

## Ordering Groceries Through Hy-Vee Aisles Online

If you have an account with Hy-Vee Aisles Online, you can order groceries on a computer, tablet, or phone and have them delivered to you or ready to pick up. This document will show you how to find the groceries you want, schedule them for a pick-up or delivery, and pay for your order.

\*If you do not have an account with Hy-Vee Aisles Online, see the instructional document called *Creating An Account with Hy-Vee Aisles Online*. These instructions assume you have completed the steps in that document.

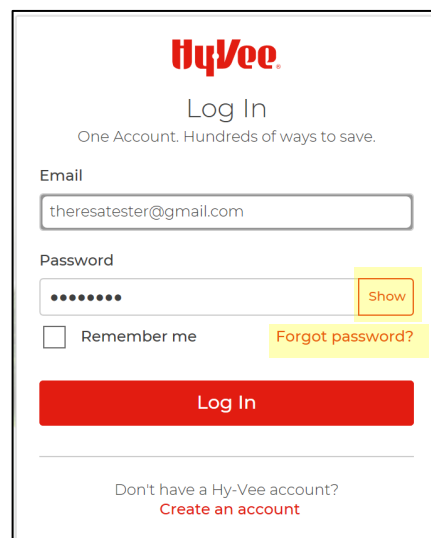
The images shown here are from a laptop computer running Windows and using Internet Explorer. The website should look similar from any computer, tablet, or phone, though there may be a few small differences, particularly on Apple products.

### 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.

### LOG IN

1. Open an internet browser (Chrome, Internet Explorer, Edge, Safari, etc.).
2. In the address bar, type **hy-vee.com\grocery**, then press the Enter key.
3. Click the **Log In** button in the upper right-hand corner of the screen.
4. On the Log In screen, enter your email address and password that you selected when you created an account. To see the password to be sure you typed it correctly, click the **Show** button.
5. Click **Log In**.

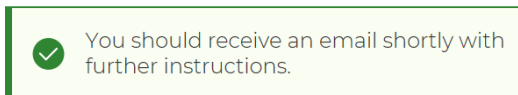


The screenshot shows the Hy-Vee Log In page. At the top is the Hy-Vee logo. Below it is the text "Log In" and "One Account. Hundreds of ways to save." There are two input fields: "Email" with the value "theresatester@gmail.com" and "Password" with masked characters ".....". To the right of the password field is a yellow "Show" button. Below the password field is a checkbox for "Remember me" and a yellow "Forgot password?" link. A large red "Log In" button is at the bottom. At the very bottom, there is a link for "Don't have a Hy-Vee account? Create an account".

**FORGOT  
PASSWORD**

If you have forgotten your password, you can reset it. This will require selecting a new password.

1. Click **Forgot Password** on the Log In screen.
2. Enter your **email address** in the box.
3. Click **Send Instructions**. A green box should appear confirming that instructions are being sent to your email.



4. **Check your email.** You should receive an email from DoNotReply@hy-vee.com with a link for resetting your password. \*You only have 15 minutes to reset your password, so do this part quickly.

Someone just requested to change your Hy-Vee account's credentials. If this was you, click on the link below to reset them.

[Link to reset credentials](#)

This link will expire within 15 minutes.

If you don't want to reset your credentials, just ignore this message and nothing will be changed.

5. In the email you received, click **Link to Reset Credentials**.
6. In the webpage that appears, **enter a new password** in the Password box. To see the password to be sure you typed it correctly, click the Show button.

\*The password must be at least 8 characters long, and must contain an upper case letter, a lower case letter, and a number or special character (the shift characters above the numbers on a keyboard).

7. Click the **Change Password** button. You'll be taken to the home page for Hy-Vee.com.

8. If you see it, click the hamburger icon next to the word Menu. A drop down list will appear. \*If you don't see the hamburger icon, go to the next step.



## FORGOT PASSWORD CONT.

- Click the word **Shop**.
- Click on either **Hy-Vee Aisles Online** or **Shop For Groceries**. Either will take you to the Hy-Vee Aisles Online home page.

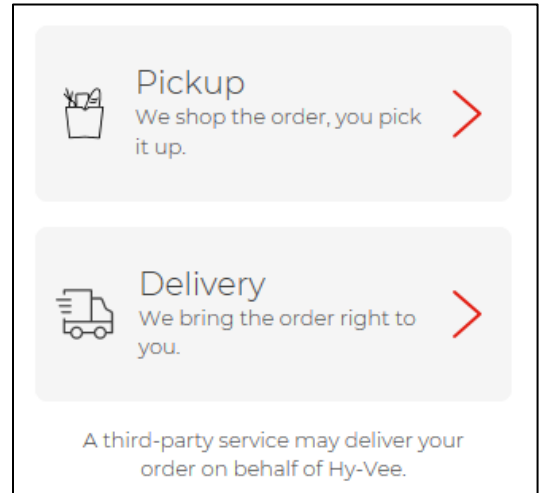
## SELECT DELIVERY OR PICK-UP

- In the upper right-hand corner of the screen select the **name of your preferred store**. This is the store you picked when you set up your profile.

Pick-Up: West Des Moines #3

\*In the example above, you'll see that Pick-Up is indicated for the West Des Moines #3 store. If "Pick-Up" is the way you want to receive your groceries and the store is correct, then you can skip this section. You only need to perform the steps in this section if you want to change either the method (pick-up or delivery) or the store that will be fulfilling your order.

- Click on either **Pickup** or **Delivery**, depending on how you would like to receive your groceries.



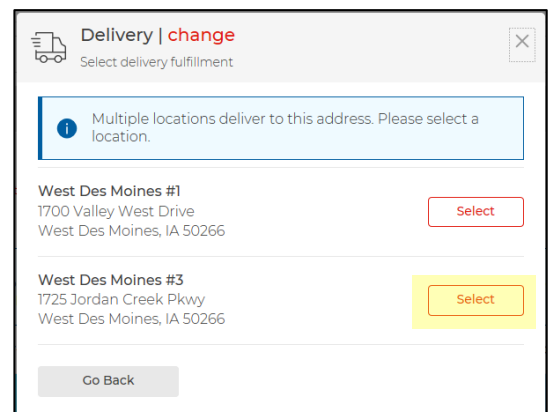
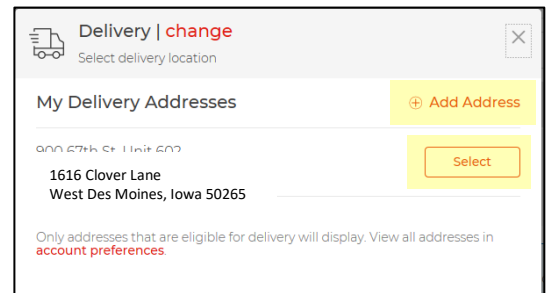
## For Delivery

The addresses that appear as options are the addresses you added in your profile. If you need to add a new address, click the **Add Address** link and enter the information.

- Click on the **Select** button next to the address you want your groceries delivered to.
- If more than one store delivers to the address you selected, you will be given a choice of stores. Click the **Select** button next to the store you prefer.

You'll be returned to the Aisles Online home page to start filling your cart.

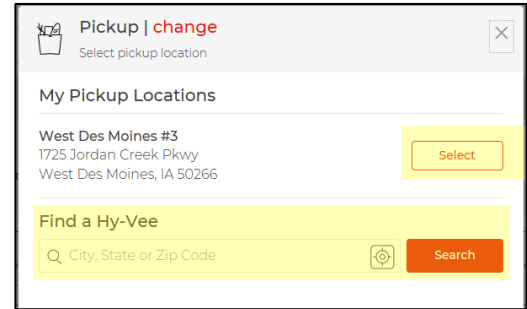
\*If no stores deliver to your address, that message will appear, and you'll need to select Pick-Up instead.



**For Pickup**

- The store you selected in your profile will appear. Click **Select** to pick up your groceries at that store.

You can also pick up groceries at any other store. To find a store, enter your city, state, or zip code in the Find A Hy-Vee box, then click Search. Select the store you want.

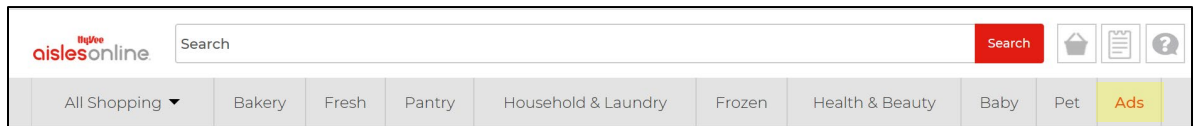
**FIND ITEMS**

You can find grocery items in several ways:

- By browsing an ad.
- By viewing items by category.
- By searching for items.

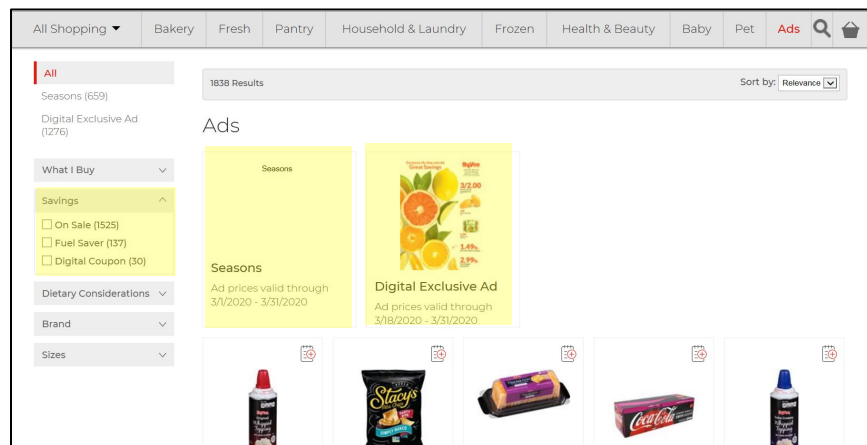
**Browsing An Ad**

- Click on the **Ads** button from the banner under the search bar.

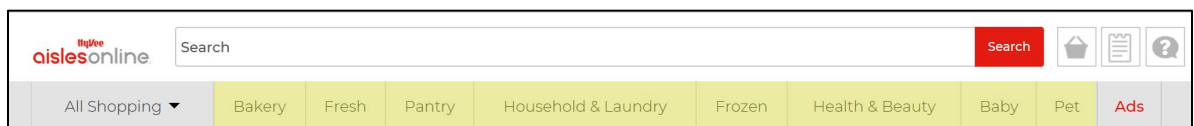


On the Ads page, you'll see any current ads that affect your location and a list of items that are on sale or qualify for Fuel Saver points.

- Click on a specific ad to see the items advertised in that ad, OR click on Savings in the left-hand menu, then click on a specific sale.

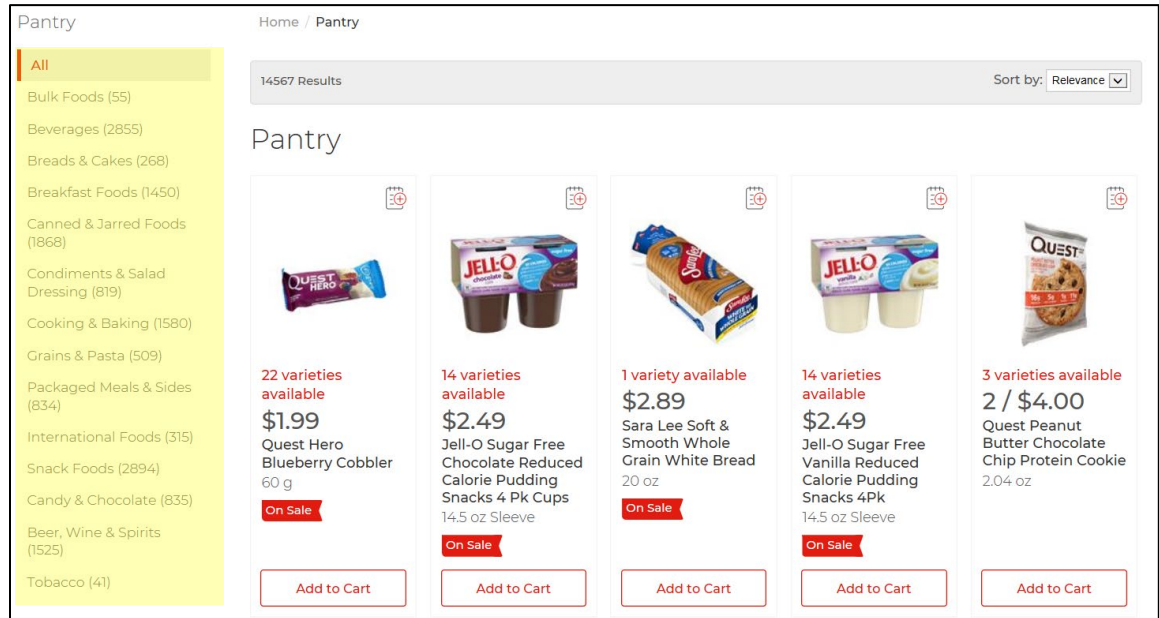
**Viewing By Category**

- To find items by category, click on a category in the gray box under the search bar.



## Viewing By Category cont.

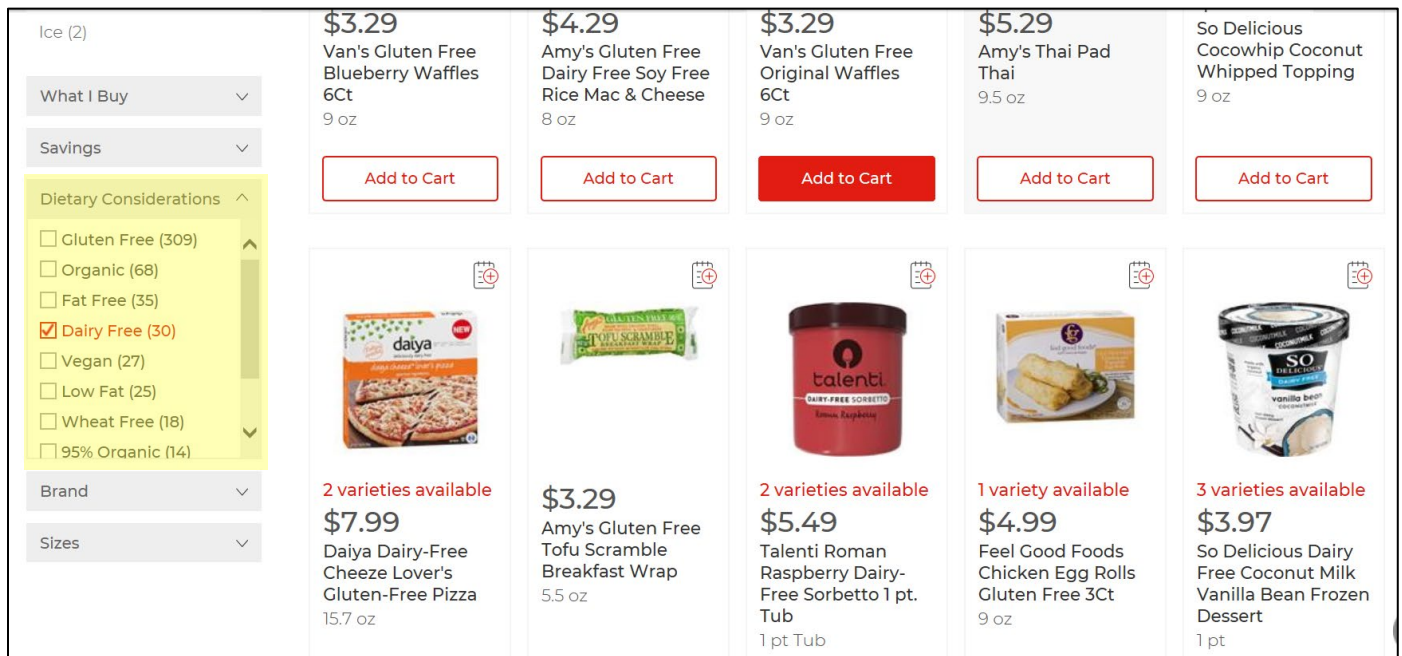
- Items in that category will appear on the screen. You can further narrow the category by clicking on the subcategories on the left side of the screen.



## Dietary Restrictions

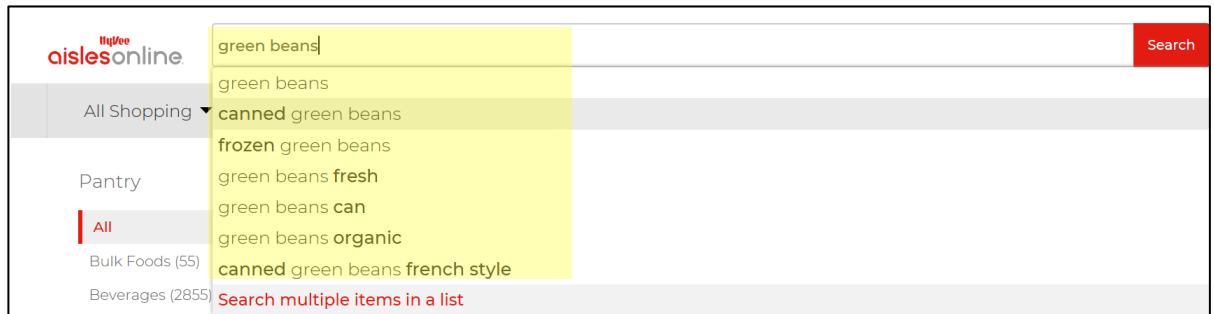
\*When you are browsing the **Fresh**, **Pantry**, or **Frozen** categories, you can narrow your search by dietary considerations, such as gluten-free, dairy-free, vegan, low-fat, etc.

On the left-hand side of the screen, look for the **Dietary Considerations** filter box. Click the drop-down arrow to open the filter options box. Click the box next to one or more of the options. The list of products will automatically filter to products meeting that criteria.



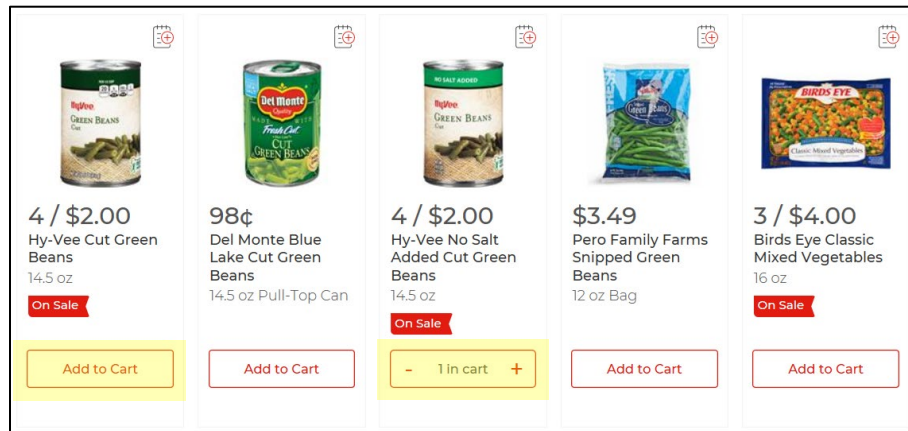
## Searching for Items

1. To search for an item, type the name of the item in the search bar.
2. As you type, options will appear below the search bar. You can select any of those options as they appear by clicking on them.
3. When you're done, click the red Search button. Items meeting your search criteria will appear. Scroll through the list of items until you find the one you want.



## ADDING ITEMS TO CART

1. When you've found an item that you want to add to your grocery cart, click the **Add To Cart** button below the item.



2. After a moment, the button will show "1 in cart." You can add more of that item to your cart by clicking the **+plus** button. You can take some or all of that item out of your cart by clicking the **-minus** button.

\*Notice that any item that is on sale has a red **On Sale** flag under its information.

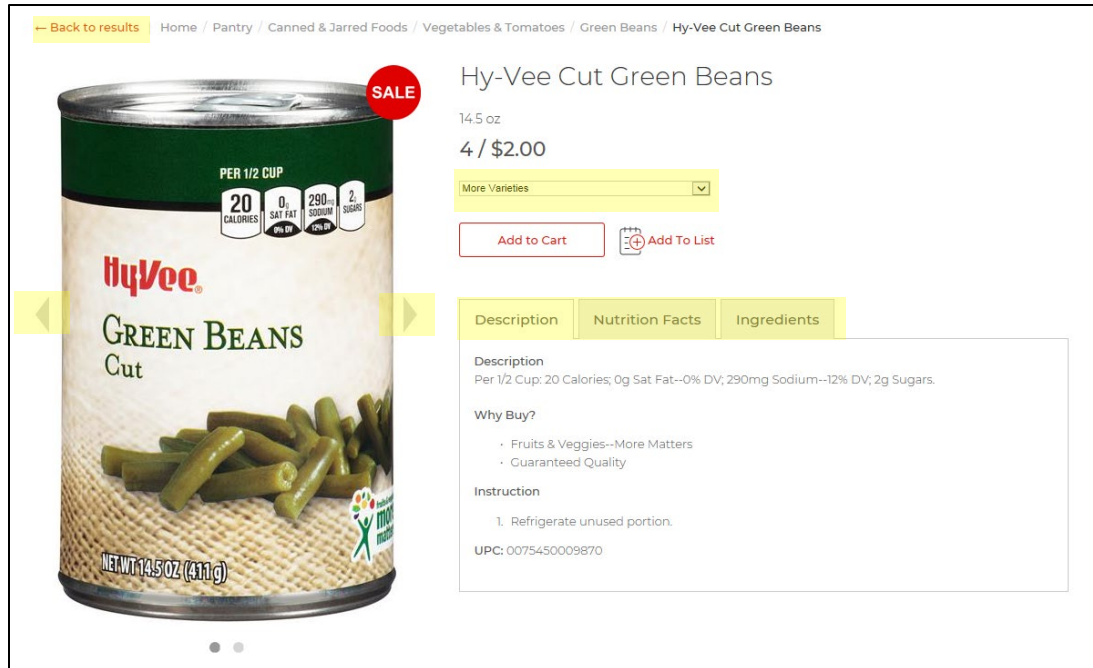
\*If you want more information about the item itself, **click on the picture of the item**. A larger image and more details about the item will appear (see image on next page).

- Click the **gray arrow** next to the picture to view different sides of the product.
- Click the tabs for **Description**, **Nutrition Facts**, and **Ingredients** for that information.
- And click the dropdown box for **More Varieties**.

To return to the list of items, click **Back To Results**.



## ADDING ITEMS TO CART CONT.



← Back to results Home / Pantry / Canned & Jarred Foods / Vegetables & Tomatoes / Green Beans / Hy-Vee Cut Green Beans

**Hy-Vee Cut Green Beans**

14.5 oz  
4 / \$2.00

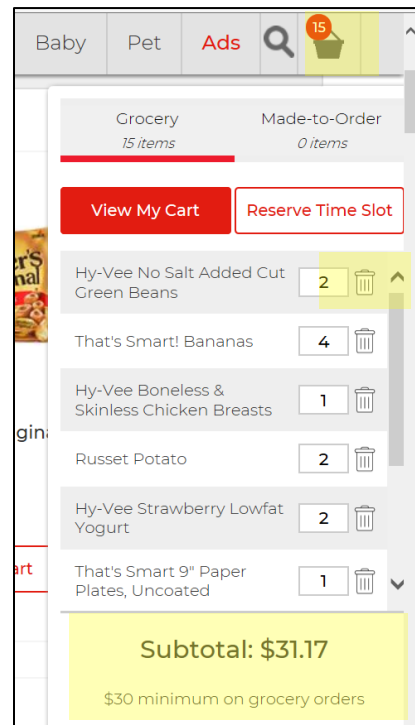
More Varieties

Description	Nutrition Facts	Ingredients
<p><b>Description</b> Per 1/2 Cup: 20 Calories; 0g Sat Fat--0% DV; 290mg Sodium--12% DV; 2g Sugars.</p> <p><b>Why Buy?</b></p> <ul style="list-style-type: none"> <li>· Fruits &amp; Veggies--More Matters</li> <li>· Guaranteed Quality</li> </ul> <p><b>Instruction</b></p> <ol style="list-style-type: none"> <li>1. Refrigerate unused portion.</li> </ol> <p>UPC: 0075450009870</p>		

\*Continue finding items and adding them to your cart to create your grocery order.

As you are shopping, you can check to see if you've met the \$30 minimum by clicking on the Cart symbol in the upper right-hand corner of the screen.

You can also view the items in your cart (don't forget to scroll), delete items by clicking on the trash can symbol, or change the number of an item in your cart by changing the number next to it.



Baby Pet Ads

Grocery 15 items Made-to-Order 0 items

Hy-Vee No Salt Added Cut Green Beans	2	<input type="button" value="Trash"/>	<input type="button" value="Up"/>
That's Smart! Bananas	4	<input type="button" value="Trash"/>	
Hy-Vee Boneless & Skinless Chicken Breasts	1	<input type="button" value="Trash"/>	
Russet Potato	2	<input type="button" value="Trash"/>	
Hy-Vee Strawberry Lowfat Yogurt	2	<input type="button" value="Trash"/>	
That's Smart 9" Paper Plates, Uncoated	1	<input type="button" value="Trash"/>	<input type="button" value="Down"/>

**Subtotal: \$31.17**

\$30 minimum on grocery orders

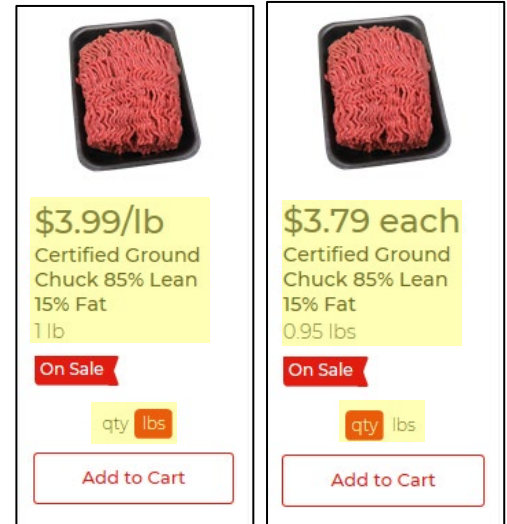
## Items By Weight

Some items can be purchased by weight or by each. When you add these items to your cart, be sure you are selecting which you'd like.

To choose, click **qty** or **lbs** just above the Add To Cart button to make your selection.

In this example, you can see that selecting **lbs** allows you to order ground chuck by the pound. The "quantity" number will be the number of pounds you want to order.

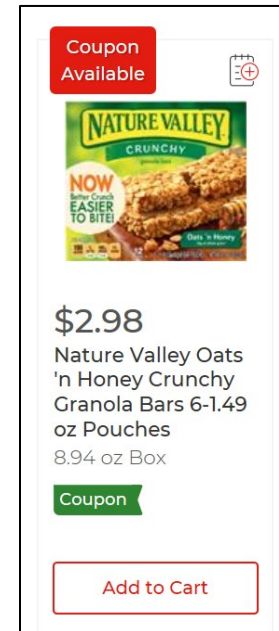
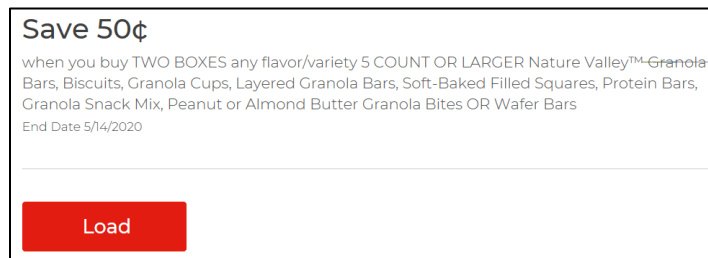
But selecting **qty** shows each unit as .95 lbs. So the "quantity" number here would mean the number of .95 lb packages you want to buy.



## Coupons

Only digital coupons can be used with Aisles Online. If a digital coupon is available, you'll see a red Coupon Available box above the product image. To load the coupon into your cart:

1. Click the red Coupon Available button.
2. In the screen that appears, you'll see the coupon details. To use the coupon, click the red Load button.



3. The red Coupon Available button will now read Coupon Loaded.

**\*Often, a digital coupon will load automatically for you when you place the item into your cart. Watch the red Coupon Available button to see if it changes to Coupon Loaded after adding an item to your cart. If it does, then the coupon has been loaded automatically.**








## CHECKING OUT

1. When you are ready to check out, click on the **cart symbol** in the upper right-hand corner of the screen (see image on previous page).
2. Click the **View My Cart** button. The Shopping Cart screen will appear.

**Shopping Cart**

☐ Select All [Remove Selected Items](#)


Grocery (15 items)		Subtotal
<input type="checkbox"/>	 <b>Hy-Vee No Salt Added Cut Green Beans</b> 14.5 oz \$0.79 <a href="#">Add Note</a>	— 2 in cart + <b>\$1.58</b>
<input type="checkbox"/>	 <b>That's Smart! Bananas</b> 0.4 lbs (\$0.29/lb) \$0.12 each <b>On Sale</b> <a href="#">Add Note</a>	— 4 in cart + 1.60 lbs <b>\$0.46</b>
<input type="checkbox"/>	 <b>Hy-Vee Boneless &amp; Skinless Chicken Breasts</b> 1.75 lbs (\$3.99/lb) \$6.98 each <a href="#">Add Note</a>	 1 in cart + 1.75 lbs <b>\$6.98</b>
<input type="checkbox"/>	 <b>Russet Potato</b> 0.65 lbs (\$2.05/lb) \$1.39 each <a href="#">Add Note</a>	— 2 in cart + <b>\$1.39</b>

**Order Summary**

Grocery | **Pickup** ▼

Subtotal (15 items)	\$31.17
Pickup Fee	--
Estimated Tax & Deposits	\$1.10
<b>Estimated Total</b>	<b>\$32.27</b>
Fuel Saver Rewards	0¢

**NOTE** - Digital coupons and some promotions are applied during payment processing and are not reflected in the totals above. See your store receipt or **sign up** to receive Digital Receipts via email to view actual totals.

\$30 grocery minimum 

**Proceed to Checkout**

**Enter Promo Code**

Promotional codes are not applied to liquor, tobacco or Made-to-Order items.

[Apply](#)

\*From this screen, you can see all the items in your cart by scrolling down. You can adjust the quantity of the items in your cart by clicking the plus and minus buttons, and you can take items out of your cart by clicking the trash can icon.

3. Double-check any items that are sold by weight, such as produce and meat. Some of these items can be sold either by weight or by item number. Be sure the Quantity box is displaying the way you want to buy the item. If it is not, click on the item name to go to its page and adjust your purchase.
4. When your cart is correct, click the **Proceed to Checkout** button (see the image on the next page).
5. On the Grocery Fulfillment screen, you can:
  - a. Change or edit your fulfillment type (delivery or pickup), edit the delivery address, or edit the pick-up store.
  - b. Indicate whether you want paper or plastic bags (plastic is the default)
  - c. Indicate how you want to handle substitutions. If one of the items you ordered is out of stock, do you want it left off your order or substituted with a similar item.
  - d. Enter any special instructions for your delivery driver or personal shopper.
6. Click the **Reserve Time** slot button to select a time for delivery or pick-up.

## CHECKING OUT CONT.

### Grocery Fulfillment

All fields marked with an \* are required.

This order is for:

Delivery - [Change](#) or [Edit Delivery Address](#)

Fulfillment Store:

West Des Moines, IA - 1725 Jordan Creek Pkwy - [Change](#)

Reservation Time:

[Reserve Time Slot](#)

Bag Preference

☐ I prefer paper bags for my entire Aisles Online order.

Substitution Preference\*

☒ **Best Match** - Hy-Vee will choose an equivalent item for you.

☐ **Let Me Choose** - You can choose substitutions per item.

☐ **No Substitutions** - I'd prefer nothing if my item is not in stock.

Enter Order or Delivery Instructions

May I also get 1-Short Cuts Diced Onion and 2-Short Cuts Diced Roma Tomatoes?

Many Thanks!

Remaining characters: 2406

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

### Order Summary

#### Grocery

Subtotal (19 items)	\$32.74
Delivery Fee*	--
Estimated Tax & Deposits	\$0.78
<b>Estimated Total</b>	<b>\$33.52</b>
Fuel Saver Rewards	0¢

[\\*Learn how to get free delivery.](#)

**NOTE** - Digital coupons and some promotions are applied during payment processing and are not reflected in the totals above. See your store receipt or **sign up** to receive Digital Receipts via email to view actual totals.

[Save & Continue](#)

- Available time slots for the next few days will appear. Find a day and time that works for you, then click **Select** next to the time slot you prefer. The pop-up box will close, and you will see your selected time slot on the order Fulfillment screen.
- Click the red **Save and Continue** button.

Delivery To: 600 E 17th St, Unit 602 West Des Moines, IA 50369

Become a member. Get FREE delivery. [Buy Membership](#)

Today: Apr 01

**Thu: Apr 02**

Fri: Apr 03

Sat: Apr 04

Sun: Apr 05

Mon: Apr 06

Tue: Apr 07

8 am - 9 am	Not available
9 am - 10 am	Not available
10 am - 11 am	Not available
11 am - 12 pm	Not available
12 pm - 1 pm	Not available
1 pm - 2 pm	Not available
2 pm - 3 pm	Not available
3 pm - 4 pm	Not available
4 pm - 5 pm	Not available
5 pm - 6 pm	Not available
6 pm - 7 pm Order by 10 am on Thursday	\$9.95 <a href="#">Select &gt;</a>
7 pm - 8 pm Order by 10 am on Thursday	\$9.95 <a href="#">Select &gt;</a>

Your desired time can be reserved for 2 hours or until checkout. You can extend your reserved time before checkout.

## CHECKING OUT cont.


[Cart](#) > [Grocery Fulfillment](#) > [Payment](#) > [Confirmation](#)

### Payment Information/Review Order

Hy-Vee Gift Card

Add Gift Card

#### Choose Payment Method

Saved Cards	Expiration	Billing Info	
<div>  <div>House Debit</div> <div>Visa ending in 5410</div> <div>Default payment method</div> </div>	8/2021	Jennifer Wadsworth 900 67th Street, Unit 602 West Des Moines, IA 50266	Edit
Add a Card			

#### Order Summary

##### Grocery

Subtotal (19 items)	\$32.74
Delivery Fee*	\$9.95
Estimated Tax & Deposits	\$0.78
<b>Estimated Total</b>	<b>\$43.47</b>
Fuel Saver Rewards	0¢

[\\*Learn how to get free delivery.](#)

**NOTE** - Digital coupons and some promotions are applied during payment processing and are not reflected in the totals above. See your store receipt or [sign up](#) to receive Digital Receipts via email to view actual totals.

Place Order

#### Why Estimated Total?

In your cart, you'll see an estimated weight and price for items priced by the pound. When we assemble your order, each item will be weighed and you'll only pay for the actual weight of the items you purchased.

- On the Payment Information Screen that appears, select the card you would like to use to pay for your groceries. If more than one card appears, click the circle to the left of the card you want to use so the circle appears partially filled with red.

Any cards you listed in your profile will appear on this screen. To add a new card, click the **Add a Card** button and enter the card information. To use a Hy-Vee Gift Card, click **Add A Gift Card** and enter the card information.

- When you've entered a payment method, click the red **Place Order** button.

An Order Confirmation screen will appear. You may also receive an email confirmation of your order with the pick-up or delivery times listed.