



The First Complete Food Service

User Guide  
The New Website Tutorial

**ime**x  
Your Local  
Cash & Carry

The 'x' in 'imeX' is a large red 'X' with a series of five small black stars trailing from its bottom-left corner.

# Why Are We Launching New Site

---

Well, that's quite simple. As technology evolves very quickly We need to keep up with latest trends.

That's why We've decided to develop new and hopefully better experience for our customers.

Also the new site will allow us to create a Mobile App for even easier online ordering.

We know how busy You, our customer, can be and that's why We wanted to deliver quick site with simple ordering process, so You have more time for the more important bits.

# The Changing Bit

---

We've decided to merge both our websites:

[www.atoz-catering.co.uk](http://www.atoz-catering.co.uk) - for Delivery

[www.imexfoods.co.uk](http://www.imexfoods.co.uk) - for Collection

Now You will find everything in one place, which should make things a little bit easier for You.

You just need to select if You want Your goods to be delivered or if You will collect the goods from one of our branches, before You start putting things into Your basket.

The new website will be active in the next few days:

[www.atoz-catering.co.uk](http://www.atoz-catering.co.uk)

# Some Bits Stays The Same

---

As We are keeping Your account details in our internal system as well, We have the ability to transfer them into the new website.

We've created a facility which allows You to use the very same account as You are used to.

Also Our dedicated Customer Service Team will assist You with any order which might sit in our old websites.

This document provides some information about account transfers later on so, please, keep reading.

# Now Some Guidance

---

The rest of this document will contain information about how to use the new website.

Here's what We will cover:

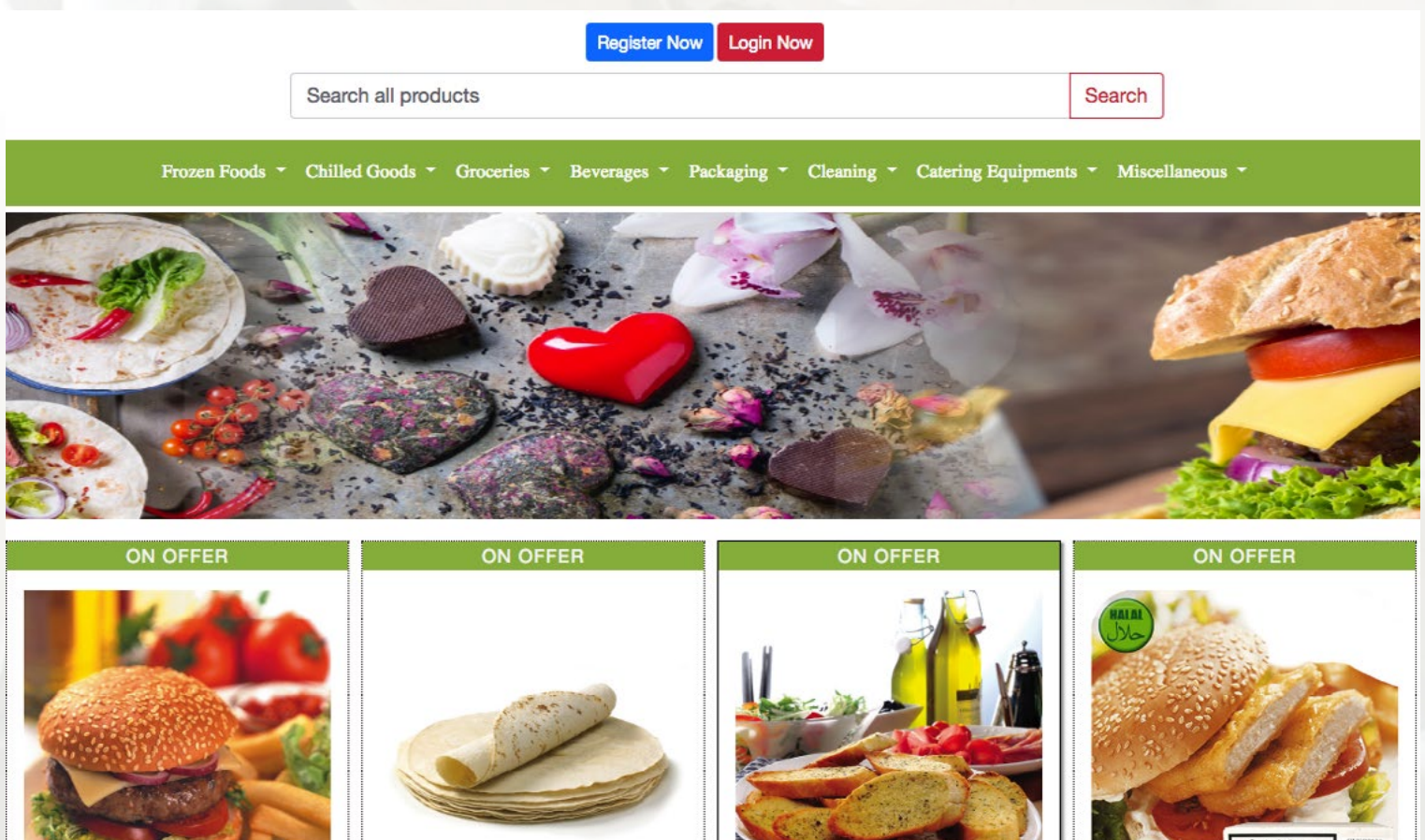
- **Register New Account**
- **Account Transfer**
- **Log Into Your Existing Account**
- **Collection Ordering**
- **Delivery Ordering**
- **Check-Out**

# Register New Account

---

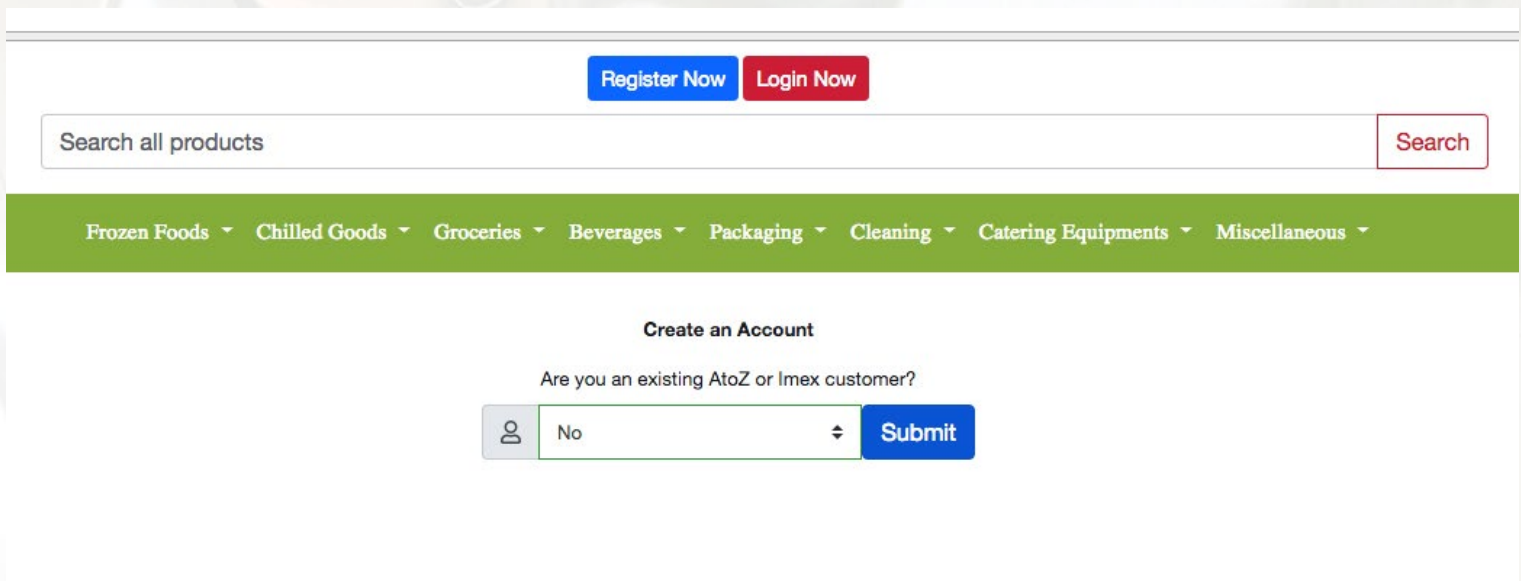
Here We'll explain how to set up a new Account.

So this is where You will land by visiting  
[www.atoz-catering.co.uk](http://www.atoz-catering.co.uk)



Now just click on “Register Now” button which will lead You to another page.

That will lead You to our registration form. Where You will select “no” and click the Submit button.



The screenshot shows a website interface with a navigation bar at the top containing 'Frozen Foods', 'Chilled Goods', 'Groceries', 'Beverages', 'Packaging', 'Cleaning', 'Catering Equipments', and 'Miscellaneous'. Below the navigation bar is a search bar with the placeholder text 'Search all products' and a 'Search' button. Underneath the search bar is a 'Create an Account' section. It asks 'Are you an existing AtoZ or Imex customer?' and has a dropdown menu with 'No' selected and a 'Submit' button.

Once You will hit the “Submit” button, the registration form will appear. Here You need to fill up all the details and press the “Register” button.

After That You’ll receive a confirmation email.

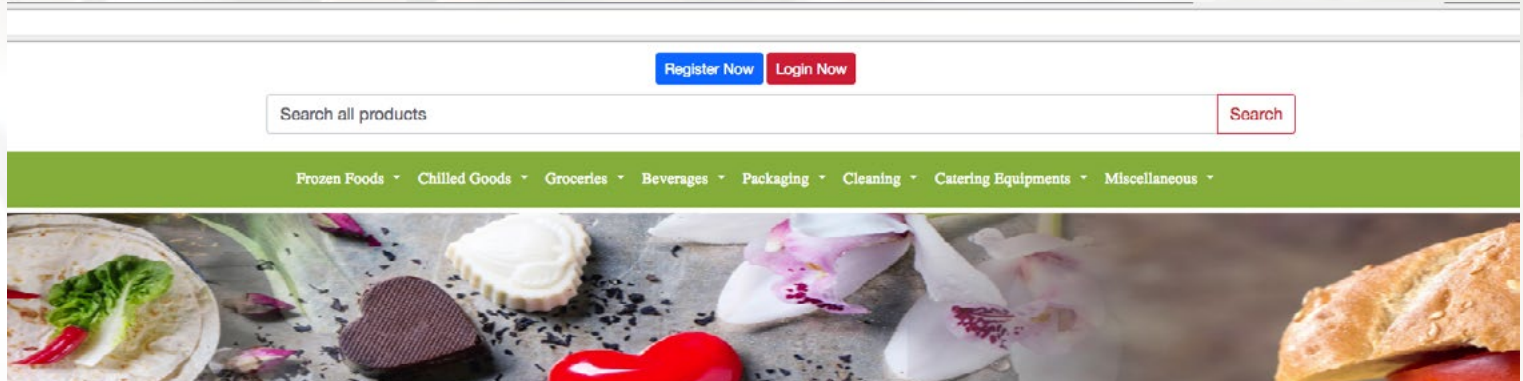
Once Your email address will be confirmed You can start using Your account as in any other E-Shop.

Please see [Log in to Your Existing Account](#) for further guidance.

# Account Transfer

---

Once You will be on the home page - You need to proceed by pushing the “Register Now” button.



It will lead to to the Account Creation Form, where You need to select “Yes” and press the “Submit” button.

Please continue to the next document page.



Create an Account

Are you an existing AtoZ or Imex customer?

No  Yes

Enter your account no below:

Intact Status = 1

Company: test LTD

PostCode: HE66 HE15

Address1: 145 Test Way

Phone:

We found this email : design@atoz-catering.com

Is this you?  No  Yes

Please choose above.

You will be asked for Your Account Number which can be found on Your invoices. Please fill in and click “Continue” - which will present You the information We have linked to this account number.

If that’s You, just select yes and push “Register” button. The system will send You a new password to Your email, but don’t worry, that can be changed later on.

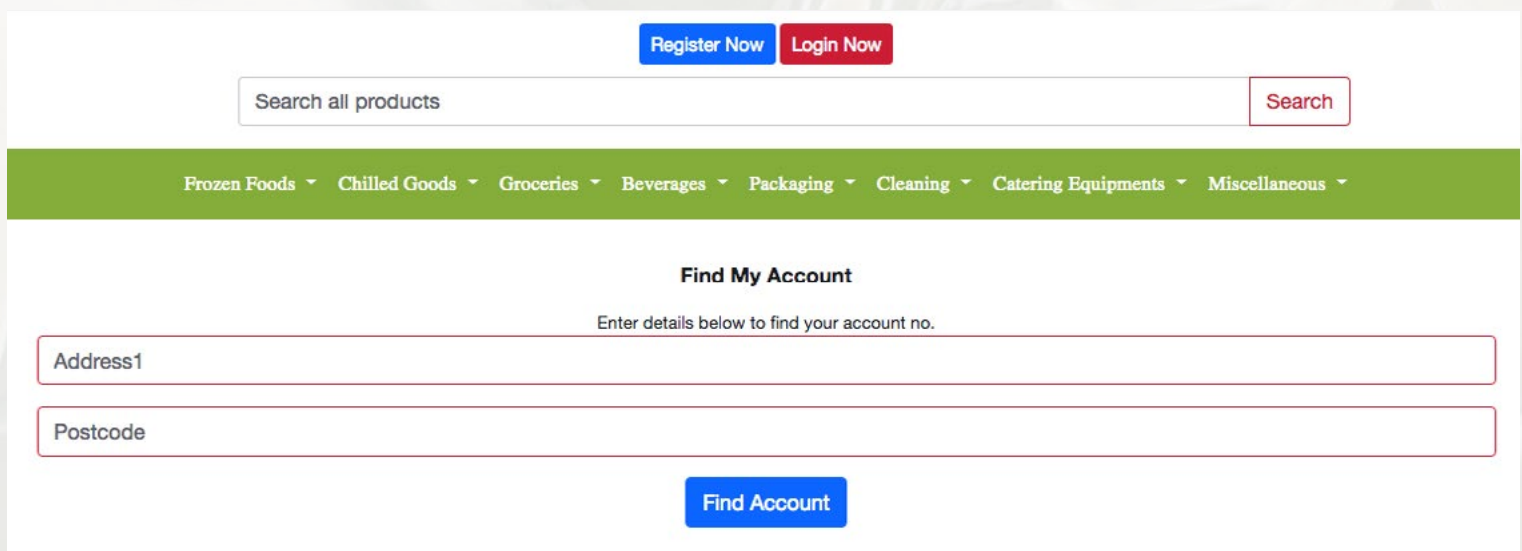
If the details presented are not Yours, You can choose no, then hit “Register” which will lead You to New Account creation form.

## I don't have my Account Number

---

Well in this case there's nothing to worry about.

There's a “ I don't know my account no.” link on the under the “Enter Your account no below” form. If You press it You will see something like:



The screenshot shows a website interface. At the top, there are two buttons: "Register Now" (blue) and "Login Now" (red). Below them is a search bar with the placeholder text "Search all products" and a "Search" button. A green navigation bar contains several menu items: "Frozen Foods", "Chilled Goods", "Groceries", "Beverages", "Packaging", "Cleaning", "Catering Equipments", and "Miscellaneous". The main content area is titled "Find My Account" and includes the instruction "Enter details below to find your account no.". There are two input fields: "Address1" and "Postcode". A blue "Find Account" button is located below the input fields.

Where Address1 field is for Your door number.  
Postcode needs to be in AA15 AA15 format.

Then hit “Find Account” button.

The system will look up all the accounts connected to the address details provided.

Then You just need to select account which belongs to You and hit “Continue” button.

The system will show You more information linked to the selected account. If that particular account is Yours, select “Yes” and press “Register” button.

If not, please, create a new **Account**.

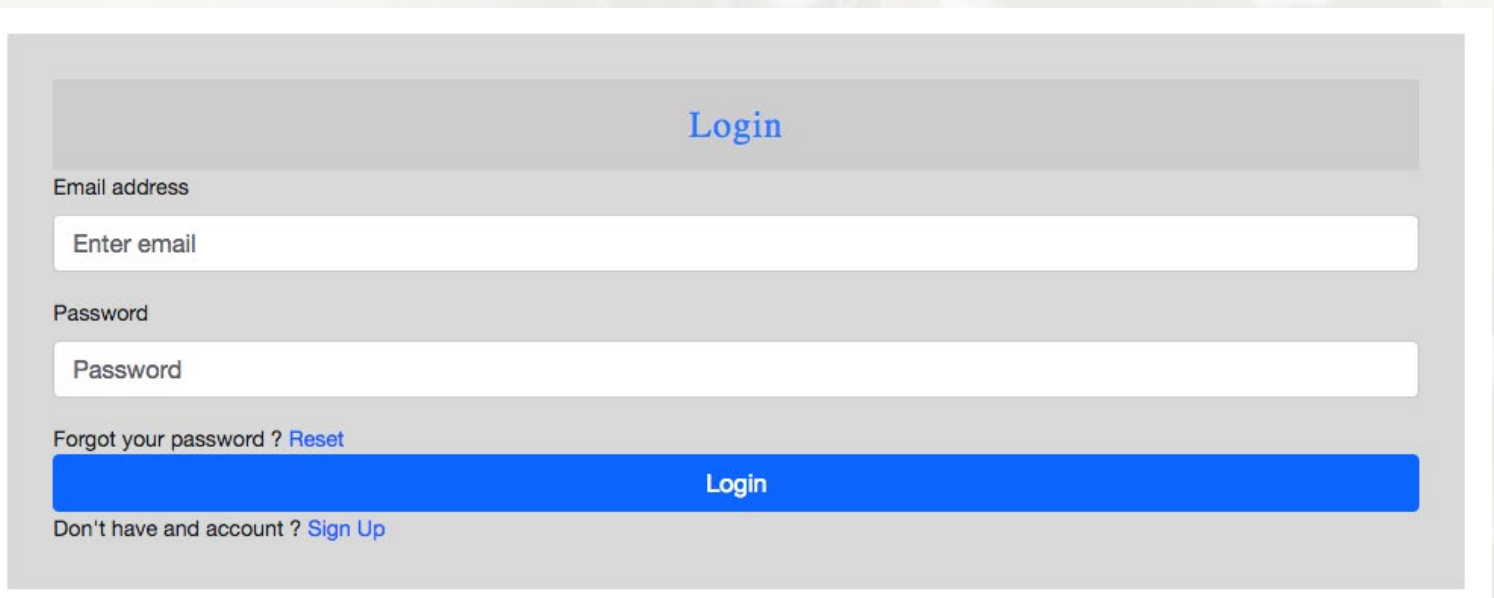
# Log Into Existing Account

---

At this stage You should have created a new Account or You've transferred Your account to our new system.

Following information will show You how to Log Into Existing Account. Let's start from the home page again.

Just press "Login Now" Button on the top of the page and it will lead You to the Login Form.

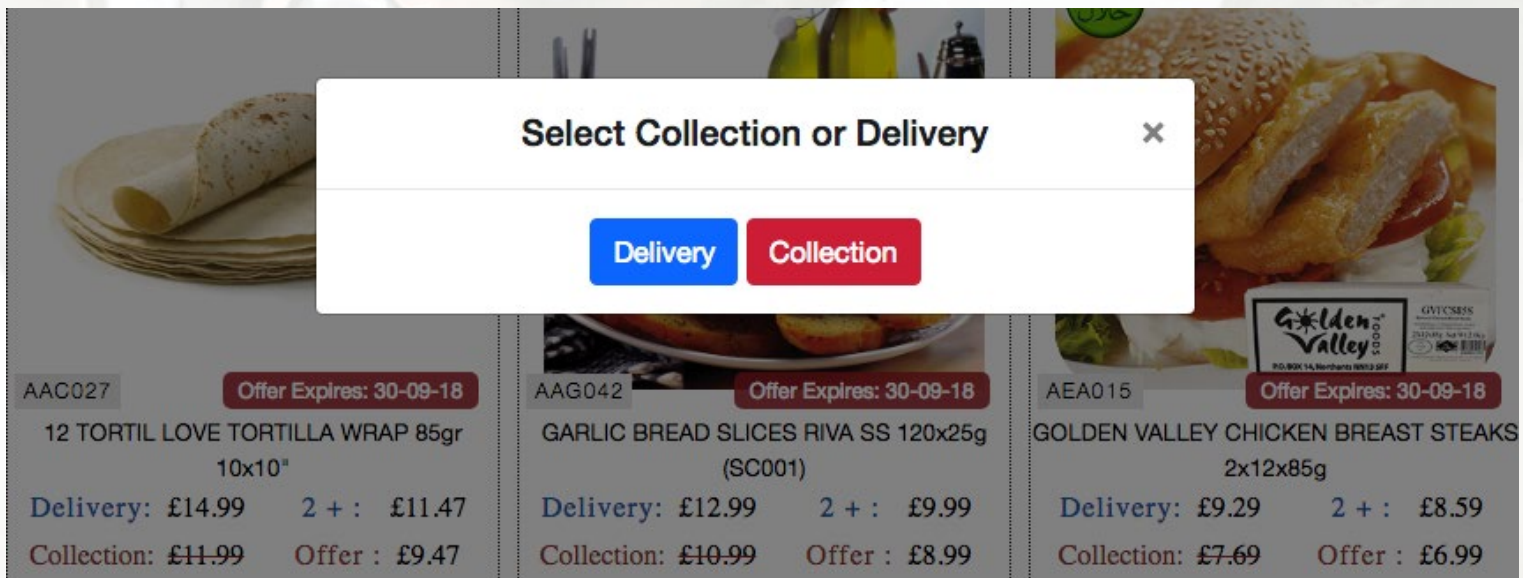


The image shows a login form with the following elements:

- A header section with the word "Login" in blue text.
- An "Email address" label above a white input field containing the placeholder text "Enter email".
- A "Password" label above a white input field containing the placeholder text "Password".
- A link "Forgot your password ? Reset" in blue text below the password field.
- A prominent blue button with the text "Login" in white.
- A link "Don't have and account ? Sign Up" in blue text at the bottom left.

Just fill in Your account details and hit "Login" button.

Once logged in, the system will take You to the homepage again, where You will need to select if You want the goods delivered or if You will collect the goods from one of our Branches



Once selected You can start filling up Your basket.

For more information please refer to:

- **Collection Ordering**
- **Delivery Ordering**

# Collection Ordering

---

If You will select Collection You will be asked to select the account You are ordering for.

This is because We've implemented "Company Management System" which should help You to manage ordering for Your company if You have multiple shops. We will cover this functionality in another document, so don't worry about it just now.

For now there will be just one Account available, so just select it and press "Select" button.

**Please choose your account (Collection )** ×

Select Account

test LTD ( AIWTES6615 ) ⌵

Select

Now You will be asked to select the branch You want to collect Your goods from.

**Please choose collection store.**



Choose Store

Hornsey



Select

After You select Your preferred branch just hit “Select” button to continue.

Now the website is adjusted based on Your settings. So You will see only Collection Prices.

To proceed with Your order, You just need to fill up Your basket with required items and go to

**the Check-Out.**

# Delivery Ordering

---

If You will select Collection You will be asked to select the account You are ordering for.

For now there will be just one Account availabled, so just select it and press “Select” button.

**Please choose your account (Delivery)** ×

Select Account

test LTD ( AIWTES6615 ) ▾

**Select**

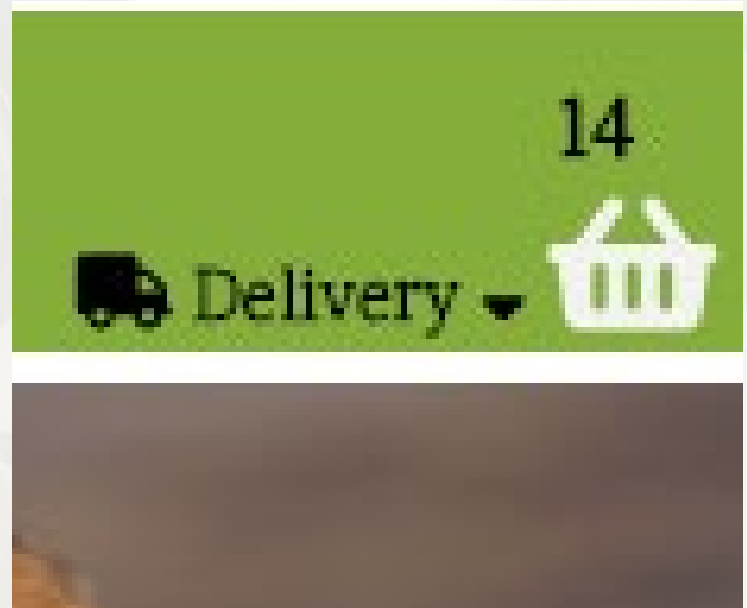
Once the account is selected, please continue with filling up Your basket and going to **the Check-out** page in the end.



# Check-Out

To access the Check-Out page, You will need to go to Your basket first.

The Basket Icon can be found in the Top-Right corner of the page






Once the Basket Icon is pressed Your basket will appear.

Please press “Edit/Check Out” button to continue.

Now You will be able to adjust the Qty or proceed to check out.

Quick Look at My Basket ×




[Edit / Check Out](#)

	12 TORTIL LOVE TORTILLA WRAP 85gr 10x10"		
AAC027	Qty : 5	£57.45	
	GARLIC BREAD SLICES RIVA SS 120x25g (SC001)		
AAG042	Qty : 5	£49.95	
	VOLYS HALAL SMOKED TURKEY RASHERS 1KG		
AEE025	Qty : 4	£57.16	

[Edit / Check Out](#)

Now You should be on “My Basket” page.

My Basket

 AAC027	12 TORTIL LOVE TORTILLA WRAP 85gr 10x10*	Qty : 5 <input type="button" value="↓"/> £57.45 (0 Vat) <input type="button" value="🗑️"/> Stk-20+
 AAG042	GARLIC BREAD SLICES RIVA SS 120x25g (SC001)	Qty : 5 <input type="button" value="↓"/> £49.95 (0 Vat) <input type="button" value="🗑️"/> Stk-20+
 AEE025	VOLYS HALAL SMOKED TURKEY RASHERS 1KG	Qty : 4 <input type="button" value="↓"/> £57.16 (0 Vat) <input type="button" value="🗑️"/> Stk-20+

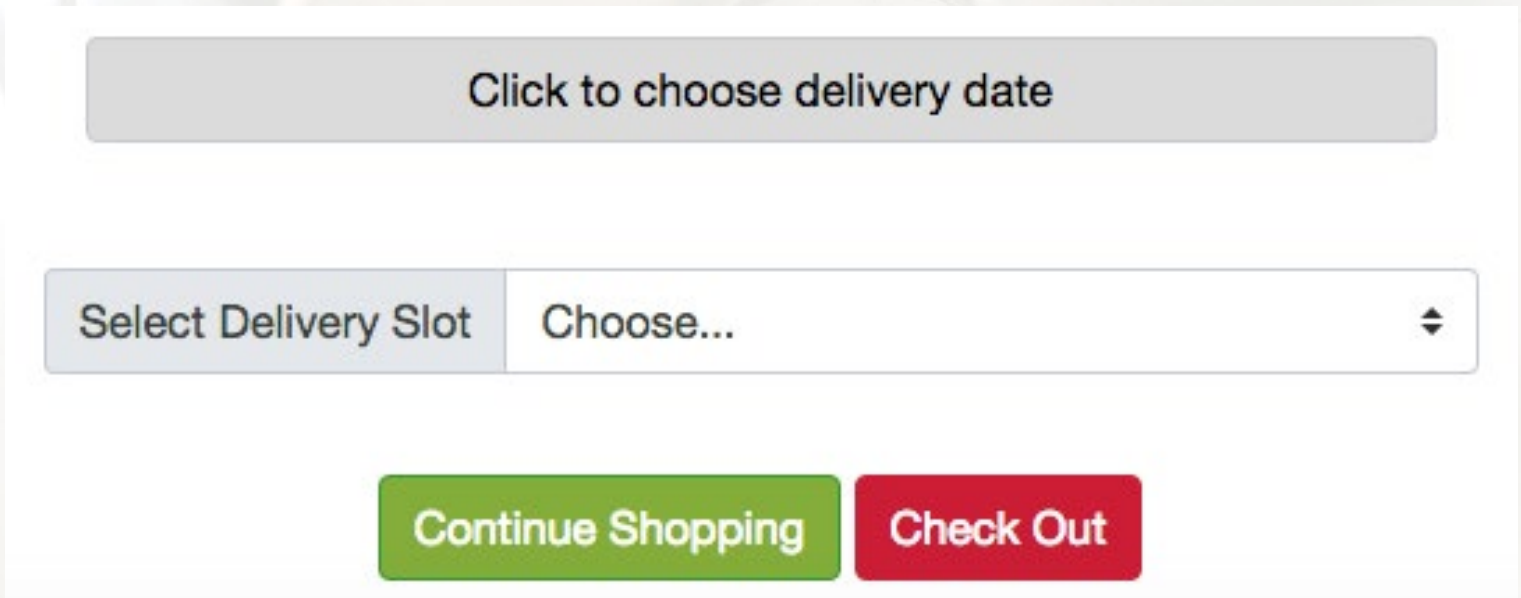
In the top part of the page You can see products in Your shopping basket. To amend the qty, simply click on the qty button and select new qty.

Followed by order break-down with :

- Basket Total
- Delivery Charge
- SubTotal
- VAT
- Total

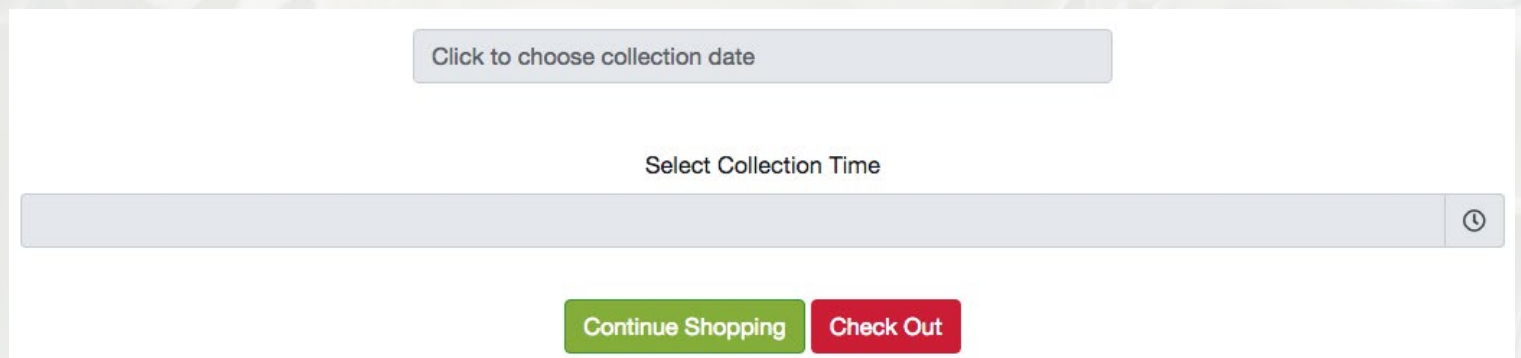
If You scroll a bit more down You will see “Delivery date” / “Collection time” field. This bit depends on what You’ve chosen previously - **Delivery** or **Collection**.

This case is for delivery. - Simply select delivery date and then Delivery Slot (preffered time)



The screenshot shows a user interface for selecting a delivery date and slot. At the top, there is a grey button labeled "Click to choose delivery date". Below this is a dropdown menu with the label "Select Delivery Slot" and the text "Choose..." followed by a downward arrow icon. At the bottom of the interface, there are two buttons: a green "Continue Shopping" button and a red "Check Out" button.

For Collection, You need to pick Collection date and Prefered Collection time.



The screenshot shows a user interface for selecting a collection date and time. At the top, there is a grey button labeled "Click to choose collection date". Below this is a dropdown menu with the label "Select Collection Time" and a downward arrow icon. At the bottom of the interface, there are two buttons: a green "Continue Shopping" button and a red "Check Out" button.

Then You can continue shopping - in case You've missed something or You can proceed to Check Out.

---

Collection Check Out will only give You option to “Pay on collection” , so You will pay when You will collect Your goods.

---

Delivery Check Out will give You option to “Pay Now” or to “Pay on Delivery”.

If You press “Pay Now” You will be redirected to the payment gateway, where You will be asked for Your card details.

If You select “Pay on Delivery”, You will pay once the driver will deliver the goods.

# More Help

---

As We will continue to develop new functionalities for You to improve the shopping experience, We might share more documents just like this one with You.

There will be a “Help” page on the new website where We will share these documents with You.

You will probably be notified via email as well.

For more help please see the new website or get in touch with us:

- [sales@atoz-catering.com](mailto:sales@atoz-catering.com)
- **020 8342 5000**