



## What is FirstPick ?

A new online ordering web-app that connects you directly with your local T&G market.

You can now place your orders from anywhere and at any time, and have great produce selected for you by our expert sales specialists.

## Getting Started:

1. Go to [www.firstpick.co.nz](http://www.firstpick.co.nz)
2. Enter some basic information including your T&G customer number and a contact name.
3. You will then receive a verification email to confirm your email address.
4. Once confirmed you will then have access to FirstPick straight away and can start placing your next order. If the email provided does not match what we have in our records, our customer service team will need to confirm the setup of your FirstPick account.

*Not yet a customer?*

*Not a problem.*

For help with FirstPick, or to become a new T&G customer, email us at:  
**firstpick@tandg.global**  
or phone our friendly Customer Services team on **0508 800 100**



T&G retains all intellectual property rights to FirstPick and all future releases. T&G's standard Terms of Sale apply to all purchases through FirstPick. These can be found at:  
**www.tandg.global**

## Frequently Asked Questions:

### Who can use FirstPick?

Any customer with an active T&G NZ Markets account will be able to place orders through FirstPick. It is a **free service** offered by T&G to help make ordering easier and quicker for our customers. T&G always welcomes new customers as well – sign up online and we'll get you set up.

### Where does my order go, and how do I know it will reach the right people?

Your order will be sent immediately to your local market, and distributed out to the right sales specialist for the right products. We even have you covered when one of our staff are on leave, your order will be automatically picked up by someone else on the team.

### How can I make sure you'll give me the product I want?

If you have specific requirements (like a preferred grower or product size) you can include them in the **comments** box. We also have messaging where you can communicate directly with the sales specialists.

### What if you haven't got the product I want quoted?

We want to help find you the products you want, so we have developed a **"Request Stock"** button where you can ask for anything you can't see quoted. We will then do our best to track it down for you.

### Can I track progress of my order?

Yes, that is one of the big advantages of FirstPick. You will get instant feedback when each line is allocated in our system, and you will get a text or email notifications once all lines in your order have been filled.

### What if I want to change or cancel my order?

You can change or cancel your order up until the time that it has been picked for you.

### How often do you update the prices?

Pricing is indicative market pricing, updated as market conditions change so you'll always have the latest information at your fingertips.

### Can I see my actual invoices though?

Yes, once picked, you can view and download your final invoices for the day and week straight from our system.

### What about delivery?

Deliveries or pickups are the same arrangement as you have now, and we aim to eventually integrate that into FirstPick.

# EASY ORDERING - *Anywhere, Anytime!*

## CREATE AN ORDER

- 1. Go to **'My Orders'** on the menu bar
- 2. Select **'Create New Order'** and choose when you want to pick-up your order.
- 3. You will be taken to the **'Shop'** page where you can add items from the quote sheet as well as request items that have not been quoted.  
*(requested items may take us a little longer to source for you, but we will try our best!)*

Create New Order

Select a date for pick-up...

view

Today

Tomorrow

Wednesday

Thursday

Friday

Select date

Cancel view

Next

☆ Apples	Royal Gala				
		TAG 1	Carton	\$36.00	+ add
			18kg	\$2.00/kg	
		Small	TAG 1	Carton	+ add
			18kg	\$1.80/kg	
★ Apricots					request

Add a quoted item to order.

Request a non-quoted item

- 4. Click **'Add'** to add the desired item to your order

☆ Bananas Cavendish

All Good Fair Trade

Tag 1

Carton

\$34.00

18kg

\$1.89 / kg

cancel

Add comment (optional)

Qty

Confirm

- 5. Specify the quantity you would like to order and add comments if you have any specific requests (e.g. grower).
- 6. Click **'Confirm'**

☆ Bananas Cavendish

All Good Fair Trade

Tag 1

Carton

\$34.00

18kg

\$1.89/ kg

3

edit

- 7. To modify an existing item, click **'Edit'**.
- 8. When your order is complete, click **'Submit Order'**  
*(You'll be able to edit it after submitting)*

## REVIEW PROGRESS OF YOUR ORDER

- 1. Go to **'My Orders'**
- 2. Click **'View'** on the order you want to review
- 3. The order will be displayed with each line item and their status updates.

**Pending:** The item has not yet been processed by a sales specialist.

**Allocated:** The sales specialist has allocated the item, and the quantity as you requested.

**Modified:** The sales specialist has made a minor modification to you order (e.g. quantity, size etc.) but has still allocated stock.

**Unavailable:** The sales specialist has not been able to allocate any stock this time.

Apples	Royal Gala	TAG 1	Carton	\$37.00		4	edit
Pending			18 kg	\$2.06/kg			
Apples	Jazz	TAG 1	Carton	\$45.00		8	edit
NZ			18 kg	\$2.50/kg			
Allocated							
Cabbage	Green	TAG 1	F75	\$12.00		4	edit
Medium head			8 head	\$1.50/head			
Modified							
Tamarillo		TAG 1	Carton	\$35.00		10	edit
Local			5 kg	\$7.00/kg			
Unavailable							

## VIEW YOUR ORDERS

The **'My Orders'** screen shows all of your past, current and future orders and their status.

**Unsubmitted:** You have created the order but have not yet sent it to us.

**Processing:** The sales team are working on your order.

**Complete:** All items have been addressed, allocated items are ready for picking.

**Closed:** The order date has passed and the order is closed.

T&G SHOP MY ORDERS BILLING John Doe JD

CURRENT ORDERS

Tomorrow (6 Sep) In Queue view

Today (5 Sep) Complete view

PAST ORDERS

Fri, 2 Sep Closed view

Thu, 1 Sep Closed view

Wed, 31 Aug Closed view

Tue, 30 Aug Closed view

Sat, 28 Aug Closed view

Ready to create a new order?

Create New Order

← Aug Sep 2016 Oct →

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1