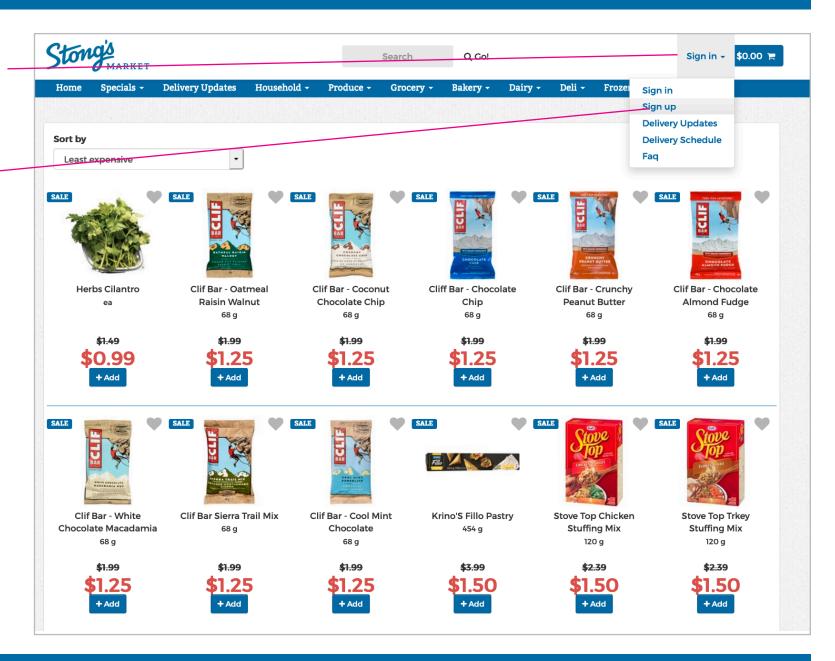


How To First Sign Up For An Account

Click Sign In & a drop down menu will appear.

Click Sign Up.

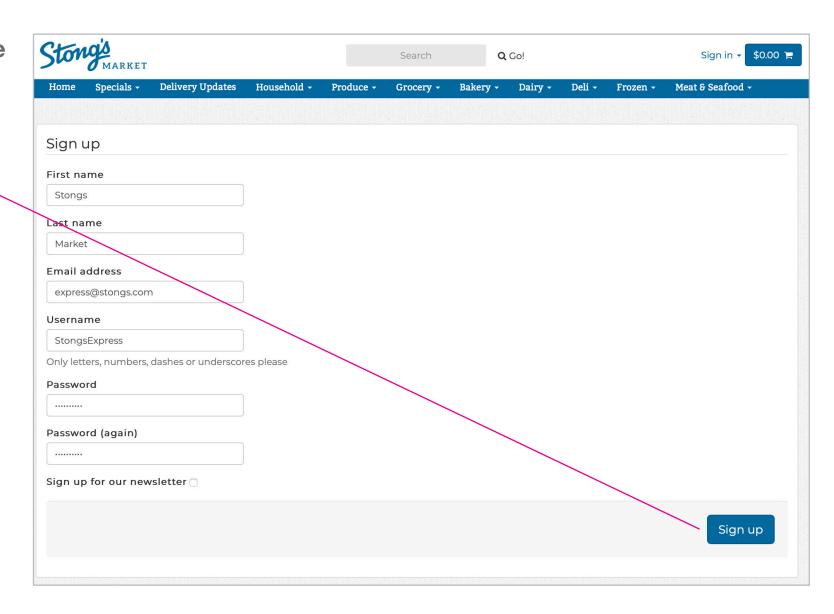




How To First Sign Up For An Account

Fill out your name and account information.

Click Sign Up.



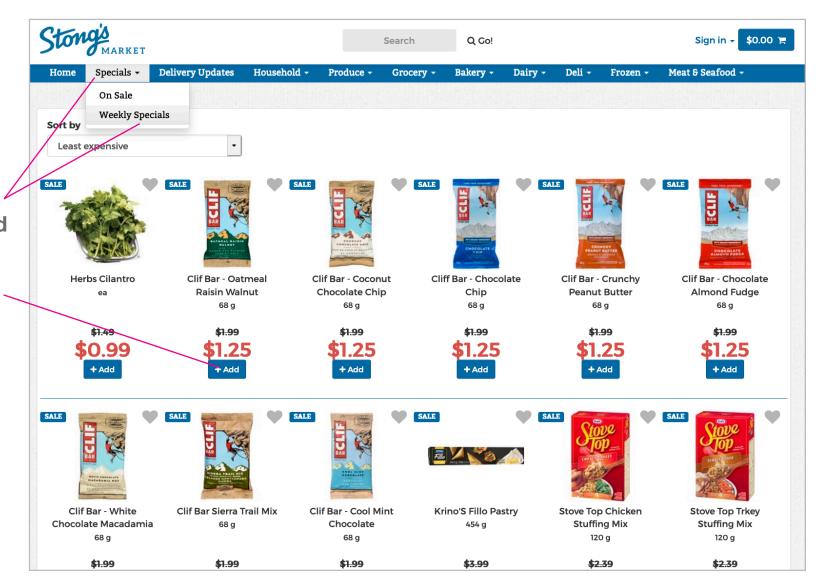


How To Add Items To Your Order

To begin shopping, click on a category page from the top such as the weekly specials page.

The items you would like on your order, click the blue +add button below each item.

Your online cart is automatically saved if you are logged in so you will never lose the items.

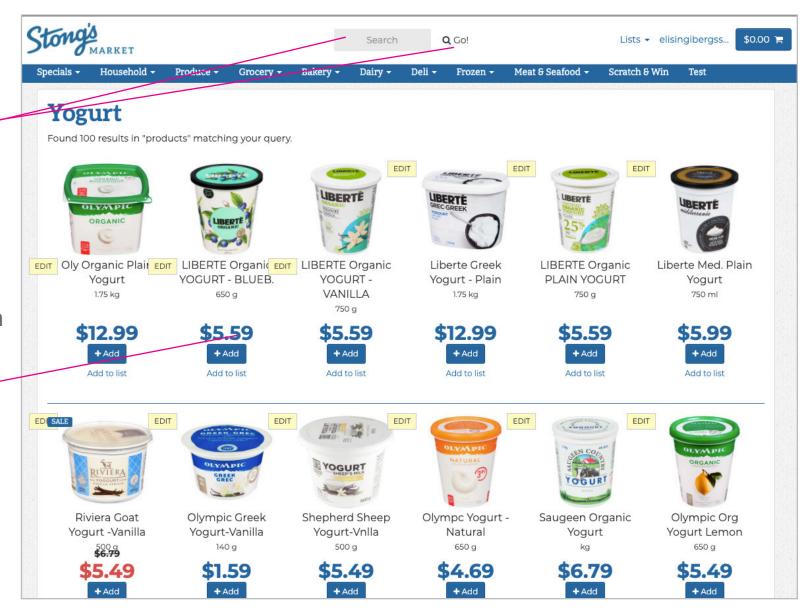




How To Search For Items

You can also search for the product at the top by typing in the name of the product into the grey search bar and hitting go.

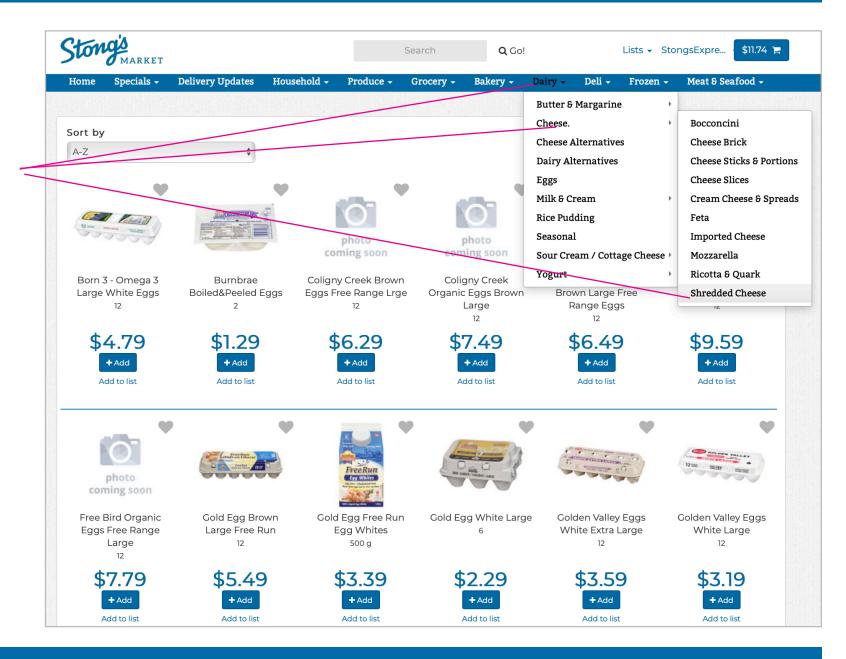
From here you can add any of these products to your order.





Find Products By Category

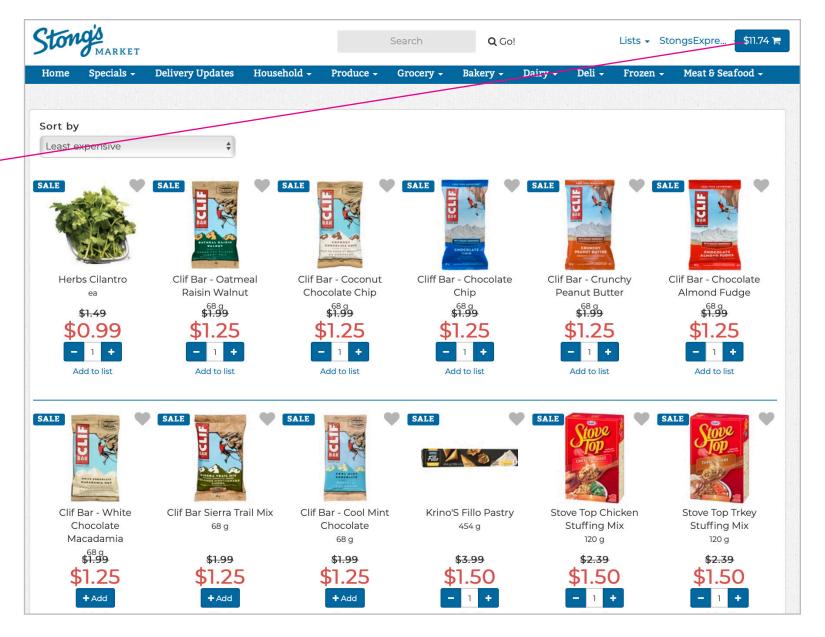
You can browse products by category by clicking through the different department menus.





Check The Items In Your Cart

To review the items in your cart, at any time, you can click the blue order total button in the top right corner.

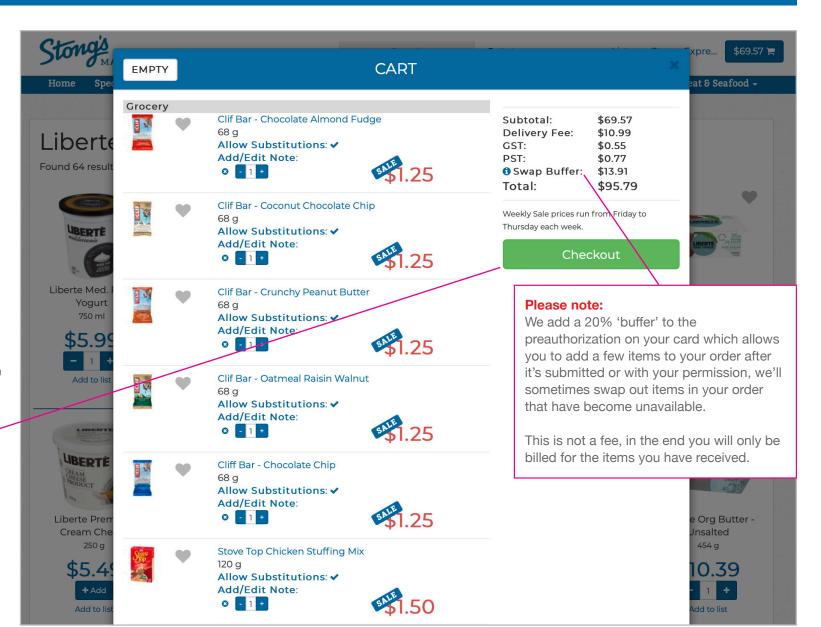




Check The Items In Your Cart

From here you can empty your cart, adjust the quantities and review your order total.

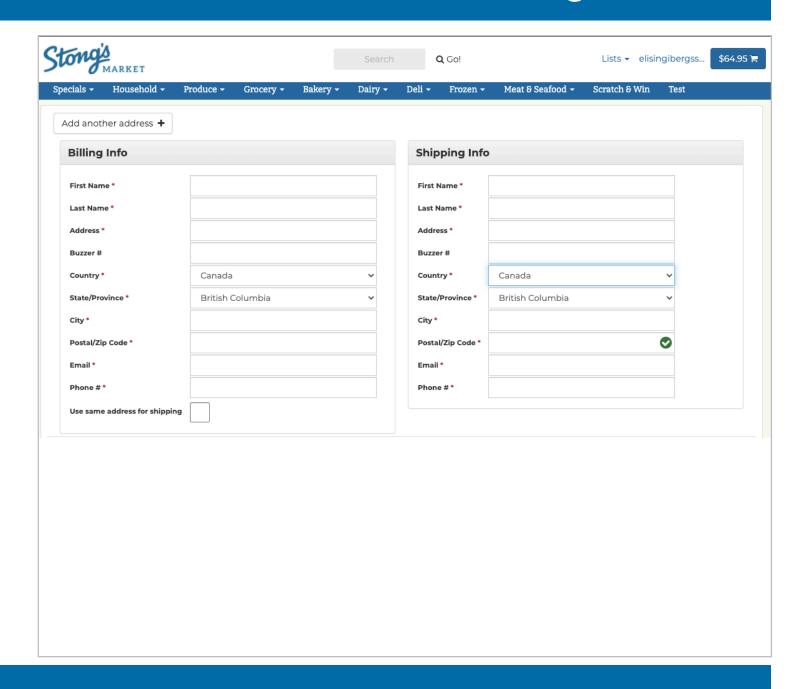
When you have all the items you need in your cart, to begin checkout, press the green checkout button.





Billing Address

Enter the billing information associated with the credit card and your shipping information. If they are the same, check the "Use same address for shipping" box. Your addresses will be saved once completed and you will be able to select delivery date & time.





Select Your Shipping & Billing Adress

Next time you place an order, you will need to select a shipping and billing address before picking a timeslot.
Select the address for shipping and the address for delivery. If they are the same, click both buttons below the address.

Please select an address to use for billing and shipping: Address #1 Edit Delete Address #2 Edit Delete John Doe (Stong's Market) John Doe (Stong's Market) ♀ 2150 Dollarton Hwy, North Vancouver 2150 Dollarton Hwy, North Vancouver V6S British Columbia, Canada B4C British Columbia, Canada **6**049730700 **6**049730700 ■ online@stongs.com ■ online@stongs.com Use for billing! Use for shipping! Use for billing! Use for shipping! Add another address +



No Dates & Times Available

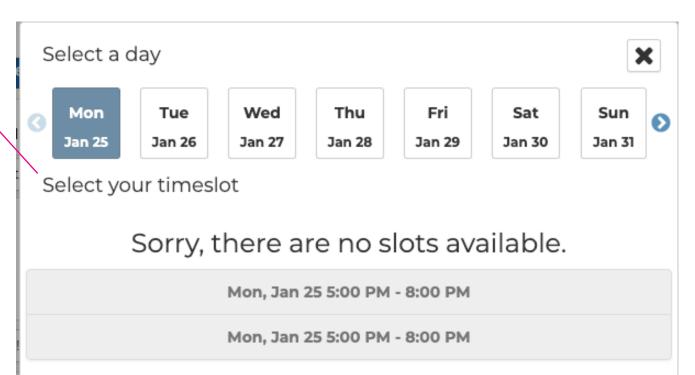
If you are not seeing any dates and times available for your area, this means we have reached our max orders at this time.

Typically the new dates are loaded at 7am but that is subject to change without notice.

If it is just after 7am and you are not seeing times available, refreshing the page.

If you are still not seeing dates available, it is possible they have already been booked. Please check back the following day for new dates and times.

Your cart will automatically be saved for you.





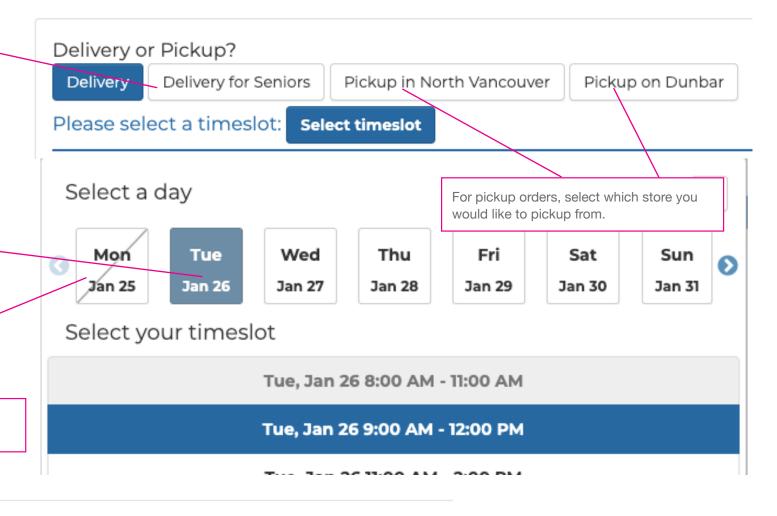
Scheduling Your Order for Delivery or Pickup

When There Are Dates Available

For Seniors, those most vulnerable or a frontline worker, select the button, Delivery for Seniors.

Click on an available delivery date.

Crossed out dates or times indicates that date is not availale



Delivery or Pickup?

Delivery

Delivery for Seniors

Pickup in North Vancouver

Pickup on Dunbar

Delivery scheduled for: Tuesday, January 26th between 9:00 am - 12:00 pm

Change

To change your time slot, simply click the blue "Change" button. Please note that



Final Review of Your Order Items

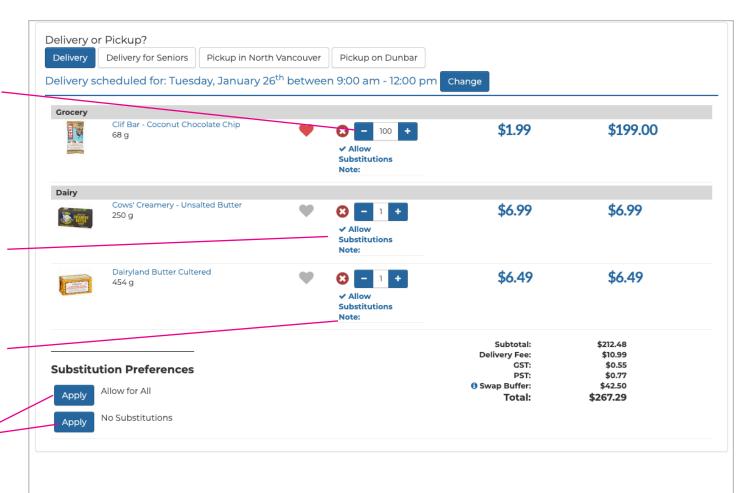
Here you can have one last look over the products on your order, change the quantities or remove items.

You can go item by item and select to allow substitutions or not. You can also add notes to each item by clicking on Note:

Make sure to hit save after.

Or you can allow substitutions for all for don't allow any substitutions.

When your order is ready, scroll down to payment





Signage

If you have specific delivery instruction for the driver, enter them in the "Delivery Instructions" box. (I.e. Deliver to back of house)

If you have notes for the shopper, add them to the "Notes for Personal Shopper" field. (I.e. Ok to substitute nonorganic produce if organic is not available)

One you have entered all your notes, enter the detail for your credit card. One you have done this, click the "Place Order" button.

Credit Card		
Credit Card		~
Choose a school fo	r our rebate prograr	n
		~
Delivery Instruction	ns	
		2
Notes for Personal	Shopper	ls de
Notes for Personal	Shopper	6
lotes for Personal	Shopper	le l
lotes for Personal	Shopper	
Notes for Personal	Shopper	
lotes for Personal	Shopper	
Notes for Personal	Shopper	
lotes for Personal	Shopper	

Name Number	
Number	
MasterCard Diners Club ENTRECED EQUESS	
Exp month Exp year CVD	
01 (January) 🗸 2021 🗸	

Place Order



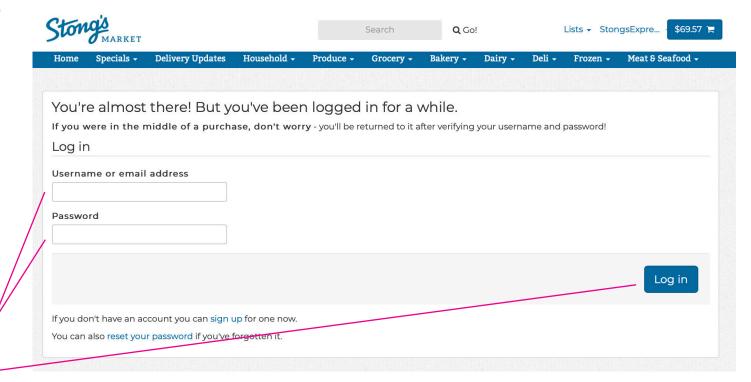
If You Were Logged In For A While

To protect customers sensitive account information, if you have been logged in for too long, we may need to verify your login information before the order is completed.

Don't worry, your cart is not lost but your order is not yet complete either.

Enter the same username and password you used to Sign Up for the site.

Click Log In.





Order Confirmation Page

Success!

If you have reached this screen, your order has been placed.

You will also receive a copy of this confirmation to your email inbox.

Please note:

This total (\$116.37) is the amount of the original *preauthorization* on your credit card.

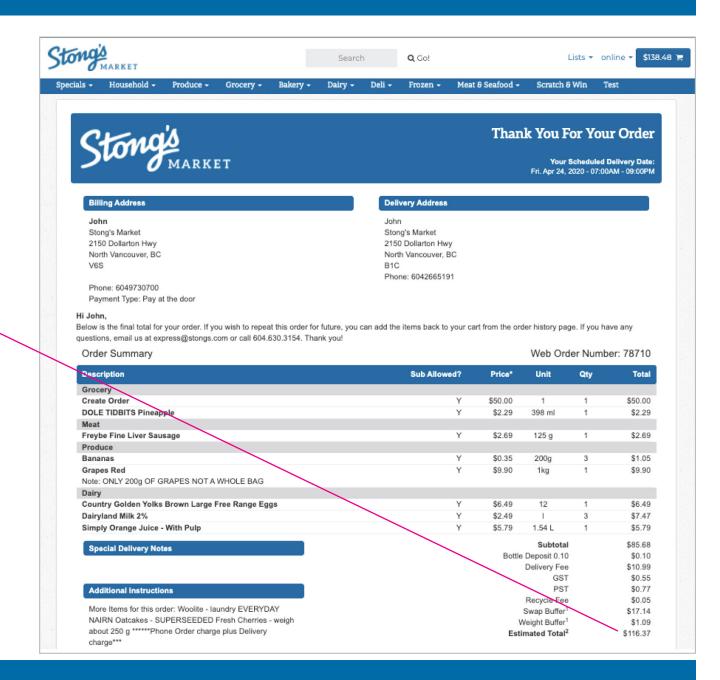
It is only an estimated total.

When your order is shopped and processed you will see a 2nd *final order total* on your credit card.

You will receive a final order total email with the details of the order.

You may see the original *preauthorization* amount in your online "pending" charges with your bank for up to 10 days after the order is placed.

You have not been charged twice and you will only be charged for what you receive.





Final Order Total

After your order has been delivered you will receive a paper copy of the final order as well as an emailed copy.

You can also access a copy by choosing "Order History" under the drop down menu and reviewing the Final Order.

You can see which items were not available and which items were added as substitutions on the order.

Please note:

This is the amount of the final order total. (Ex. \$49.01).

You may see the *original preauthorization* amount (Ex. \$116.37) in your online "pending" charges with your bank for up to 10 days after the order is placed.

You have not been charged twice.

It's very similar to buying gas and seeing the original preauthorization and then the final amount under "Pending" charges.

