

How to shop with One Stop via Deliveroo

Shopping online is easy and convenient. Simply follow these steps below to get One Stop delivered to your door via Deliveroo.

1. Accessing Deliveroo

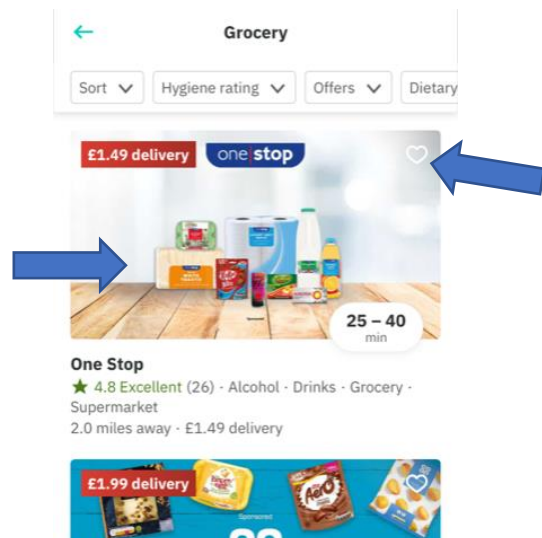
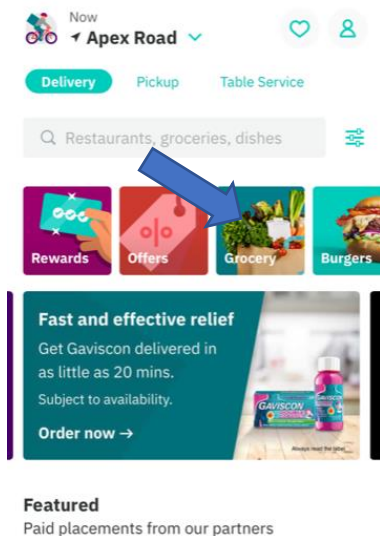
You can access and shop with One Stop on Deliveroo via their website or to enjoy the best shopping experience via your mobile or tablet device, you can also download their app for free.

- Visit the website: <https://deliveroo.co.uk/brands/one-stop>
- Download the app on an iOS device (apple iPhone or iPad): <https://apps.apple.com/gb/app/deliveroo-restaurant-food/id1001501844>
- Download the app on an Android device (non-apple devices): <https://play.google.com/store/apps/details?id=com.deliveroo.orderapp>

To download the app, be sure to access the above links on the device you wish to shop on. Click 'get' on the iOS app store, or 'install' on the Google Play store and the app will install for free.

2. Getting started

- Whether on the website or app, the first thing to do is enter your postcode. This will then display all the outlets that will deliver to your area.
- If you have clicked the link above, you are in the One Stop area of Deliveroo and by entering your postcode you will be shown the local One Stop stores offering delivery near you.
- Via the app, the full list of outlets available on Deliveroo in your area will be shown - this includes restaurants, grocery stores, cafes and more. You may see the One Stop tile appear already, if not, select 'Grocery' at the top of the screen and you will see One Stop appear alongside other options.

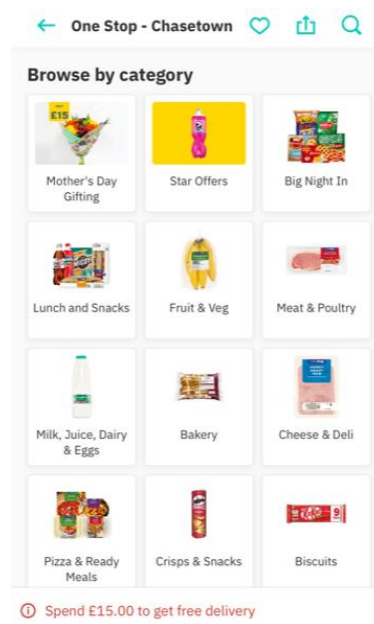


- To avoid having to search for us again, click the small heart in the corner of our retailer tile to favourite us, and we will show first next time you use the app or website.

Can't see a One Stop? If we don't currently deliver via Deliveroo in your area, please return to <http://www.onestop.co.uk/waystoshop> and try one of the alternative delivery partners. If we don't deliver in your area yet, please accept our apologies, we are working hard to offer delivery in more stores, so be sure to check back regularly.

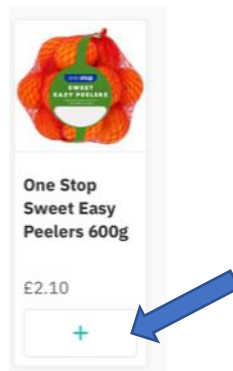
3. Build your order

- Once you have selected your local One Stop shop, think of it like entering the door of the real-world shop – you now browse the products and fill your basket
- You will see a menu of product categories, along with some special seasonal offers or exclusive online bundles like our 'Big Night In'. Enter each category with a click and view the range of products available to order.

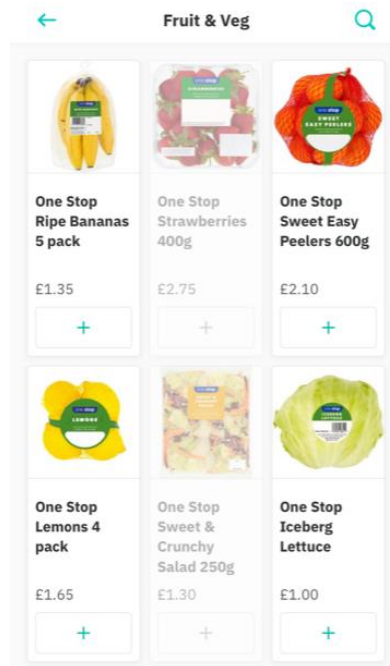


- You will then see product images, descriptions and prices for products in the category (consider a category like an aisle in store). To add an item to the basket, click the small plus under each product.
- The more times you click the plus, the more the quantity increases. If you'd like to see a larger image of the product, click the image

NOTE: If you would like to know specific nutritional and allergen information per product, please visit <http://www.onestop.co.uk/waystoshop/allergeninformation>.



- Certain products may be greyed out in the range. Unfortunately, those products are currently out of stock and can therefore not be added to your basket this time. Like in a real-world shop, stocks are replenished daily.

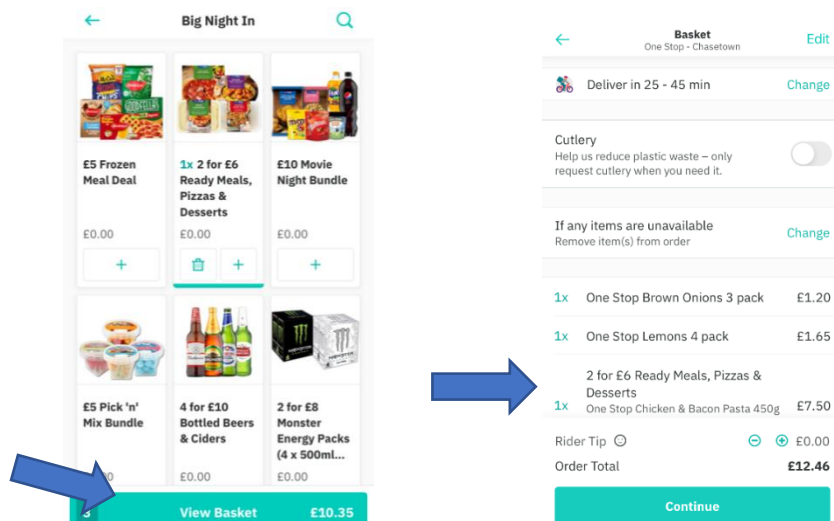


4. Purchasing your order

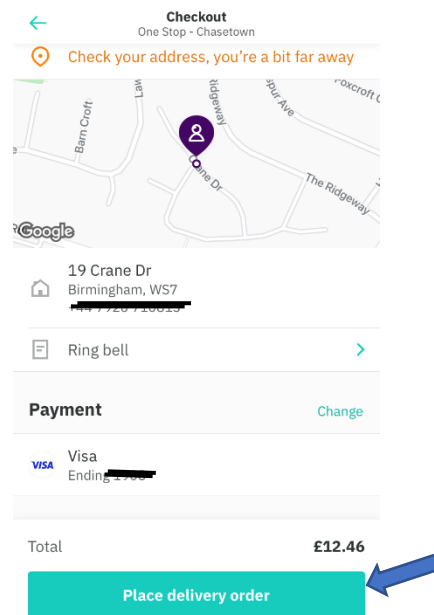
- As you add items to your basket, you will see at the bottom of your screen a green area which has the total value of your basket shown. It will say 'View basket'.
- When you have finished adding items, click view basket to double-check you have everything you need.

NOTE: On Deliveroo, there is a min. order value of £10. You can only checkout when you reach this total.

- On this screen you will see your estimated delivery time, all of the items in your order, plus a breakdown of any additional costs for using the service (5% of your basket value) and the delivery fee.
- At this point you can also choose to tip your driver – this is completely optional but an option given as the drivers are all self-employed.



- If you are happy with the order, click continue.
- At this point if you haven't created a profile you will be prompted to – here you add your name, delivery address and payment info so that your order can be sent to you.
- You can also leave a note for the driver such as 'Ring doorbell' or 'Use side gate' if required to help them get your order to you.
- When all details are entered, click 'Place delivery order' at the bottom of the screen and your order is sent to your local One Stop to pick and pack.



5. Order confirmation

- Your order is sent through to your local One Stop who are notified your order is waiting.
- The store staff will accept your order as soon as they are able, usually within five minutes.

NOTE: At certain times, orders will be rejected. This could be due to the majority of items in your basket being out of stock, or no delivery drivers being available. On the rare occasion this happens, your order value will be fully refunded.

- You will have an order status screen which will show estimated delivery time and the details of whether your order has been accepted.
- Once accepted, the staff at the store will be adding your items to your delivery bag.
- The green bar at the top of the screen will fill from left to right as the order is processed and then moves on to delivery.
- At this point, they may discover that an item in your order is no longer in stock – this will be shown in orange text on screen and you can click on 'order details' to see which items have been removed and which you will be refunded for.
- We apologise that this may happen, however at certain times items sell out before we can reflect this on Deliveroo.

The screenshot shows the 'Order help' interface. At the top, there is a teal header with a close button and the text 'Order help'. Below this is a white box containing the 'Estimated arrival' time '12:00-12:15' and a shopping bag icon. A teal progress bar is partially filled. Below the progress bar, a notification states 'One Stop is packing your order' with a green checkmark. A secondary notification in orange text says 'Sorry, some items in your order are out of stock. One Stop has updated your order based on your preferences.' Below the notifications is a list of items: '1x One Stop Ripe Bananas 5 pack', '1x Warburtons White Toastie 800g Bread Loaf', '1x Head & Shoulders Classic Clean 2in1 225ml', '1x One Stop Iceberg Lettuce', '1x One Stop Danish Unsmoked Back Bacon 300g', and '1x Cravendale Semi Skimmed Filtered Milk 1 litre'. At the bottom of the list is a teal link 'Order Details' with a document icon.

Progress status bar

Notification of order change

Click to see which item has been removed

6. Out for delivery

- Once picked and packed, a driver will collect your order from the store and deliver it to the address you have specified.
- If you have any alcohol or tobacco products in your order you will be asked to show ID by the driver.

