



Order Groceries Online

Desktop 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.
- 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 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>

LOG IN

1. In any web browser, go to [hy-vee.com/grocery](https://www.hy-vee.com/grocery).
2. Click **Log In** in the upper right-hand corner of the screen.
3. On the Log In screen, enter your **email address** and **password** that you selected when you created an account. To see the password, click **Show**.
4. Click **Log In**.

**FORGOT
PASSWORD**

If you have forgotten your password, you can reset it.

- Click **Forgot Password** on the Log In screen.
- Enter your **email address** in the box.
- 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.

- 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.

- In the email you received, click **Link to Reset Credentials**.
- 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).
- Click **Change Password**. You'll be taken to the home page for Hy-Vee.com.

- 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 OPTIONS

1. Click the Fulfillment button In the upper right-hand corner of the screen.



2. On the pop-up screen that appears, you can select your shopping preference (pick-up or delivery), your store location, and your time slot.

Shopping Preference Change

☒ Pickup

Location Change

☒ West Lakes Hy-Vee, West Des Moines, IA 50266

Time Slot

Today
Jul 06

Tue
Jul 07

Wed
Jul 08

Thu
Jul 09

Fri
Jul 10

Sat
Jul 11

Sun
Jul 12

Skip Time Selection >

7 am - 8 am

Not available

8 am - 9 am

Not available

9 am - 10 am

Not available

10 am - 11 am

Not available

11 am - 12 pm
Order by 9 am Today

\$9.95
Get it faster

Select >

12 pm - 1 pm
Order by 10 am Today

\$9.95
Get it faster

Select >

1 pm - 2 pm
Order by 9 am Today

Free

Select >

- a. Click **Change** next to Shopping Preference to choose from delivery or pickup.

Shopping Preference Change

☒ Pickup

Pickup ☒
Starting at \$0.00

Confirm >

Delivery
Starting at \$9.95
A third-party service may deliver your order on behalf of Hy-Vee

Select >

SELECT FULFILLMENT OPTIONS CONT.

- b. Click **Change** next to Location to choose a store.

Location **Change**

✓ West Lakes Hy-Vee, West Des Moines, IA 50266

My Pickup Locations

West Des Moines #3
1725 Jordan Creek Pkwy
West Des Moines, IA 50266 **Select**

Find a Hy-Vee

Q City, State or Zip Code **Search**

- c. Find a day and time slot that works for you, and click **Select** next to it. Note that the **Order By** time refers to the time the order must be COMPLETED, not started.

Time Slot	Price	Action
10 am - 11 am	Not available	
11 am - 12 pm Order by 9 am Today	\$9.95 Get it faster	Select >
12 pm - 1 pm Order by 10 am Today	\$9.95 Get it faster	Select >
1 pm - 2 pm Order by 9 am Today	Free	Select >

3. Once you've made all your selections, click **Save**.

Shopping Preference **Change** ×

✓ Pickup

Location **Change**

✓ West Lakes Hy-Vee, West Des Moines, IA 50266

Time Slot **Change**

✓ Today, Jul 06, 8 pm - 9 pm

Review

✓ Everything looks good!

Cancel **Save**

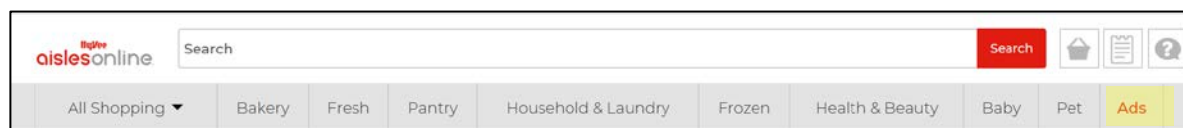
FINDING ITEMS

You can find grocery items in several ways:

- By browsing an ad.
- By searching by category.
- By searching by name.

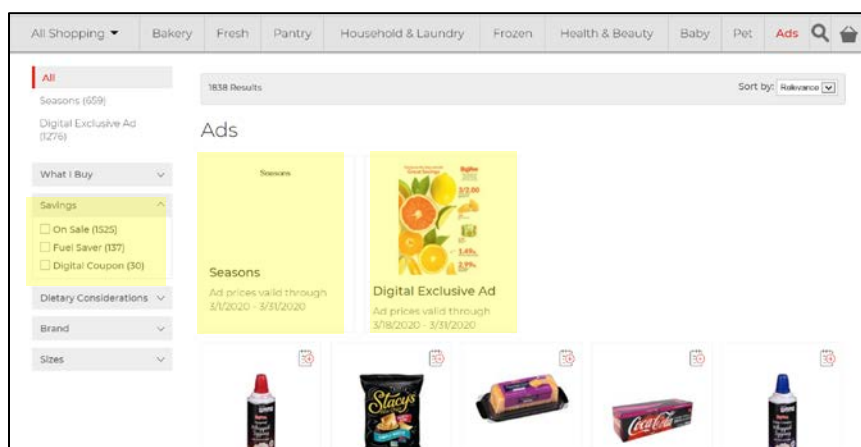
Browsing An Ad

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



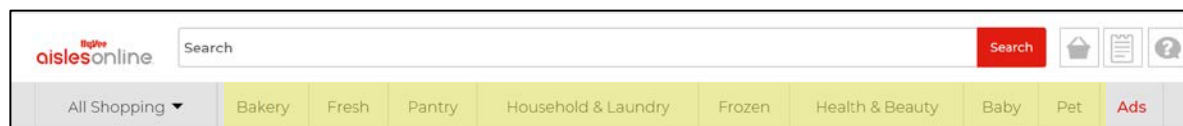
On the Ads page, you'll see any current ads that affect your location and a list of items that are on sale or qualify for Fuel Saver points.

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.

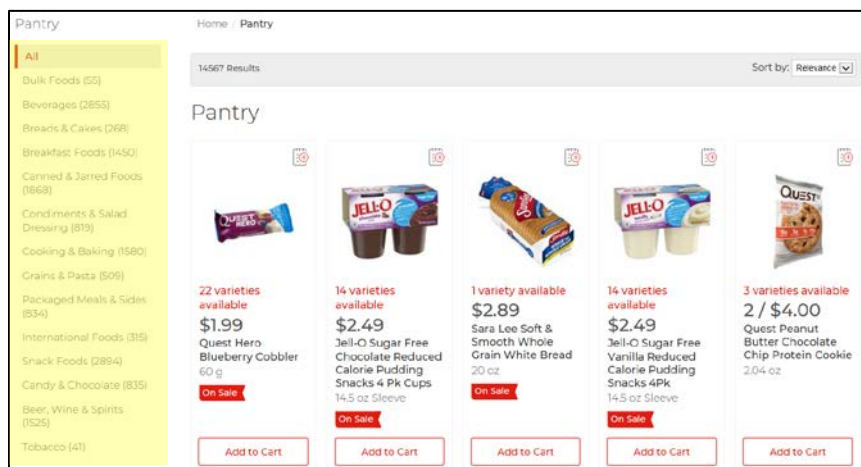


Searching By Category

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



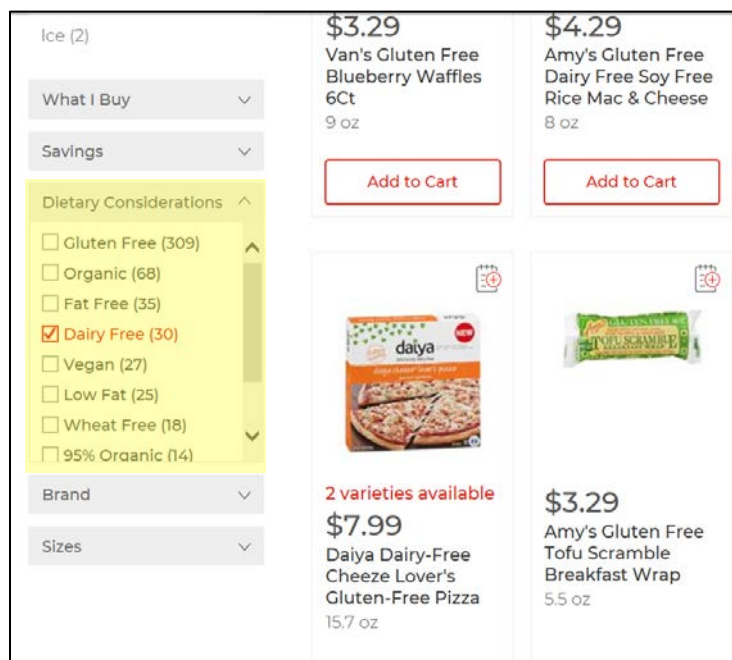
Items in that category will appear on the screen. You can further narrow the category by clicking on the subcategories on the left side of the screen.



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.

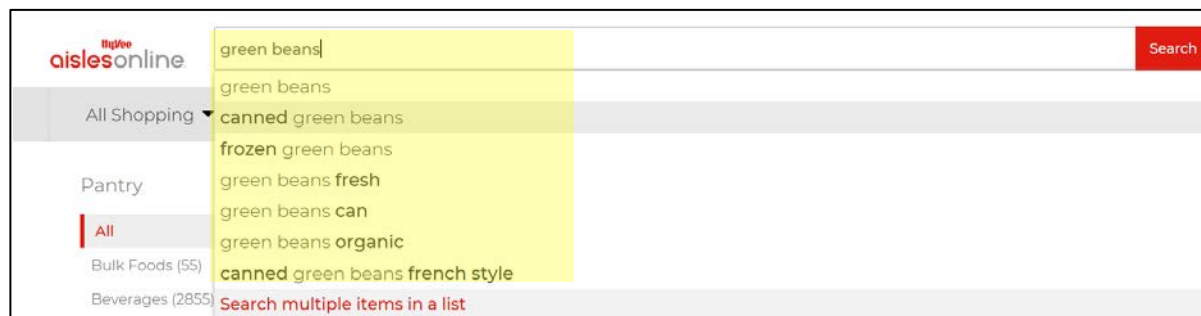


Searching For Items

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

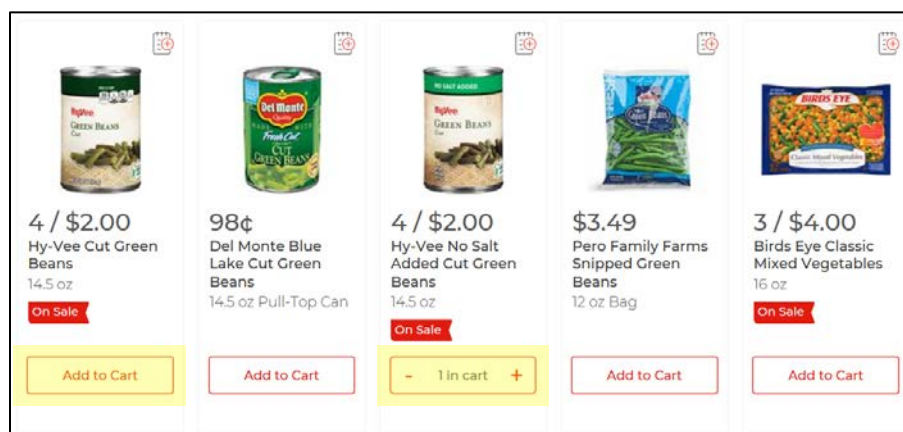
As you type, options will appear below the search bar. You can select any of those options as they appear by clicking on them.

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.

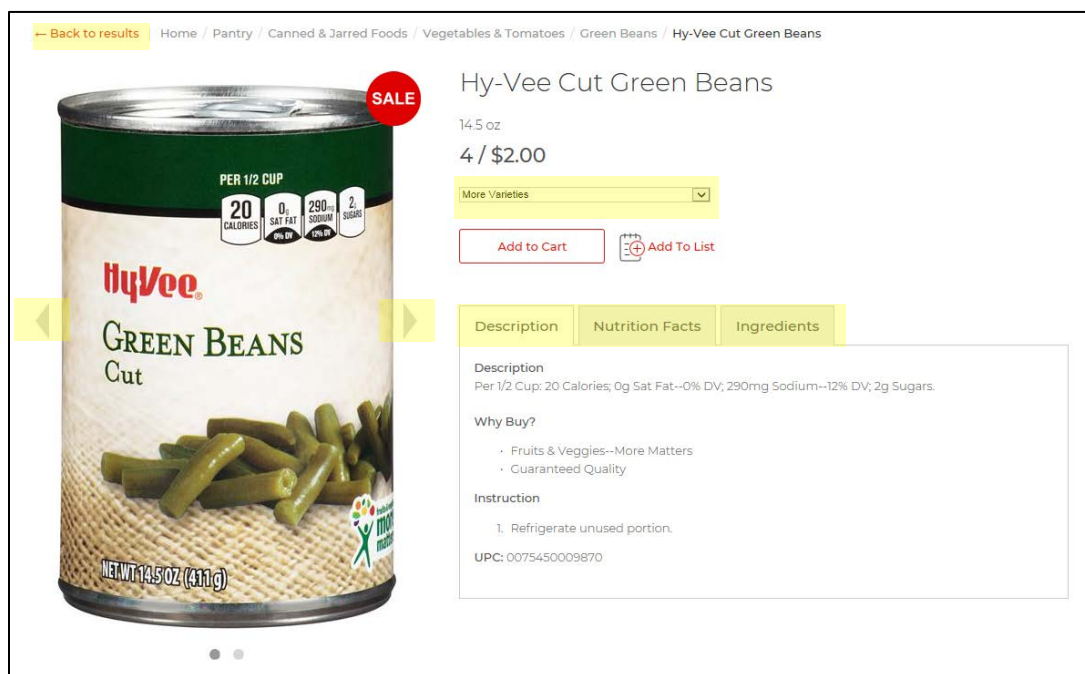


After a moment, the button will show "1 in cart." You can add more of that item to your cart by clicking **+plus**. You can take some or all of that item out of your cart by clicking **-minus**.

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**.

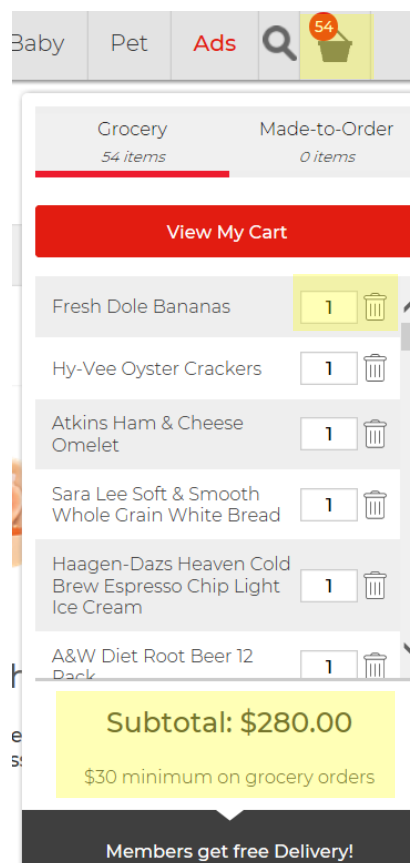


ADDING ITEMS TO CART CONT.

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 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.



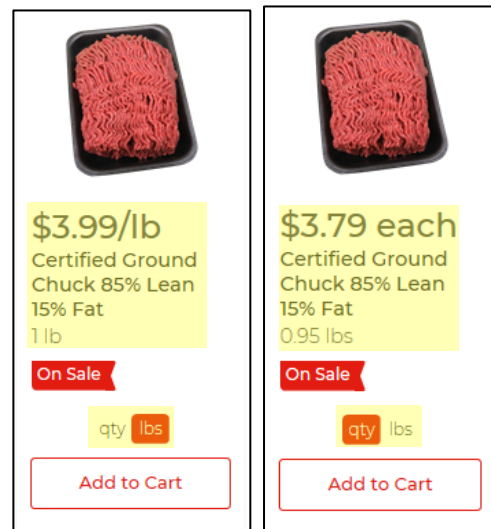
ITEMS BY WEIGHT

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.

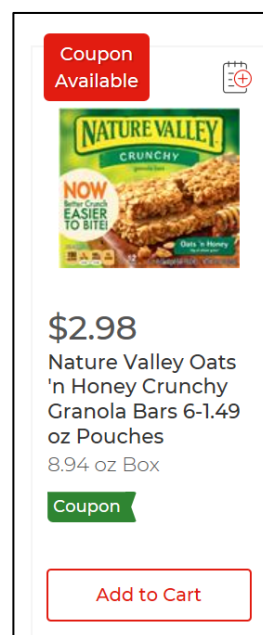
In this example, you can see that selecting **lbs** allows you to order ground chuck by the pound. The "quantity" number will be the number of pounds you want to order.

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, not print, 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. If you place the item in your cart, the digital coupon will be applied automatically at checkout.





**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.

Shopping Cart

☐ Select All
 [Remove Selected Items](#)

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

Order Summary

Grocery | **Pickup** ▼

Subtotal (15 items)	\$31.17
Pickup Fee	--
Estimated Tax & Deposits	\$1.10
Estimated Total	\$32.27
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](#)

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.

**CHECKING
OUT CONT.**

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.

\$30 grocery minimum

Proceed to Checkout

Enter Promo Code

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

specialdelivery

Apply

✓ SPECIALDELIVERY has been applied!
Free Delivery For At-Risk Customers
Valid 03/30/2020 - 05/01/2020
[Remove](#)

\$30 grocery minimum

Proceed to Checkout

Enter Promo Code

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

SummerFun

Apply

Invalid promo code

When your cart is correct, click **Proceed to Checkout**. 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.
- Enter a number for Text Notification.
- Indicate if you prefer paper bags.
- Select your substitution preferences.
- Enter special instructions for your personal shopper.

When you have selected all your options, 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.

**CHECKING
OUT CONT.**

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.

Grocery Fulfillment

All fields marked with an * are required.

This order is for:

Store Pickup - [Change](#)

Fulfillment Store:

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

Reservation Time:

Monday, Jul 6 - 8:00 PM - 9:00 PM - [Change](#)

Text Notifications

We'll notify you when your order is ready for pickup. Save time by replying **OO** when you're on the way and **HERE** when you arrive.

Mobile #

Message and data rates may apply.

Bag Preference

☐ I prefer paper bags for my entire Aldes 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.

Vehicle Type*

Vehicle Color*

Enter Order Instructions

Remaining characters: 2455

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 (62 items)	\$261.02
Pickup Fee	Free
Estimated Tax & Deposits	\$3.50
Estimated Total	\$264.52
Fuel Saver Rewards	2¢

[Save & Continue](#)


**CHECKING
OUT CONT.**

Pick your substitutions

We do our best to make sure your items are available, however some items may occasionally run out of stock at the time of your order. Pick any items you want to substitute, pick no substitution or let us find the best match for you.

Note: We will not charge you more than the original item you selected — even if the substitution is more expensive.


[Continue to Payment >](#)




Fresh Dole Bananas
qty 1 (0.40 lbs)
\$0.24 each
Substitute ✓ Best Match

✓ Best Match
No Substitution
[Let Me Choose ^](#)


If my item is not available...



That's Smart! Bananas
qty 1 (0.40 lbs)
[Choose This](#)



Fresh Organic Dole Bananas
qty 1 (0.40 lbs)
[Choose This](#)



Hy-Vee Oyster Crackers
9 oz, qty 1
\$1.98
Substitute ✓ Best Match

✓ Best Match
No Substitution
[Let Me Choose ^](#)

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 **Choose This** 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.**

Cart > Grocery Fulfillment > Payment > Confirmation

Payment Information

Pay for Groceries with SNAP/EBT ☒

SNAP/EBT

Bring to Store

- SNAP/EBT card
- Second form of payment
- Gift cards to apply to your order

Add or Saved Credit Card

- Required to process order
- Won't be charged at this time
- Don't have a credit card? [?](#)

Choose Payment Method

Card Information	Expiration	
Venture Card Visa ending in 1428 <input checked="" type="radio"/> Default payment method	02/2023	Edit Delete

[Add a Card](#)

Order Summary

Grocery	
Subtotal (10 Items)	\$30.00
Pickup Fee	Free
Estimated Tax & Deposits	\$0.00
Estimated Total	\$30.00
Fuel Saver Rewards	0¢

[Place Order](#)

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, 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** (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 click 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, click **Place Order**. 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>

