



Ordering Process

Marsella Bakery: Ordering Process
Instruction Manual



hello@marsellabakery.co.ke

0702302606

Marsella Bakery: Ordering Process for Wholesale Buyers and Partners

Welcome to Marsella Bakery! As a registered wholesale buyer or partner (Agent, Retailer, or Institution), you are now ready to place orders for our high-quality bread, buns, and cakes. Below is a step-by-step guide on how to place your order, either via SMS/WhatsApp or through our online ordering form.

Required Information:

Before placing an order, ensure you have the following details:

1. Unique Account Number: This begins with "mar" (e.g., mar12).
2. 4-Digit Order PIN: A unique PIN assigned to your account.

You will need both your account number and order PIN to place an order.

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Placing an Order:

Method 1: Ordering via SMS or WhatsApp

1. Compose a Message:

- * Open your SMS app or WhatsApp.
- * Send a message to 0702302606 with the following format:

Account Number: mar[Your Account Number]
Order PIN: [Your 4-Digit Order PIN]

[Product Name] [Weight/Size] x [Quantity]

Example:

Classic Bread 400g x 10

Golden Bread 800g x 15

Buns x 20

2. Send the Message:

- * Double-check that the details are correct and send the message.

3. Confirmation:

- * You will receive a confirmation message acknowledging receipt of your order, including the total cost and planned delivery details.

Placing an Order:

Method 2: Ordering via Online Form

To place an order using our online form, follow these steps:

1. Access the Order Form:

- * Open your web browser and go to the online order form on our website: <https://marsellabakery.co.ke/orders/>
- * Or scan the QR code below:



2. Fill in Your Order Details:

- * Unique Account Number: Enter your account number that begins with "mar".
- * Order PIN: Enter your 4-digit order PIN.
- * Products and Quantities: Enter the products you wish to order along with their quantities (e.g., Classic Bread 400g x 10, Buns x 20).

3. Confirm Your Order:

- * After filling in the required information, click the "Confirm Order" button.

4. Confirmation Message:

- * Once your order is received, a confirmation message will be sent to you, which will include:
 - The total cost of your order.
 - Confirmation of the delivery schedule.

Post-Order Process:

1. Delivery Confirmation:

- *After your order has been delivered, an invoice will be issued and sent to you via email or SMS.
- * The invoice will include the total cost of your order.

2. Pending Invoices:

- * A second confirmation message will be sent containing the total sum of all pending invoices.
- * Please make sure to check your outstanding balance for future orders.

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Important Notes:

Accuracy: Ensure that your account number, PIN, product names, and quantities are correctly entered to avoid delays or errors in processing your order.

Payment: Payments will be processed according to the terms agreed upon in your contract, and the invoice will detail the amount due.

Delivery Time: Delivery times will be confirmed once the order is processed and the delivery schedule is arranged.

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