



# How To Guide

Some guidance on how to use the Milk & More website.

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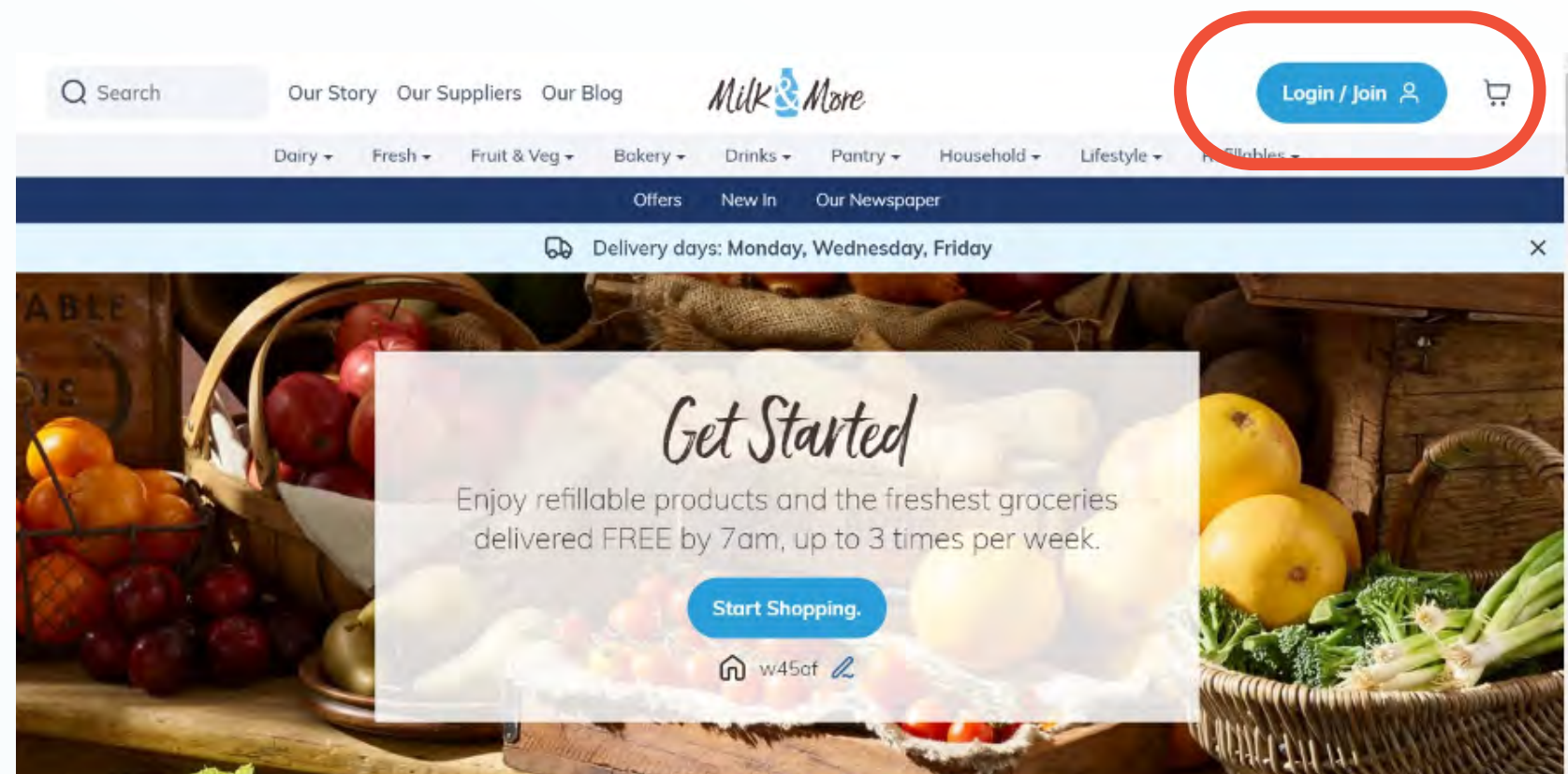
Click to view



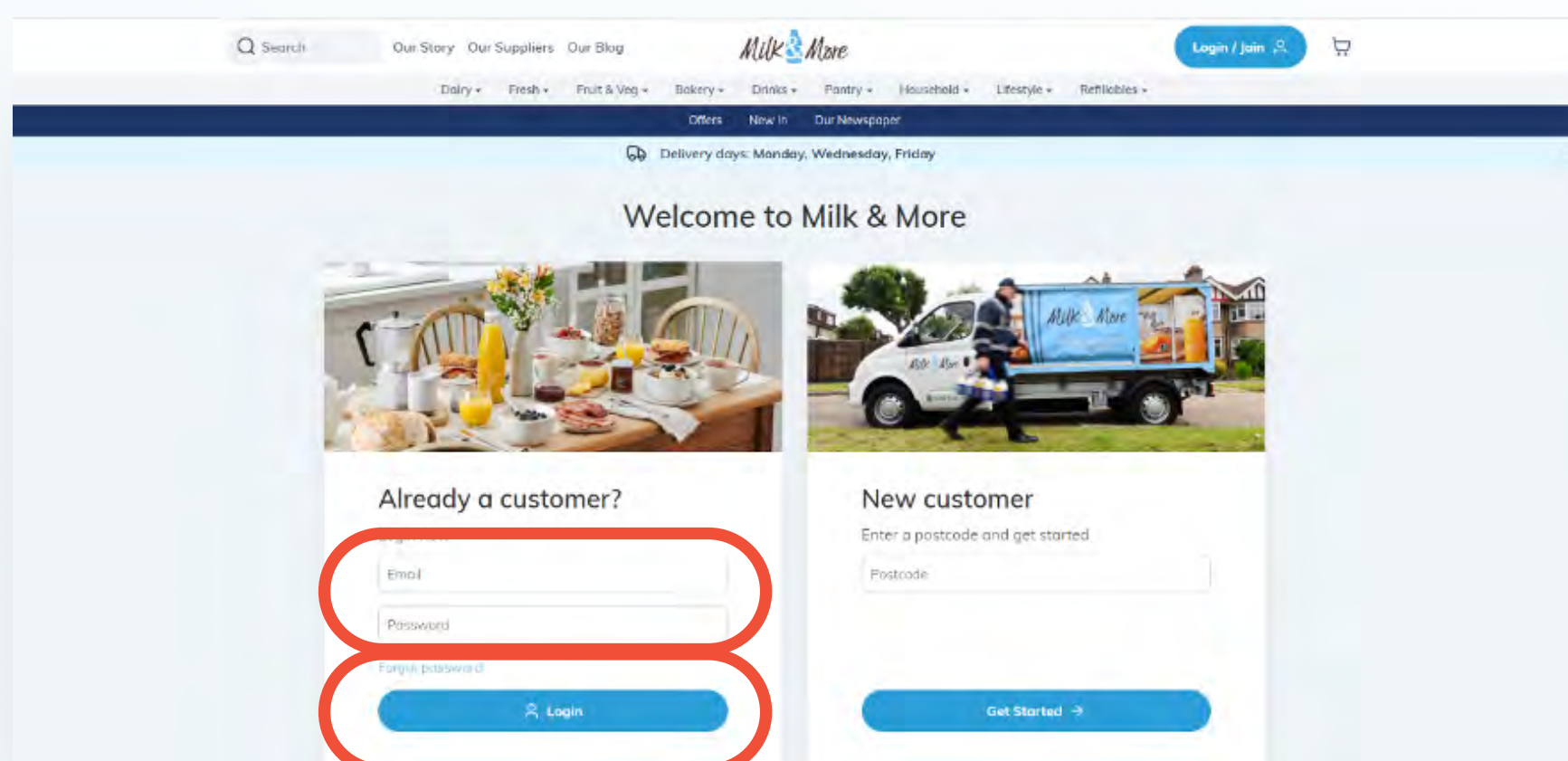


# Home Page and Signing In

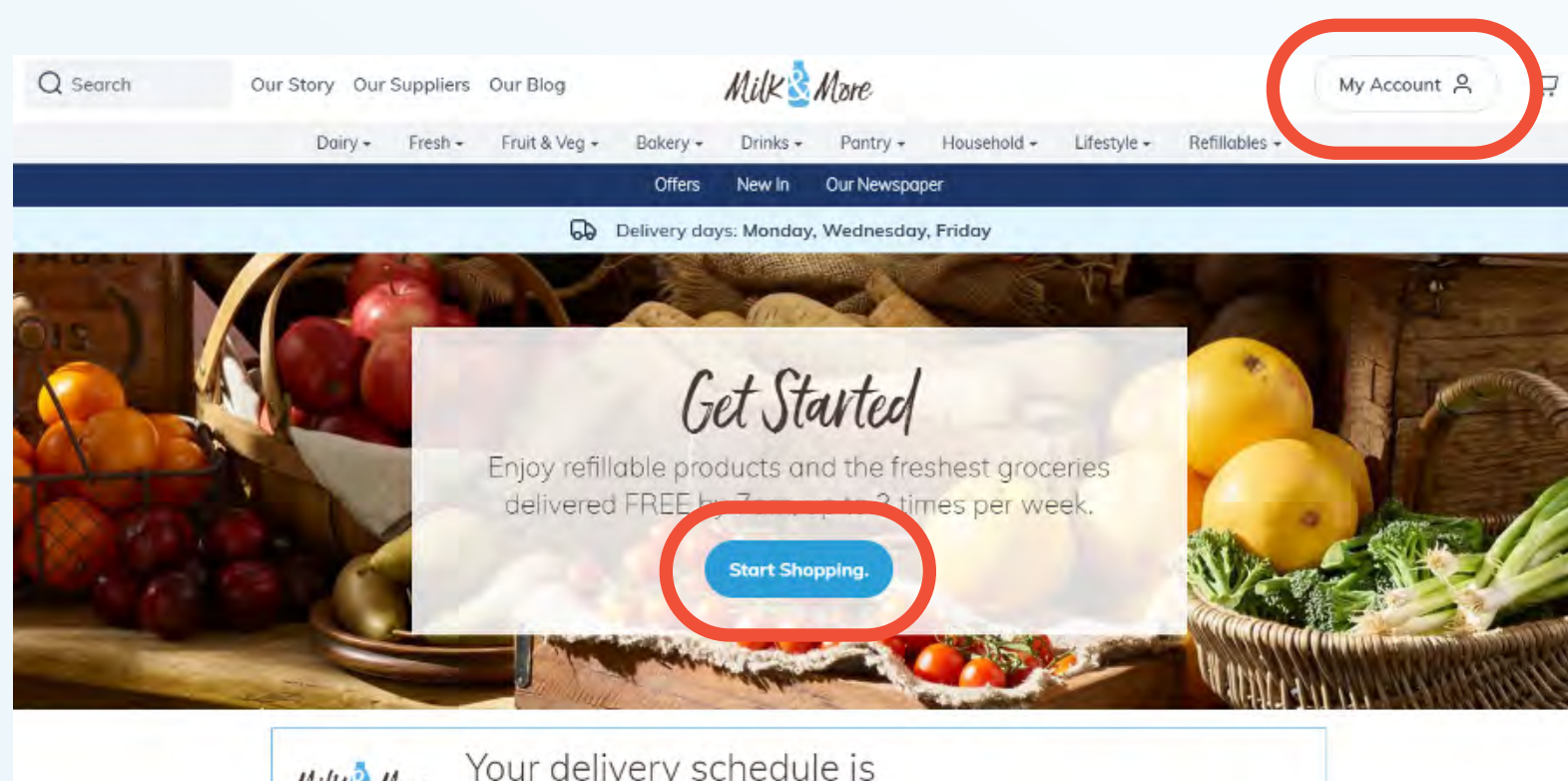
- Go to our home page – [www.milkandmore.co.uk](http://www.milkandmore.co.uk)
- Click **“Login”** to sign into your account.



- Enter your **email address and password** and click **“Login”** to log in.



- This will bring you to the logged in home page. From here you can go straight to the shop by clicking on any of our product sections or **“Start Shopping”**. For your account details click **“My Account”** on the top right-hand side of the page.



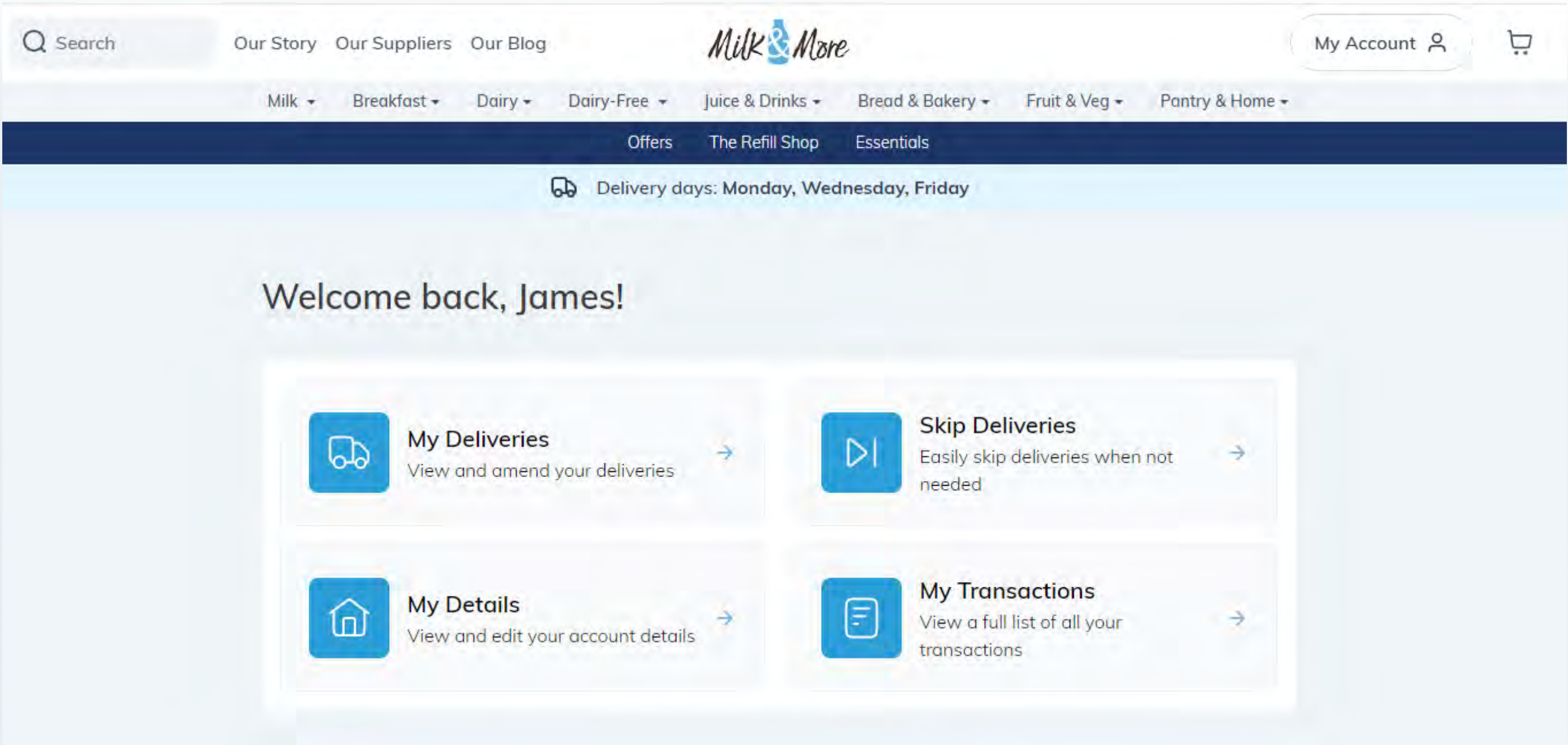


# My Account page

The **My Account** page gives you access to all of the information about your account.

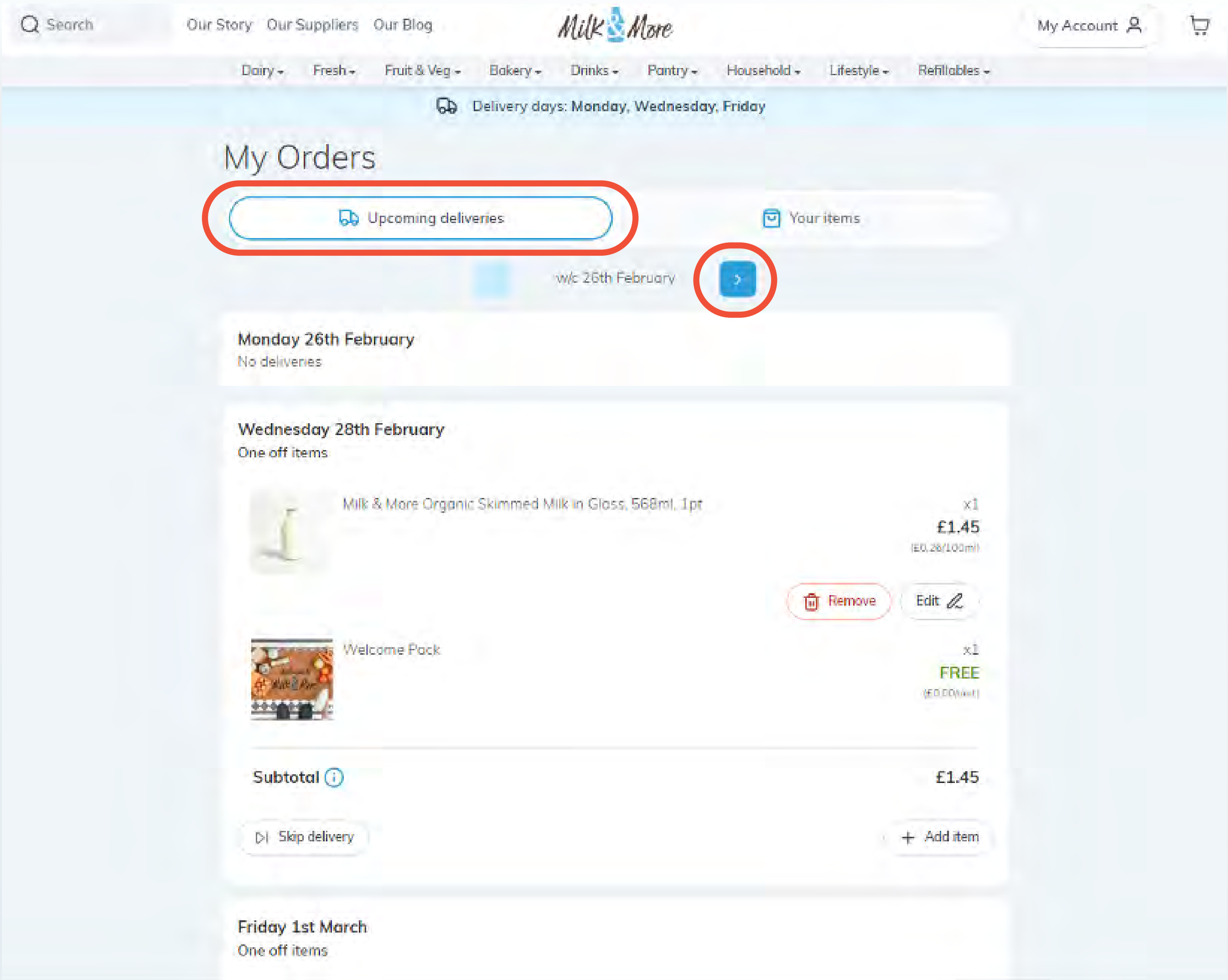
From here, you can click through to 4 further pages:

- **My Deliveries** – this is where you can view and edit all of your upcoming deliveries/ regular items and view your order history.
- **My Details** – this is where you can change all your personal details, your password, update your delivery instructions, change payment details and update your marketing preferences.
- **Skip Deliveries** – this is where you can easily skip a day/several day’s deliveries. This used to be called ‘My Holidays’.
- **My Transactions** – this is where you can view all your payments and refunds.



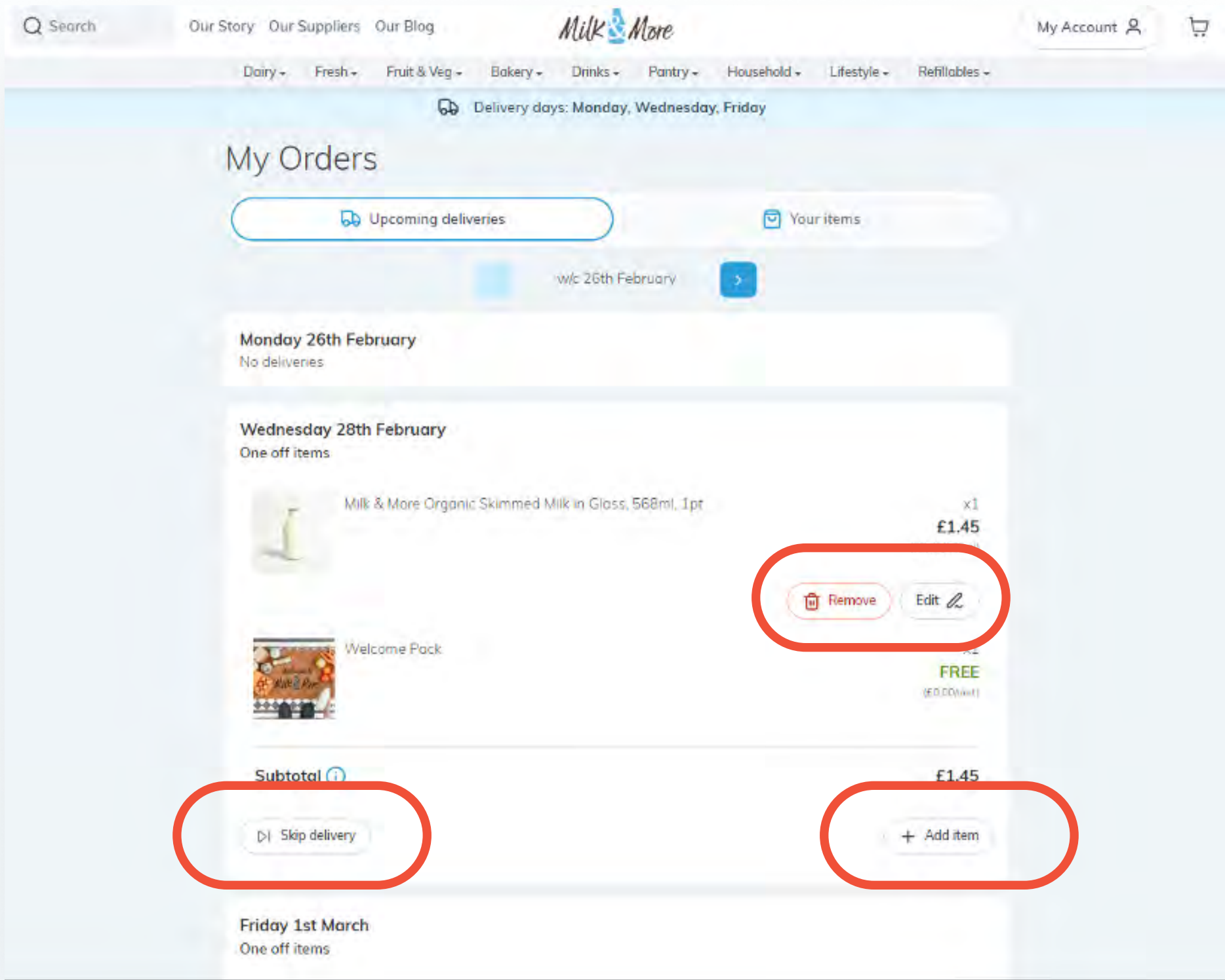
# My Deliveries

- The **My Deliveries** page is where you can view and edit all of your upcoming deliveries/regular items, and view your order history.
- If you click the **“Upcoming deliveries”** button, you will see all of the current week’s upcoming deliveries.
- You can click through deliveries for up to 6 weeks in the future by clicking on the **arrow** next to the “w/c” date.

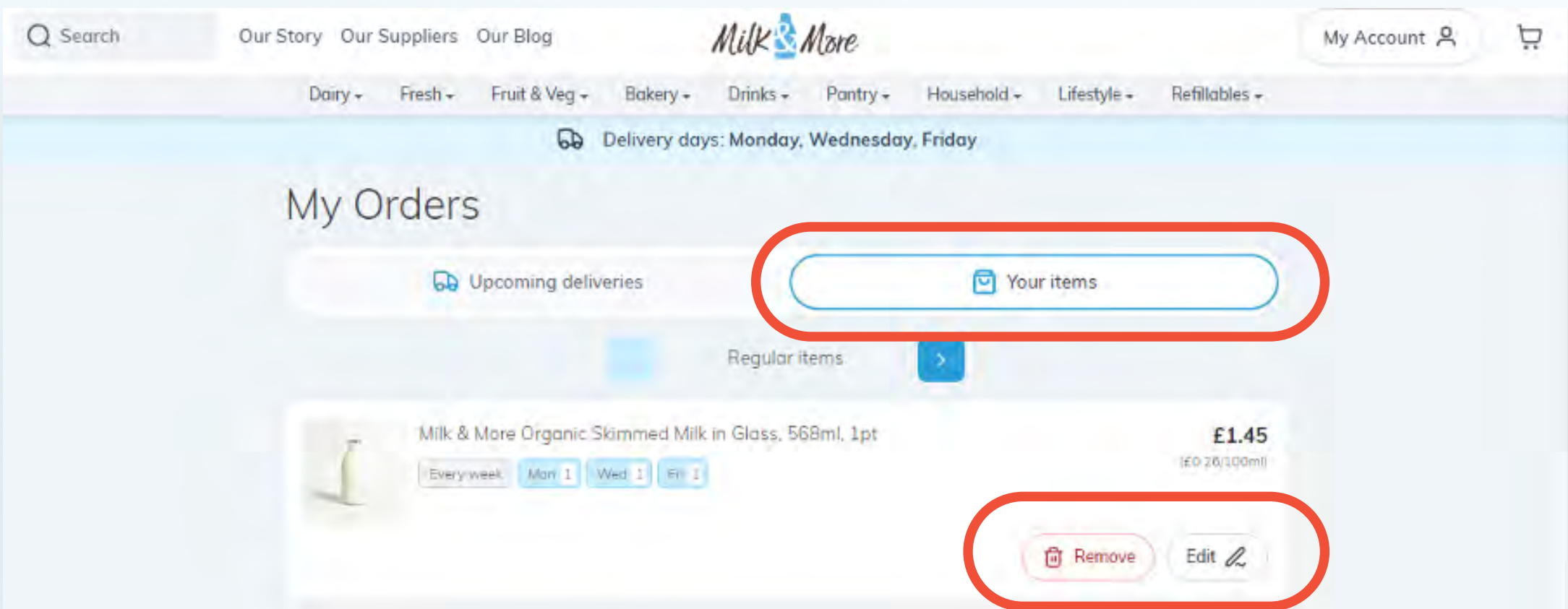




- From this page you can edit deliveries and remove items from deliveries, cancel the entire delivery, skip the delivery or add an item to that day's delivery.
- To cancel a delivery, click on the **“Remove”** button for the delivery you want to cancel. To edit the items in a delivery, click on the **“Edit”** button. To add items to a delivery, click on the **“Add Item”** button. For more details on how to edit your orders, take a look at our other guide, **“How to place orders”**.



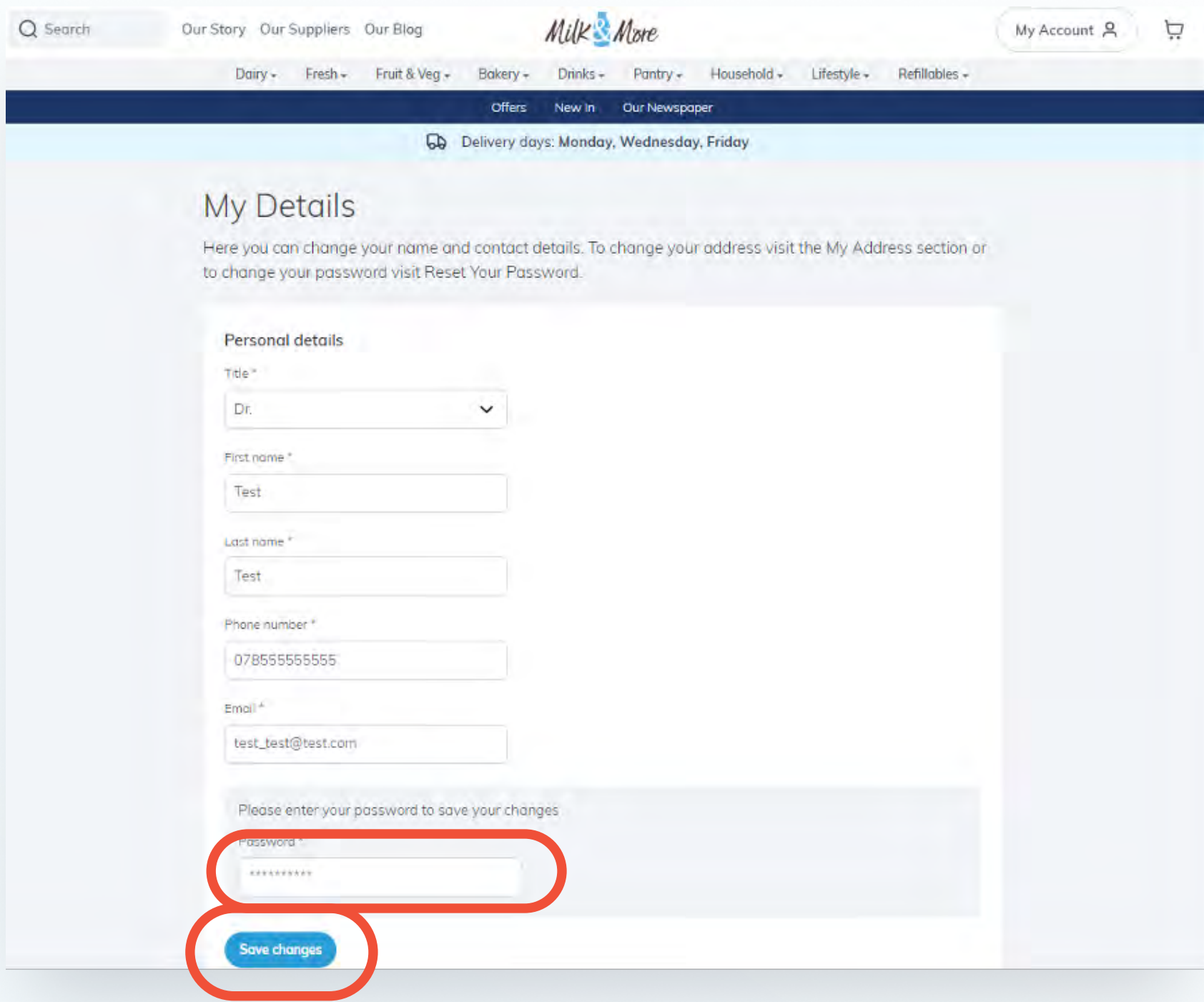
- You can “skip deliveries” – for example, if you’re going on holiday and want to pause your regular deliveries. You can do this by clicking on **“Skip delivery”** for the delivery you want to pause. When you do, you’ll be taken the **Skip Deliveries** page.
- On the **My Deliveries** page, you can also toggle to ‘Your Items’. This will display any regular order items you have set up. From here you can make changes to the quantities delivered, and days that those products will be delivered on, by clicking on the “Remove” or “Edit” buttons.



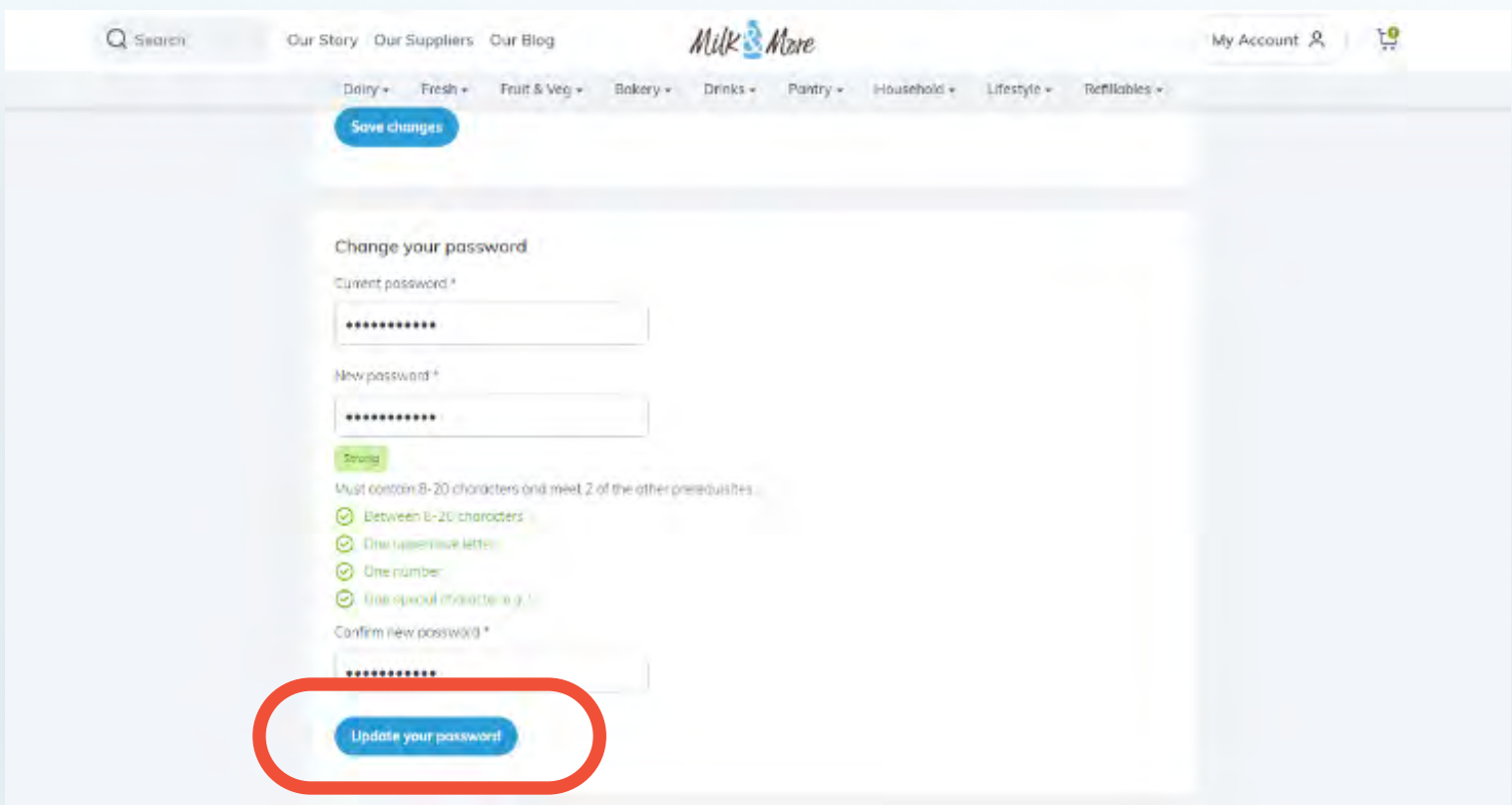
# My Details page

Here’s where you can view and change all of the personal details associated with your account. That includes:

- Name, address and contact details
  - Password
  - Delivery instructions
  - Payment details
  - Marketing preferences
- 
- **Update Details:** To update your contact details, make the appropriate changes to your details, enter your password and then click the **“Save changes”** button.

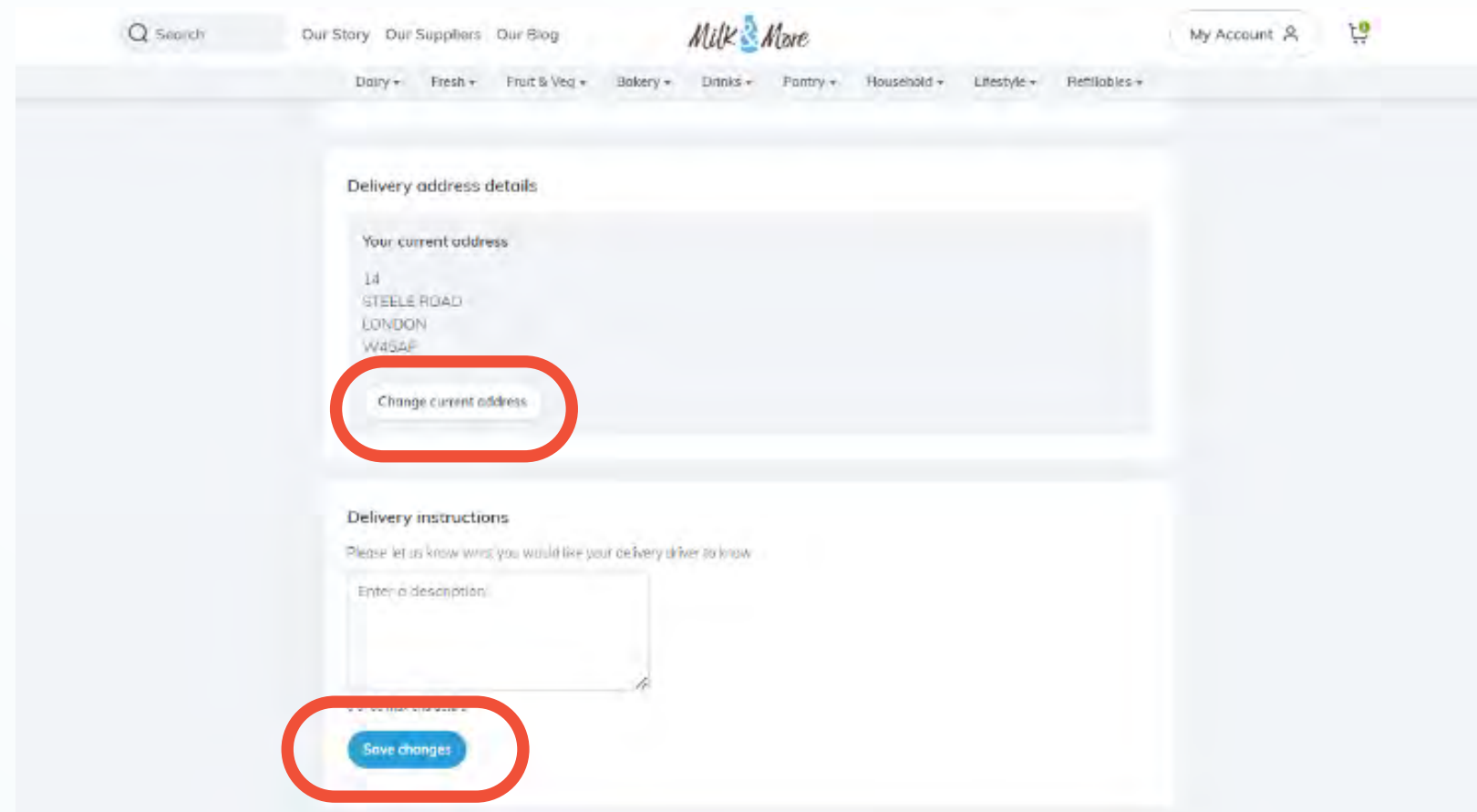


- **Change Password:** To change your password, enter your current password and your new one, and click **“Update your password”**.

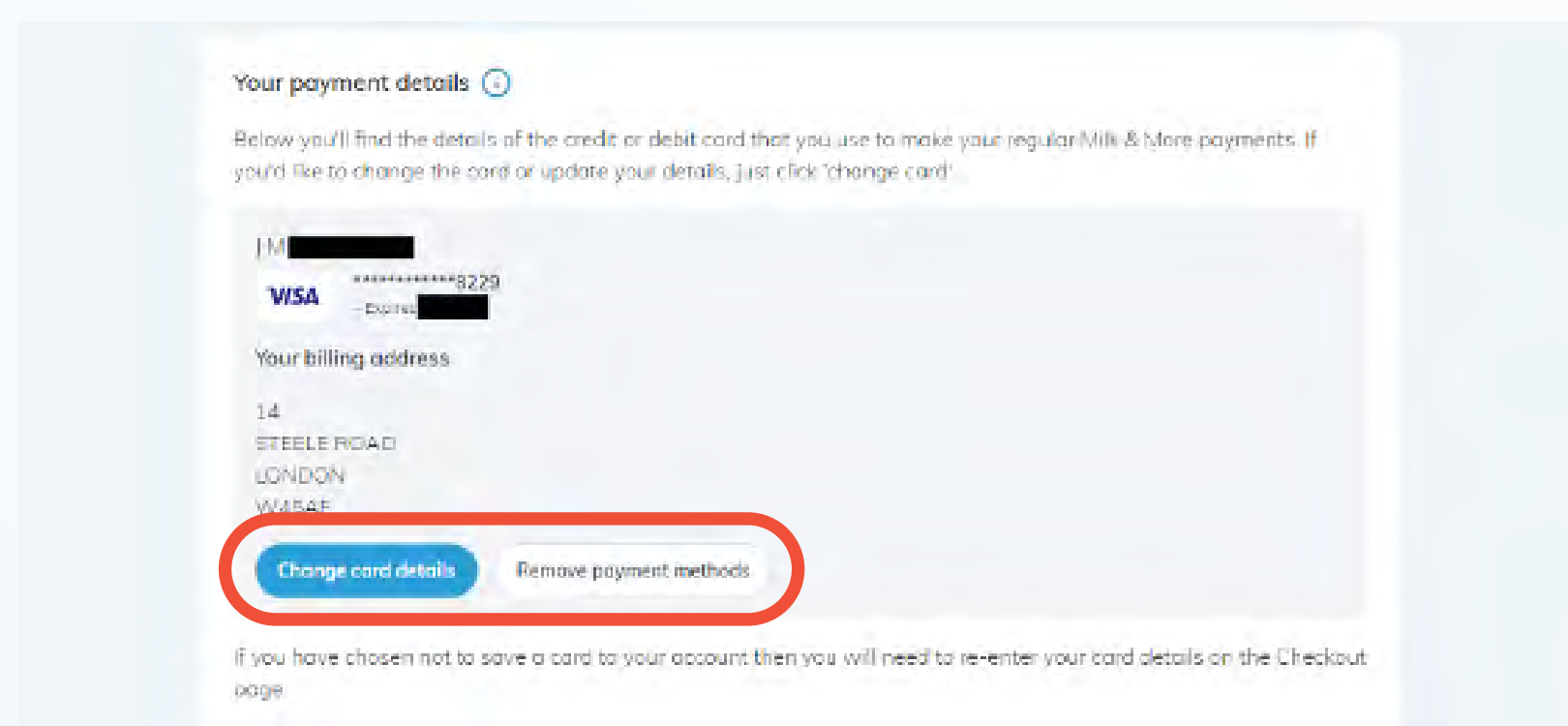




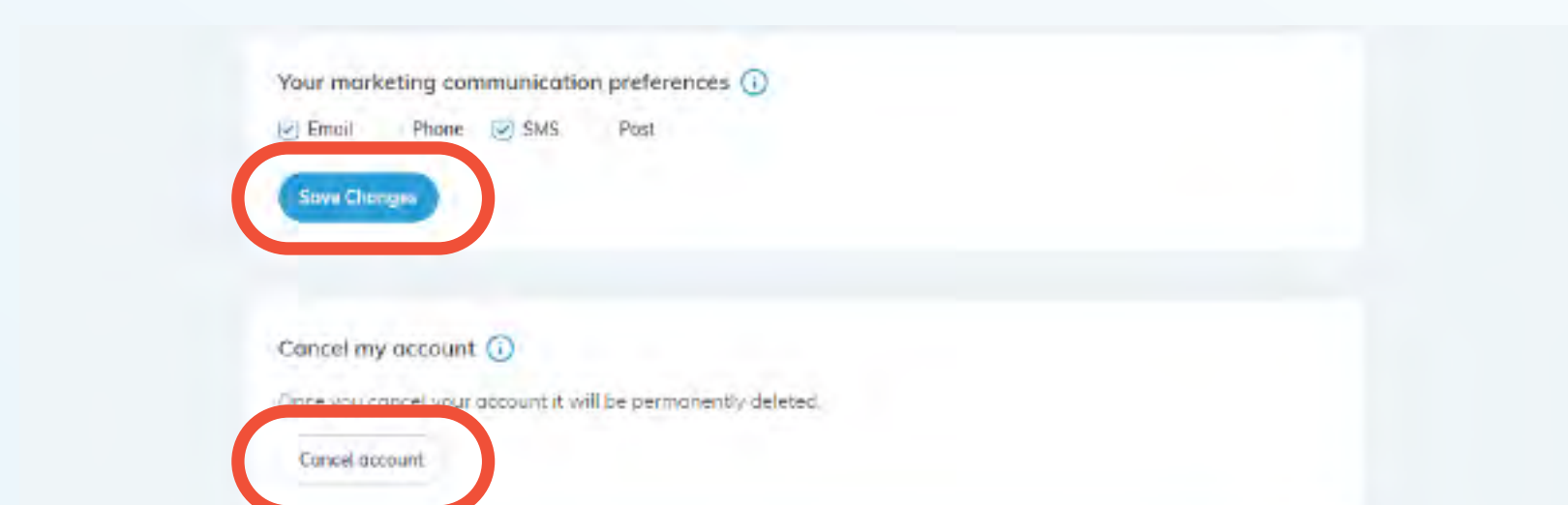
- **Update Current Address:** To update your address details, click **“Change current address”** and update with your new address.
- **Add / Edit Delivery instructions:** You can also leave delivery instructions for your milkman (for example – “please leave behind the gate”) in the delivery instructions section. Don’t forget to click **“Save changes”**.



- **Change Card Details:** To change your payment details, click on **“Change card details”**. To remove your payment details, click on **“Remove payment methods”**.

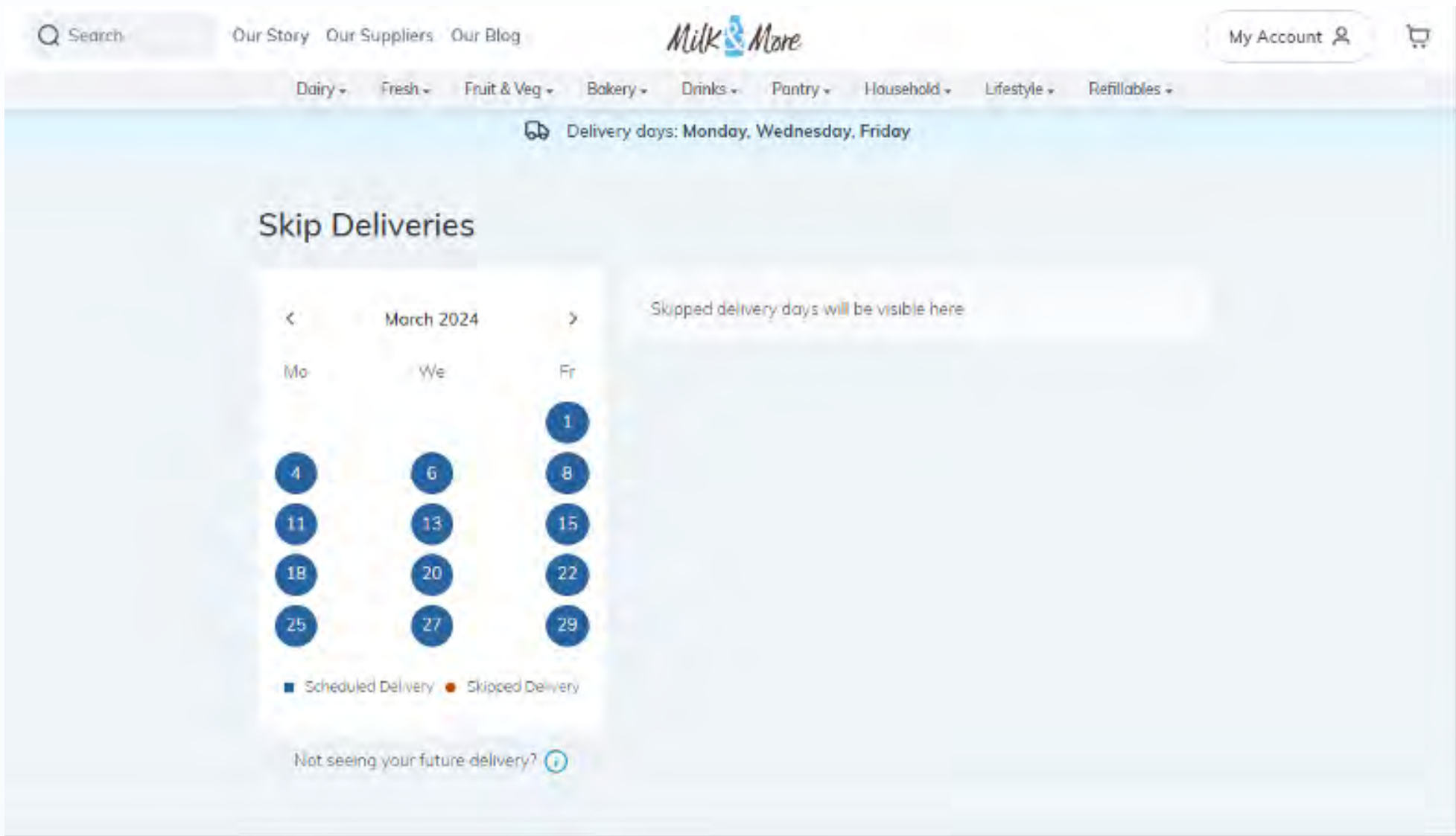


- If you’d like to change the marketing channels that we can reach you through, you can update these by clicking the check boxes and then **“Save changes”**.
- Finally, if you want to close your account, click on **“Cancel account”**.

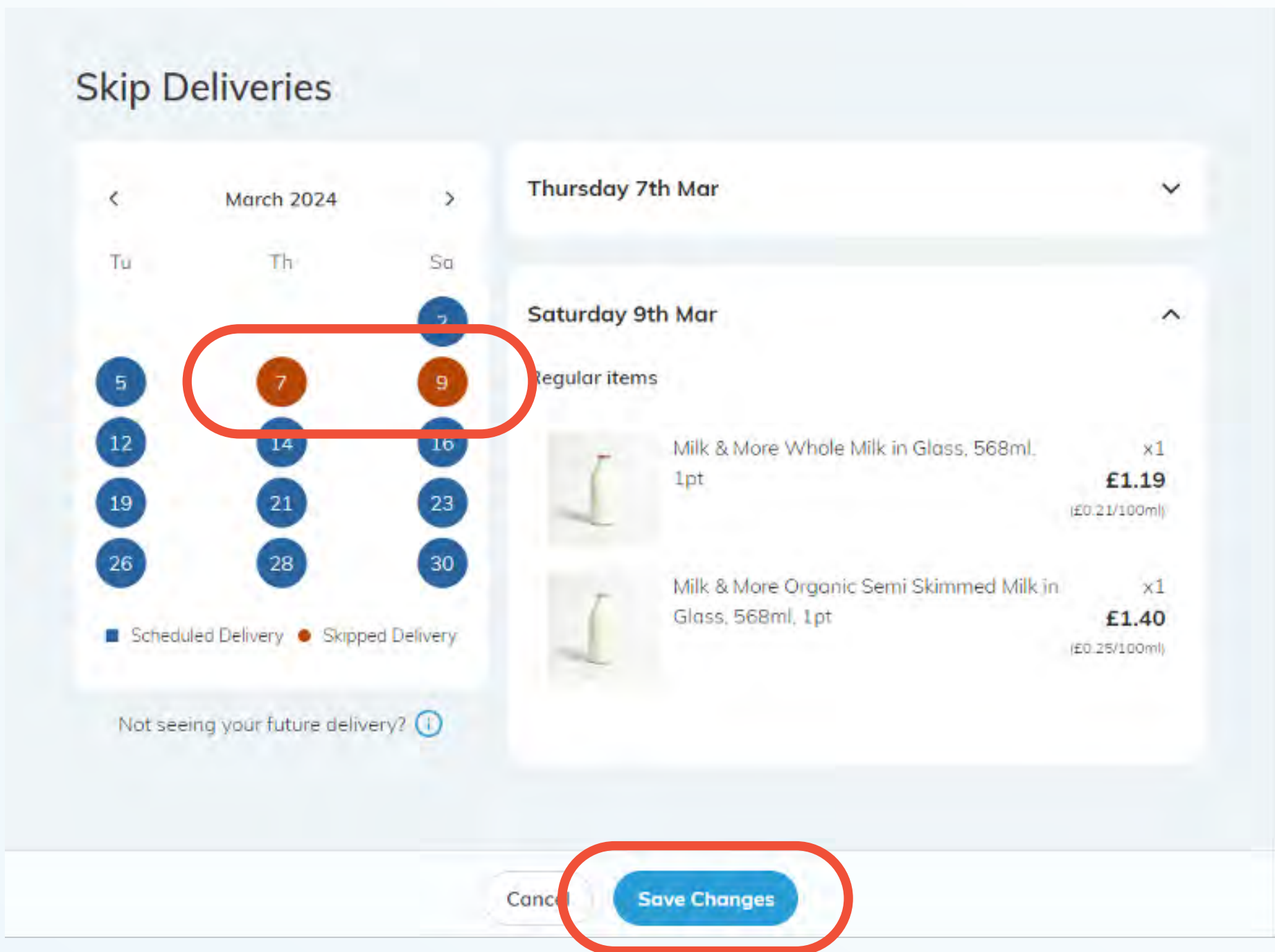


# Skip Deliveries page

- Here's where you can select a single day's delivery or multiple days' deliveries to skip – for example, if you're going on holiday and want to pause your regular deliveries.
- When you visit the page, any date with a scheduled delivery will be coloured 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.

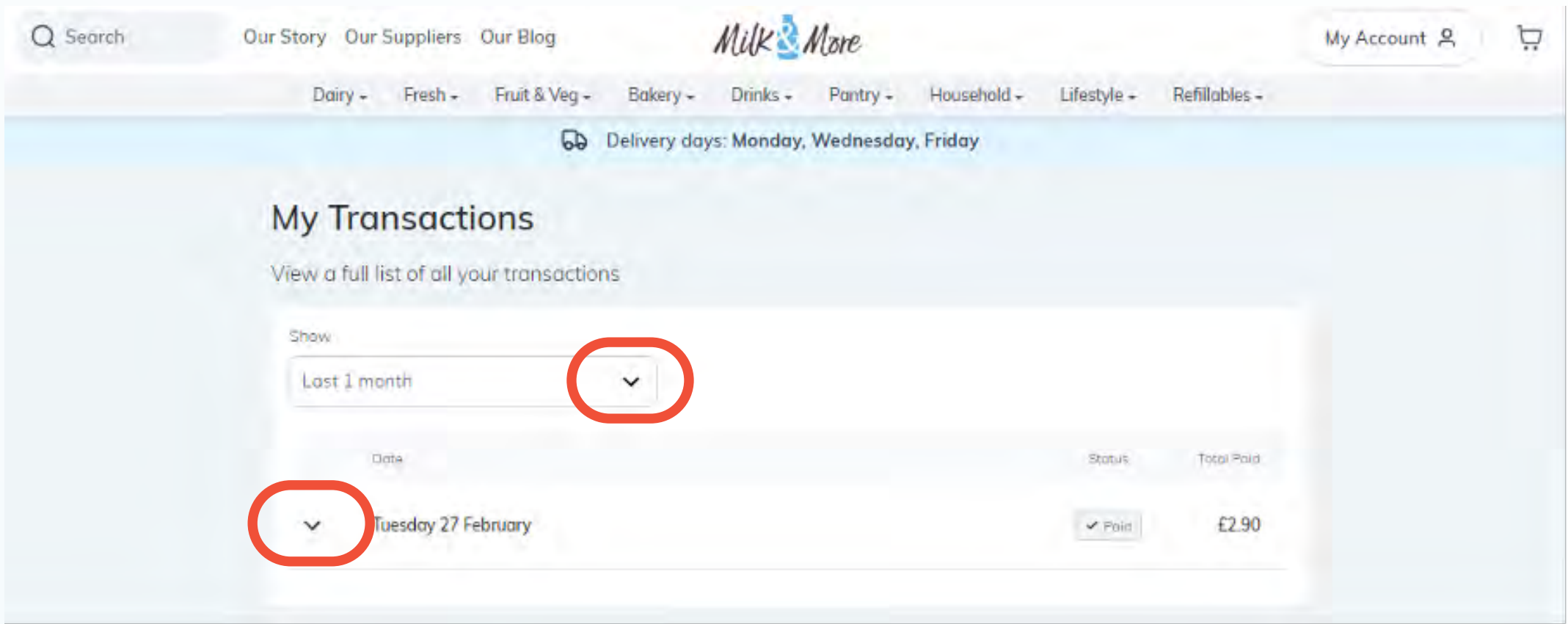


- Select every day that you'd like your deliveries to be paused, and then click **“Save Changes”**.
- If you change your mind and no longer want to skip those deliveries, just follow the exact same process to “unskip” those days. Don't forget to click **“Save Changes”** when you've finished.



# My Transactions page

- This is where you can view all your payments and any refunds.
- Click on the **drop-down** box to select the time period you want to review.
- Then click on the **drop-down** arrow by delivery to get more detail.



- If an item has been refunded, “Refund” will show in the **status** column.

