



How to guide

A FEW STEPS TO HELP YOU SET UP YOUR ONLINE ACCOUNT

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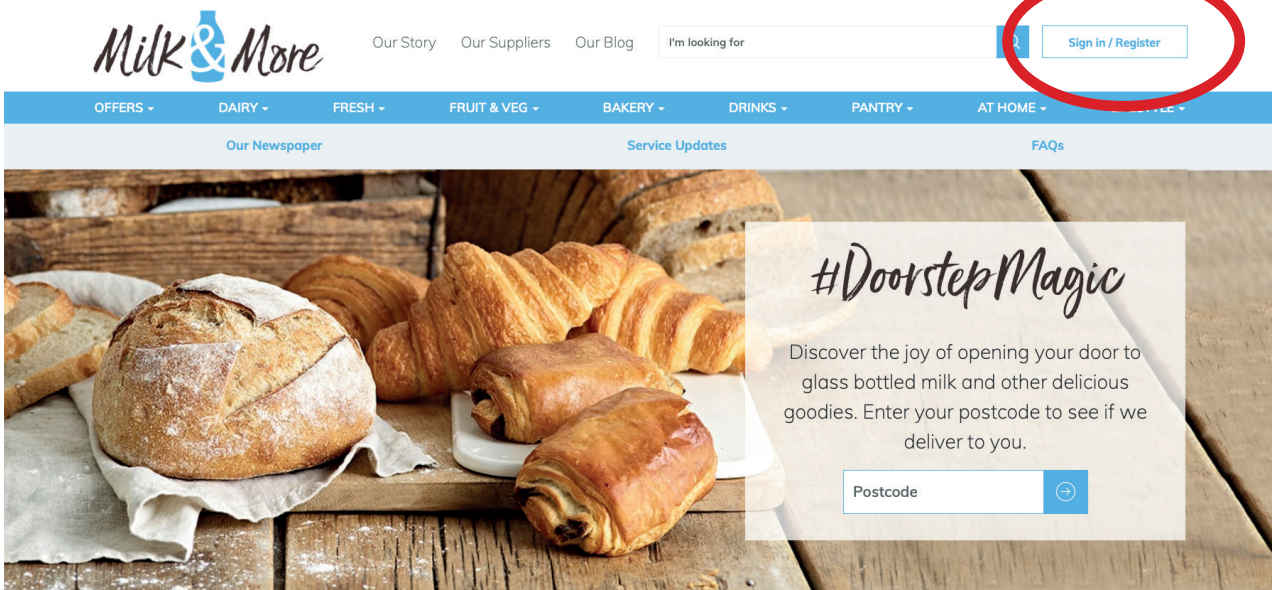
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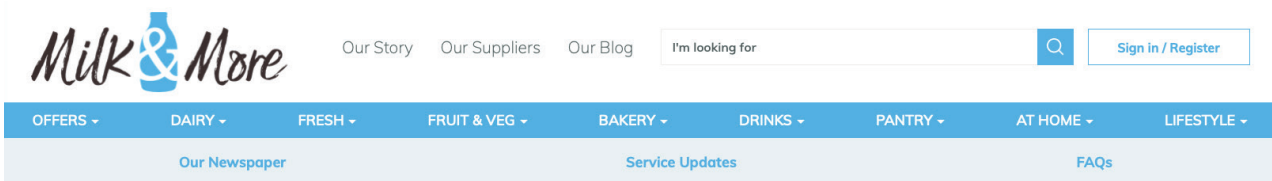
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HOME PAGE & SIGN IN

- Go to our home page – www.milkandmore.co.uk
- Click to sign in or register (to begin set up)



- If you already have an account follow the sign in options.
- 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.

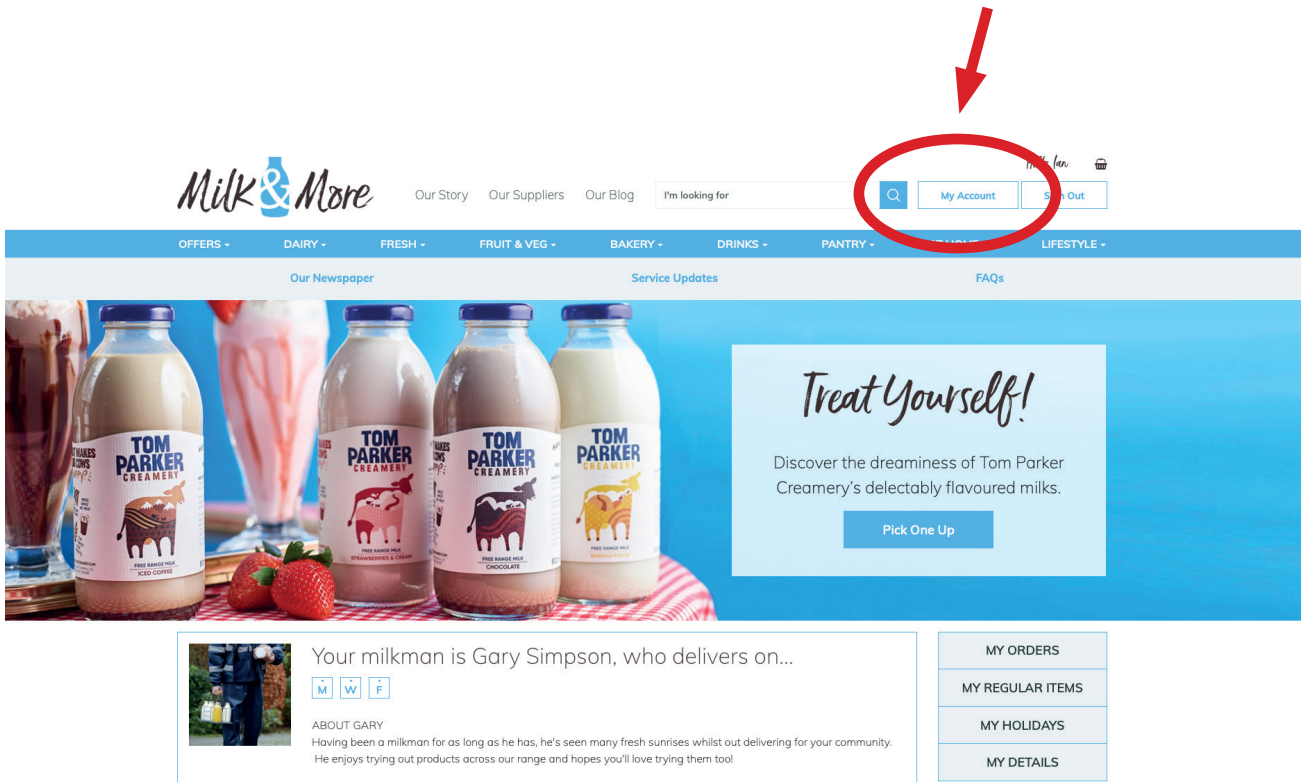


SHOP / Sign in / Register

Welcome to Milk & More

The screenshot shows the sign-in and registration forms. The 'Already a customer? Sign in' form is circled in red. It contains an 'Email' input field, a 'Password' input field, a link for 'Forgotten your password?', and a blue 'Login' button. The 'New Customer' form contains a 'Postcode' input field with a search icon and a blue button.

- When you have signed in you will see this page.
- Here you can see your Delivery Drivers name.
- It shows when he or she will be delivering in your area.
- To see all your account options click on 'My Account' here



- 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
- 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.

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

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

Our Newspaper Service Updates FAQs

My Account

- My Orders
- My Regular Items
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- Delivery Instructions
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- Payment Details

My Account
My Account email: i.charman@chscreative.com

Your milkman is Gary Simpson, who delivers on...
M W F

ABOUT GARY
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!

Orders


My Orders
View and amend any orders you've already placed

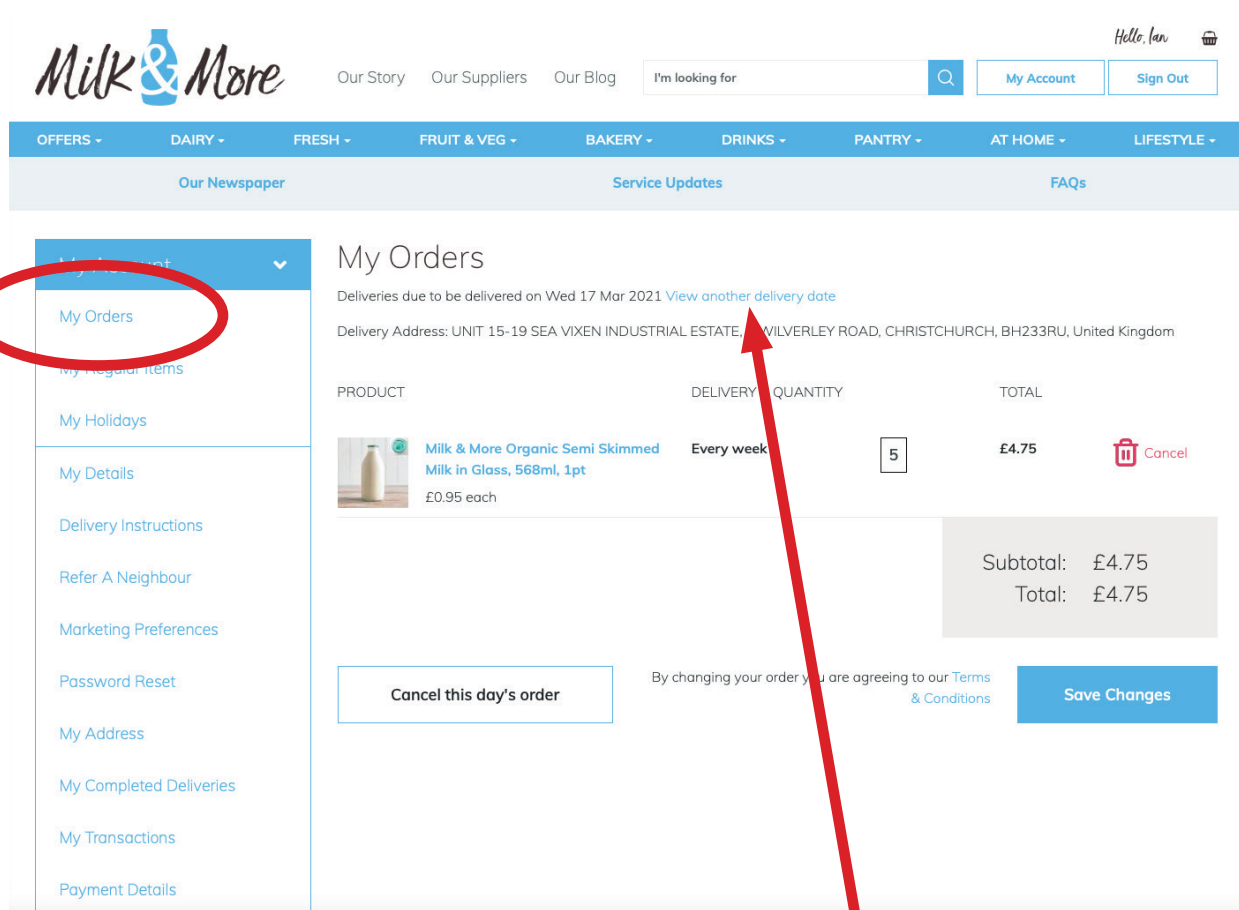
My Regular Items
View and amend your regular orders

My Holidays
Pause your deliveries while you're away



Account 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. At the top, there is a navigation bar with the logo and links for 'Our Story', 'Our Suppliers', 'Our Blog', a search bar, 'My Account', and 'Sign Out'. Below this is a secondary navigation bar with categories like 'OFFERS', 'DAIRY', 'FRESH', 'FRUIT & VEG', 'BAKERY', 'DRINKS', 'PANTRY', 'AT HOME', and 'LIFESTYLE'. A third bar contains 'Our Newspaper', 'Service Updates', and 'FAQs'. The main content area is titled 'My Orders' and shows a delivery due on Wed 17 Mar 2021. The delivery address is listed as UNIT 15-19 SEA VIXEN INDUSTRIAL ESTATE, WILVERLEY ROAD, CHRISTCHURCH, BH233RU, United Kingdom. A table lists the order items:

PRODUCT	DELIVERY	QUANTITY	TOTAL	
 Milk & More Organic Semi Skimmed Milk in Glass, 568ml, 1pt £0.95 each	Every week	5	£4.75	 Cancel

Below the table, there is a 'Cancel this day's order' button, a note 'By changing your order you are agreeing to our Terms & Conditions', and a 'Save Changes' button. A summary box on the right shows 'Subtotal: £4.75' and 'Total: £4.75'. On the left, the 'My Account' menu is open, with 'My Orders' circled in red. A red arrow points from the 'Cancel' button in the table to the 'View another delivery date' link above the table.

- If you want to view another days delivery click here

- You will then see this box pop up.
- 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, links for 'Our Story', 'Our Suppliers', 'Our Blog', and a search bar. 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 sidebar with account-related options. A calendar pop-up for March 2021 is displayed, showing a grid of dates. The date 17th is highlighted, and a blue button labeled 'View delivery' is circled in red at the bottom of the calendar. To the right of the calendar, there is a summary of the order, including a subtotal and total of £4.75, and a 'Save Changes' button.

March 2021						
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			

MY REGULAR ITEMS

- This is where you can see your regular weekly order.
- To update your regular items 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 Hello, Ian

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

[Our Newspaper](#) [Service Updates](#) [FAQs](#)

My Account


- [My Orders](#)
- [My Regular Items](#)**
- [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 Organic Semi Skimmed Milk in Glass, 568ml, 1pt	Every Week Starting May 11 <table border="1"><tr><td>MON</td><td>WED</td><td>FRI</td></tr><tr><td>- 5 +</td><td>- 5 +</td><td>- 0 +</td></tr></table>	MON	WED	FRI	- 5 +	- 5 +	- 0 +	£9.50 (£0.95 each) <input type="button" value="Remove"/>
MON	WED	FRI						
- 5 +	- 5 +	- 0 +						

Subtotal: £9.50

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. The left sidebar contains a 'My Account' dropdown menu with 'My Holidays' highlighted by a red circle. The main content area is titled 'My Holidays' and features a 'Pause my deliveries' section. This section includes two date input fields: 'Pause my delivery from' and 'Restart my deliveries after', both currently set to 'DD/MM/YYYY' and accompanied by a calendar icon. Below these fields is a blue 'Save Holiday' button. Underneath, a message states 'You currently do not have any holidays planned' above a carousel of Milk & More product images.

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

This screenshot shows the same 'My Holidays' page as the previous one, but with specific dates entered. The 'Pause my delivery from' field now contains '2021-03-22' and the 'Restart my deliveries after' field contains '2021-03-27'. Both fields have a calendar icon to their right. A red arrow points to the calendar icon in the 'Restart my deliveries after' field. The 'Save Holiday' button is circled in red. The message below the form still says 'You currently do not have any holidays planned'.

- 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'.

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


Our Newspaper Service Updates FAQs


My Account

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- My Regular Items
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My Holidays


Pause my deliveries

Pause my delivery from 
(No delivery made on this day)

Restart my deliveries after 
(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 22, 2021	Mar 27, 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, Ian

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

My Account
My Orders
My Regular Items
My Holidays
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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 left is the Milk & More logo. To its right are links for 'Our Story', 'Our Suppliers', and 'Our Blog'. A search bar contains the text 'I'm looking for'. Further right are 'My Account' and 'Sign Out' buttons. Below this is a navigation bar with categories: OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. On the left, a 'My Account' dropdown menu is open, listing various options. 'Delivery Instructions' is highlighted with a red circle. The main content area is titled 'My Delivery Details' and contains a section for 'Looking to change your address?' with a link to 'moving house'. Below that is the 'Delivery Instructions' section, which includes a text area for entering instructions and a 'Save changes' button.

My Account

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

My Delivery Details

Looking to change your address?
Please go to [moving house](#)

Delivery Instructions

Anything you would like your delivery driver to know.

Please leave codes for any security doors or entrance gates, bear in mind that sometimes our deliveries will be made during the night.

0 of 60 max characters

[Save changes](#)

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'

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

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

Our Newspaper Service Updates FAQs

My Account ▾

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- Refer A Friend
- Marketing Preferences**
- Password Reset
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- My Transactions
- Payment Details

Marketing Preferences

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.

Email Phone SMS Post

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 displays the Milk & More website interface. At the top, the logo 'Milk & More' is on the left, and navigation links '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 the header 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 options like 'My Orders', 'My Regular Items', 'My Holidays', 'My Details', 'Delivery Instructions', 'Refer A Neighbour', 'My Preferences', 'Password Reset' (circled in red), 'My Completed Deliveries', 'My Transactions', and 'Payment Details'. The main content area is titled 'Password Reset' and contains three input fields: '*Current Password', '*New Password', and '*Confirm New Password'. Below these fields 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'.

MOVING HOME

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 Milk & More website interface. The top navigation bar includes the logo, links for 'Our Story', 'Our Suppliers', and 'Our Blog', a search bar, and 'My Account' and 'Sign Out' buttons. Below this is a category menu with 'OFFERS', 'DAIRY', 'FRESH', 'FRUIT & VEG', 'BAKERY', 'DRINKS', 'PANTRY', 'AT HOME', and 'LIFESTYLE'. A secondary menu contains 'Our Newspaper', 'Service Updates', and 'FAQs'. On the left, a 'My Account' dropdown menu is open, with 'My Address' circled in red. The main content area is titled 'Change Address' and contains three sections: 'Your current address' (with a red box around the empty input field), 'Last delivery date' (with a date input field and a calendar icon), and 'Your new address' (with a 'New Postcode' input field containing 'e.g. NW5 1TL' and a 'Find addresses' button). A red arrow points to the 'Find addresses' button.

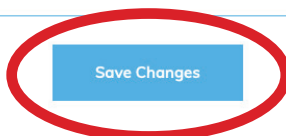
Pop in your new postcode here and click 'Find address'

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

The screenshot shows the 'Change Address' page. On the left is a navigation menu with 'My Account' expanded. The main content area is titled 'Change Address' and is divided into sections: 'Your current address' (UNIT 15-19 SEA VIXEN INDUSTRIAL ESTATE, 3 WILVERLEY ROAD, CHRISTCHURCH, BH233RU), 'Last delivery date' (31/03/2021), 'Your new address' (with a 'New Postcode' field and a 'Find addresses' button), 'Please choose your address' (with a dropdown menu), 'Delivery Instructions' (a large text area), and 'Move in Date' (a date picker field). Two red arrows originate from the top text: one points to the 'Your new address' section, and the other points to the 'Move in Date' field.

Your milkman is Kieron Crowcombe, who delivers on...
TU TH S

ABOUT KIERON
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!



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 includes a navigation bar with categories like OFFERS, DAIRY, FRESH, FRUIT & VEG, BAKERY, DRINKS, PANTRY, AT HOME, and LIFESTYLE. A sidebar on the left contains 'My Account' options such as 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. The main content area shows a list of completed deliveries. The first delivery is for Monday 15 March, which is expanded to show a table of items. The table has columns for 'Ordered' and 'Delivered' quantities, and a 'Cost' column. The item listed is 'Milk & More Organic Semi Skimmed Milk in Glass, 568ml, 1pt (£0.95each)'. The 'Ordered' and 'Delivered' quantities are both 5, and the cost is £4.75. A red circle highlights the 'Ordered' and 'Delivered' columns. Below the table, there are summary totals: 'Total before discount: £4.75' and 'Total: £4.75'. Other delivery days listed are Monday 15 March, Wednesday 10 March, and Monday 8 March, all marked as 'COMPLETED'.

Ordered	Delivered	Cost
5	5	£4.75

Total before discount: £4.75
Total: £4.75

- 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 (PAYMENTS)

- 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.

Milk & More Our Story Our Suppliers Our Blog Q My Account Sign Out Hello, Steph

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

Our Newspaper Service Updates FAQs

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- My Transactions**
- Payment Details

My Transactions

Show Last 3 months ▾

<input type="checkbox"/>	Monday 1 March	PAYMENT	Discounts: -£0.73 Total paid: £1.52
<input type="checkbox"/>	Thursday 25 February	PAYMENT	Discounts: -£0.42 Total paid: £3.78
<input type="checkbox"/>	Thursday 25 February	PAYMENT	Discounts: -£0.63 Total paid: £5.69

Order 0267763444
Week commencing Monday 1 March

Tuesday 2 March	Oato Fresh Oat Drink in Glass, 568ml, 1pt	3	£3.30
Saturday 6 March	Oato Fresh Oat Drink in Glass, 568ml, 1pt	2	£2.20
	Milk & More Whole Milk in Glass, 568ml, 1pt	1	£0.82

<input type="checkbox"/>	Monday 22 February	PAYMENT	Discounts: -£0.08 Total paid: £0.74
<input type="checkbox"/>	Friday 19 February	PAYMENT	Discounts: -£0.15 Total paid: £1.35

<input type="checkbox"/>	Monday 15 February	REFUND	Discounts: -£0.33 Total Refunded: £0.74
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- 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