



Learn how ordering with us  
just got easier!



# Flanagan Ordering App

## Training Guide

# Training Guide

Ordering is easier with the Flanagan App.

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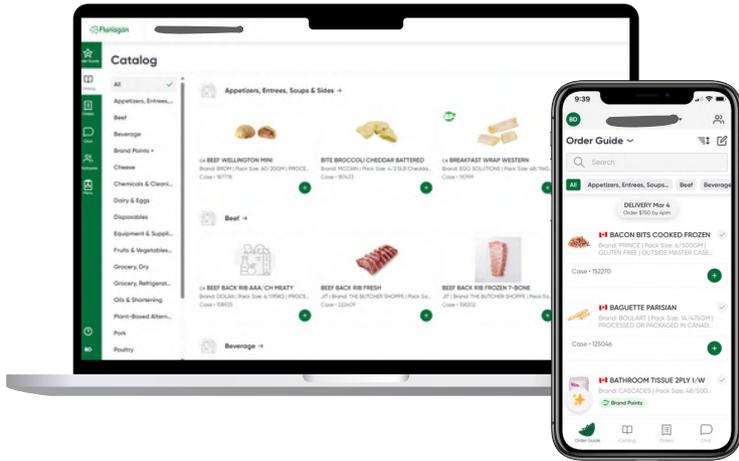
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# Getting Started

How to Sign Up and Log In



## What is the Flanagan App?

We've created your all-in-one foodservice ordering platform, built to make your job easier. Quickly place orders, browse our full product catalog, track your order history, and access invoices—all in just a few clicks.

The Flanagan App gives you the speed and convenience you need to stay ahead.

## How to Sign Up

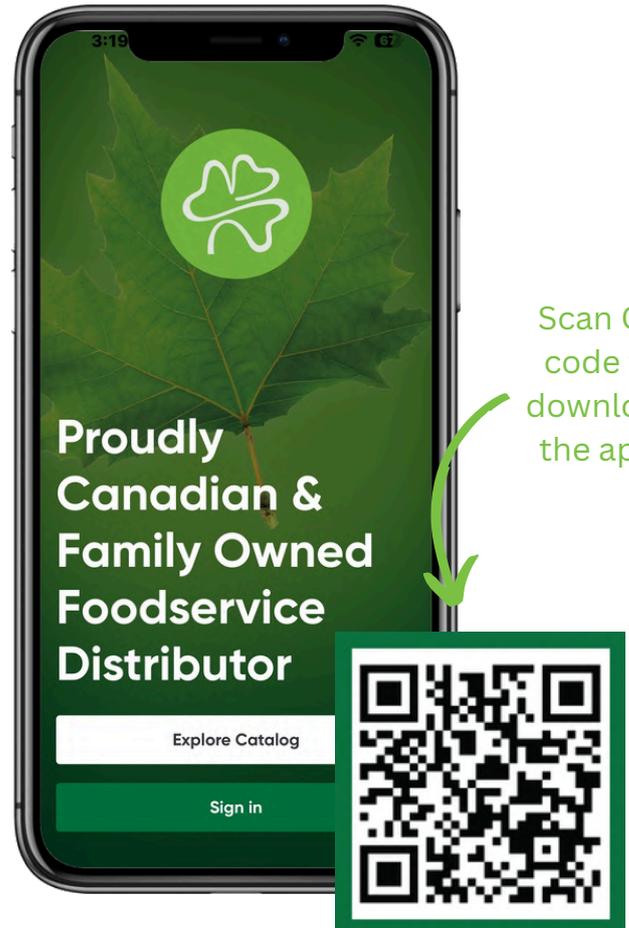
**Current Customer?** Talk to your sales rep and they will send you an invite via text or email.

**New Customer?** [Click here](#), fill out this form and our team will be in touch asap.

You can sign up for the app via phone number or email address.

## Log In to the Flanagan App

[Click Here](#) to log-in to the Flanagan App through a browser or scan the QR code to download the mobile app on your phone.

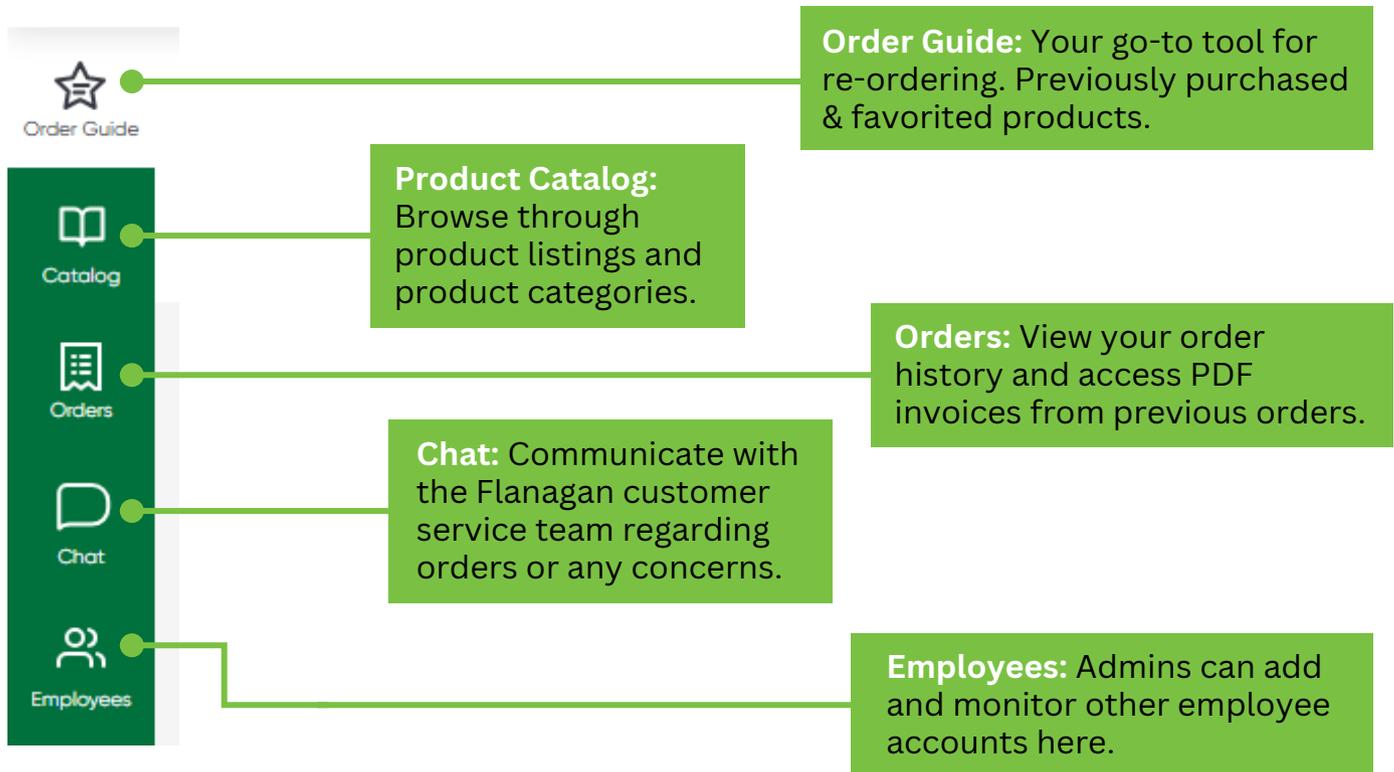


Scan QR code to download the app.

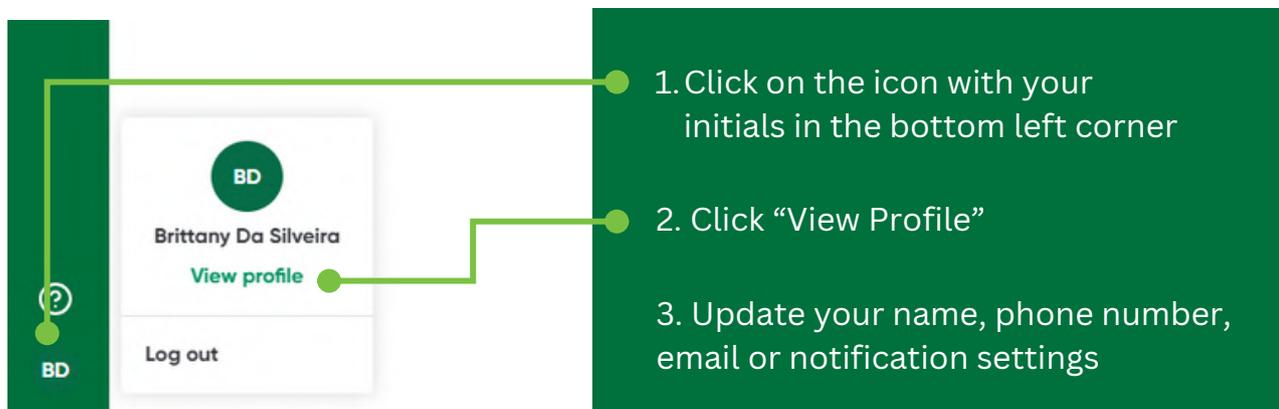
# Getting Started

## App Navigation & Notifications

### Flanagan App Navigation



### How to Update Notifications and Account Details



# Getting Started

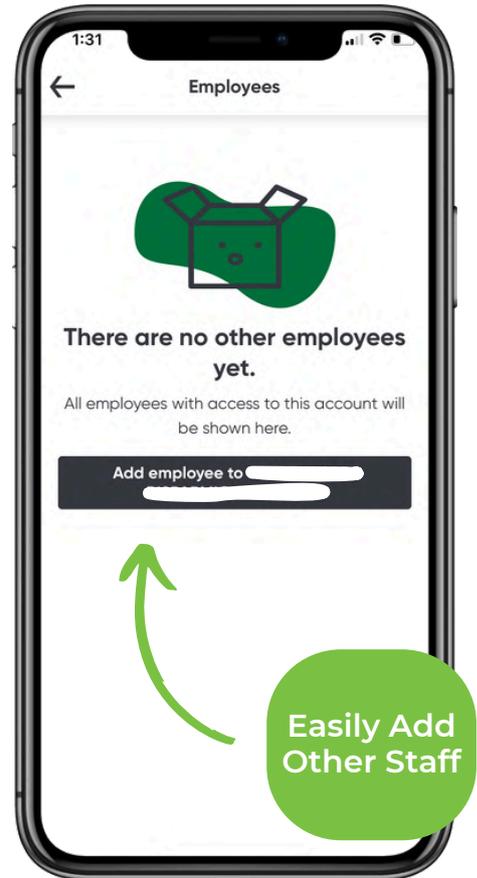
## Adding Employees

## How To Add Other Employees to Your Business's Account

You must have an admin account to add other employees. Follow these steps to give other employees access to your business's account where they can add items to your order guide and place orders:

1. Log in to your Flanagan account.
2. On the left-hand side, click the "Employees" tab.
3. Click "Add Employee," fill in their details, and submit.
4. The employee will receive an email or text with an invitation to join the app.

That's it! They'll be ready to start using the app once they accept the invitation.



## Don't Have an Admin Account?

Talk to your sales rep and they can help have other employees added to your account.

# Placing Orders

How to Place an Order & Order Details

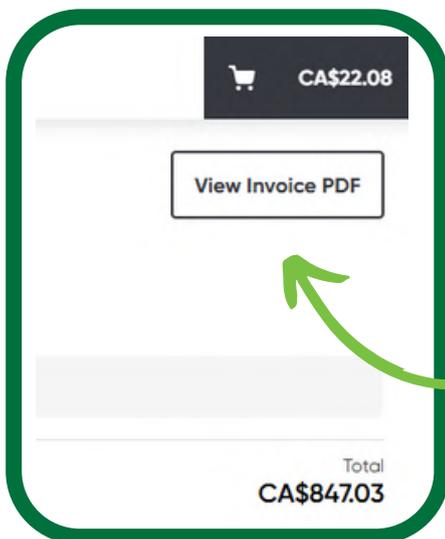
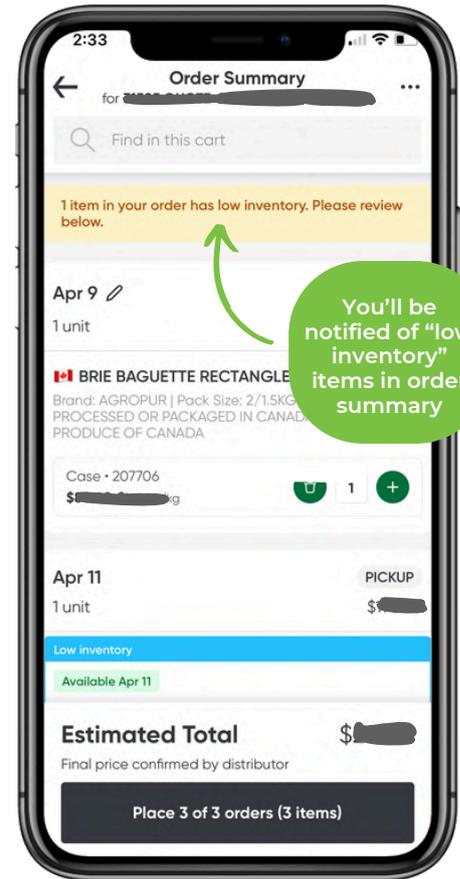
## How to Place an Order

### Placing Orders on the Mobile App

1. Click green “+” button on product listings to add them to your cart
2. Click “View Order” on the bottom of your screen
3. Read over your order summary
4. Click “Place Order”

### Placing Orders on a Desktop Browser

1. Click green “+” button on product listings to add them to your cart
2. Click the shopping cart in the top right corner
3. Read over your order summary
4. Click “Place Order”



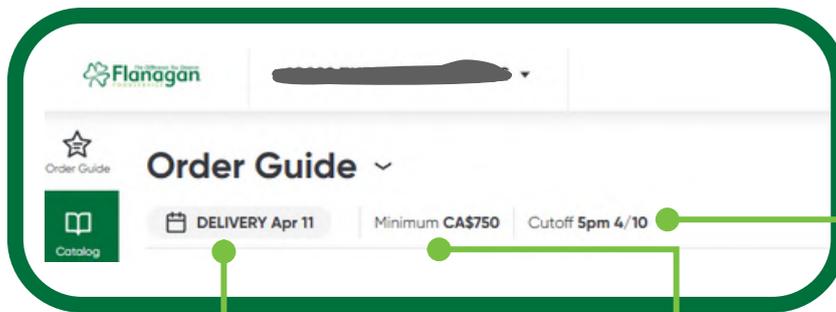
## How to View PDF Invoices for Previous Orders

1. Click on “Orders” in the main navigation
2. Click on a past order that has an invoice number
3. **Desktop:** In the top right corner click “View Invoice Order PDF” **Mobile:** In the top right corner click the 3 dots and then click “View Invoice PDF”

# Placing Orders

## Order Delivery Details

### Delivery Details



**Add-On Cutoff:** The order cut off is always noon, but the cutoff for add-ons is what shows here.

**Order Minimum:** The minimum dollar amount that you need to hit to place an order.

**Available Delivery Date:** The next available delivery date if you were to place an order at that moment.

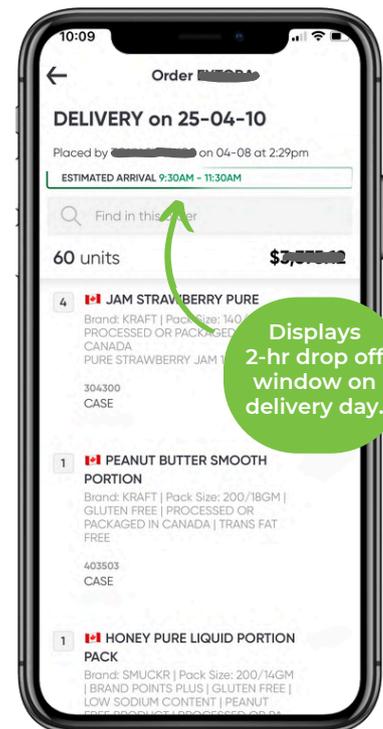
### What happens if I miss the delivery cut off time?

If you place your order past the cut off time shown in the app your order will automatically move to the next delivery day.

### Will I get updates on my order delivery?

You can track your recent order and delivery updates in the "Orders" tab on the app.

It will show who placed the order, when the order was placed, and an estimated drop-off time within a **2-hour window** on your delivery day. Post-delivery it will show when your order was delivered.

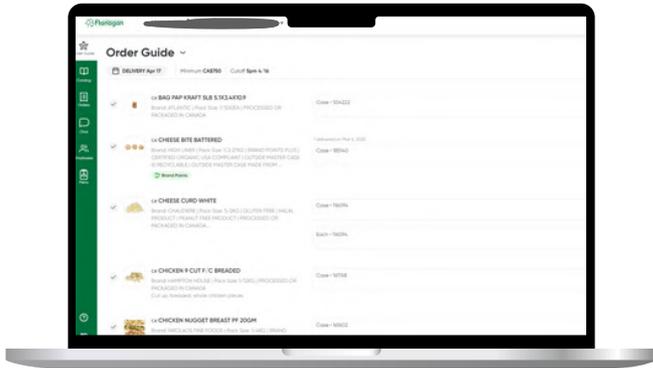


# Order Guide

How to Add and Organize Products

## Effortless Ordering.

The Order Guide is your go-to tool for quick and effortless re-ordering, displaying your previously purchased and favorited products as soon as you log in. This streamlined feature saves you time each week, so you can focus on running your business.



## How to Add Products to Your Order Guide

1. Go to the product catalog and search for your desired product
2. When you find a product that you want to add, click on the listing
3. Click the star near the case and pricing information and choose the Order Guide that you'd like to add it to
4. Voila, that product is now in your Order Guide

## How to Create Multiple Order Guides

1. Go to the Order Guide page
2. Click the dropdown arrow next to Order Guide
3. Click “New Order Guide” and name it based on its purpose (Ex. Bar, Cleaning, Kitchen, etc)
4. Click “Get Started” to begin adding products to your new order guide



# Order Guide

How to Remove Products

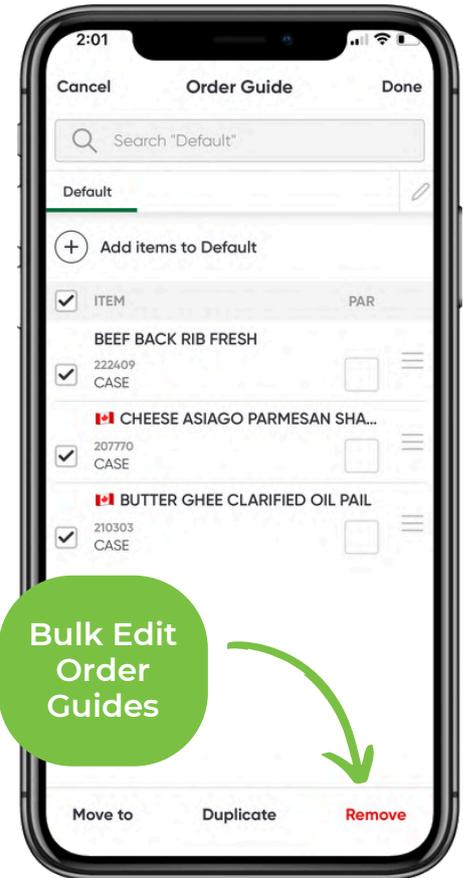
## How To Delete Items From Your Order Guide

You have two ways to delete items from your Order Guide:

1. **Remove Individually:** Click on the item listing and tap the green star next to the case and pricing details. Once the star turns gray, the item is removed.

1. **Bulk Remove in Edit Mode:**

- Open your Order Guide and click the edit icon (pen symbol) near the search bar
- Check off the items you want to remove
- Click the red "Remove" button, then tap "Done" in the top right corner



## How To Delete An Entire Order Guide

1. Go to the Order Guide page
2. Click the dropdown arrow next to Order Guide
3. Click "Edit"
4. Click the 3 dots next to the Order Guide you want to delete
5. Click "Delete"

# Chat Feature

Learn best practices for chat.



## Easy Communication in One Place

The chat feature lets you communicate with your sales rep all in one place—no need to juggle texts and emails! Use it to ask questions, address concerns or get advice.

## Who Will Receive My Chat Messages?

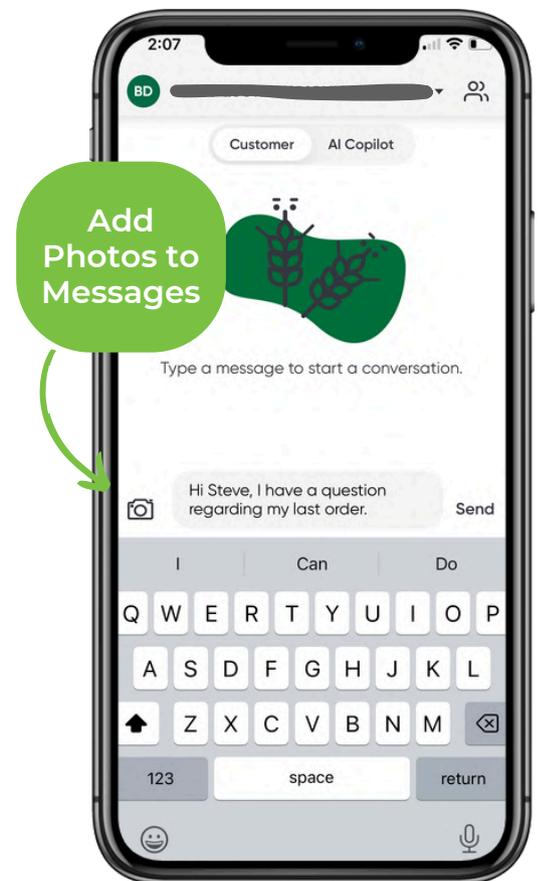
When you send a message, your sales rep and employees will receive a notification.

*Keep in mind that any Flanagan management admins on the app can also view these messages.*

## Expected Response Times for Chat

Our customers are our top priority, and our sales reps work hard to respond as quickly as possible. While they **aim to reply within 24 hours**, they'll prioritize urgent matters and get back to you as soon as they can.

Thank you for your understanding and support!



# Other FAQs



Have other questions? We have the answers.

## General

### **Can I use this on my computer or tablet? Is it only available on my phone?**

You can use the Flanagan app on your phone, computer, laptop, or tablet. For computer access:

1. Click this URL: [Flanagan Foodservice](#)
2. Log into your account
3. To easily access it in the future, click the star icon in the top right corner of your browser to add it to your bookmarks

### **Will I still meet with my Flanagan sales rep?**

Of course! Your sales rep will still be there for you and visit, but instead of spending their visit taking your order, they'll have more time to introduce new products and provide strategic insights to help you boost profitability and grow your business.

### **Can I place orders whenever I want?**

Yes, you can. The app gives you the flexibility to place orders whenever it's convenient for you.

- It will show your next available delivery date based on when you place your order.
- You can add items to your cart and they will stay in the cart until you're ready to submit your order

This way, you can plan ahead and finalize your order when it works best for you!

### **Is the app available offline?**

Yes, it's available to still use! You can update your Order Guide and prepare orders while offline. Any offline orders submitted are queued and will appear on your main dashboard, ready to be submitted once your connection is restored.

# Other FAQs



Have other questions? We have the answers.

## Product Catalog

### **Where can I find how many units comes in case?**

You can find the pack size and weight per case in the item description. The product image also provides a visual guide to help with portion sizing.

### **How do I know if an item is low in inventory or out of stock completely?**

If an item is low in inventory, the app will notify you when you view your shopping cart. A message will appear under the item, alerting you that it's low or out of stock and giving you the option to choose a substitute if needed.