

Order Groceries Online App Version

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.

If you have not created an account or have not recorded all the listed information, please see the document called **CREATING AND MANAGING AN ACCOUNT Desktop Version** or **App Version**.

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](https://www.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 with a minimum 4-hour lead time is free. Express Pickup, with a 2-hour lead time, is \$9.95.
- You can select any store for pickup.

SNAP/EBT

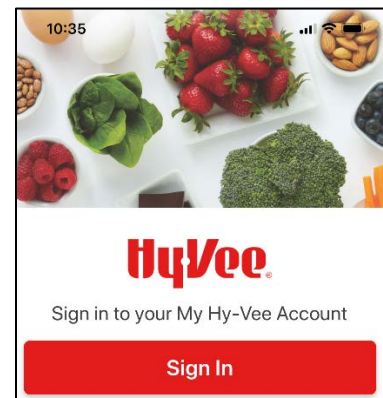
The ability to pay for pickup orders with SNAP/EBT is currently being rolled out to stores. The goal is to have all stores EBT-enabled by the end of July. Check this site to see if your store has been EBT-enabled: <https://www.hy-vee.com/grocery/customer-service/snap-ebt-online-eligible-stores.aspx>.

EBT FAQs can be found here: <https://www.hy-vee.com/grocery/customer-service/frequently-asked-questions.aspx#Snapebt>

SIGN IN

1. Press 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 have forgotten your password, press the **Forgot password?** link, then follow the instructions given on the screen.

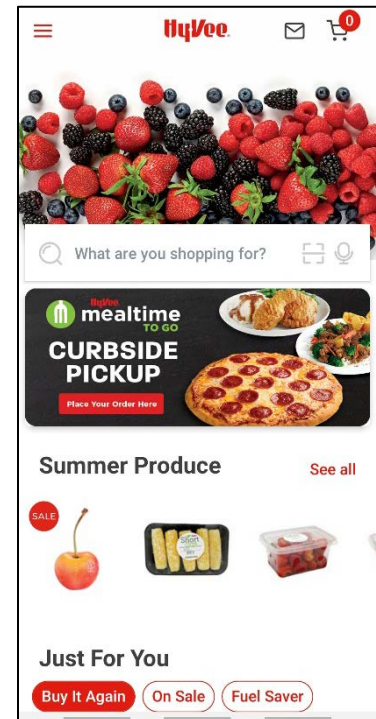
MENU

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/menu icon in the upper left of the screen.

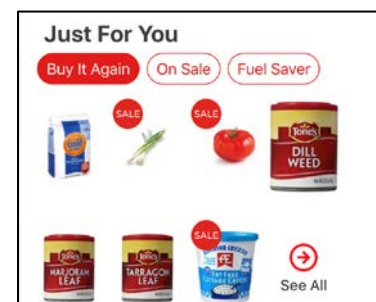
**SHOP ITEMS**

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 **Summer Produce** 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.

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.

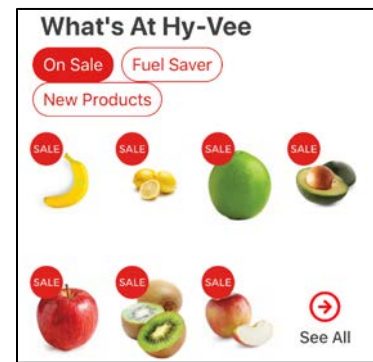


**SHOP ITEMS
CONT.**

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

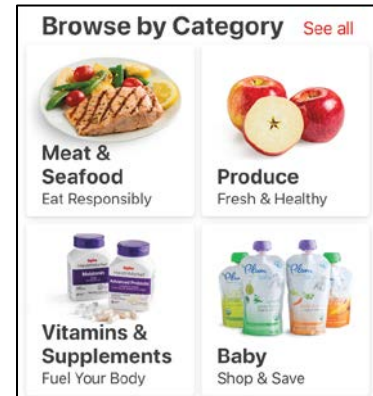
- Are **On Sale**
- Qualify for **Fuel Saver**
- are **New Products** to the store

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.



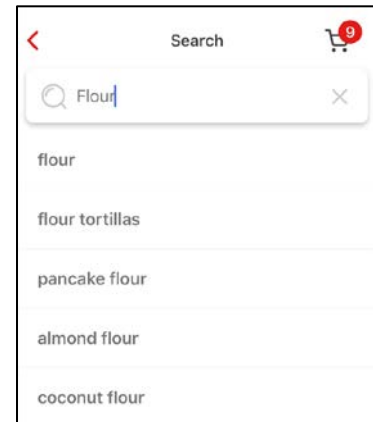
The **Browse by Category** section lets you view items by category. Press on one of the featured categories, or press See All to see a list of all categories you can choose from (see image below).

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.

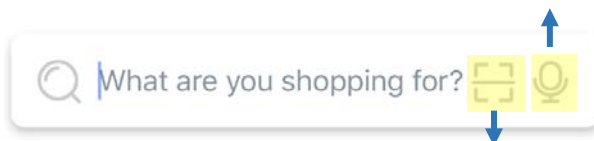


The **Search Bar** gives you a number of interesting ways to search for items as well. To start, press on the Search bar. Notice that the list of categories appears.

- **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.



Speak 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.

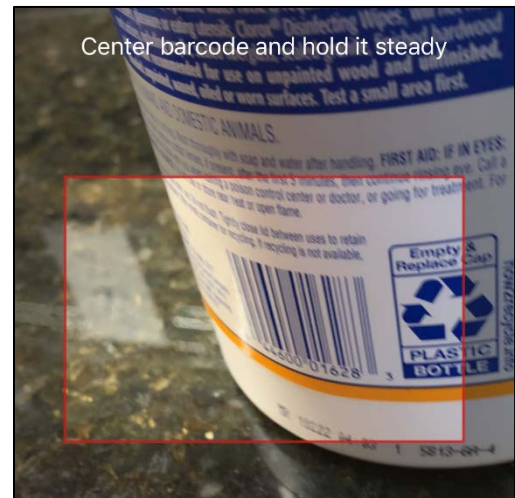


SHOP ITEMS CONT.



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 items on your screen.

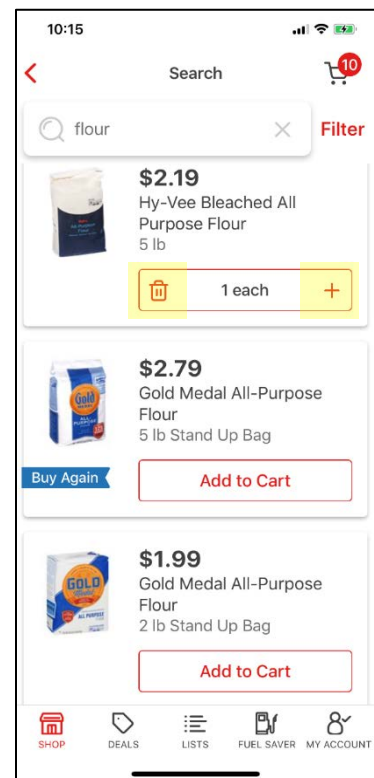
If the item you want to buy appears in the list, press the **Add to Cart** button. The button will change to show one item in the cart.

- 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 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.

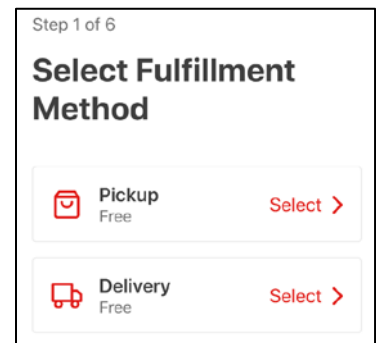
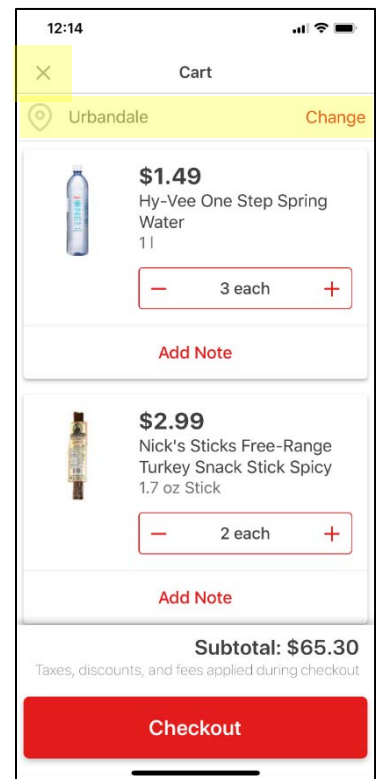
When you're ready to check out, press the red Checkout button.

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.

Pick up is free with a 4-hour lead time or \$9.95 with a two-hour lead time (Express).

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.

Step 2 of 6

Select Pickup Location

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

2345 South 73rd
Des Moines, IA 50265
Coralville #1
1914 8th Street
Coralville, IA 52241 Select >
114 miles

Find a Hy-Vee

1311 16th Street
Coralville, IA 52241

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 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.

(515) 681-1412

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?

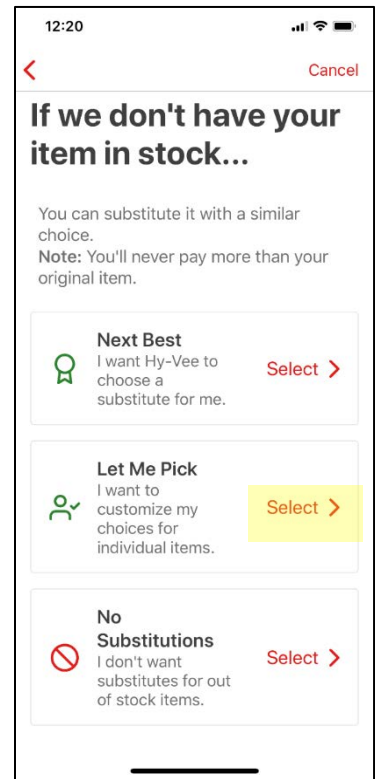
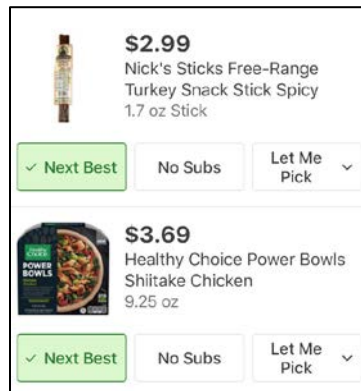
Notes for your shopper

Save & Continue >

CHECK OUT CONT.

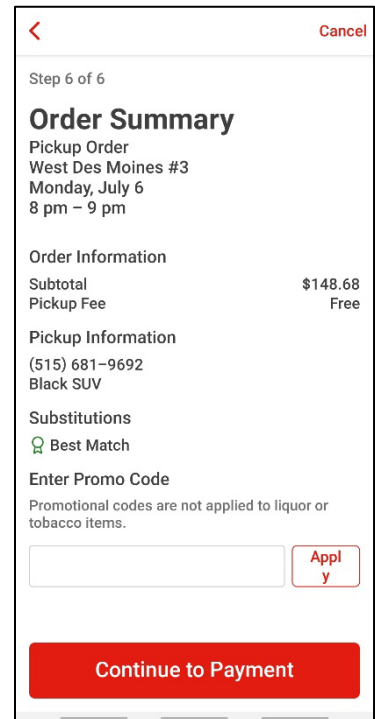
Substitutions – If an item in your cart isn't in the store by the time your shopper looks for it, you can decide if you would like your shopper to select a substitute, if you want to select a substitute, or if you'd prefer no substitutes.

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.



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.



**CHECK OUT
CONT.**

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

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

To add a new card, tap the **Add a Card** button and enter the card information. To use a Hy-Vee Gift Card, tap **Add A Gift Card** (not shown, located just below the Add A Card button) and enter the card information.

EBT – EBT can be used to pay for groceries curbside for a pickup order. EBT cannot be used to pay for delivery at the moment. However, Hy-Vee is working to develop the capability.

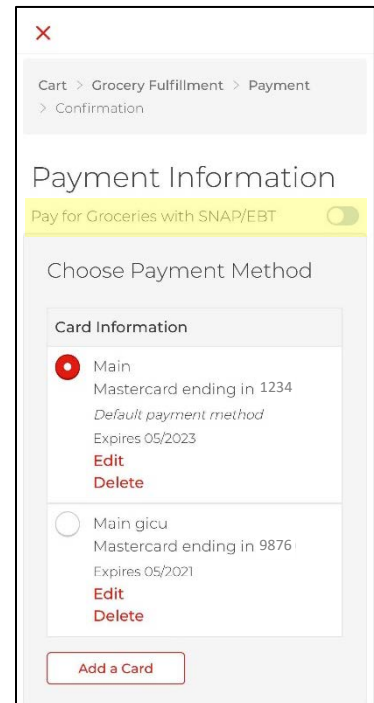
To pay with an EBT card, be sure to tap the toggle button at the top of the Payment Information box so it turns green. You will ALSO need to have a secondary debit or credit card associated with your account. You will be asked for your cards curbside when you pick up your order. Curbside associates CANNOT accept cash for items not eligible for SNAP/EBT.

When you've entered a payment method, tap **Place Order** (not shown). An Order Confirmation screen will appear. You may want to take note of your order number.

**CONFIRMA-
TION**

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 personal shopper PREPARES THE ORDER at the store, 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 choose.
- Sale prices will not appear on your order until the order is prepared and charged. At that time, any current sale prices and coupons will be applied.
- When your order is prepared and charged, 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.
- 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.

FAQs

Aisles Online FAQs: <https://www.hy-vee.com/grocery/customer-service/frequently-asked-questions.aspx>

SNAP/EBT FAQs: <https://www.hy-vee.com/grocery/customer-service/frequently-asked-questions.aspx#Snapebt>

