**Online Ordering Overview**

**Louise FFA, River Star Farms Fundraiser**

This year we are using only online ordering system for our meat, dessert, and fruit fundraiser through River Star Farms. Below is a step by step guide on how to access, track, and record all online orders. Before beginning the online ordering process, please review the “do’s and don'ts” of the system.

**Do’s of Online Ordering**

* DO share the online ordering link via email, SMS message and social media.
* DO review all online orders.
* DO keep track of all cash/check payments. Online customers can be shown as “paid” even if you have ***not*** received payment from them.
* DO keep in mind orders ***cannot*** be edited, only deleted.

**Don’ts of Online Ordering**

* DO NOT put orders on the brochure. Brochures are for reference only.

**Steps to Access and Utilize Online Orders**

1. Have your student login to their account on riverstar.biz Students will be given their login information during class. If your student is in our junior FFA program we will provide you with their login information. Senior members will be given their logins in class.
2. Once your student logs in to their River Star account, it will take you to their home screen. At the top, click on **“Products”**, and you will have two boxes that appear, one named Thanksgiving and the other named Christmas. These are our two ordering “seasons”. Fall is for meat and dessert, Christmas is for meat, dessert and fruit.

*\* Nothing needs to be done at this step, just general information for your student to relay to their customers.*

1. At the top click on profile, then select **“My Message”**. There are two text boxes that appear on the screen. One if for email and one is for SMS messages. There will be an automated message already in BOTH boxes for your student! They can choose to edit, or send the message as is. Please make note of the character count. If any edits or changes are made be sure to press the “Save” button at the bottom.

 *\* If the save button is not pressed, then any changes will NOT be saved.*

At the bottom of this page there is a link that either can be sent out through this online portal, or copy and pasted, for customers to place orders.

1. If you click on **“Send Message”**, your students can enter an email address, or phone numbers of potential customers. If their information is entered here they will receive the message from the “My Message” page. Messages will send automatically.
 *\*Like it states at the bottom of this page, this message will be from “**noreply@riversar.biz* *so it is important for students to identify themselves*

At the bottom of this page there is a link that either can be sent out through this online portal, or copy and pasted, for customers to place orders.

1. **“My Customers”** at the top provides a list of everyone who has *purchased* from your student, along with their contact information. We recommend that your student thanks each of their customers for their support!

 *\*If someone decides to “pay later” for their online orders, this is the place to find their contact information! Be sure to coordinate with all customers on payment methods.*

1. If you select **“My orders”** at the top, it takes you to a detailed list of customer orders. The most helpful information that this section provides is who has paid and who has not paid.
 *\*Please note that even if a customer selects to pay with cash or check their order status may still show “PAID”. Be sure that all cash and checks received match the order.*

*\*Because of this we are encouraging card payments for this online ordering process.*

If you select ‘details’ on a specific order, you can view which payment method they chose. This can help eliminate any issues associated with cash and check payments.

1. By selecting the **“Home”** button, you are able to see the total number of items and their value your student has sold. Remember, per the Louise FFA Handbook, all active members are **required to sell at least 7 items** or pay $50.

Please feel free to contact any of the ag science teachers for help or assistance. We are learning this new system with you!

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