

Milk & More User Guide

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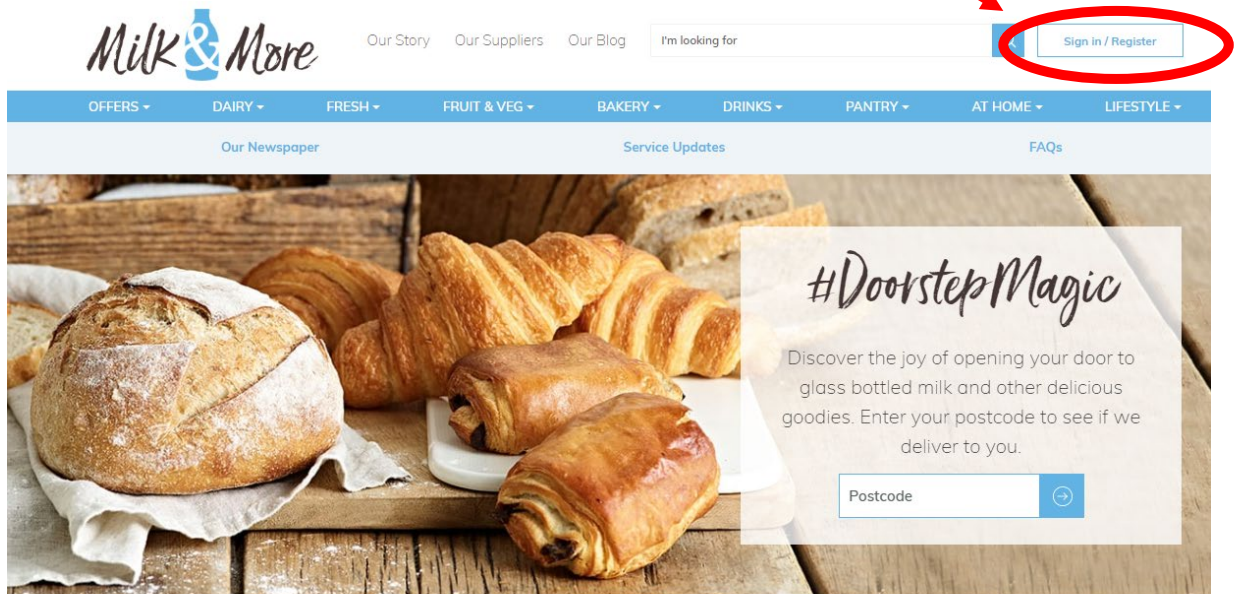
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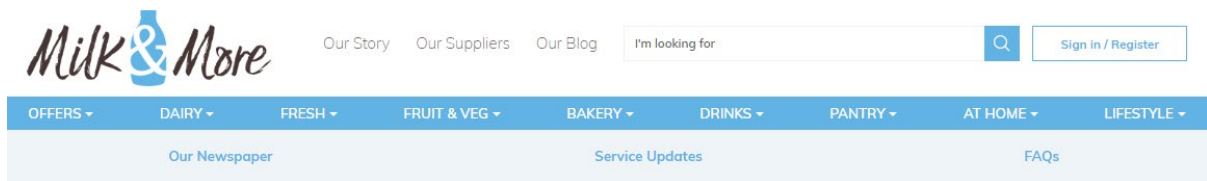
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www.milkandmore.co.uk

Our home page, click Sign-in/Register



If you already have an account follow the sign in options and input your email address, password and click Login. If you do not yet have an account please use our 'How to Register an account' user guide for further guidance.



SHOP / Sign in / Register

Welcome to Milk & More

Already a customer? Sign in

Email

Password

Forgotten your password?

Login

New Customer

Enter your postcode below to see if we deliver to your area.

Postcode

When you have signed in you will see this page, here you can see your Delivery Drivers name and the say he or she will be delivering in your area. To see all your account options click on 'My Account' here

Milk & More

Our Story Our Suppliers Our Blog I'm looking for **My Account** Sign Out

OFFERS DAIRY FRESH FRUIT & VEG BAKERY DRINKS PANTRY AT HOME LIFESTYLE

Our Newspaper Service Updates FAQs

× Welcome back Steph

Great Eggspectations

Spring into the new season with our fresh new arrivals.

See What's New

Your milkman is John Smith, who delivers on...
TU TH S

ABOUT JOHN
Having been a milkman for as long as he has, he's seen many fresh sunrises whilst out delivering for your community. He enjoys trying out products across our range and hopes you'll love trying them too!

- MY ORDERS
- MY REGULAR ITEMS
- MY HOLIDAYS
- MY DETAILS

If you do not yet have any orders set up please use our guide on 'How to place a Regular and One-off order'


When you click on 'My Account' you will be taken to this page and down the left hand side you can see a number of options all relating to your specific account. You can click on any of the options to expand further

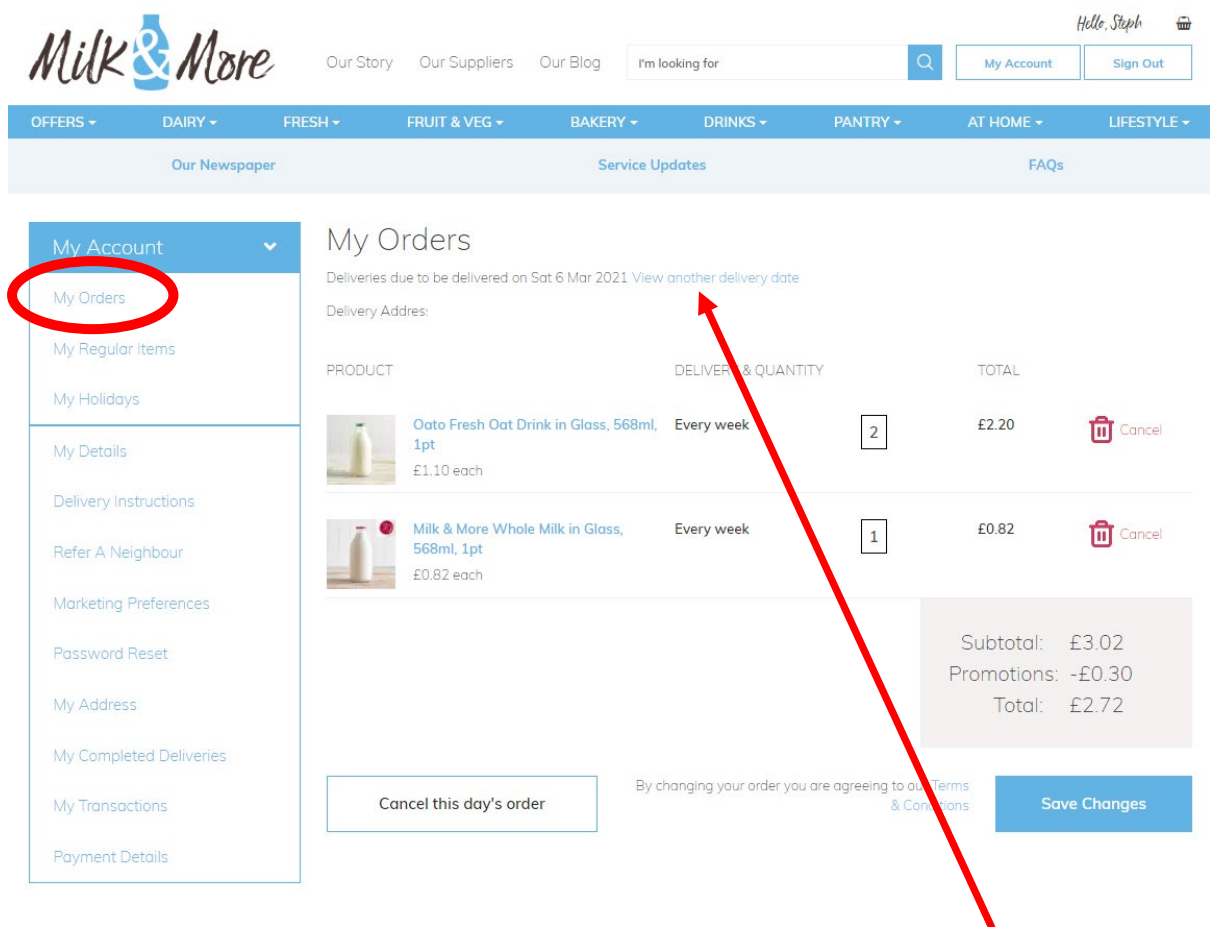
The screenshot shows the 'My Account' page for Milk & More. At the top, the logo 'Milk & More' is on the left, and navigation links for 'Our Story', 'Our Suppliers', and 'Our Blog' are in the center. A search bar with the placeholder 'I'm looking for' and a magnifying glass icon is on the right, along with 'My Account' and 'Sign Out' buttons. Below this is a blue navigation bar with categories: OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. A secondary bar contains 'Our Newspaper', 'Service Updates', and 'FAQs'. The main content area is titled 'My Account' and shows the user's email as 'steph.ford@milkmormore.co.uk'. A featured section introduces the milkman, John Smith, with a photo and delivery schedule (TU, TH, S). Below this is an 'Orders' section with three cards: 'My Orders' (View and amend any orders you've already placed), 'My Regular Items' (View and amend your regular orders), and 'My Holidays' (Pause your deliveries while you're away). At the bottom, there is an 'Account Details' section. A red oval on the left side of the page highlights a vertical menu of options: My Account, My Orders, My Regular Items, My Holidays, My Details, Delivery Instructions, Refer A Neighbour, Marketing Preferences, Password Reset, My Address, My Completed Deliveries, My Transactions, and Payment Details.

My Orders





This is where you can view a specific days order.

You will automatically be taken to your next delivery day, here it will display the items due to arrive and the cost of those items.

If you wanted to remove something from that days order you would click the  **Cancel** button on the right hand side, and then click 'save changes'



The screenshot shows the Milk & More website interface. The top navigation bar includes the logo, links for 'Our Story', 'Our Suppliers', 'Our Blog', a search bar, and 'My Account' and 'Sign Out' buttons. Below this is a category menu with options like 'OFFERS', 'DAIRY', 'FRESH', 'FRUIT & VEG', 'BAKERY', 'DRINKS', 'PANTRY', 'AT HOME', and 'LIFESTYLE'. The main content area is titled 'My Orders' and shows a list of items due for delivery on Saturday, 6 March 2021. The items are:

PRODUCT	DELIVERY & QUANTITY	TOTAL	
 Oato Fresh Oat Drink in Glass, 568ml, 1pt £1.10 each	Every week [2]	£2.20	 Cancel
 Milk & More Whole Milk in Glass, 568ml, 1pt £0.82 each	Every week [1]	£0.82	 Cancel

At the bottom right of the order list, the subtotal is £3.02, promotions are -£0.30, and the total is £2.72. There are buttons for 'Cancel this day's order' and 'Save Changes'. A red arrow points from the text below to the 'View another delivery date' link in the order details.

If you want to view another days delivery click here

You will then see this box pop up and you will be able to select any day you have a delivery in place and then 'view delivery' to see all of the details.

The screenshot shows the Milk & More website interface. At the top, there is a navigation bar with the logo and links for 'Our Story', 'Our Suppliers', 'Our Blog', and 'I'm looking for'. Below this is a category menu with options like 'OFFERS', 'DAIRY', 'FRESH', 'FRUIT & VEG', 'BAKERY', 'DRINKS', 'PANTRY', 'AT HOME', and 'LIFESTYLE'. The main content area is titled 'My Orders' and features a calendar for March 2021. The calendar has a grid with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates. A red circle highlights the 'View delivery' button at the bottom of the calendar. To the right of the calendar, there is a summary of orders with 'TOTAL' amounts and 'Cancel' buttons. The bottom right corner shows a subtotal of £3.02, a promotion of -£0.30, and a total of £2.72.

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

View delivery

TOTAL
£2.20 Cancel
£0.82 Cancel
Subtotal: £3.02
Promotions: -£0.30
Total: £2.72

My Regular Items

This is where you can see your regular weekly order. To update your regular orders simply adjust the quantities you need for each item below and click 'Save Changes'.

Changes will take effect from the Monday after your next weekly payment.

To update or amend a single days delivery, go back a step and choose the date you want from the My Orders section.

Milk & More Our Story Our Suppliers Our Blog I'm looking for

OFFERS ▾ DAIRY ▾ FRESH ▾ FRUIT & VEG ▾ BAKERY ▾ DRINKS ▾ PANTRY ▾ AT HOME ▾ LIFESTYLE ▾

Our Newspaper Service Updates FAQs

My Account ▾

- My Orders
- My Regular Items**
- My Holidays



My Details
Delivery Instructions
Refer A Neighbour
Marketing Preferences
Password Reset
My Address
My Completed Deliveries
My Transactions
Payment Details

These are the orders you have delivered on the same days each week or fortnight.

To update your regular orders simply adjust the quantities you need for each item below and click Save Changes. Changes will take effect from the Monday after your next weekly payment.

To update or amend a single days delivery choose the date you want from the My Orders section.

Going away? You can pause your deliveries with our Holidays feature.

PRODUCT	DELIVERY AND QUANTITY	TOTAL
 Milk & More Whole Milk in Glass, 568ml, 1pt	Every Week Starting Feb 13 TUE: - 0 + THU: - 0 + SAT: - 1 +	£0.82 (£0.82 each) <input type="button" value="Remove"/>
 Oat Fresh Oat Drink in Glass, 568ml, 1pt	Every Week Starting Feb 9 TUE: - 3 + THU: - 0 + SAT: - 2 +	£5.50 (£1.10 each) <input type="button" value="Remove"/>

Subtotal: £6.32

By changing your order you are agreeing to our [Terms & Conditions](#)

My Holidays

This is where you can place your holiday dates so your Delivery Driver knows not to deliver.

The screenshot shows the Milk & More website interface. At the top, there is a navigation bar with categories like OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. Below this is a search bar and a user account section with 'My Account' and 'Sign Out' buttons. The 'My Account' dropdown menu is open, and 'My Holidays' is highlighted with a red circle. The main content area is titled 'My Holidays' and contains a form to 'Pause my deliveries'. The form has two date pickers: 'Pause my delivery from' and 'Restart my deliveries after'. Both date pickers currently show 'DD/MM/YYYY' and have a calendar icon to their right. Below the date pickers is a 'Save Holiday' button. At the bottom of the form, it says 'You currently do not have any holidays planned'.

Simply select the calendar icon for both the start and finish date to tell us when you will leave and when you will return

My Holidays

Pause my deliveries

This screenshot shows the 'Pause my deliveries' form with specific dates entered. The 'Pause my delivery from' date is '2021-03-21' and the 'Restart my deliveries after' date is '2021-03-26'. Both date pickers have a calendar icon to their right, which is highlighted with a red circle. A red arrow points from the text above to the calendar icon on the right date picker. Below the date pickers is a 'Save Holiday' button, which is also highlighted with a red circle. At the bottom of the form, it says 'You currently do not have any holidays planned'.

When you have selected the dates, just click 'Save Holiday'

Once they have been saved you will see the dates listed under 'My Scheduled Holidays' on the same My Holidays page.


Then if plans change and you need to remove the holiday, just click **'remove'**.

Pause my deliveries

Pause my delivery from	Restart my deliveries after
<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="DD/MM/YYYY"/>
(No delivery made on this day)	(your normal service will resume on your next delivery day after this date)

[Save Holiday](#)

My Scheduled Holidays

PAUSE MY DELIVERY FROM	RESTART MY DELIVERY AFTER	
Mar 21, 2021	Mar 26, 2021	 Remove

My Details

This is where you can update your personal details; change the name, phone number or email address. You will need to type in your password before changes can be saved.

Milk & More Our Story Our Suppliers Our Blog I'm looking for Hello, Steph

OFFERS ▾ DAIRY ▾ FRESH ▾ FRUIT & VEG ▾ BAKERY ▾ DRINKS ▾ PANTRY ▾ AT HOME ▾ LIFESTYLE ▾

My Account ▾

- My Orders
- My Regular Items
- My Holidays
- My Details**
- Delivery Instructions
- Refer A Neighbour
- Marketing Preferences
- Password Reset
- My Address
- My Completed Deliveries
- My Transactions
- Payment Details

My Details * Required

Here you can change your name and contact details. To change your address visit the My Address section or to change your password visit [Reset Your Password](#).

Title *
 ▾

First Name *

Last Name *

Phone Number *

Email Address *

Please enter your password to save your changes

*Password

Delivery Instructions

This is where you can tell us where you want the milk to be left. E.g. on the right side of the door under the green flower pot.

Just type in your message and hit 'Save Changes'

The screenshot shows the Milk & More website interface. At the top, there is a navigation bar with the logo and links for 'Our Story', 'Our Suppliers', and 'Our Blog'. A search bar is present with the text 'I'm looking for'. On the right, there are buttons for 'My Account' and 'Sign Out', along with a user greeting 'Hello, Steph' and a shopping cart icon. Below the navigation bar is a category menu with items like 'OFFERS', 'DAIRY', 'FRESH', 'FRUIT & VEG', 'BAKERY', 'DRINKS', 'PANTRY', 'AT HOME', and 'LIFESTYLE'. On the left side, there is a 'My Account' dropdown menu with several options; 'Delivery Instructions' is highlighted with a red circle. The main content area is titled 'My Delivery Details' and includes a section for 'Looking to change your address?' with a link to 'moving house'. Below this is the 'Delivery Instructions' section, which has a text input field containing the message: 'Please leave codes for any security doors or entrance gates, bear in mind that sometimes our deliveries will be made during the night.' A character count '0 of 60 max characters' is visible at the bottom right of the input field. A blue 'Save changes' button is located at the bottom of the page.

Marketing Preferences

This is where you can tell us how you would prefer for us to inform you of Milk & More products, offers and promotions and news. Simply tick the box and hit 'Save Changes'

The screenshot shows the Milk & More website interface. At the top left is the Milk & More logo. To its right are navigation links: "Our Story", "Our Suppliers", and "Our Blog". A search bar contains the text "I'm looking for" and a magnifying glass icon. Further right are "My Account" and "Sign Out" buttons. Below the navigation is a blue horizontal menu with categories: "OFFERS", "DAIRY", "FRESH", "FRUIT & VEG", "BAKERY", "DRINKS", "PANTRY", "AT HOME", and "LIFESTYLE". Below this menu are three links: "Our Newspaper", "Service Updates", and "FAQs".

The main content area is titled "Marketing Preferences". It features a "My Account" sidebar on the left with a dropdown arrow. The sidebar menu items are: "My Orders", "My Regular Items", "My Holidays", "My Details", "Delivery Instructions", "Refer A Neighbour", "Marketing Preferences" (circled in red), "Password Reset", "My Address", and "My Completed Deliveries".

The main content area contains the following text: "We'd love to keep in touch by sending you information about Milk & More products, offers and promotions and news. Just let us know what's best for you. You can change your preferences at any time." Below this text are four checkboxes: "Email" (checked), "Phone", "SMS", and "Post". At the bottom of the main content area is a blue "Save Changes" button.

Password Reset

Here you can change your password. Just input your current password and type in your new password in the boxes underneath and click 'Update your password' when you are ready to save the changes.

The screenshot shows the Milk & More website interface. At the top left is the logo. To the right are links for 'Our Story', 'Our Suppliers', and 'Our Blog', along with a search bar and 'My Account' and 'Sign Out' buttons. Below this is a blue navigation bar with categories: OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. On the left side, a 'My Account' dropdown menu is open, listing various options, with 'Password Reset' highlighted by a red circle. The main content area is titled 'Password Reset' and contains a form with three input fields: '*Current Password', '*New Password', and '*Confirm New Password'. Below the form is a note: 'Your password should be 8-20 characters long and contain 2 of the following 3: uppercase & lowercase characters, numbers or special characters.' At the bottom of the form is a blue button labeled 'Update your password'.

My Address

If you are moving house this is where you can let us know.

You can select your last delivery date by clicking the calendar icon

The screenshot shows the 'Change Address' page on the Milk & More website. The page is divided into several sections:

- Header:** Includes the Milk & More logo, navigation links (Our Story, Our Suppliers, Our Blog), a search bar, and user account options (My Account, Sign Out).
- Navigation Bar:** Features categories like OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE, along with links for Our Newspaper, Service Updates, and FAQs.
- My Account Menu:** A vertical sidebar on the left with options such as My Orders, My Regular Items, My Holidays, My Details, Delivery Instructions, Refer A Neighbour, Marketing Preferences, Password Reset, My Address (circled in red), My Completed Deliveries, My Transactions, and Payment Details.
- Change Address Section:**
 - Your current address:** A text input field is highlighted with a black rectangle.
 - Last delivery date:** A section with the text 'Choose the last date for delivery at this address' and a date input field (DD/MM/YYYY) with a calendar icon. A red arrow points to the calendar icon.
 - Your new address:** A section with a 'New Postcode' input field (containing 'e.g. NW5 1TL') and a blue 'Find addresses' button. A red arrow points to the button.

Pop in your new postcode here and click 'Find address'

You will then be taken to this page where you can select your new address from the drop down box and your move in date

Change Address

Your current address

Last delivery date

Choose the last date for delivery at this address

13/03/2021



Your new address

New Postcode

GU11 1TH

Find addresses

Please choose your address

Your Address

14-40, MULLER UK & IRELAND GROUP LLP, ▾

Can't see your address?

Please contact customer services on 0345 606 3606

Delivery Instructions

0 of 60 max characters

Move in Date

15/03/2021



Your milkman is Nathan Beeson, who delivers on...

TU TH S

ABOUT NATHAN

Having been a milkman for as long as he has, he's seen many fresh sunrises whilst out delivering for your community. He enjoys trying out products across our range and hopes you'll love trying them too!

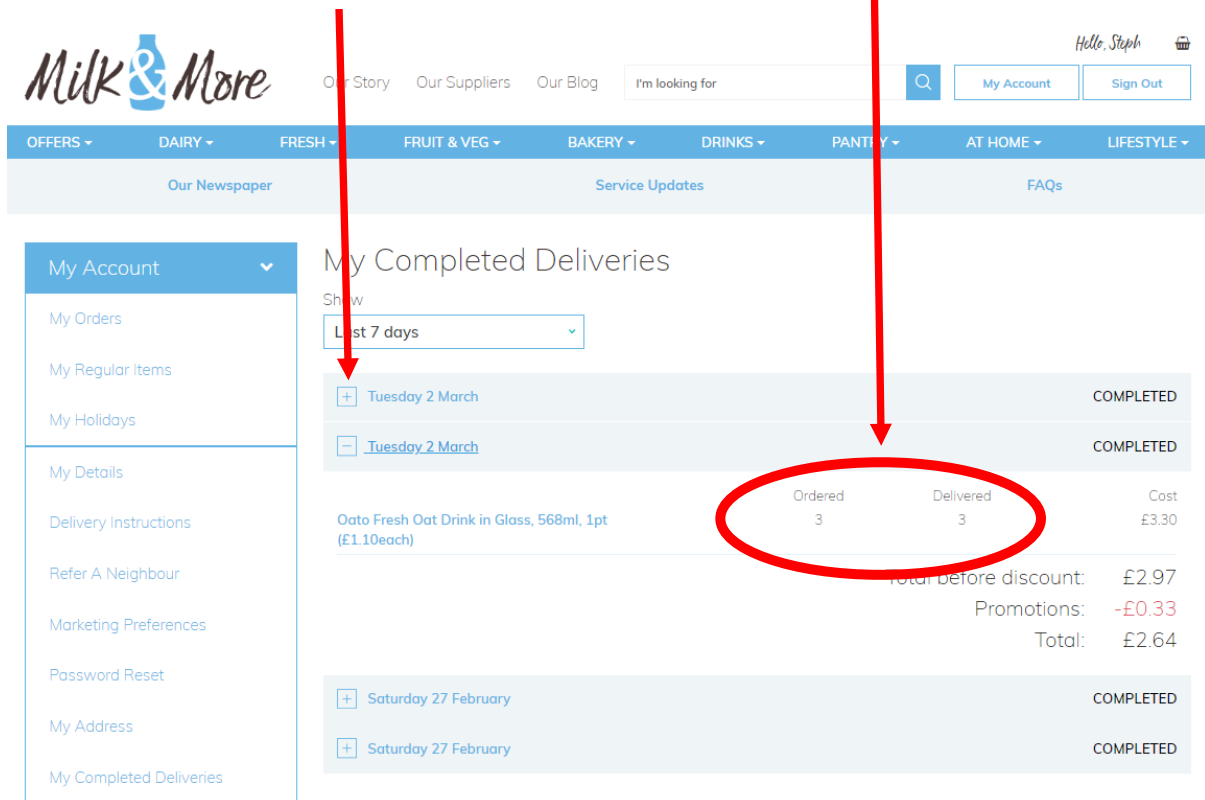
Save Changes

Don't forget to 'Save Changes'

My Completed Deliveries

Here you can expand any delivery day to see what your delivery driver confirmed as delivered. If for any reason your driver was unable to leave you an item you ordered this is where you will see that – The delivered quantity will show what the driver confirmed on their handset

Just click here to expand the day



The screenshot shows the 'My Completed Deliveries' page on the Milk & More website. The page displays a list of completed deliveries. A red arrow points to the 'Expand' (+) button for 'Tuesday 2 March'. Another red arrow points to the 'Delivered' column in the table below. A red circle highlights the 'Ordered' and 'Delivered' quantities for the item 'Oato Fresh Oat Drink in Glass, 568ml, 1pt (£1.10each)'. The 'Ordered' quantity is 3 and the 'Delivered' quantity is 3. The page also shows a 'Show' dropdown set to 'Last 7 days' and a summary table with the following values:

Ordered	Delivered	Cost
3	3	£3.30

Summary table:

Total before discount:	£2.97
Promotions:	-£0.33
Total:	£2.64

If your driver is unable to leave you an item you have ordered, you will be issued an automatic refund and have an email confirming this.

My Transactions

This is where you will see a list of all your payments and refunds. Your regular payment is taken the Thursday before the following weeks deliveries. So looking at the example below, the weekly payment taken on Thursday 25th Feb 2021, will be for deliveries week commencing 1st March 2021.

The screenshot shows the Milk & More website interface. At the top, there is a navigation bar with the logo and links for 'Our Story', 'Our Suppliers', and 'Our Blog'. A search bar is present with the text 'I'm looking for'. On the right, there is a user greeting 'Hello, Steph' and buttons for 'My Account' and 'Sign Out'. Below the navigation bar, there are several category tabs: OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. A secondary bar contains 'Our Newspaper', 'Service Updates', and 'FAQs'. The main content area is titled 'My Transactions'. On the left, a 'My Account' dropdown menu is open, with 'My Transactions' highlighted by a red circle. The transaction list shows three entries: 'Monday 1 March' (PAYMENT, Discounts: -£0.73, Total paid: £1.52), 'Thursday 25 February' (PAYMENT, Discounts: -£0.42, Total paid: £3.78), and another 'Thursday 25 February' (PAYMENT, Discounts: -£0.63, Total paid: £5.69). Below this, order details are shown: Order 0267763444, Week commencing Monday 1 March. A table lists items for 'Tuesday 2 March' and 'Saturday 6 March'. At the bottom, two more transactions are visible: 'Monday 22 February' (PAYMENT, Discounts: -£0.08, Total paid: £0.74) and 'Friday 19 February' (PAYMENT, Discounts: -£0.15, Total paid: £1.35). A partial transaction for 'Monday 15 February' (REFUND, Discounts: -£0.33, Total Refunded: £0.74) is also visible at the very bottom of the list.

If you cancel an order that has already been paid for or if we were unable to deliver something, the refund will show as below. Always click the plus button on the left if you want to show additional details

This block shows a single transaction entry for 'Monday 15 February'. It features a plus sign icon on the left, a green 'REFUND' label, and the following details: Discounts: -£0.33 and Total Refunded: £0.74.