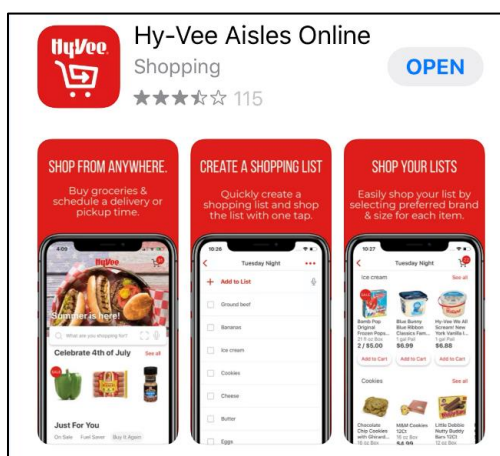


## Using the Hy-Vee Aisles Online Mobile App

You can order groceries for pick-up or delivery from your phone or other mobile device using the Aisles Online mobile app. This document will show you how to use the app.

The images in this document are taken from an iPhone. The app should look similar on any phone, tablet, or other mobile device, though there may be some slight differences, especially on Android devices.

**You can download the app** from the Apple Store (Apple devices) or the Google Play Store (Android devices).



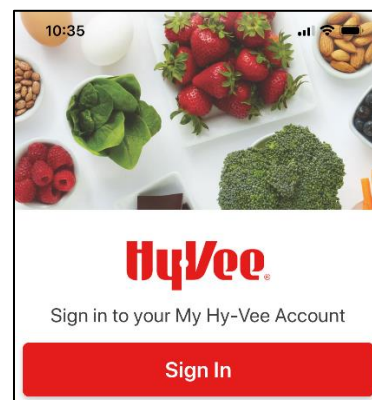
### MINIMUMS & FEES

Any delivery or pick-up order must be a minimum of \$30 before taxes and fees. For a \$30 order, pick-up is always free. The delivery charge is \$9.95.

### SIGN IN

1. Open the app by pressing the **app's icon** on your screen.
2. Press the **red Sign In** button.

\*If you have used this app previously, you might be signed in automatically under the last account used on this device.

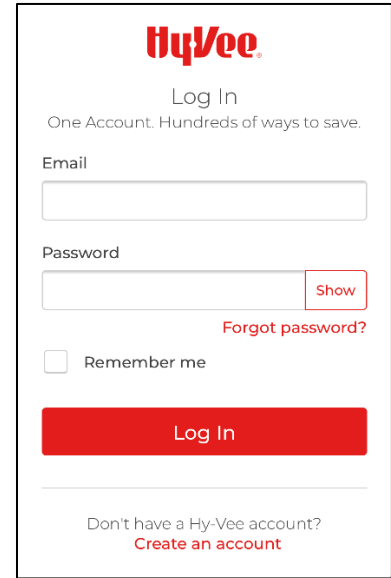


**SIGN IN CONT.**

3. Sign into the app by entering **your email address and password**, then pressing the red Log In button. Press the **Show** button to see your password as you type it.

\*If you do not have an account, press the **Create An Account** link at the bottom of the screen, then follow the instructions given on the screen to complete your profile.

\*If you have forgotten your password, press the **Forgot password?** link, then follow the instructions given on the screen.



**MENU**

On Apple devices, the menu is displayed at the bottom of the screen. You'll see icons for:

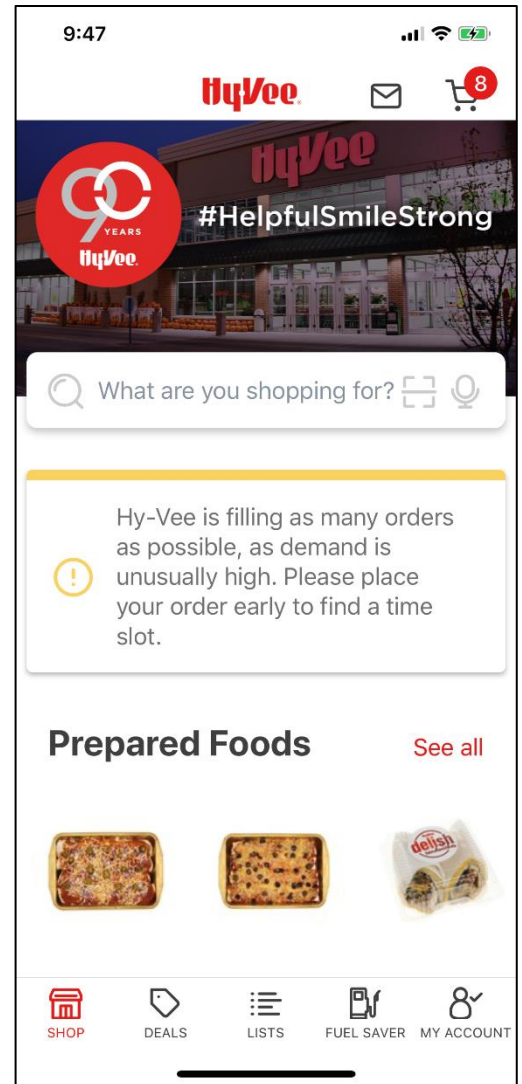
- Shop
- Deals
- Lists
- Fuel Saver
- My Account

☰ On Android devices, the same menu items can be accessed from the hamburger icon in the upper right-hand corner of the screen. A hamburger icon looks like three horizontal lines.

**SHOP ITEMS**

There are a number of ways to shop items in the app. Scroll through the screen to see all your options.

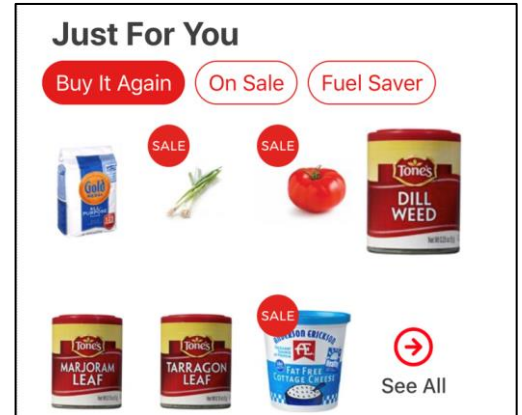
A featured category such as **Prepared Foods** may appear on your screen. Swipe left or right on the items to see what is displayed, or press See All to see all the items in that category.



**SHOP ITEMS CONT.**

The **Just For You** area shows you items you have purchased in the past with Aisles Online. You have the option of seeing:

- **Buy It Again** items – all the items you’ve purchased from Aisle Online in the past.
- **On Sale** items – items you’ve purchased in the past that are currently on sale.
- **Fuel Saver** items – items that you’ve purchased in the past that currently qualify for Fuel Saver points.

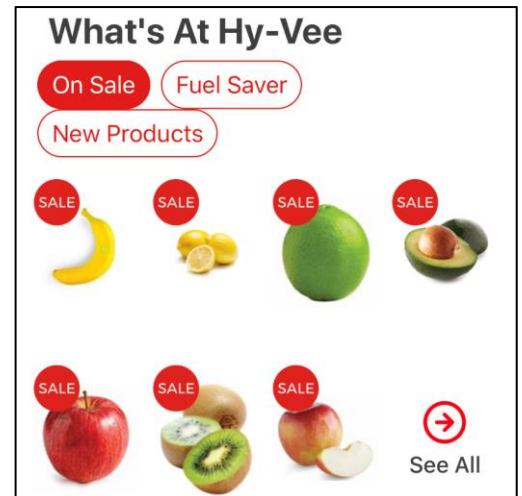


Press the red-and-white button for the option you want to view, then swipe through the items shown or press See All to see all items in that group.

The **What’s At Hy-Vee** section allows you to see all available products that:

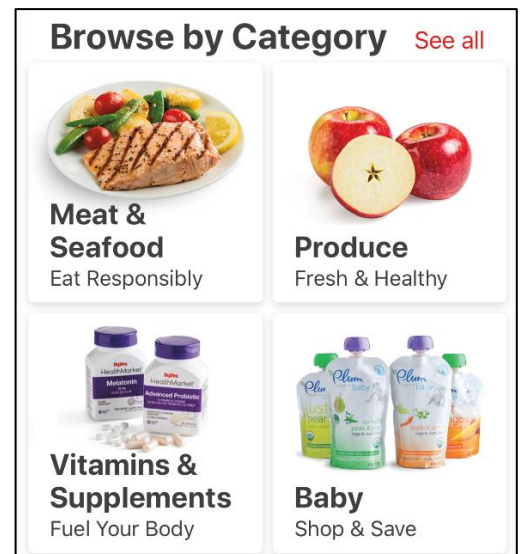
- Are **On Sale**
- Qualify for **Fuel Saver**
- are **New Products** to the store

Press the red-and-white button for the option you want to view, then swipe through the items shown or press See All to see all items in that group.



The **Browse by Category** section lets you view items by category. Press on one of the featured categories, or press See All to see a list of all categories you can choose from (see image below).

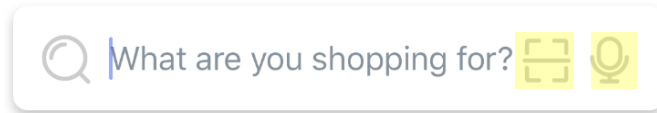
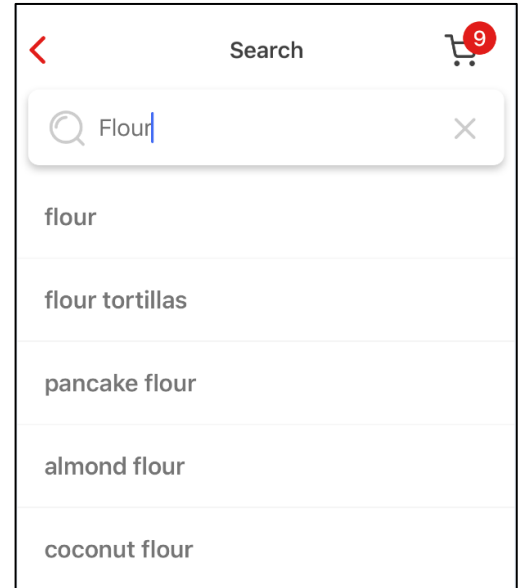
Scroll through the list of categories to find the one you want to shop, then press the name of the category to see the items in it.



**SHOP ITEMS CONT.**

The **Search Bar** gives you a number of interesting ways to search for items as well. To start, press on the Search bar. Notice that the list of categories appears.

- **Typing Search Terms** -- Start typing in the search bar. You can search on any word that might appear in the name or description of a product. Matching search terms will appear as you type. If you see one you want to use, press on it. Otherwise, type your search term, then press the Search or spyglass button on your phone's touch keyboard.



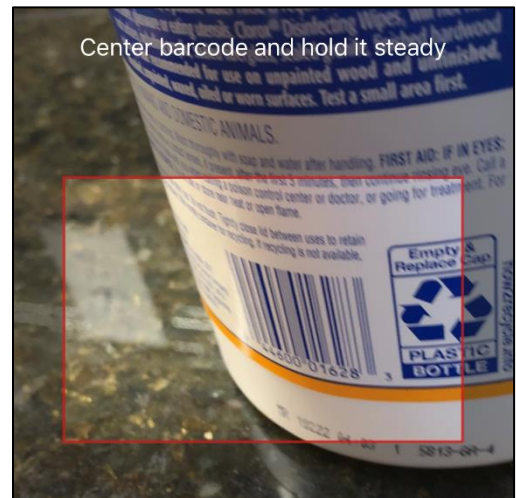
**Speaking Search Terms** –If you'd like to speak your search term into your phone, press the Microphone icon. Your phone might ask you to allow Aisles Online permission to use the voice recorder on your phone. If it does, press Yes. Then speak your search term. Aisles Online will pull up a list of times matching that search term.



**Scanning Item's Bar Code**

– If the item you want to search is packaged and has a bar code, you can scan that code with your device to search for it in the app. This is handy when you want to add items to your shopping list as you run out of them at home.

Press the bar code symbol on the search bar, then scan the bar code on the item's package. If the item is available, it should appear on the screen.



**PUT ITEMS IN CART**

Once you've performed a search, you'll see either a list of items or a single item on your screen.

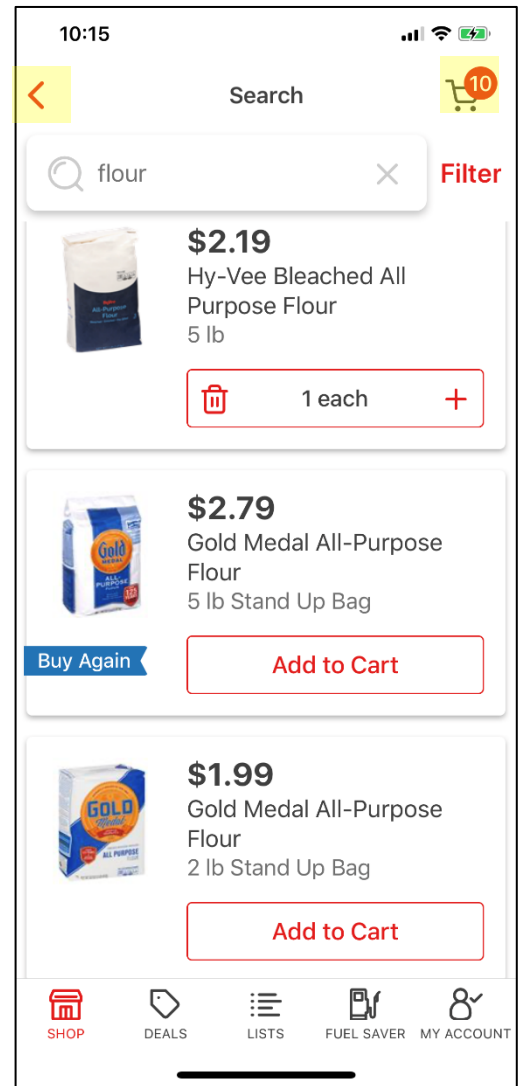
If the item you want to buy appears in the list, press the **Add to Cart** button. The button will change to show one item in the cart.

- You can take that item out of the cart by pressing the **trash can** icon.
- You can add more than one of that item to the cart by pressing the **+plus** button.
- If there is more than one of that item in your cart, the trash can will turn into a **–minus** button. Reduce the number of that item in your cart by pressing the **–minus** button.

**Cart Total** - When you add items to your cart, you should see the number on the cart icon in the upper right-hand corner increase. This number shows you the total number of items in your cart.

**Item Details** - To see more details about the item, press on the item image. From the item screen, you may be able to see a larger image of the item, different sides of the packaging, other varieties of the same item, an item description, the nutrition information, and the list of ingredients. You can also add the item to your cart. To back out of the item screen, press the gray X in the upper left-hand corner of the screen.

**Back** - To back out of this search and perform a new one, press the Back button on your phone or the red Back arrow in the upper left-hand corner of the screen.



**CHECK OUT** When you are ready to check out, press on the cart icon in the upper left-hand corner of the screen. Your cart will appear.

**View Cart** – You can view all the items in your cart by scrolling through the list

**Adjust Item Count** – You can adjust the item count by using the +plus, -minus, and trash can buttons under each item.

**Back** – If you want to continue shopping, press the gray X in the upper left-hand corner.

**Change Store** – The name of the store that will be fulfilling your order appears above your first item. If you want to change that store, press the red Change link next to it.

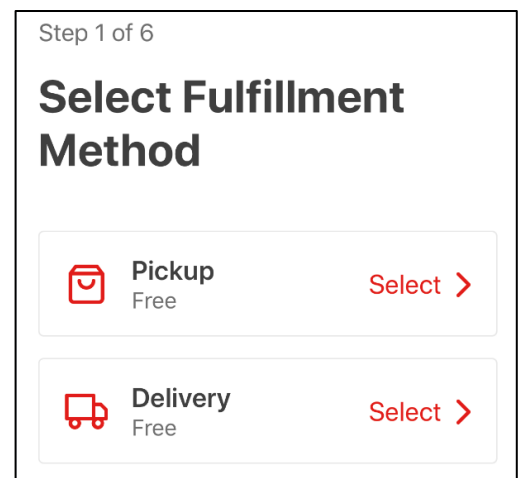
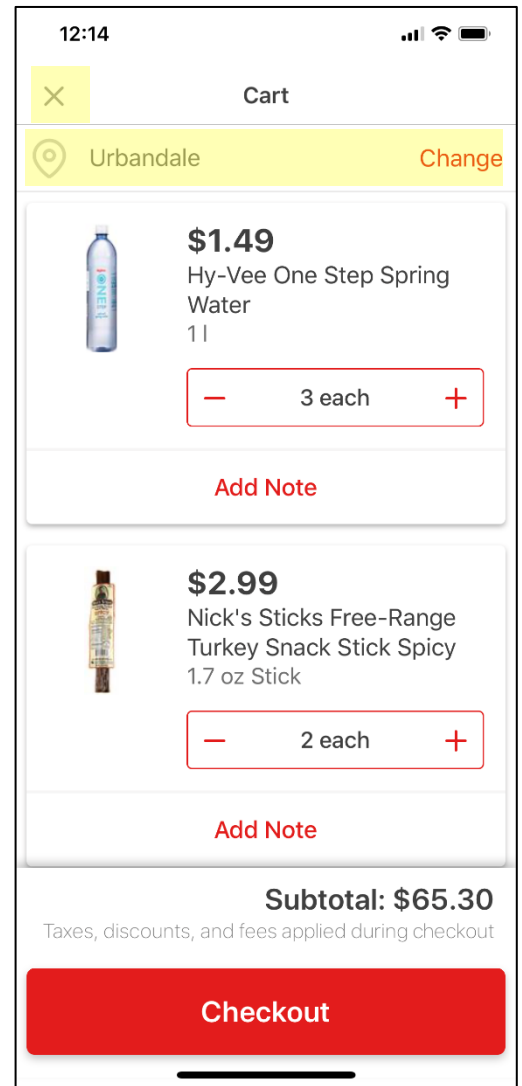
When you're ready to check out, press the red Checkout button.

**Pick-up or Delivery** – Select your fulfillment method, either pick-up or delivery.

\* Any delivery or pick-up order must be a minimum of \$30 before taxes and fees.

For a \$30 order, pick-up is always free.

The delivery fee is \$9.95 for non-members, free for members. If you have groceries delivered frequently, consider purchasing an annual Aisles Online membership for \$99 a year for unlimited free delivery.





**CHECK OUT  
CONT.**

**Pick-Up Location** – Select a pick-up location. If no store appears in your list, or if you want to pick up from a different store, use the Find a Hy-Vee search bar to find a store near you. Press either Continue or Select next to the store you prefer.

**Delivery Location** – Selecting the delivery location is similar to selecting the Pick-up location. But instead of selecting a store, you’re selecting your home address or the address to which the groceries will be delivered.

Select the address that appears or press Add New to enter a new address into the app.

**Select Pick-Up Time** – The days and times available for pick-up will display. You can scroll through days by swiping the dates at the top. You can view available times for each day by scrolling.

Select the day and time you would like to pick up your groceries by ensuring the correct day is highlighted and red, then press Select next to the time.

**Select Delivery Window** – Selecting a delivery window operates in the same way as selecting a pick-up time. Select the date and time you want your groceries delivered, then press Select.

Step 2 of 6

## Select Pickup Location

**Urbandale** ✓  
8701 Douglas Avenue  
Urbandale, IA 50322  
6 miles Continue >

**My Hy-Vee**  
**Coralville #1**  
1914 8th Street  
Coralville, IA 52241  
114 miles Select >

**Find a Hy-Vee**

🔍 Enter city

Step 3 of 6

## Select Pickup Time

Urbandale

Sun  
Apr 5

**Mon**  
Apr 6

Tue  
Apr 7

Wed  
Apr 8

Showing Times for Monday, Apr 6th  
Time slots are reserved for 2 hours or until checkout.

**7 am - 8 am**  
Place order by 10pm  
Sunday Select >

**Free**

Reserved for elderly and at-risk

**8 am - 9 am**  
Place order by 12am  
Monday Select >

**Free**

**CHECK OUT  
CONT.**

**Pick-Up Information** – The next screen will ask you:

- The color and type of your vehicle so the associate knows which vehicle to look for.
- Whether you would like paper bags instead of plastic ones.
- For your cell phone number to send you a text message when your order is ready to be picked up.
- For any notes you want to give your personal shopper.

**Delivery Information** – The Delivery Information screen is similar to the Pick-Up Information Screen. It will verify the delivery address, ask if you want paper or plastic bags, and ask you for any notes for your personal shopper.

When you are done, press **Save & Continue**.

Step 4 of 6

### Pickup Information

Coralville #1  
Saturday, April 4  
5 pm - 6 pm

**Vehicle Color \***

Black  Blue  White  Red  Brown

**Vehicle Type \***

Car  SUV  Truck  Van  Other

**Bag Preference**

I prefer paper bags for my entire Aisles Online order

---

**Mobile Number for Notifications**

Opt in for text notifications about your pickup. We'll let you know when we're on our way.

**Notes for Your Shopper**

These instructions are specific to your order. Is there anything you'd like us to tell your personal shopper about your order?


**Save & Continue >**



**CHECK OUT CONT.**

**Substitutions** – If an item in your cart isn't in the store by the time your shopper looks for it, you can decide if you would like your shopper to select a substitute, if you want to select a substitute, or if you'd prefer no substitutes.

Press Select next to the option you prefer. If you select **Let Me Pick**, a screen will appear allowing you to select a substitution preference for each item in your cart.



**\$2.99**


Nick's Sticks Free-Range Turkey Snack Stick Spicy  
1.7 oz Stick

✓ Next Best

No Subs

Let Me Pick ▼

---



**\$3.69**

Healthy Choice Power Bowls Shiitake Chicken  
9.25 oz

✓ Next Best

No Subs

Let Me Pick ▼

**Order Summary** – the next screen will present you with a summary of your order preferences. Verify that everything is correct. If you need to go back and change something, use the back button on your device or the red Back button in the upper left-hand corner of the screen.


If everything looks correct, press the red **Continue to Payment** button.

12:20
📶 📶 🔋

<
Cancel

## If we don't have your item in stock...


You can substitute it with a similar choice.  
**Note:** You'll never pay more than your original item.



**Next Best**

I want Hy-Vee to choose a substitute for me.


Select >



**Let Me Pick**

I want to customize my choices for individual items.

Select >



**No Substitutions**

I don't want substitutes for out of stock items.

Select >

Step 6 of 6

## Order Summary

Delivery Order

Name

Address

City, State/ Zip

Sunday, April 5

8 am - 9 am

**Order Information**

Subtotal	\$38.92
Delivery Fee	Free

**Substitutions**

🚫 No Substitutions

**CHECK OUT  
CONT.**

**Payment Information** – Payment can be made with a credit card or a debit card with a credit card logo (Visa, MasterCard, American Express, Discover).

**Choose A Card** -- If the correct card appears, be sure the circle to the left of the card looks like a fat red doughnut. If it doesn't, press in the circle to turn it red.

**Add A Card** -- If no card appears or you want to use a different card, press the red-and-white Add A Card button and enter your card information.

**Add A Gift Card** -- If you want to use a Hy-Vee gift card on this order, press the red-and-white Add A Gift Card button and enter your card information.

When all the payment information looks correct, press the red **Place Order** button.

**Confirmation** – A confirmation screen should appear, indicating your order has been placed. You may also receive a text message and/or an email confirmation as well.

