Ordering Groceries Through
Hy-Vee Aisles Online

Purpose	This document will demonstrate how to order groceries from Hy-Vee Aisles Online using a web browser (Chrome, Internet Explorer, Edge, Safari, etc.)
Before Starting	This document assumes you have already created an account with Aisles Online, which includes: • recording your email address and phone number for receiving notification emails and texts. • selecting your preferred Hy-Vee store location. • linking your Fuel Saver + Perks card to your Aisles Online account. • recording your physical address for delivery. • recording a credit or debit card for payment. If you have not created an account or have not recorded all the listed information, please see the document called ***Creating An Account with Hy-Vee Aisles Online***.
Minimums & Fees	**Delivery** • Minimum order is $30 in grocery items before taxes (does not include pharmacy or Mealtime-To-Go items). • Delivery fee is $9.95. • To get unlimited free delivery, purchase an annual Aisles Online membership for $99. • To ensure your address is eligible for delivery, go to hy-vee.com/membership. Select Check Delivery Area. Enter your address to find the store(s) that deliver to your address. **Pickup** • Minimum order is $30 in grocery items before taxes (does not include pharmacy or Mealtime-To-Go items). • Pickup is always free. • You can select any store for pickup.
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**.

Forgot Password

Note: If you know your password, go to the **Select Delivery or Pickup** section.

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

a. Click **Forgot Password** on the Log In screen.

b. Enter your **email address** in the box.

c. Click **Send Instructions**. A green box should appear confirming that instructions are being sent to your email.

> ✓ You should receive an email shortly with further instructions.

HyVee

Reset Your Password
We'll email you instructions on how to reset your password.

All fields required

Email
theresatester@gmail.com

Back to login?

Send Instructions

Having troubles?
Get Help

d. Check your email. You should receive an email from DoNotReply@hy-vee.com with a link for resetting your password.

NOTE: 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.

e. In the email you received, click **Link to Reset Credentials**.

f. 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.

NOTE: The password must

- be at least 8 characters long

- contain an upper case letter

- contain a lower case letter

- contain a number or special character (the shift characters above the numbers on a keyboard).

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

HyVee

Change Your Password
Enter your new password

All fields required

⚠ You need to change your password.

Password   Strong

••••••••••••   Show

Password must be at least 8 characters long using three of the following: one number, one lowercase letter, one capital letter, or one special character such as !@#$%^.

Change Password

Having troubles?
Get Help

h. If you see it, click the hamburger icon (three stacked horizontal lines) next to the word Menu. A drop down list will appear.

☰

Hamburger Icon

NOTE: If you don't see the hamburger icon, go to the next step.

|	
Forgot Password Cont.	i. Click the word **Shop**. j. Click on either **Hy-Vee Aisles Online** or **Shop For Groceries**. Either will take you to the Hy-Vee Aisles Online home page.
Select Fulfillment Method	In the upper right-hand corner of the screen, under your name, you'll see two buttons—one for the fulfillment method (delivery or pick-up) and one for reserving your time slot.

Note: The fulfillment method will default to the last method and address used. If the fulfillment method listed is what you want—in this example, if you want groceries delivered to the listed address—you can skip to **Reserve Time Slot**. If you want to change fulfillment method, delivery address, or pickup store, follow the instructions in this section.

To change fulfillment method or address:

1. Click on the **fulfillment method button**.

2. In the pop-up window that appears, click on either **Pickup** or **Delivery**, depending on how you would like to receive your groceries.

3. You will be asked to select either a delivery address or a store location for pickup. You can select from the preferences in your account or select a new delivery address or pickup location.
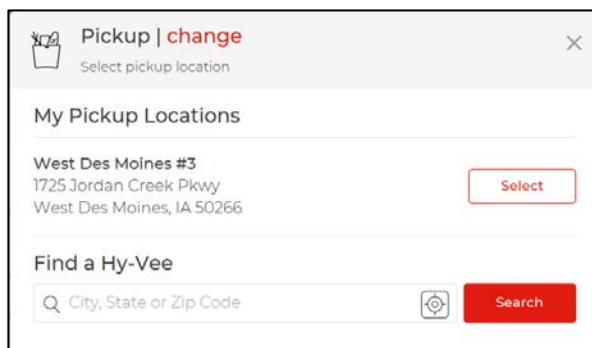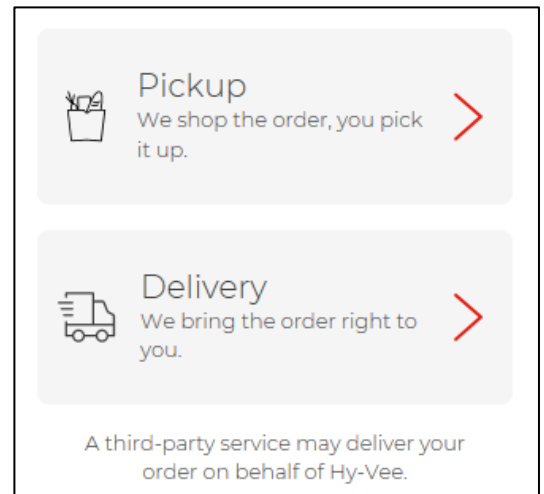
Pickup – click **Select** to choose the listed store. To pick up from a different store, search for the store using the search bar.
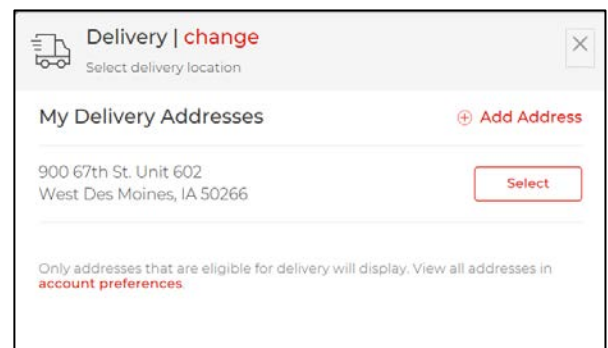
Delivery – click **Select** to choose the listed delivery address. To have groceries delivered elsewhere, click **Add Address** and enter the delivery address.

Reserve Time Slot

1. Click the **Reserve Time Slot** button.

> Hi, Jennifer ⌄
>
> **Deliver** to 900 67th | Reserve
> St. Unit 602 West | Time Slot

NOTE: The time slots shown to you depend on the fulfillment method (delivery or pickup) and store you chose in the previous step.

Fulfillment Method →

Days – Always 7 days forward →

Time Slots →

> **Delivery To:**
> 900 67th St. Unit 602
> West Des Moines, IA 50266
>
> Become a member.
> Get FREE delivery.
> **Buy Membership**   ✕
>
> | Today Apr 28 | Wed Apr 29 | Thu Apr 30 | Fri May 01 | Sat May 02 | Sun May 03 | Mon May 04 |
>
> | 8 am - 9 am | | | |
> | Order by 12 am on Wednesday | | $9.95 | Select > |
>
> | 9 am - 10 am | | | |
> | Order by 12 am on Wednesday | | $9.95 | Select > |
>
> | 10 am - 11 am | | | |
> | Order by 12 am on Wednesday | | $9.95 | Select > |
>
> | 11 am - 12 pm | | | |
> | Order by 12 am on Wednesday | | $9.95 | Select > |
>
> | 12 pm - 1 pm | | | |
> | Order by 8 am on Wednesday | | $9.95 | Select > |

2. Browse through the available timeslots to find a day and time that works for you. When you have found it, click the associated **Select** link.

Note: You have now reserved that time slot for your order. Your time slot will be held for you for **two hours** while you shop. If you have not completed your shopping and submitted your order within two hours, that time slot will be released so another shopper can reserve it. You will have to select a new time slot when you submit your order.
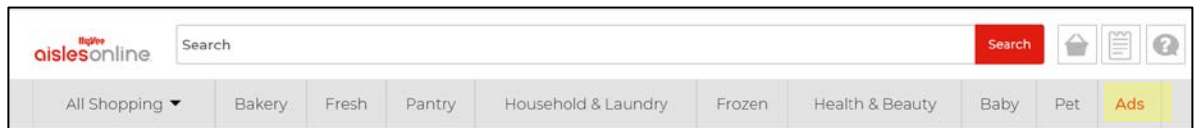
Find Items

You can find grocery items in several ways:
- By browsing an ad.
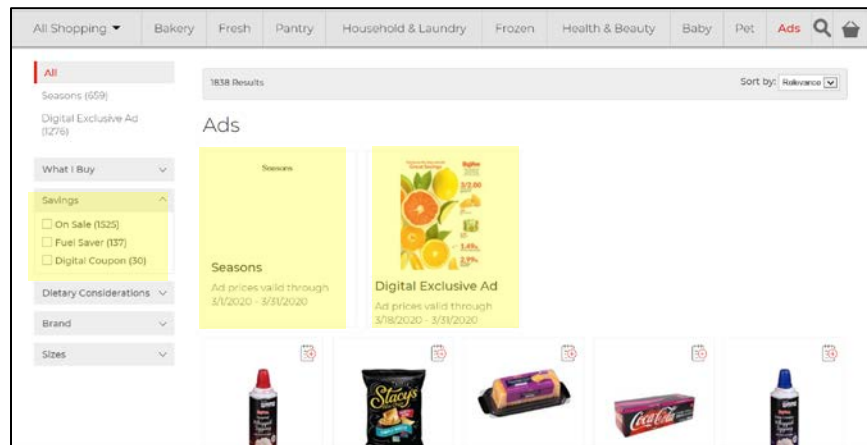- By searching by category.
- By searching by name.

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.
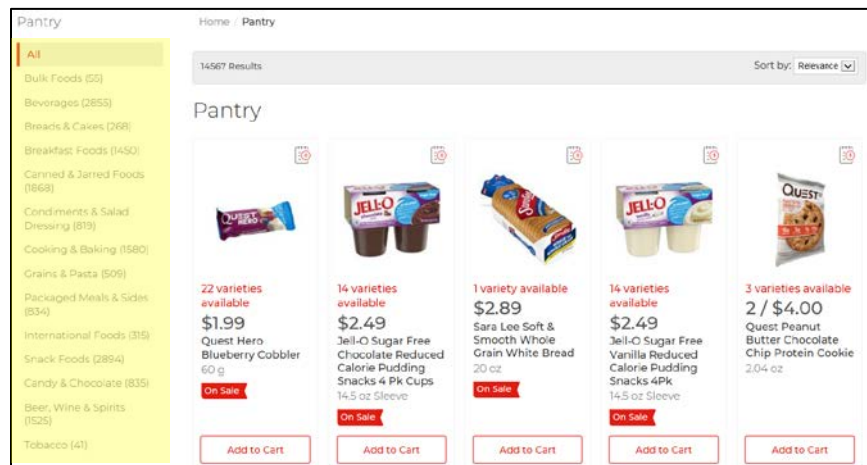

Searching By Category

To find items by category, click on a category in the gray box under the search bar.
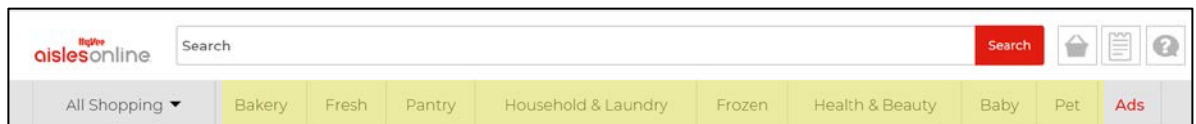
Items in that category will appear on the screen. You can further narrow the category by clicking on the subcategories on the left side of the screen.

Searching By Category Cont.

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

To search for an item, type the name of the item in the search bar.

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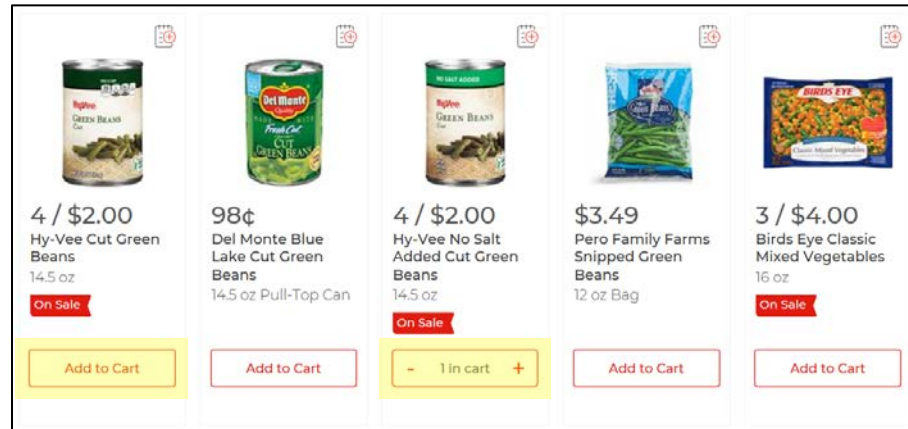
When you're done, click the red **Search** button. Items meeting your search criteria will appear. Scroll through the list of items until you find the one you want.

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


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.

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.
- 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.
- Click the dropdown box for More Varieties.

To return to the list of items, click **Back To Results**.
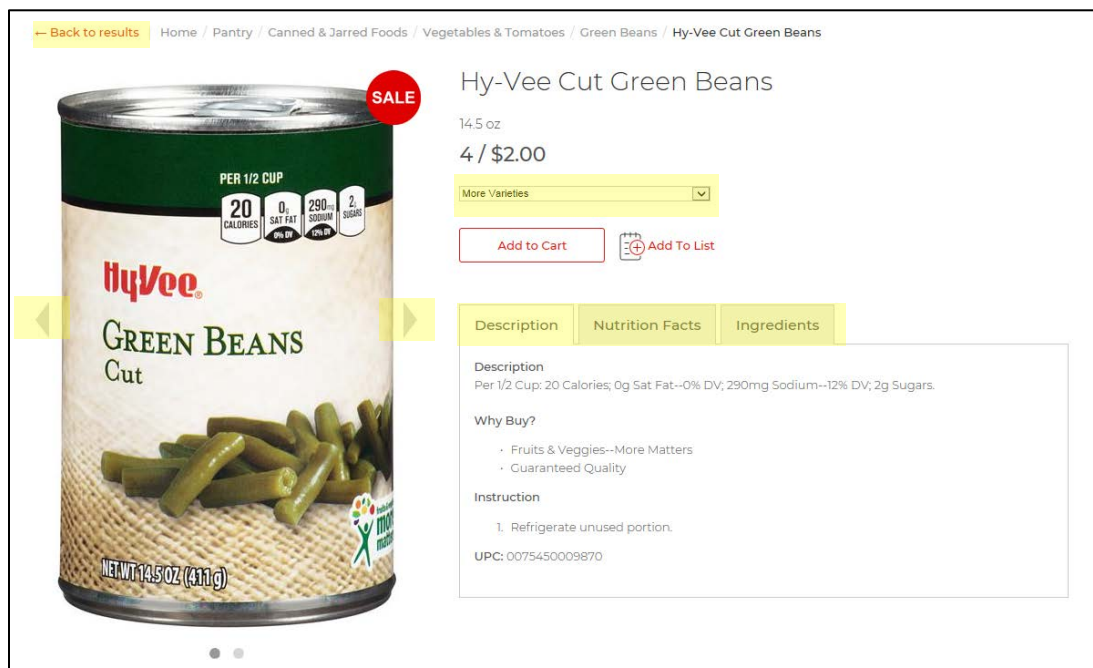
Adding Items To Cart Cont.

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 my 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.
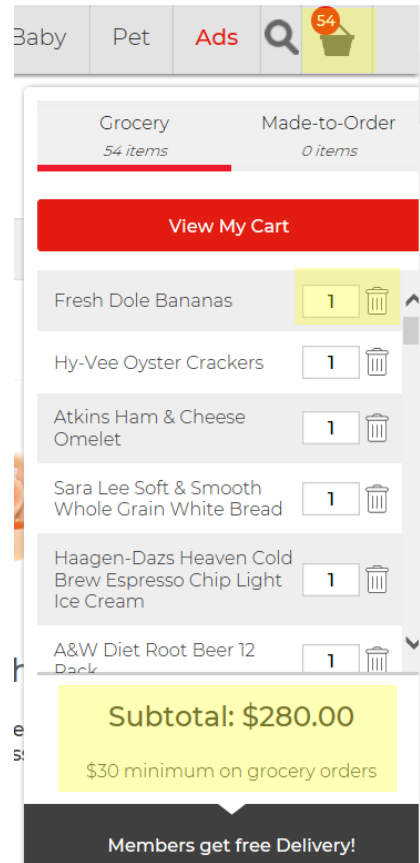

Items By Weight

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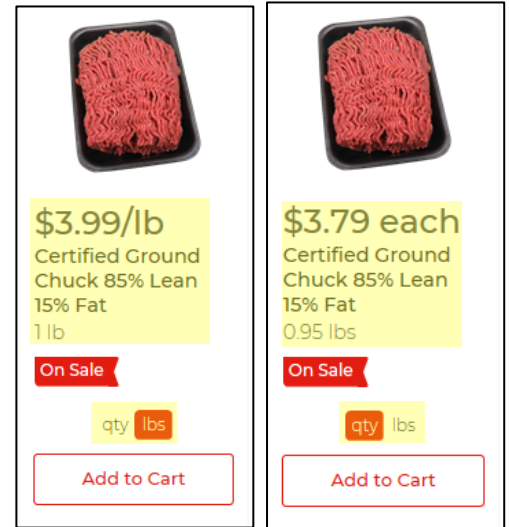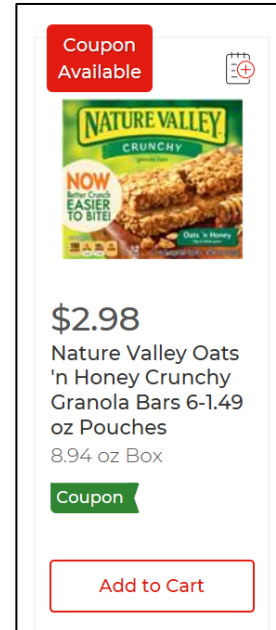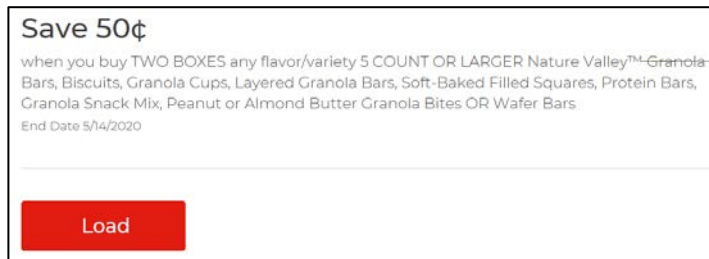
Coupons   Only digital coupons can be used with Aisles Online. If a digital coupon is available, you'll see a red Coupon Available box above the product image. To load the coupon into your cart:

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.


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

NOTE: 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   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).

Click the **View My Cart** button. The Shopping Cart screen will appear.
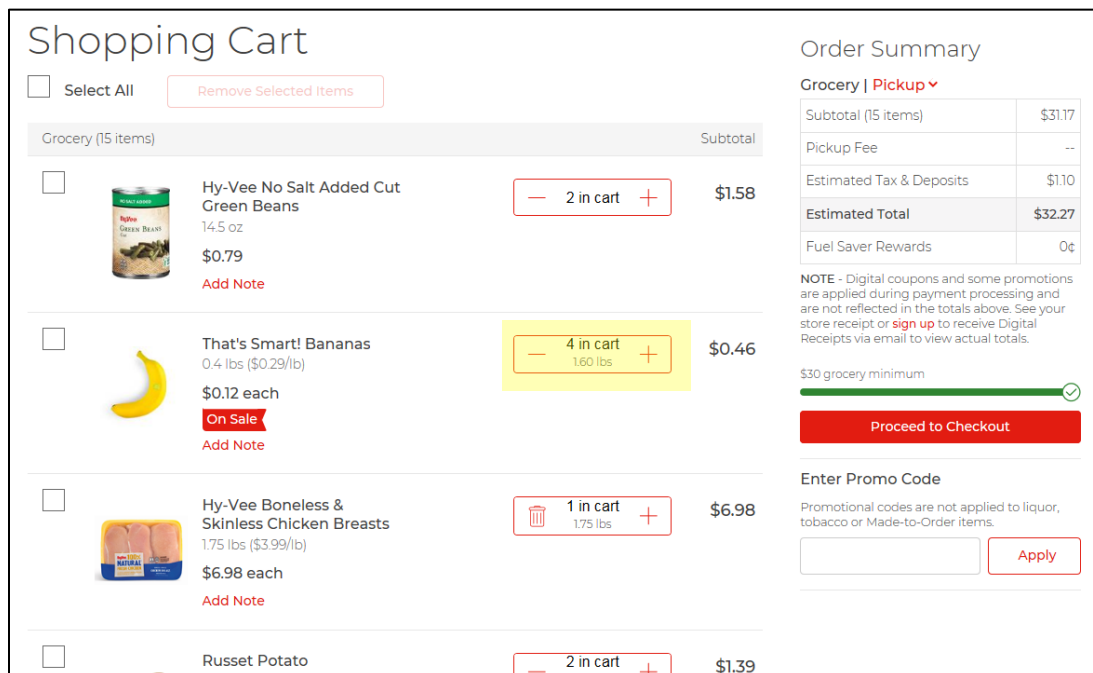
Checking Out Cont.

Edit Cart – From this screen, you can see all the items in your cart by scrolling. 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.

Check weight/quantity – 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 quantity. 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.

Enter promo codes – If you have a promo code, you can enter it on this screen. In the Enter Promo Code box under **Proceed to Checkout**, type the promo code, then click **Apply**. A green confirmation message will appear if the code is valid and applied successfully. If the code is invalid, you will receive a red Invalid promo code message.

When your cart is correct, click the **Proceed to Checkout** button. The Grocery Fulfillment screen will appear.

Grocery Fulfillment – On this screen you can
- Verify your fulfillment method.
- Verify your time slot or choose a new one if yours has been released.
- Indicate if you prefer paper bags.
- Select your substitution preferences.
- Enter special instructions for your personal shopper or delivery driver.

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:
Wednesday, Apr 29 - 8:00 AM - 9:00 AM - Change

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 (54 items)	$280.00
Delivery Fee*	$9.95
Estimated Tax & Deposits	$8.99
Estimated Total	**$298.94**
Fuel Saver Rewards	5¢

*Learn how to get free delivery.

A third-party service may deliver your order on behalf of Hy-Vee. ⓘ

Save & Continue

When you have selected all your preferences, click **Save & Continue**.

Substitution Preferences

No Substitutions – If the product you have ordered is out of stock at the time the order is being picked, then you won't receive it. The price of the order will be adjusted accordingly.

Best Match – If the product you have ordered is out of stock at the time the order is being picked, your personal shopper will select the closest substitution available. There are many factors to selecting a substitution, such as product quality, price, quantity, cooking method, flavor, etc., so what the shopper believes is the closest match possible or what is actually available on the shelves may not always be the match you would have chosen. But your shopper will do their best to make reasonable substitutions.

Let Me Choose – If you select **Let Me Choose**, then for each item in your cart, you need to select a substitution preference. After clicking **Save and Continue**, you will be presented with the **Pick Your Substitutions** screen.

Checking Out Cont.

Each item from your cart will appear. For each item select:

- **Best Match** – let the personal shopper select a match.

- **No Substitution** – do not choose a substitution for this item.

- **Let Me Choose** – you choose which item is an acceptable substitution.

To choose your substitution, click the red **Let Me Choose** link next to the item. You will see a list of reasonable alternatives for substitution. Click the **Choose This** button under the one you want as a substitution.

When you have finished making all your substitution choices, click on Continue to **Payment**.

Checking Out Cont.

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.

NOTE: Only debit and credit cards can be used to pay for Aisles Online orders at this time.

When you've entered a payment method, click the red **Place Order** button. An Order Confirmation screen will appear. You may want to take note of your order number.

Confirmation   You will receive an email at the address linked to your Aisles Online account to confirm your order is placed. If you do NOT receive a confirmation email, double-check your cart. The order may not have been completed.

If you have opted for text notification in your account preferences, you may also receive a confirmation text as well.

Special Notes
- The sales and coupons that are applied to your order depend on when your order is SHOPPED, not when your order is PLACED. Be sure to verify that the sale prices will still apply during the pickup or delivery time slot you chose.

- Sale prices will not appear on your order until the order is shopped and charged. At that time, any current sale prices and coupons will be applied.

- When your order is shopped and charge, you will receive either an email or a text (depending on the preferences you selected in Account Preferences). This email will show you any adjustments made to your order, such as available quantities, substitutions, sale prices and coupons applied, etc.

- At this time, tips cannot be applied to your Aisles Online order.

- At this time, neither cash nor benefit cards can be used to pay for your Aisles Online Order. Only debit cards, credit cards, and Hy-Vee gift cards can be accepted as forms of payment currently.

- Your fulfillment store cannot guarantee that changes can be made to an Aisles Online order once placed. However, they do try to accommodate change requests when possible. It's best to call your fulfillment store directly to request changes to an order after it has been placed.