

HOW TO USE THE WEBSITE TO PLACE YOUR ORDER & CONFIRMATION(S) RECEIVED

From any website page, Click on "Purchase" along the left hand column (green area), add items to your cart, enter a discount code if applicable and checkout.

If you prefer to order with a business check or money order, please download an [Order Form](#).

ServeSupport® Discount Pricing: To receive the coupon code for discounted prices on the website, you will need to read and understand the ServeSupport® Pricing information including the FSC Terms & Conditions found [HERE](#).

Detailed Ordering Instructions for placing your order through the www.NationalFoodManager.com website:

NOTE - You may need to scroll down the page on your computer screen at any point throughout the ordering process depending on your screen size.

Click on the "Purchase" link on the left hand side (green portion) between "Locations" and "Contact Us."

This will take you to the **Purchase Options Page** <https://www.nationalfoodmanager.com/Category.aspx>

Purchase Options Page

Click on the "View Options" button under Food Manager & Food Handler.

This will take you to the **Food Manager & Food Handler Page** <https://www.nationalfoodmanager.com/Productcategory.aspx?catid=5>

From the list at the top of the page, choose the package or item you want by clicking on the name.

This will jump you down the page to the package/item you would like to purchase. Enter the following information:

NOTE - Some of these options may not be available to you based on the package you have purchased.

Quantity – change the quantity if ordering more than 1 of the exact same item

Open Class Training Location (city) – choose from the drop down box.

Open Class Training Date - the next available date for your location will automatically appear in the date list. You may choose a later date from the drop down list.

Study Guide Language - choose from the drop down box. (English or Spanish)

Examination Location (city) - choose from the drop down box. This will automatically be selected if the Open Class is included in your package.

Examination Language - choose from the drop down box. (English, Spanish, Chinese, Vietnamese, Korean, Arabic or Japanese.)

Examination Date - the next available date for your location will automatically appear in the date list. You may choose a later date from the drop down list.

Click on "Add to Cart" button

This will take you to the **Shopping Cart Page** <https://www.nationalfoodmanager.com/ShoppingCart.aspx>

Shopping Cart Page

IMPORTANT - Choose your Location as "In Florida" or "Outside of Florida" at the top left.

If you have a coupon or discount code, enter that code in the discount box at the top right and click "Apply."

In the shopping cart you may change quantities or remove items from the Shopping Cart and clicking the "Update" button.

If you would like to add additional items, click on the "Keep Shopping" button and you will be transported back to the Purchase Options Page.

If you are ready to checkout, take a quick look to make sure the "In Florida" location is still clicked if that was your location and click on "Secure Checkout".

If you have Online Training included in your package, you will go to the **Member Login Page**. <https://www.nationalfoodmanager.com/login.aspx>

If you do NOT have Online Training included in your package, you will go to the **Order Now Page**

Member Login Page – For ONLINE Training Students ONLY

Most likely you do not have login credentials. If you do, enter your username and password now. If you need to join now, click on "Join Now" (under "Reset" button.)

This will take you to the **Join Now Page** <https://www.nationalfoodmanager.com/JoinNow.aspx>

Enter name, company name (if you do not have a company name, use "self"), address, email, username and password.

READ FSC's Terms & Conditions and then Click that you accept the Terms and Conditions. Click on the "Submit" button.

This will take you to the **Order Now Page**

Order Now Page

Enter name, company name (if you do not have a company name, use "self"), address, email, and phone number for the billing (credit card).

If the shipping is the same, check the "check if shipping is same as billing address" box.

NOTE – Shipping address state must be the same as what you clicked for the My Location selection on the Shopping Cart Page.

Enter the students name(s) if different than shipping. If more than 1 student is being scheduled, enter additional students name here.

NOTE – we do NOT need student names for any Food Handler Supplies.

Click on the Terms & Conditions link and READ them and then click the "I accept" box. Click the "Secure Checkout" button

This will take you to the **Order Details Page**

Order Details Page

Review information and scroll down to bottom of page.

Choose the credit card type from the drop down box (MasterCard, Visa, American Express or Discover)

Enter card number, expiration date (choose month number from dropdown box and type in 4 digit year), name as it appears on the card, and the CVV Code (last 3 digits on the back of the MasterCard, Visa or Discover, or the 4 digits above and to the right on the front of the American Express card.)

Click on the "Secure Checkout" button.

If there is an issue with the credit card, the information will appear to the left of the "Secure Checkout" button in red text.

If the card goes through, you will be taken to a **Purchase Confirmation Page**

Take note of the Order ID # on the confirmation page. From this point forward, this is the Order Number you will use. You may choose to print a copy of this page from the "Print" button at the top right of the page.

You will receive 1 to 4 emails based on what you have purchased.

Email(s) You WILL Receive After the Sale

Emails from FSC will come from one or both of the following email address: customerservice@nationalfoodmanager.com.

National_Food_Manager@cfl.rr.com. BEFORE you call to say you did not receive an email, please be sure to check "junk" & "spam" & "deleted" email files as some emails will automatically be diverted to these files instead of your inbox. We do NOT share any email addresses with any outside marketing groups.

"Order Details- Food Safety Certifications, LLC" Email

All sales will receive this email. In this email you will find the location and date you scheduled into, the time to arrive, a link to a map for the location, your Order Id number, your receipt, identification requirements and information on what to bring and shipping. Please look this over carefully and print it out or save it. Most questions people have the day before or the day of their class are answered in this one email.

"Registration- Food Safety Certifications, LLC" Email

If you purchased Online Training, you will receive this email. In this email, you will find your Username and Password for the online training, directions to login to the training, and an up-to-date synopsis of any changes to the Food Code that you need to be aware of that are not included in the Online Training. This information is important to learn as it is the most up-to-date information available.

"FSC Study Guide" Email

If you purchased a Food Manager Study Guide, you will receive this email. In this email, you will find an electronic book that is downloadable and printable. This email can lag behind the other two emails by hours. Do not worry. You will receive it.

"Testing Centers - Food Safety Certifications, LLC" Email

If you purchased the Online Training alone (without an exam), you will receive this email. In this email, you will find the information necessary to schedule your exam with a testing center in your area. This email can lag behind the other two emails by hours. Do not worry. You will receive it.