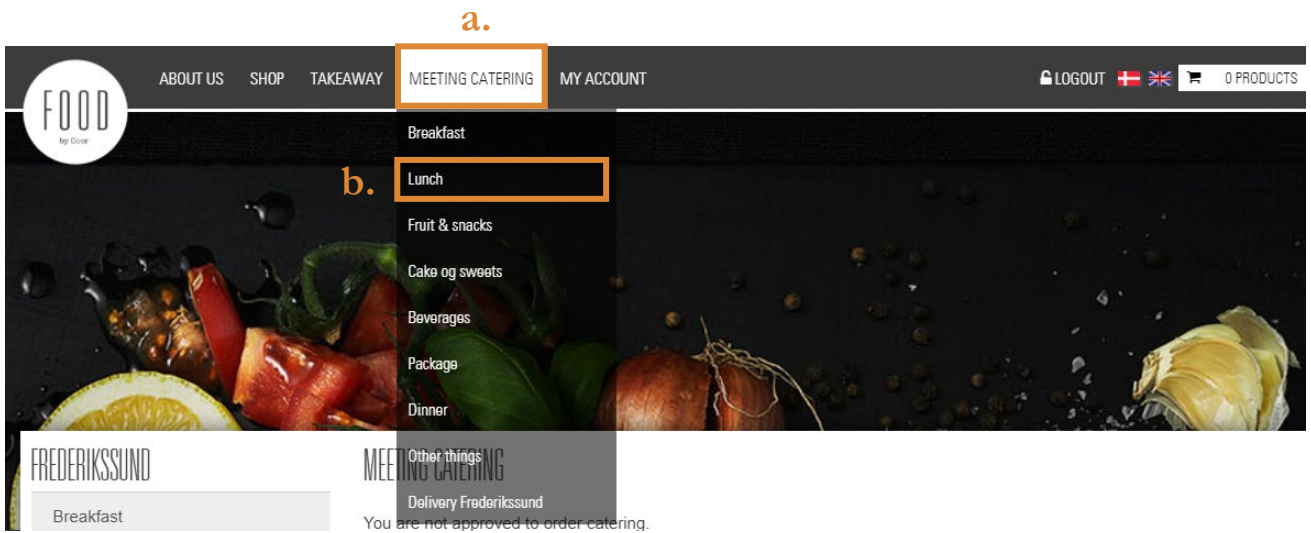
3.
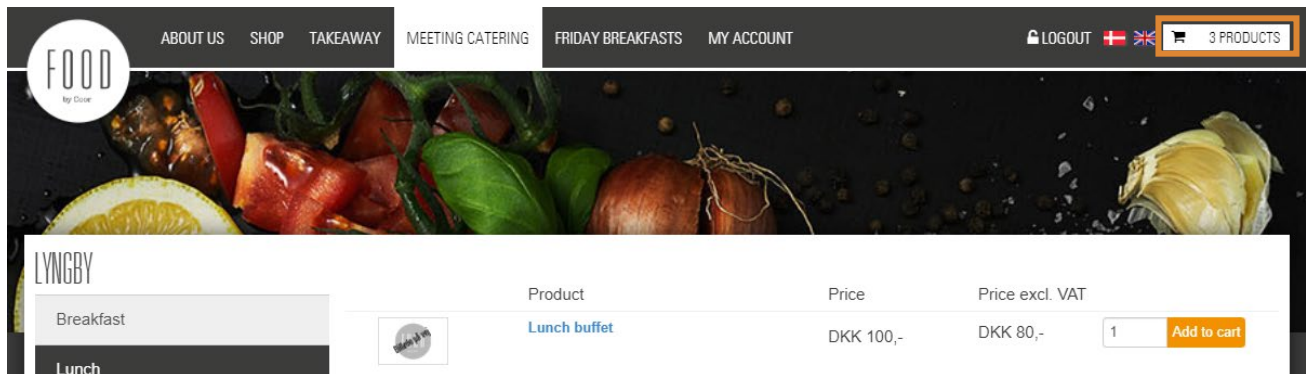
      a. Put the number of products in the basket you want to order

      b. Click on 'Add to cart'

      c. Continue until you have placed all the products in the basket you want

4.

a. When you havde finished your order, click on 'Shopping Cart'

5.

a. Check if the order is correct. You can remove and add the number of products by clicking '+' and '-'. You can delete products by clicking on the trash

b. If you need to order something, click on 'Back to the shop'

c. Finish with 'Next'
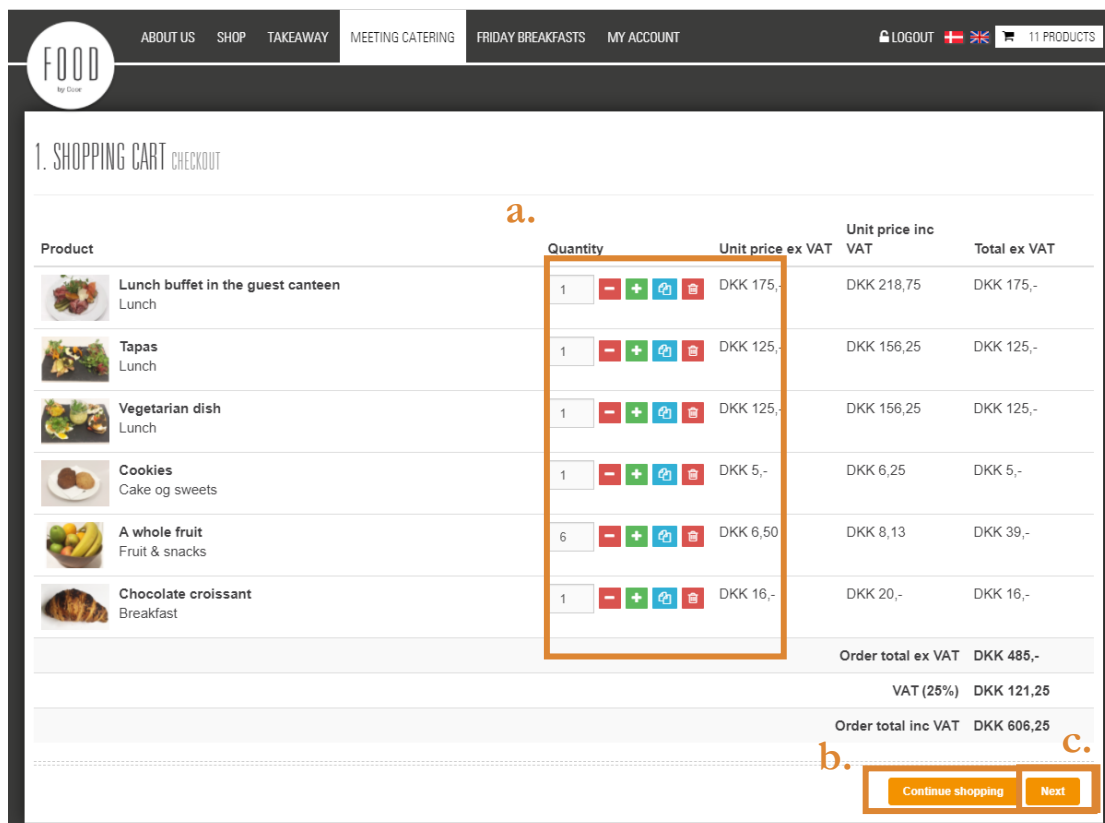
6.

    a. Fill out 'Order details' (Order details may vary from customer number to customer number)

    b. It is optional if you want to put a meeting manager on the order. Remember that the e-mail and telephone number must be filled in if you enter a name - otherwise it is optional

        - I f you put a meeting manager on the order, the meeting manager will also receive an order confirmation

    c. Click on 'Next'

7.
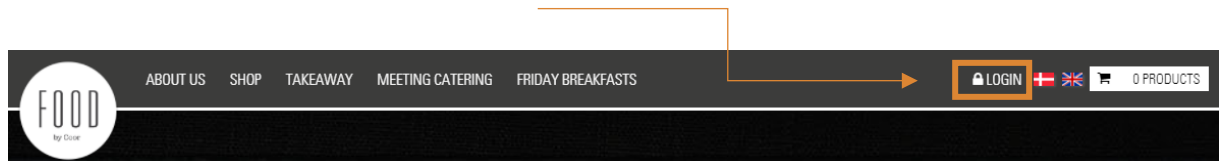

a. Here you can select different delivery times for each product

b. Finish with 'Confirm'. You will then receive an order confirmation

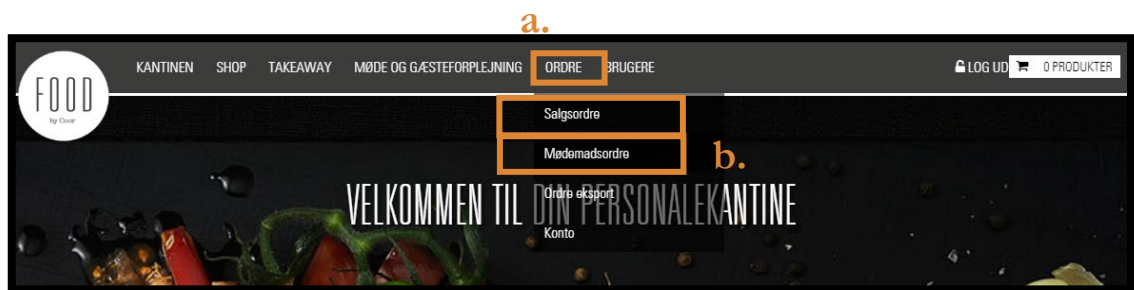# 4. SEE SALES AND MEETING ORDER
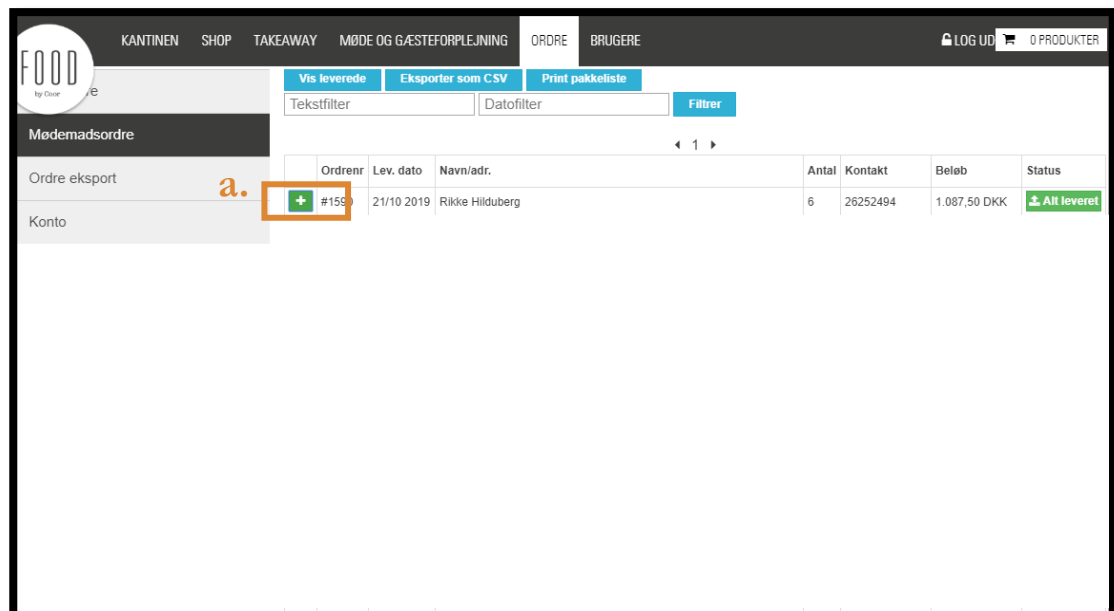
1. 'Log In'

2.

    a. Click on 'Order'

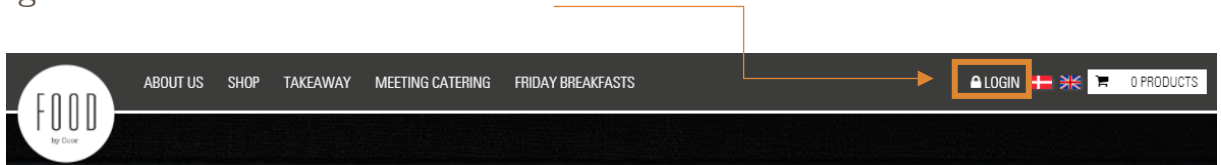   b. Select 'Sales Orders' or 'Meeting Orders'

3.

    a. Click on the white '+' to extend the order

5. RE-ORDER, EDIT, PRINT, DELETE AN ORDER

You can always print and delete an order. Note that you can only edit or reorder orders ordered with an invoice (meeting catering).
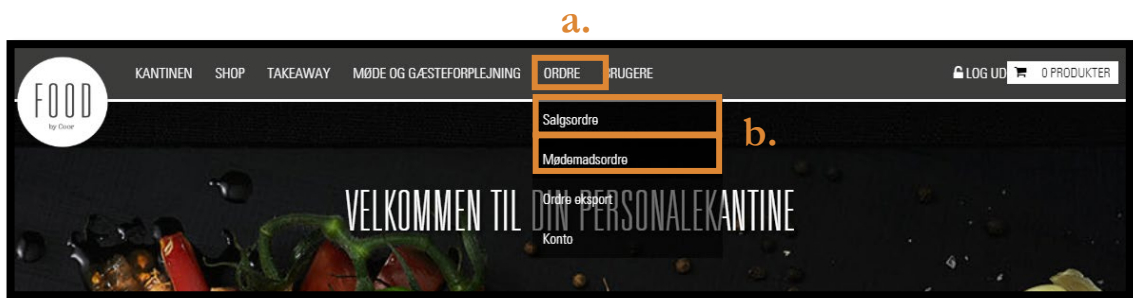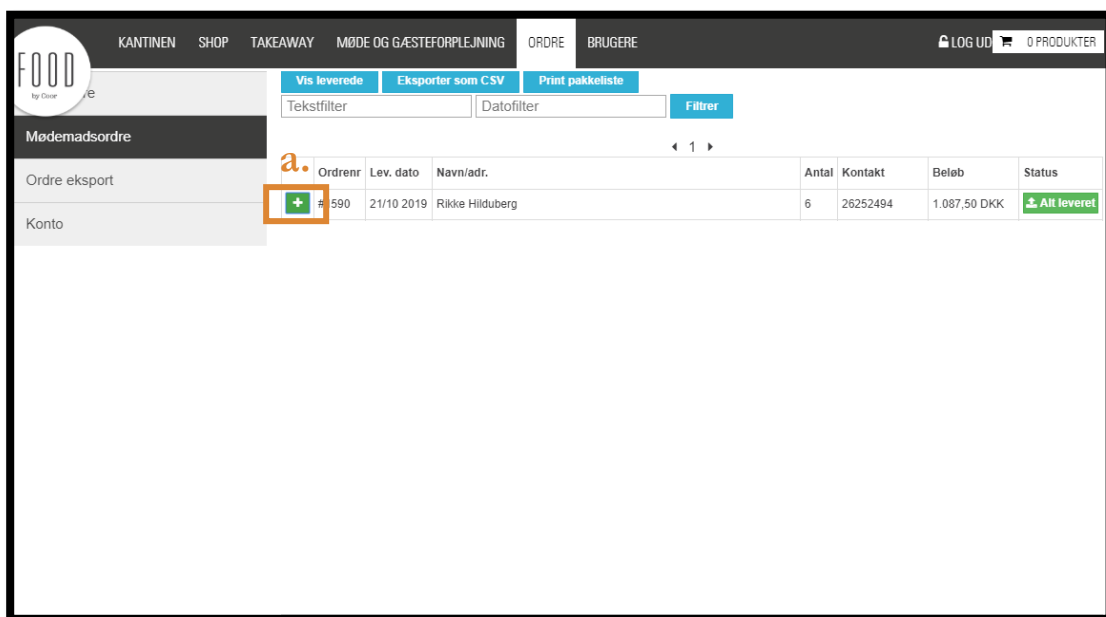
1. 'Log In'

2.

   a. Click on 'Order'

   b. Select 'Sales Orders' or 'Meeting Orders'

3.

   a. Click on the white '+' to extend the order

4.

a. Click on 'Reorder', to order the product again (meeting food orders only)

b. Click on 'Edit order', to edit the order (meeting food orders only)

c. Click on 'Print order' to print the order

d. Click on 'Delete this order' to delete the order

6. NEW CODE

1. Go to the website and click on 'Log In'
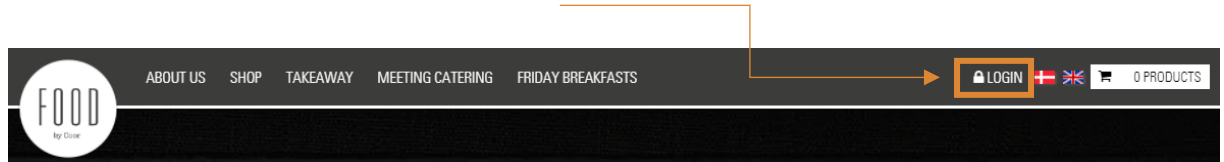
2.

Click on 'Don't remember your password?'

3.

Enter the email you registered with

Click on 'Send email'
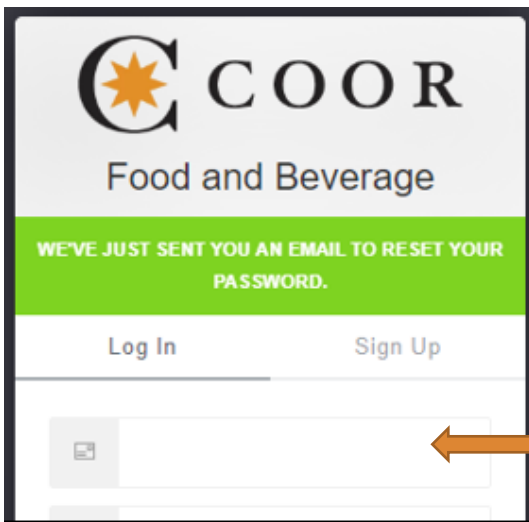
You will receive an email with a link to reset your password

4. If you do not receive the 'Reset your password email' in your inbox, try searching for: Coor Customer Identity noreply@coor.com in your emails. Sometimes it ends up in junk mails

5. If you have problems opening the link from the 'Reset your password email', you can:

    a. Right-click on the link and select 'Copy link'

    b. Copy the link into a new browser