

Food Trucks
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2012
South Africa

Telephone: 011 8043144
www.ft-online.co.za



FOOD TRUCKS - HOME DELIVERY- ORDER PROCESS

1. CHECK DELIVERY AREAS

Please check that your household falls within the areas in which we are operating. Please also take note of the R1000 incl. VAT minimum order value requirement to receive deliveries.

2. REGISTER

Please complete and submit the Home Delivery registration form on our website www.ft-online.co.za

You will receive an email confirming your registration request. You will then be contacted by a Food Trucks Sales Consultant to confirm your details, that your property falls within their service area and that there are no other reasons that we may be unable to deliver to you. Please check your building, complex or estate rules in this regard.

3. ACCOUNT OPENED AND LOGIN DETAILS ISSUED

You will be issued an account number and receive an auto-generated email from our online orders platform with your unique username and password.

4. LOGIN

Web: You can access the Food Trucks online orders platform at www.ft-online.co.za by clicking online order button.

App: Download the FREE Food Trucks app for your mobile device in the App Store or Google Play store.

You will need to have already opened an account and received your Food Trucks username and password to login to the app or access via the website.

5. ORDER

For your convenience, we have created easily accessible order forms by product categories for you to browse and shop. Simply open the order form, add products and adjust the order quantities to the basket as required.

When you are done shopping, go to the basket and review your order. You can add more products from the order form, edit quantities required and remove items. Please check that your total order value has exceeded the minimum order value required by your branch, including VAT and then proceed to check out.



Food Trucks is a Level Three B-BBEE contributor. Customers can claim credit for 110% of spend with us under their preferential procurement score.

Bidfood (Pty) Ltd trading as Food Trucks
Reg NO. 1964/002063/07 || A Division of Bid Corporation Limited.
Directors: BM Varcoe (Managing Director), AJ Bischoff, EA Hasrod, HP Havenga, LI Jacobs,
RJ Licht, S Marie, N Reddy.

It is important to note the following at checkout:

- Food Trucks online orders, supports real-time stock levels. You will be notified immediately at checkout if we have insufficient stock. If so, please remove the item from the basket and select a suitable alternative of your choice.
- **Some meat and cheese products are Random Weight Products and are ordered per KG – This will be indicated by RW next to the description and product code and the Unit of Measure will be a KG. Please note although these products are sold at a price per kg, they are delivered as a case, as we do not break cases.** The minimum weight per KG on each product will be indicated in the SIZE description. When ordering a random weight product, enter the amount of KG's that you want, bearing in mind that it will be rounded to the nearest case – e.g. If one case is +/- 9kgs and you would like 2 cases – take the average weight and multiply it by the amount of cases that you would like. You would insert 18KG's to order 2 cases. Your order confirmation from the platform will reflect as the unit price per kg, however your final invoice will differ as it will be calculated at the exact weight of the case. A Sales Consultant will confirm your order in these circumstances for your peace of mind.

Food Trucks reserves the right to cancel the order if you are unable to meet the minimum order value required. A consultant will call you to assist before we do so. We also reserve the right to ration certain essential items in order to ensure that we are able to service all customers fairly.

6. INVOICE AND PAYMENT

Food Trucks will process your order and will contact you via email with the final invoice and amount payable. All payments are to be done via EFT or SnapScan.

Snapscan is an easy to use, safe and secure online credit card payment facility.

Find more about SnapScan here: <https://www.snapscan.co.za/>

- Download the app on an App Store or Google Play store
- Create your account and load your credit card details
- Simply use the app to scan the square QR code provided with the final invoice by the Bidfood branch
- Enter the total invoice amount including VAT
- Submit payment via the App
- Food Trucks will receive a SnapScan notification of your payment and release your order for delivery

7. DELIVERY

Your order will be delivered per schedules and area routes as advised on this website and will be confirmed by the Food Trucks Sales Consultant with you directly. Orders will only be dispatched when payment confirmation has been received via EFT or SnapScan. Stock will be delivered to your premises as conveniently packed as possible.

CONTACTLESS DELIVERY:

We value our staff and our customers and have every intention of ensuring their safety as a priority. Our drivers and assistants are not permitted to enter your household or property under any circumstance. We reserve the right to cancel delivery if these conditions are not met.

If you reside in a complex/estate or apartment building, please check with your Body Corporate or Trustees that our delivery trucks will be permitted to enter the premises.

STEPS TO RECEIVE DELIVERY:

- Goods will be delivered to your gate or entrance, the delivery team will unpack your goods, put down your invoice and then back away.
- You will have the opportunity to check and sign your delivery note.
- You must use your own pen and we ask that you have sanitised/washed your hands before doing so.
- If you are ill, please send someone healthy on your behalf or ensure you have taken adequate measure to cover your face and mouth.
- When you have signed the invoice, put down your delivery note and then back away.

SAFETY PROCEDURES:

- Our drivers have been instructed to keep a safe distance at all times and we adhere to the highest food safety and hygiene guidelines.
- Our drivers and assistants are equipped with hand sanitiser on every vehicle, which they are instructed to use both before and after every delivery.
- Our vehicles are cleaned and sanitised daily.
- Our vehicle cabs are sanitised daily.
- Our staff are expected to implement a no hand shake policy.
- Our staff are expected to implement the recommended cough etiquette, by way of coughing or sneezing into a flexed elbow or tissue in the event of a spontaneous cough or sneeze, and sanitize immediately thereafter.
- If any of our staff display any symptoms of COVID-19 or the common flu, they are sent home in order to self-isolate and seek medical attention.
- Our drivers are currently not wearing masks in accordance with the guidelines of the World Health Organisation as published on their website. [Read more...](#)

8. RETURNS POLICY

We will not accept any returns of any items whatsoever once the delivery note has been signed. If the product has been damaged in transit, you will be credited for the damaged item and we will re-deliver the product.

***Disclaimer:** As this is an ever changing situation, Food Trucks reserves the right to amend this service offering and safety procedures as required. Please follow us on Facebook (FoodTrucksJHB) to keep up-to date with our communications in this regard.*

Bidfood (Pty) Ltd t/a Food Trucks - Statement

Bidfood would like to express our gratitude to all South Africans who are practicing physical distancing in an effort to stop the spread and flatten the curve of COVID-19.

The President announced a 21-day nationwide lockdown, effective midnight 26 March 2020 until midnight on 16 April 2020, where he asked citizens not to leave their homes, unless under strictly controlled circumstances. We support the Government in their efforts to slow the spread of the disease and we will continue to support those that are providing essential services to the country.

Bidfood (PTY) Ltd, which is a member of the Consumer Goods Council of South Africa (CGCSA) and in good standing, conducts business in the Food Distribution sector. The company is an essential business as designated by the Government and is required to remain operational as we distribute food and other essential products to the likes of hospitals, isolation centers, old age & children's homes, police & defense, prisons, retailers and other essential service providers during the lock down period.

Introducing the Food Trucks Home Delivery Service

Food Trucks is a specialist grocery supplier to the restaurant and hospitality industry in Johannesburg.

We know that we're all in this together and that we are in a position to do our bit by aiding efforts to reduce social interaction and supporting our loyal foodservice customers, our colleagues, our families, friends and local communities in this time of need.

Get Restaurant Quality Products Delivered to Your Home!

To help our community, we are now able to supply a wide range of leading local, imported and private label brands, at wholesale prices to the public - with the added convenience of being able to shop online anywhere, anytime through our Food Trucks website and online orders platform.

- Grocery items
- Beverages
- Dairy
- Chilled Meat Primals
- Fresh fruit and Veg
- Cleaning
- Hygiene

Stay Safe – We thank you for your support at this difficult time.