



# How To Place Orders Guide

Some guidance on how to place and make changes to orders on the Milk & More website

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## Regular and One-Off Orders

- For convenience, you can set up “regular orders” of your Milk & More products. This means that you can specify how often you want each item to be delivered, and we’ll then keep delivering it to you on that schedule without you having to place new orders.
- You can have products delivered regularly on any of your available delivery days (usually three per week); and you can choose to have them delivered weekly on those days, or less frequently.
- You can also choose to have items delivered as “one-offs” – a single delivery that doesn’t repeat.
- In this guide we’ll show you how to set up deliveries, how to choose which days you want your products delivered, and how to skip regular deliveries (for example, if you’re going on holiday and want to stop your deliveries while you’re away).

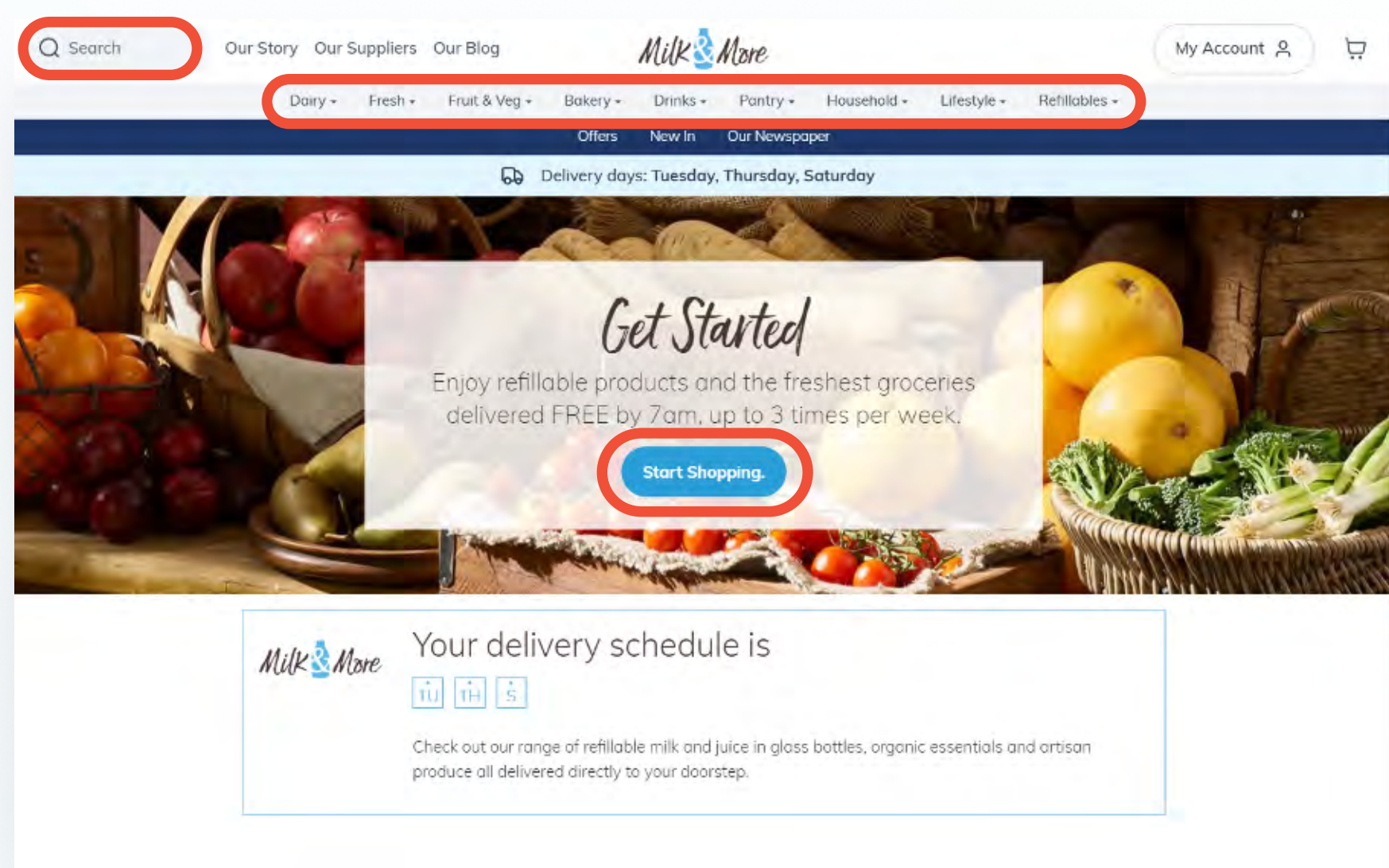


# How to place orders:

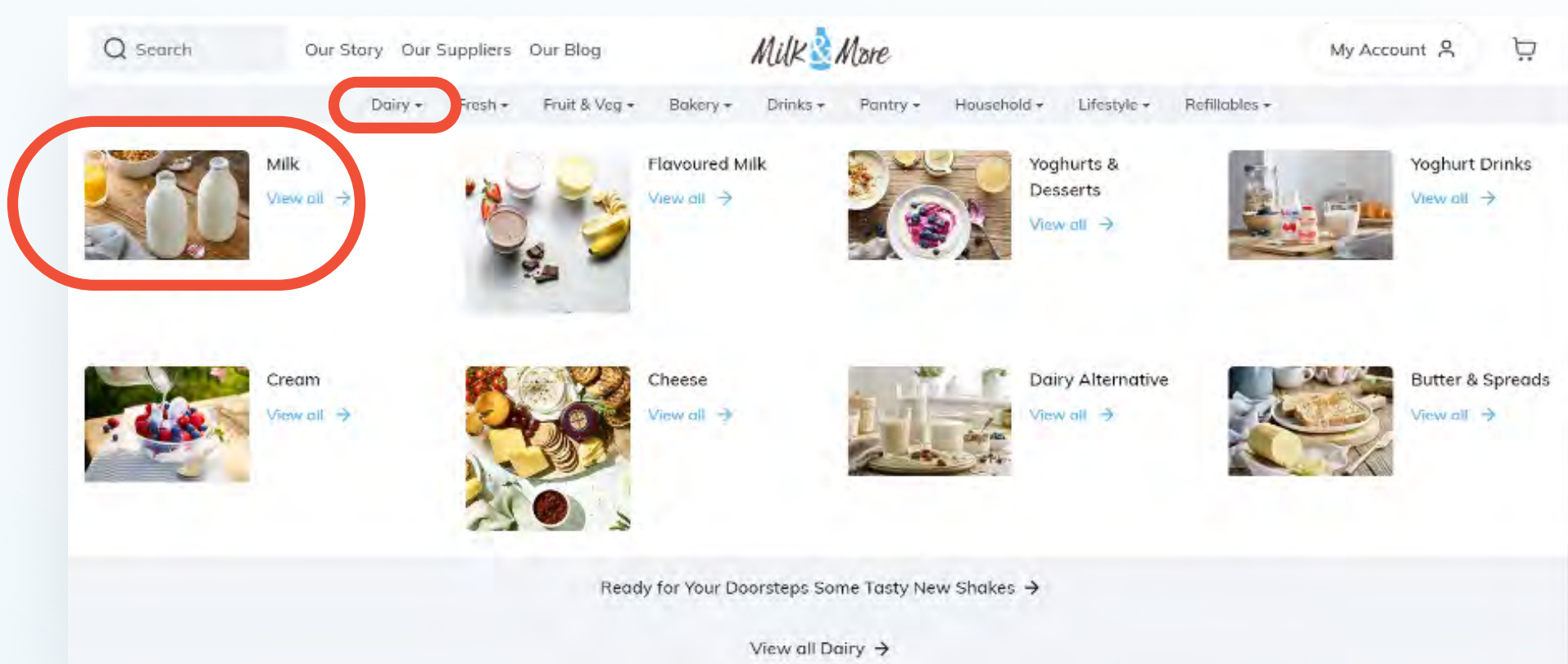
## Step 1 – Find the product you want to order

Once you’ve signed in, you can find products by:

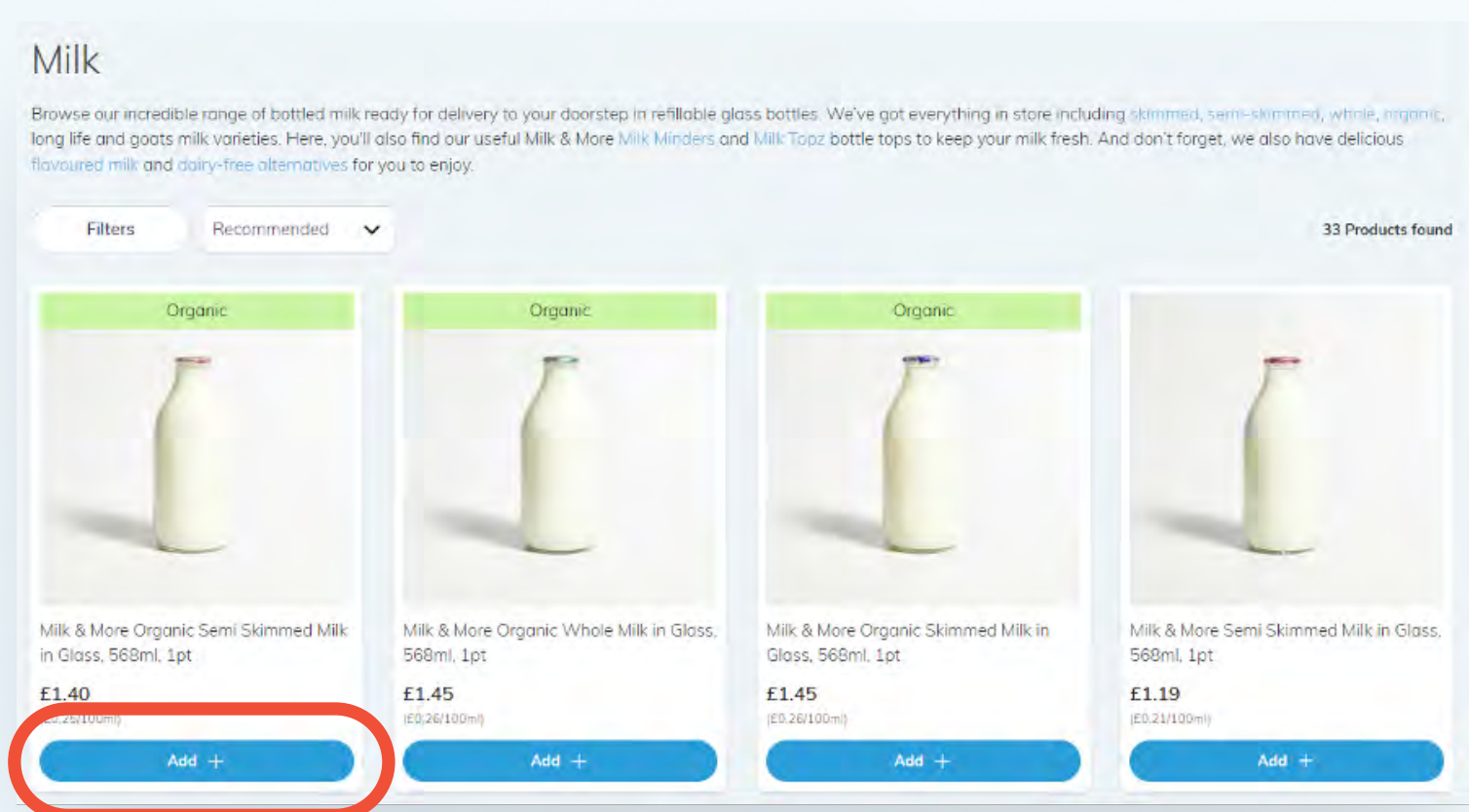
- Using the search box to **search** for the product by name.
- Clicking on the **category headings**.
- Clicking **“Start Shopping”**.



If, for example, you click **“Dairy”**, you will be presented with the different **sub categories**.



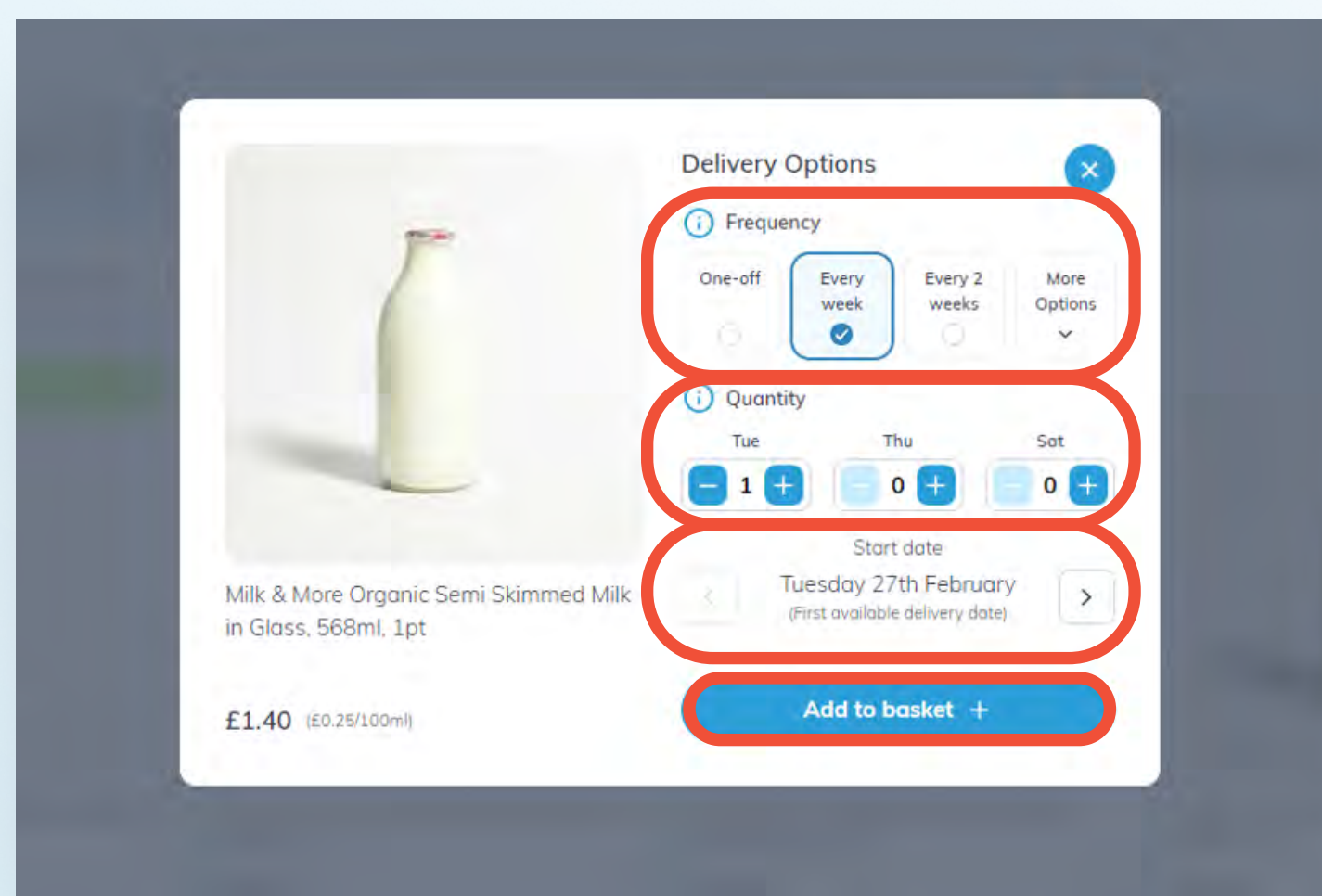
Once you have selected a category, find the product you want and click the **add** button.





## Step 2 – Choose When You Want Your Products Delivered

- When you click to add a product to your deliveries, the “**Delivery Options**” pop-up will appear. This is where you can set the weekly frequency that you want that product delivered; how many items you want in each delivery; and which days of the week you’d like those products delivered.
- Tick the “**Frequency**” box to choose how often you want the product delivered. For a regular delivery, pick any of the options except “One-off”; if you just want the item delivered once, choose “One-off”.
- Choose the days of the week you’d like that product delivered, and how many on each day, in the “**Quantity**” section.
- Choose the week that you’d like the deliveries to start in the “**Start Date**” section.
- When you’re happy with your selections, click “**Add to basket**”.



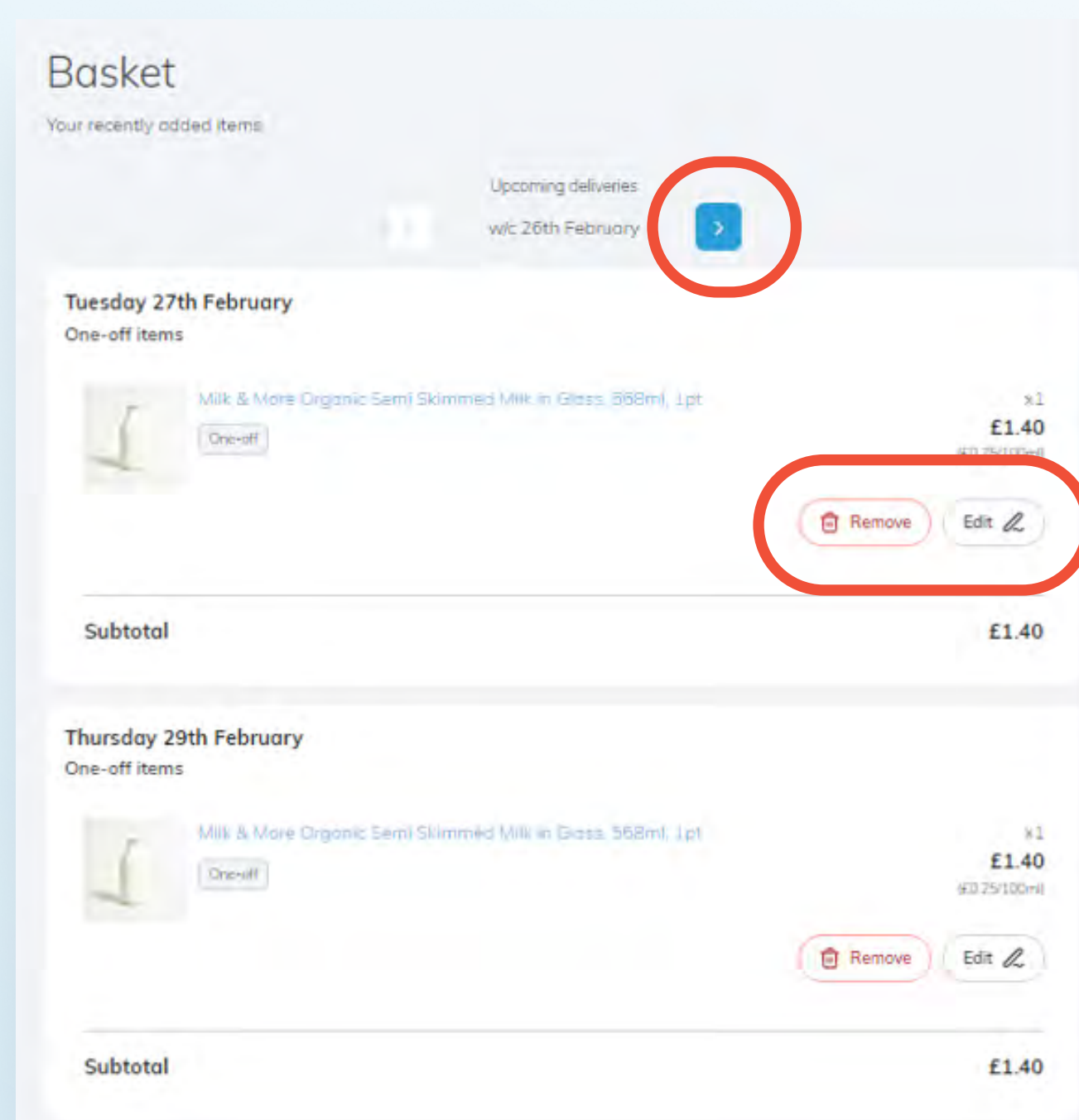
- Repeat this process for all the products you want to have delivered.

## Step 3 – Check Out

- Once you have added all the items you want to order to your basket, click the **basket icon** at the top right of the page.

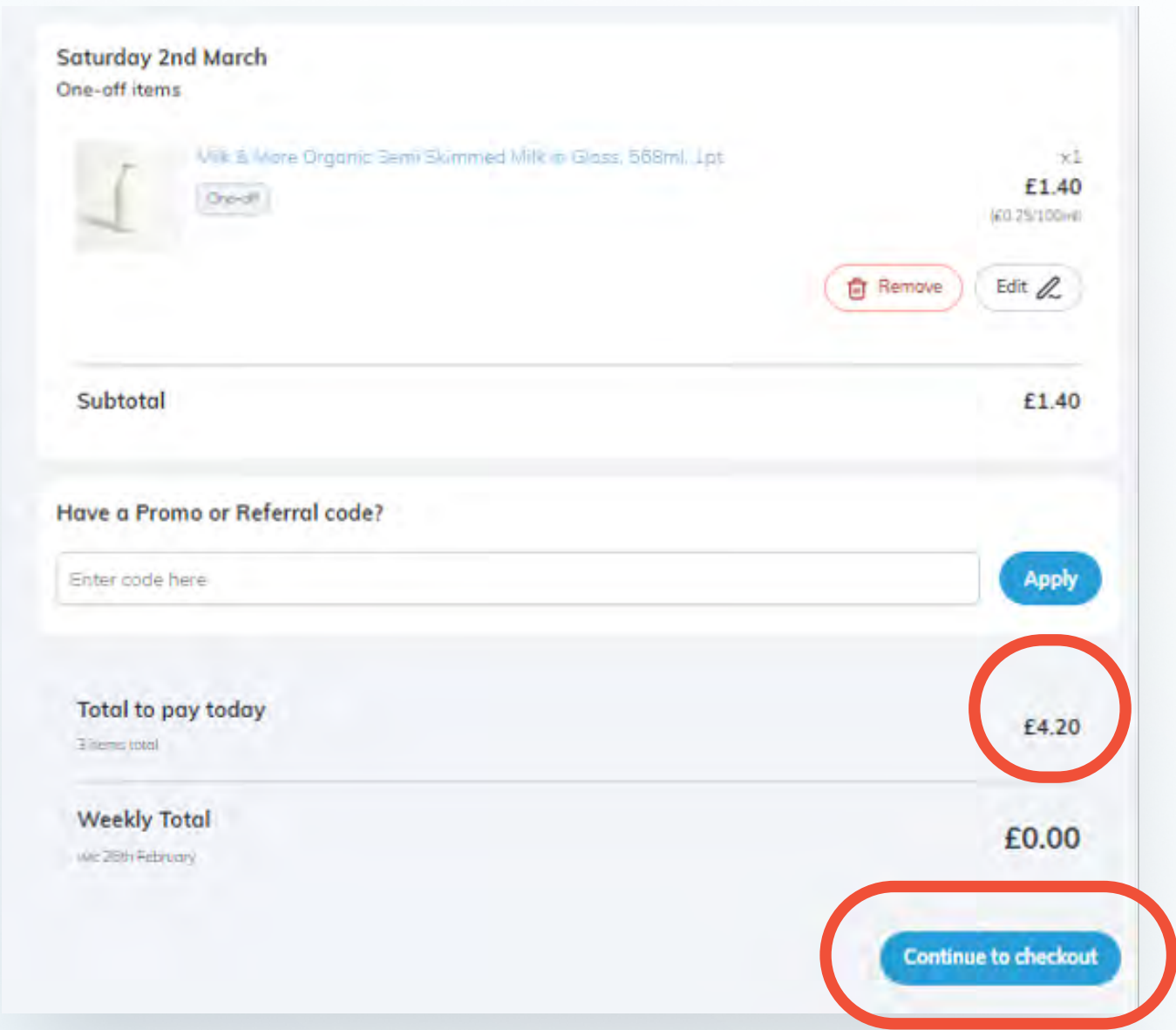


- This will take you to the **basket page** – this will show you all of the items you’ve ordered, split by the days on which they are due to be delivered, and split between one-off orders and regular deliveries.
- You can click on the **arrow** next to the “w/c” section to see deliveries scheduled for future weeks.
- If you want to make changes to your deliveries, you can do so from this page by clicking the **“Remove”** and **“Edit”** buttons for each delivery day.

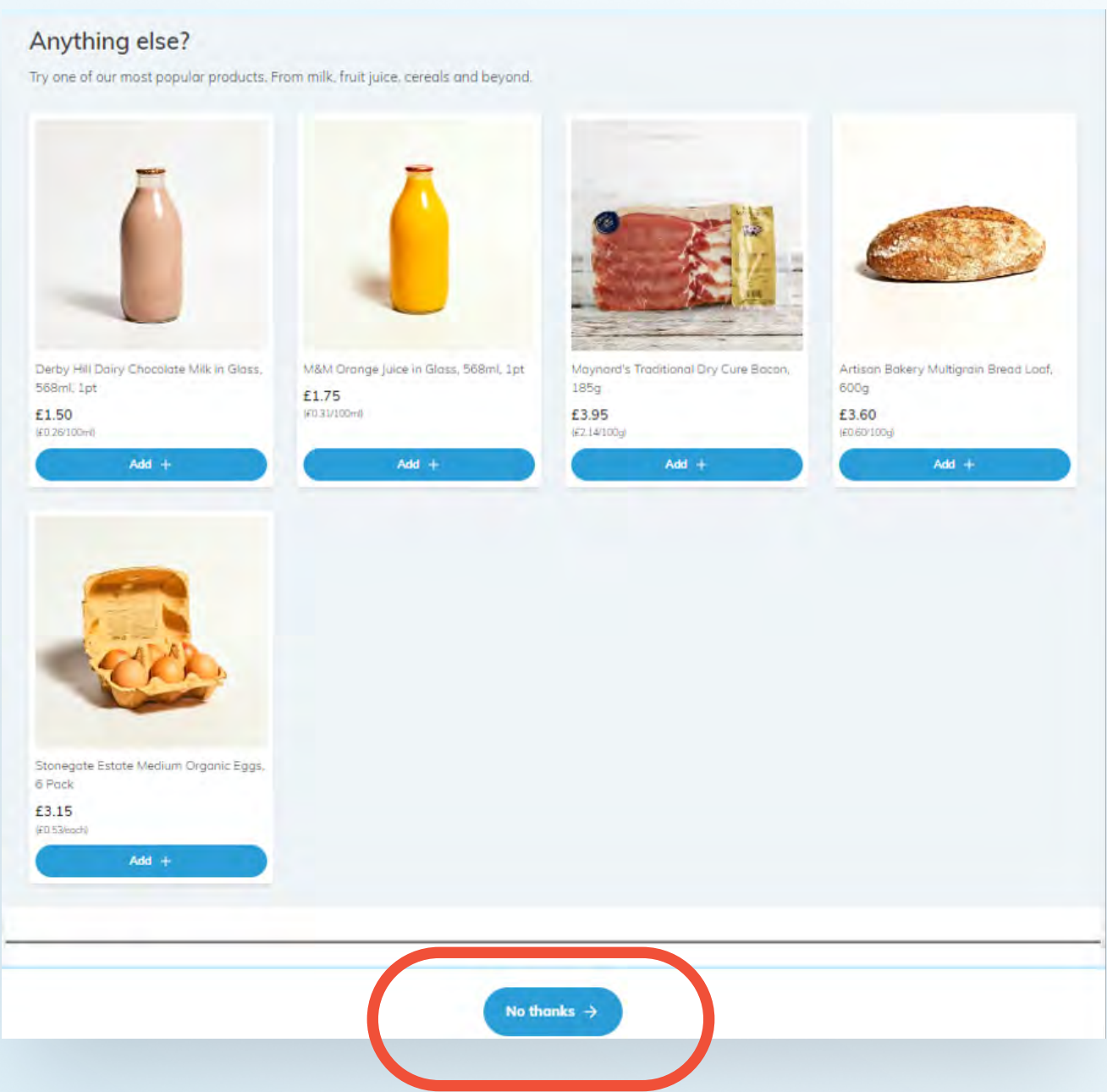




- One-off orders will require immediate payment; for regular orders, we'll take payment on the Thursday before the week of delivery. As a result, if you have any one-off orders, you'll see the costs for those in the “One-Off Items – **Pay Today**” section at the bottom of the page. Ongoing costs for regular orders are shown in the “Regular Items – Weekly Total” section.
- Once you're happy with your deliveries, click the “**Continue to checkout**” button.

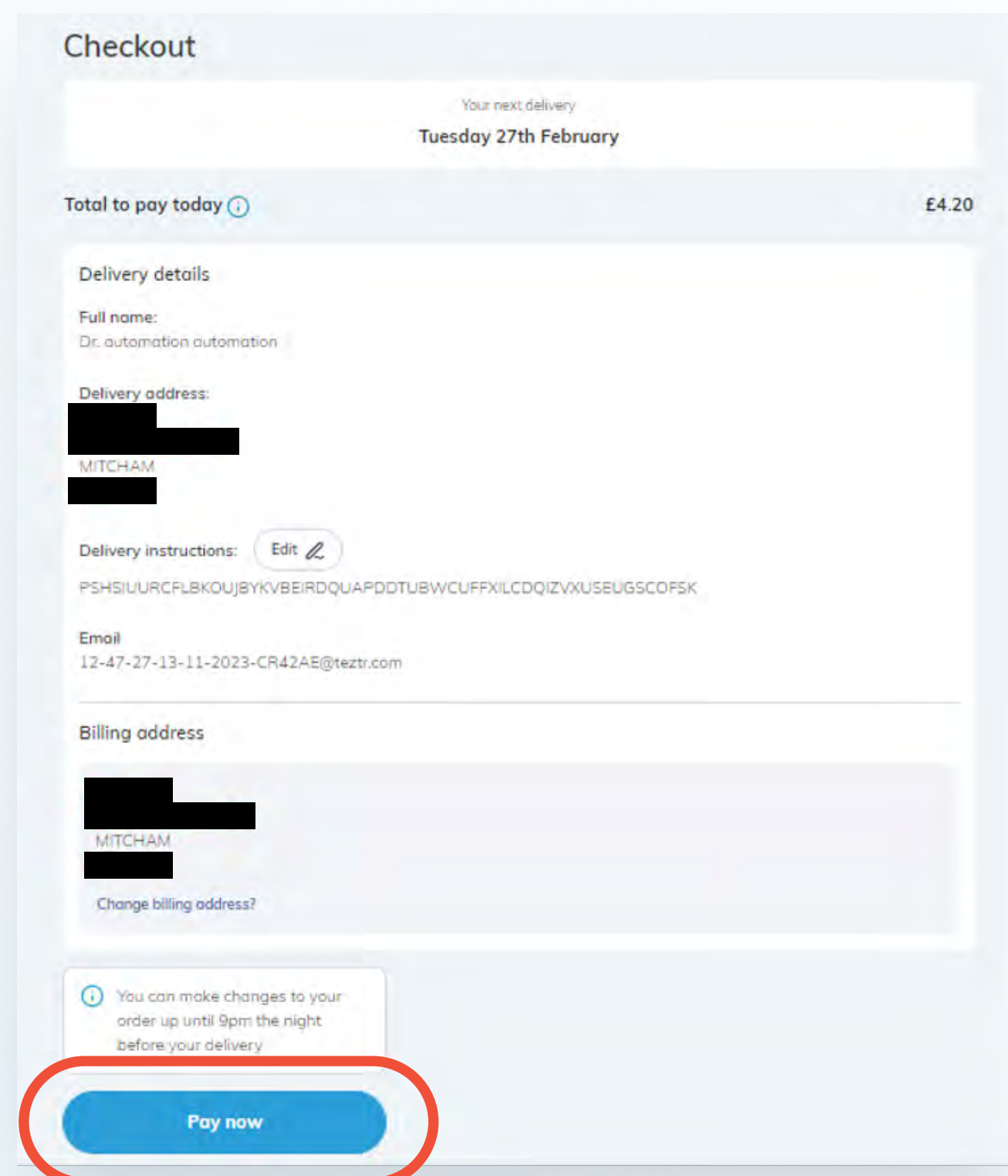


- This page will then appear. If you see anything you like just click the “Add” button to add to basket or just click “No thanks” to continue through the checkout.



## Step 4 – Make Payment

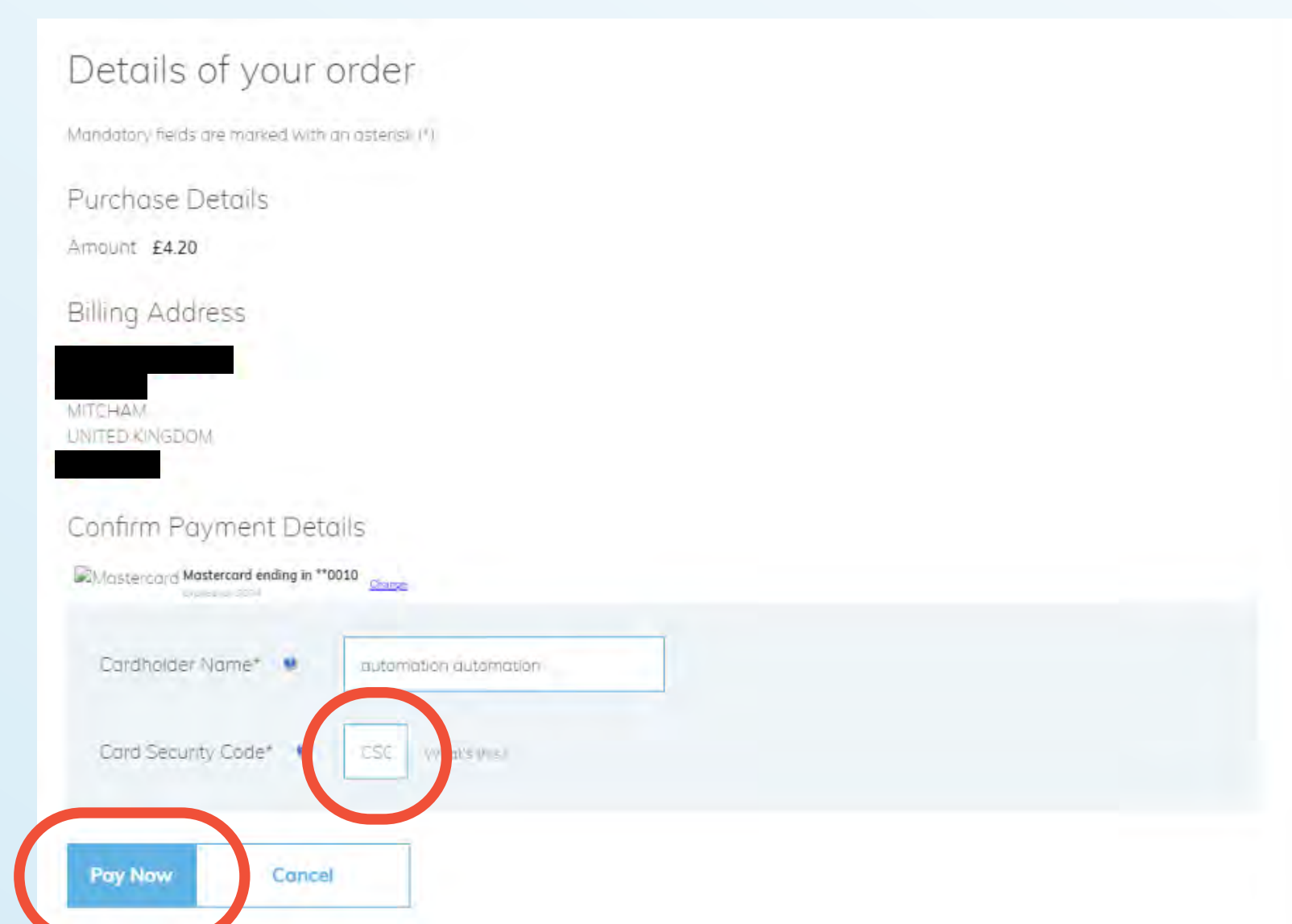
- We will only take payment if you have one-off orders – those need to be paid for on the day of ordering. If you have only been setting up regular orders for future weeks, we won't need to take payment – we'll do this automatically on the Thursday before the week of delivery.
- If we do need to take payment, the “Checkout” page will appear. Check all your details are correct and then click “Pay now”.



The screenshot shows a 'Checkout' page with the following details:

- Delivery date:** Tuesday 27th February
- Total to pay today:** £4.20
- Delivery details:**
  - Full name:** Dr. automation automation
  - Delivery address:** [Redacted] MITCHAM [Redacted]
  - Delivery instructions:** PSHSIUURCFLBKOUJBYKVBEIRDQUAPDOTUBWCUFFXILCDQIZVXUSEUGSCOF5K (with an 'Edit' link)
  - Email:** 12-47-27-13-11-2023-CR42AE@teztr.com
- Billing address:** [Redacted] MITCHAM [Redacted] (with a 'Change billing address?' link)
- Notice:** You can make changes to your order up until 9pm the night before your delivery.
- Pay now button:** A blue button at the bottom, circled in red.

- If you already have card details saved you will only be asked to put your card **security code** in. If not, you will be asked for all of your card details. Enter in the requested details and click “Pay now”.



The screenshot shows the 'Details of your order' page with the following details:


- Purchase Details:** Amount £4.20
- Billing Address:** [Redacted] MITCHAM UNITED KINGDOM [Redacted]
- Confirm Payment Details:**
  - Card:** Mastercard ending in \*\*0010
  - Cardholder Name:** automation automation
  - Card Security Code:** CSC (with a 'What's this?' link, circled in red)
- Buttons:** 'Pay Now' (blue, circled in red) and 'Cancel' (white).



- The checkout is now complete and we'll show you confirmation that your orders have been placed, and send you an email with the same information.

Order confirmation

Your next delivery is on 27th February 2024



Thank you!

Email confirmation sent to:  
12-47-27-13-11-2023-cr42ae@teztr.com

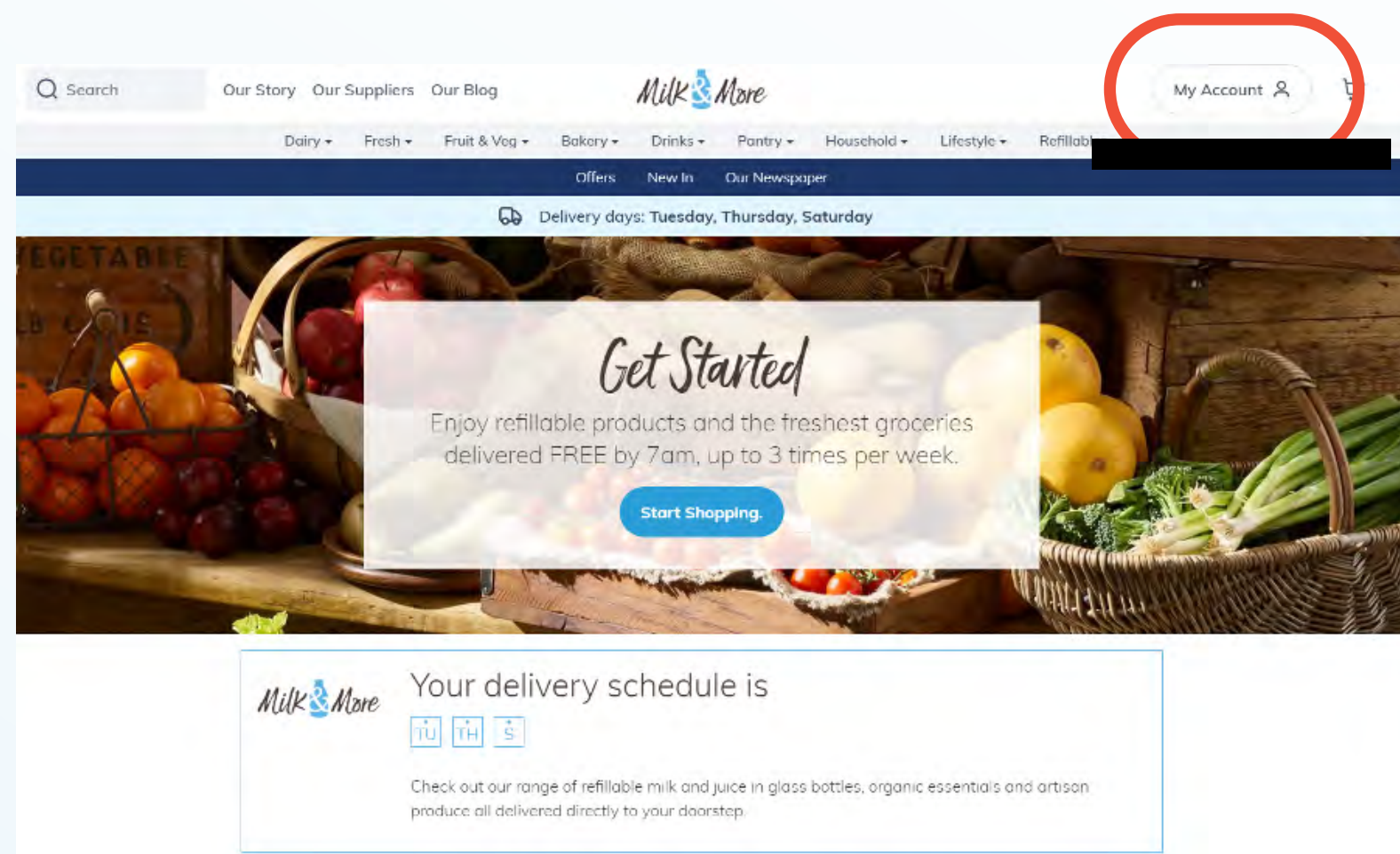
Order date:	26th February 2024
Order number:	#0535261220
Payment:	master - 0010
Address:	

View your account

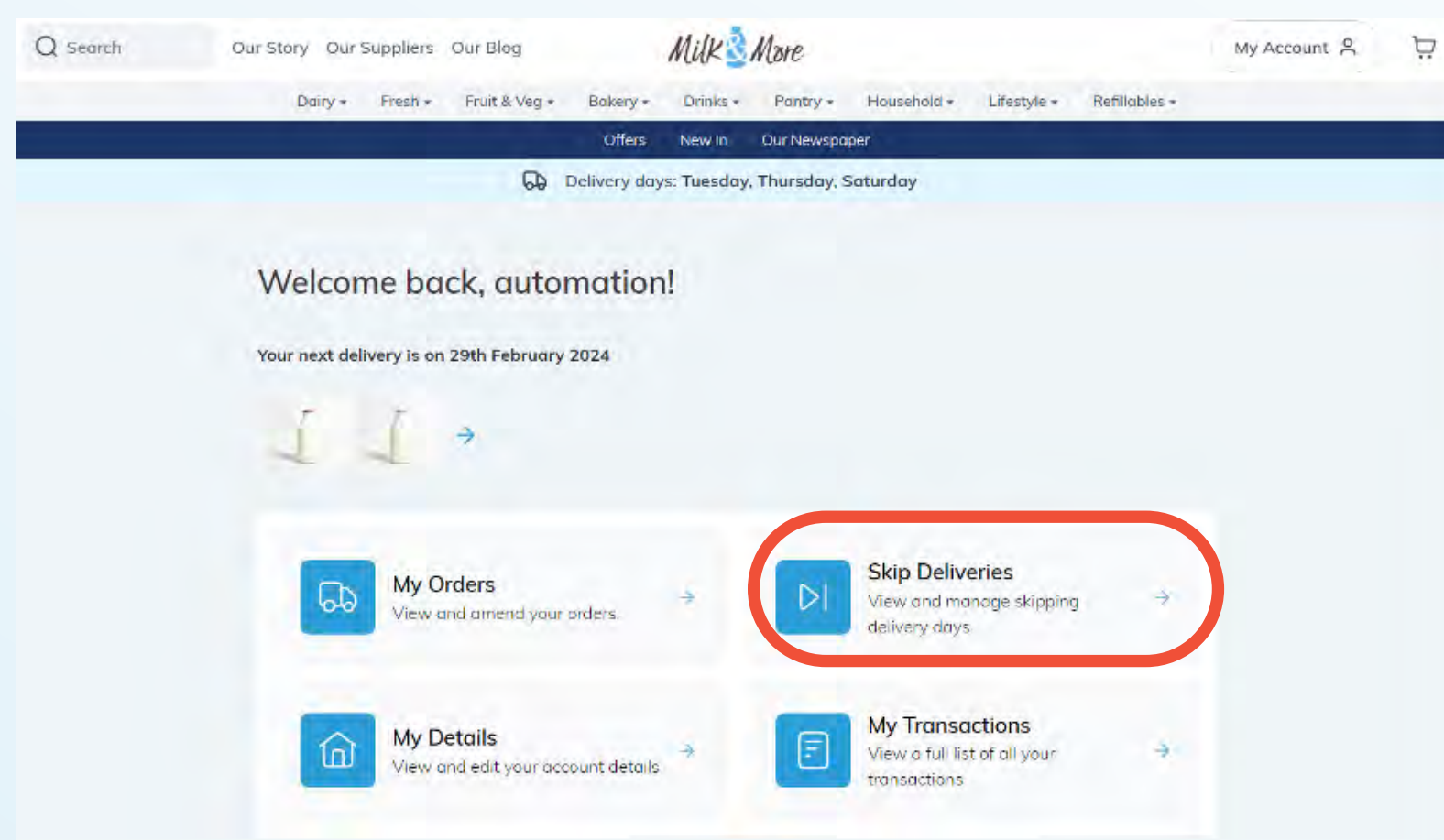


# How to skip a delivery (previously called ‘My Holidays’)

- For convenience, you can pause your regular deliveries for however long you’d like, and then have them resume from a certain date – if, for example, you’re going on holiday.
- To skip deliveries, click **“My Account”** at the top right hand side of the homepage.



- Then click **“Skip Deliveries”**.



- This will take you to the **“Skip Deliveries”** page. Any date with a scheduled delivery will be shown in blue.
- Click the date you want to skip. The date will turn red and the date selected will show on the right hand side with the option for you to click the dropdown **arrow** to see what is due for delivery that day.

- Select **every day** that you'd like your deliveries to be paused, and then click **“Save Changes”**.
- If you change your mind and no longer want to skip those deliveries, just follow the exact same process to “unskip” those days. Don't forget to click **“Save Changes”** when you've finished.

