

How to log in:

1. Go to <https://myorders.syracusebanana.com>

A screenshot of a web browser showing the login page of the Syracuse Banana Company. The browser's address bar displays the URL <https://myorders.syracusebanana.com>. The page has a dark green header with the text "Syracuse Banana" and links for "Orders" and "Help". Below the header, the word "Login" is centered. There are two input fields: "Email" and "Password". Below these fields is a checkbox labeled "Remember me?". At the bottom of the login section are two buttons: "Log in" and "Forgot your password?". The footer of the page reads "Copyright © 2016 - Syracuse Banana Company Inc."

2. If you have forgotten your password, use the **"Forgot your password?"** link on the login page:

A screenshot of the same login page as above. In this version, the "Forgot your password?" link is circled in red to draw attention to it. The rest of the page, including the header, input fields, and footer, is identical to the previous screenshot.

- Enter your email address and click the **"Submit"** button, and we will send you a link that you can use to re-set your password:

A screenshot of the "Forgot your password?" page. The header is dark green with "Syracuse Banana" and links for "Orders" and "Help". The main heading is "Forgot your password?". Below it is a subheading: "Enter your email, and we will send you a link that you can use to re-set your password." There is an "Email" input field and a green "Submit" button. Both the input field and the button are circled in red.

How to place a new order:

1. Click the “Place New Order” button

Syracuse Banana Orders Help Hello Test User Log off

Recent Orders

From To Search Clear

Invoice #

Show 10 entries

Place New Order

	Customer ID	Invoice #	Date	Status	Last Updated	
View	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	Print
View	TEST	1170	10/3/2016	Complete	10/6/2016 3:20:27 PM	Print
View	TEST	1161	10/1/2016	In Process	10/4/2016 10:40:15 AM	

2. Your account may be linked to multiple Customers if, for instance, you enter the Orders for more than one store or location. You can select from among those Customers in the Customer Code dropdown box:

Syracuse Banana Orders Help Hello Test User Log off

New Order

Customer Code Order Date PO #

Cancel Next

3. If the Order Date is not the date that you would like your Order to be delivered, you change it here:

Syracuse Banana Orders Help Hello Test User Log off

New Order

Customer Code Order Date PO #

Cancel Next

4. If you need to associate a Purchase Order number with your Order, enter it in the PO # field:

Syracuse Banana Orders Help Hello Test User Log off

New Order

Customer Code Order Date PO #

Cancel Next

5. Click Next to continue:

Syracuse Banana Orders Help Hello Test User Log off

New Order

Customer Code: TEST - TEST CUSTOMER Order Date: 10/10/2016 PO #:

Cancel Next

6. For each Item you would like to be delivered do the following:

- Select the “Pricing & Pack/Size” of the item:

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet Save Changes Undo Changes Return to Orders List Delete this Order

Search For Search by Product Name Vegetables Search

Update Order & Check Out

Show: All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT	Vegetables			
ANISEE	ANISE	Vegetables			
ARUGUL	ARUGULA	Vegetables			
ASPARU	ASPARAGUS	Vegetables			
BEANSP	BEAN SPROUTS	Vegetables			
BNSGRN	BEANS-(SNIPPED)	Vegetables			
BOKCHY	BOK CHOY	Vegetables			
RD1814	RD1814	Vegetables			

- Enter the **“Quantity”** of the item. Note that **“Selected Item”** is checked for you:

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet [Save Changes](#) [Undo Changes](#) [Return to Orders List](#) [Delete this Order](#)

Search For: Vegetables [Search](#)

[Update Order & Check Out](#)

Show: All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT	Vegetables			<input type="checkbox"/>
ANISEE	ANISE	Vegetables			<input type="checkbox"/>
ARUGUL	ARUGULA	Vegetables			<input type="checkbox"/>
ASPARU	ASPARAGUS	Vegetables			<input type="checkbox"/>
BEANSP	BEAN SPROUTS	Vegetables	HALF 2 LBS (\$5.43)	12	<input checked="" type="checkbox"/>

- Repeat step 2 for each Item you want delivered.
- At any point, you can Save your Order by clicking the Save Changes button:

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet [Save Changes](#) [Undo Changes](#) [Return to Orders List](#) [Delete this Order](#)

Search For: Vegetables [Search](#)

[Update Order & Check Out](#)

Show: All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT	Vegetables			<input type="checkbox"/>

7. If you have any notes, include them in the “**additional items or notes**” field located at the bottom of the list:

WCRESS	WATER CRESS	Vegetables	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
YAMSAA	YAMS	Vegetables	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Show: entries Showing 1 to 109 of 109 entries Previous Next

Enter any additional items or notes here:

1000 characters remaining

Update Order & Check Out

8. Once all items (and any notes) have been added to the order, click “**Update Order & Check Out**” button located at the top and bottom of the item list.

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet

Save Changes Undo Changes Return to Orders List Delete this Order

Search For

Search by Product Name

Vegetables

Search

Update Order & Check Out

Show: entries Showing 1 to 109 of 109 entries Previous Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT	Vegetables	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
ANISEE	ANISE	Vegetables	LOOSE 1 CT (\$2.50)	3	<input checked="" type="checkbox"/>
ARUGUL	ARUGULA	Vegetables	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
ASPARU	ASPARAGUS	Vegetables	CASE 11 LBS (\$26.75)	2	<input checked="" type="checkbox"/>
BEANSP	BEAN SPROUTS	Vegetables	HALF 2 LBS (\$5.43)	12	<input checked="" type="checkbox"/>
BNSGRN	BEANS-(SNIPPED)	Vegetables	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
BOKCHY	BOK CHOY	Vegetables	LOOSE 1 CT (\$2.50)	4	<input checked="" type="checkbox"/>

9. You will be re-directed to the “**Order Confirmation**” page where you can review all the items that you have selected to be delivered, as well as get a total for the order.

[Syracuse Banana](#) [Orders](#) [Help](#) Hello Test User [Log off](#)

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total	
ANISE 1 CT	\$2.50	LOOSE	<input type="text" value="3.00"/> Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	<input type="text" value="2.00"/> Update Qty	\$57.50	Remove
BEAN SPROUTS 2 LBS	\$5.43	HALF	<input type="text" value="12.00"/> Update Qty	\$65.10	Remove
BOK CHOY 1 CT	\$2.50	LOOSE	<input type="text" value="4.00"/> Update Qty	\$10.00	Remove
		Total		\$140.10	

Enter any additional items or notes here:

1000 characters remaining

[Add More Items](#) [Cancel Order](#) [Check Out](#)

10. If you want to add more items to the order, click the “**Add More Items**” button to be re-directed back to the “**Order Guide**” page.

[Syracuse Banana](#) [Orders](#) [Help](#) Hello Test User [Log off](#)

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total	
ANISE 1 CT	\$2.50	LOOSE	<input type="text" value="3.00"/> Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	<input type="text" value="2.00"/> Update Qty	\$57.50	Remove
BEAN SPROUTS 2 LBS	\$5.43	HALF	<input type="text" value="12.00"/> Update Qty	\$65.10	Remove

11. If you want to cancel Check Out, but still Complete the order later, click the “Cancel Order” button.

Please note: This will re-direct you back to the “Recent Orders” page, and the order will have a status of “Incomplete”. Syracuse Banana will not process the order, leaving you the opportunity to go back into the order

at any time.

Syracuse Banana Orders Help Hello Test User Log off

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total	
ANISE 1 CT	\$2.50	LOOSE	3.00 Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	2.00 Update Qty	\$57.50	Remove
BEAN SPROUTS 2 LBS	\$5.43	HALF	12.00 Update Qty	\$65.10	Remove

12. If you want to change the “Quantity” of an item, click the “Update Quantity” button for that item:

Syracuse Banana Orders Help Hello Test User Log off

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total	
ANISE 1 CT	\$2.50	LOOSE	3.00 Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	2.00 Update Qty	\$57.50	Remove
BEAN SPROUTS 2 LBS	\$5.43	HALF	12.00 Update Qty	\$65.10	Remove

Then enter the new Quantity and click the Save button:

ANISE 1 CT	\$2.50	LOOSE	3.00 Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	<input type="text"/> Save Cancel	\$57.50	Remove
BEAN SPROUTS 2 LBS	\$5.43	HALF	12.00 Update Qty	\$65.10	Remove

(please note that if change the Quantity to zero, the item will be removed)

13. If you wish to remove an item, click the “Remove” button for that item. You will be prompted to confirm the removal: click the OK button in the prompt to remove the item.

Syracuse Banana Orders Help Hello Test User Log off

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total	
ANISE 1 CT	\$2.50	LOOSE	3.00 Update Qty	\$7.50	Remove
ASPARAGUS 11 LBS	\$28.75	CASE	<input type="text"/> Update Qty	\$57.50	Remove

14. Once you have reviewed your order, and made all changes or corrections, click either of the “Check out” buttons to submit your order for processing.

Syracuse BananaOrdersHelp

Hello Test UserLog off

Order Confirm

+ Add More Items

Cancel Order

✓ Check Out

Product	Price	Unit	Quantity	Total
ASPARAGUS 11 LBS	\$28.75	CASE	3.00 <div>Update Qty</div>	\$86.25 <div>Remove</div>
BEAN SPROUTS 2 LBS	\$5.43	HALF	12.00 <div>Update Qty</div>	\$65.10 <div>Remove</div>
BOK CHOY 1 CT	\$2.50	LOOSE	4.00 <div>Update Qty</div>	\$10.00 <div>Remove</div>
		Total		\$161.35

Enter any additional items or notes here:

1000 characters remaining

+ Add More Items

Cancel Order

✓ Check Out

15. You will then be re-directed back to the “Recent Orders” page, where you can see that the new order has been Submitted.

Syracuse BananaOrdersHelp

Hello Test UserLog off

Recent Orders

From

To

Search

Clear

Invoice #

Place New Order

Show 10 entries

	Customer ID	Invoice #	Date	Status	Last Updated	
<div>ViewChange</div>	TEST	1172	10/10/2016	Submitted	10/9/2016 9:46:33 AM	<div>Print</div>
<div>View</div>	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	<div>Print</div>
<div>View</div>	TEST	1170	10/3/2016	Complete	10/6/2016 3:20:27 PM	<div>Print</div>
<div>View</div>	TEST	1161	10/1/2016	Complete	10/4/2016 10:40:15 AM	<div>Print</div>

Showing 1 to 4 of 4 entries

Previous1Next

How to edit an order:

****Please note, once an order has changed to In Process by Syracuse Banana, it can no longer be edited on the website. Contact Syracuse Banana for further assistance at: 1-888-54Banana****

1. Click the **"Change"** button for the order that you wish to modify

Syracuse Banana Orders Help Hello Test User Log off

Recent Orders

From To Search Clear

Invoice #

Place New Order

Show 10 entries

	Customer ID	Invoice #	Date	Status	Last Updated	
View Change	TEST	1172	10/10/2016	Submitted	10/9/2016 9:46:33 AM	Print
View	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	Print
View	TEST	1170	10/3/2016	Complete	10/6/2016 3:20:27 PM	Print
View	TEST	1161	10/1/2016	Complete	10/4/2016 10:40:15 AM	Print

Showing 1 to 4 of 4 entries Previous 1 Next

2. A message box will alert you that editing a Submitted order will change its status. Click OK to continue to the Order Guide.
3. If You wish to add another Item to the order:
 - Select the **"Pricing & Pack/Size"** of the item

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet [Save Changes](#) [Undo Changes](#) [Return to Orders List](#) [Delete this Order](#)

Search For Search by Product Name Vegetables Search

Update Order & Check Out

Show All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT	Vegetables	<input type="text"/>		<input checked="" type="checkbox"/>
ANISEE	ANISE	Vegetables	CASE 1 3W (\$7.69) LOOSE 1 CT (\$2.70)		<input type="checkbox"/>
ARUGUL	ARUGULA	Vegetables	<input type="text"/>		<input type="checkbox"/>
ASPARAG	ASPARAGUS	Vegetables	<input type="text"/>		<input type="checkbox"/>

- Enter the **“Quantity”** of the item. Note that “Selected Item” is checked for you:

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFALS	ALFALFA SPROUT	Vegetables	LOOSE 1 CT (\$2.70)	1	<input checked="" type="checkbox"/>
ANISEE	ANISE	Vegetables			<input type="checkbox"/>

- Repeat step 4 for each Item you want to add.
- At any point, you can Save your Order by clicking the Save Changes button:

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet **Save Changes** Undo Changes Return to Orders List Delete this Order

Search For Search by Product Name Vegetables Search

Update Order & Check Out

Show All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFALS	ALFALFA SPROUT	Vegetables			<input checked="" type="checkbox"/>

- If you wish to remove an item from the order:

- Uncheck the “Selected Item” column

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet [Save Changes](#) [Undo Changes](#) [Return to Orders List](#) [Delete this Order](#)

Search For Vegetables [Search](#)

[Update Order & Check Out](#)

Show entries Showing 1 to 109 of 109 entries Previous Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFALS	ALFALFA SPROUT 1	Vegetables	LOOSE 1 CT (\$2.70)	1.00	<input checked="" type="checkbox"/>
ANISEE	ANISE	Vegetables			<input type="checkbox"/>
ARUGUL	ARUGULA	Vegetables			<input type="checkbox"/>
ASPARU	ASPARAGUS 11	Vegetables	CASE 11 LBS (\$28.75)	3.00	<input checked="" type="checkbox"/>
BEANSP	BEAN SPROUTS 2	Vegetables	HALF 2 LBS (\$5.43)	12.00	<input type="checkbox"/>
BNSGRN	BEANS-(SNIPPED)	Vegetables			<input type="checkbox"/>

- Repeat step 5 for each item you want removed

5. If you wish to change the “Quantity” of an item, just type the new value in the “Quantity” field.

[Update Order & Check Out](#)

Show entries Showing 1 to 109 of 109 entries Previous Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFALS	ALFALFA SPROUT 1	Vegetables	LOOSE 1 CT (\$2.70)	1.00	<input checked="" type="checkbox"/>
ANISEE	ANISE	Vegetables			<input type="checkbox"/>
ARUGUL	ARUGULA	Vegetables			<input type="checkbox"/>
ASPARU	ASPARAGUS 11	Vegetables	CASE 11 LBS (\$28.75)	4	<input checked="" type="checkbox"/>
BEANSP	BEAN SPROUTS	Vegetables			<input type="checkbox"/>

- Once all changes to the order have been made, click the “Update Order & Check Out” button located at the top or bottom of the item list

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Details Order Guide

Price Sheet [Save Changes](#) [Undo Changes](#) [Return to Orders List](#) [Delete this Order](#)

Search For Vegetables [Search](#)

[Update Order & Check Out](#)

Show All entries Showing 1 to 109 of 109 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
ALFAL3	ALFALFA SPROUT 1	Vegetables	LOOSE 1 CT (\$2.70)	1.00	<input checked="" type="checkbox"/>
ANISEE	ANISE	Vegetables			<input type="checkbox"/>
ARUGUL	ARUGULA	Vegetables			<input type="checkbox"/>
ASPARU	ASPARAGUS 11	Vegetables	CASE 11 LBS (\$28.75)	4	<input checked="" type="checkbox"/>
BEANSP	BEAN SPROUTS	Vegetables			<input type="checkbox"/>
BNSGRN	BEANS-(SNIPPED)	Vegetables			<input type="checkbox"/>
BOKCHY	BOK CHOY 1	Vegetables	LOOSE 1 CT (\$2.50)	4.00	<input checked="" type="checkbox"/>

- You will be re-directed to the “Order Confirmation” page where you can review all the items that you have selected to be delivered, as well as get a total for the order.
- Once you have reviewed your order, and made all changes or corrections, click the “Check Out” button to submit your order for processing.

Syracuse Banana Orders Help Hello Test User Log off

Order Confirm

[Add More Items](#) [Cancel Order](#) [Check Out](#)

Product	Price	Unit	Quantity	Total
ALFALFA SPROUT 1 CT	\$2.70	LOOSE	1.00 Update Qty	\$2.70 Remove
ASPARAGUS 11 LBS	\$28.75	CASE	4.00 Update Qty	\$115.00 Remove
BOK CHOY 1 CT	\$2.50	LOOSE	4.00 Update Qty	\$10.00 Remove
		Total		\$127.70

Enter any additional items or notes here:

1000 characters remaining

[Add More Items](#) [Cancel Order](#) [Check Out](#)

9. You will then be re-directed back to the “Recent Orders” page, which shows you that the order has been Submitted.

Syracuse Banana

Orders

Help

Hello Test User

Log off

Recent Orders

From

To

Search

Clear

Invoice #

Place New Order

Show 10 entries

	Customer ID	Invoice #	Date	Status	Last Updated	
<div>View / Change</div>	TEST	1172	10/10/2016	Submitted	10/9/2016 12:12:20 PM	<div>Print</div>
<div>View</div>	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	<div>Print</div>
<div>View</div>	TEST	1170	10/3/2016	Complete	10/6/2016 3:20:27 PM	<div>Print</div>
<div>View</div>	TEST	1151	10/1/2016	Complete	10/4/2016 10:40:15 AM	<div>Print</div>

Showing 1 to 4 of 4 entries

Previous

1

Next

How to re-order a previous order:

1. On the “Recent Orders” page click the “View” hyperlink for the order that you wish to re-order.

Syracuse Banana Orders Help Hello Test User Log off

Recent Orders

From To

Invoice #

Show 10 entries

	Customer ID	Invoice #	Date	Status	Last Updated	
<input type="button" value="View"/> <input type="button" value="Change"/>	TEST	1172	10/10/2016	Submitted	10/9/2016 12:12:20 PM	<input type="button" value="Print"/>
<input type="button" value="View"/>	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	<input type="button" value="Print"/>
<input type="button" value="View"/>	TEST	1170	10/3/2016	Complete	10/6/2016 3:20:27 PM	<input type="button" value="Print"/>
<input type="button" value="View"/>	TEST	1161	10/1/2016	Complete	10/4/2016 10:40:15 AM	<input type="button" value="Print"/>

Showing 1 to 4 of 4 entries Previous 1 Next

2. This will re-direct you to the “Order Details”, click the “Reorder” button

Syracuse Banana Orders Help Hello Test User Log off

Order Details

Cust ID# TEST Created 10/2/2016 3:18:38 PM

Company TEST CUSTOMER Created By testuser@testmail.com

Order ID 1170 Updated 10/2/2016 3:18:38 PM

Order Date 10/3/2016 Updated By sales@syracusebanana.com

ID	Product	Quantity	Unit	Unit Price	Total
DCHOCO	1/2 PTS. CHOCOLATE 1 CT	1.00	LOOSE	\$0.39	\$0.39
DCOTCH	COTTAGE CHEESE 1/5#	1.00	LOOSE	\$8.59	\$8.59
	Total				\$8.98

3. You will then be prompted to confirm the duplication of this order, click the “OK” button to continue.
4. You will now re-directed to the Order Details of the new Order. A message saying “Order Copied to a new Order” will appear at the top of the page to notify you of the success.
5. Add/Remove products in the Order, or simply proceed using the “Update Order & Check Out” button to Confirm and Check Out the new Order as you normally would.

How to delete an order

Please note, once an order has been changed to In Process or Complete by Syracuse Banana it can no longer be deleted from the website. Contact Syracuse Banana for further assistance at: 1-888-54Banana

1. On the **“Recent Orders”** page, click the **“Change”** or **“View”** button of the order you want to delete. *If you want to delete a Submitted order, click the “Change” button and click OK in the message box. If you want to delete an Order that is Not Submitted, click the “View” button.*

Syracuse Banana Orders Help Hello Test User Log off

Recent Orders

From To Search Clear

Invoice #

Place New Order

Show 10 entries

	Customer ID	Invoice #	Date	Status	Last Updated	
View Change	TEST	1174	10/11/2016	Submitted	10/10/2016 12:29:11 PM	Print
View Change	TEST	1172	10/10/2016	Submitted	10/9/2016 12:12:20 PM	Print
View	TEST	1171	10/7/2016	Complete	10/9/2016 7:59:44 AM	Print

2. Click **“Delete this Order”** hyperlink at the top of the item list.

Syracuse Banana Orders Help Order status changed to 'Not Submitted' Hello Test User Log off

Order Details

Details Order Guide

Price Sheet Save Changes Undo Changes Return to Orders List Delete this Order

Search For Search by Product Name Search

Update Order & Check Out

Show All entries Showing 1 to 202 of 202 entries Previous 1 Next

ID	Product	Type	Pricing & Pack/Size	Quantity	Selected Item
DCHOCO	1/2 PTS. CHOCOLATE 1	Dairy	LOOSE 1 CT (\$0.39)	1.00	<input checked="" type="checkbox"/>
DCHOLA	GAL. CHOCOLATE MILK	Dairy			<input type="checkbox"/>

3. You will then be prompted to confirm you want to delete this order, click **“OK”** to continue.
4. You will be re-directed back to **“Recent Orders”** page, to show you that your order has been deleted.