

# Click & Collect: Online Orders at Fiddleheads

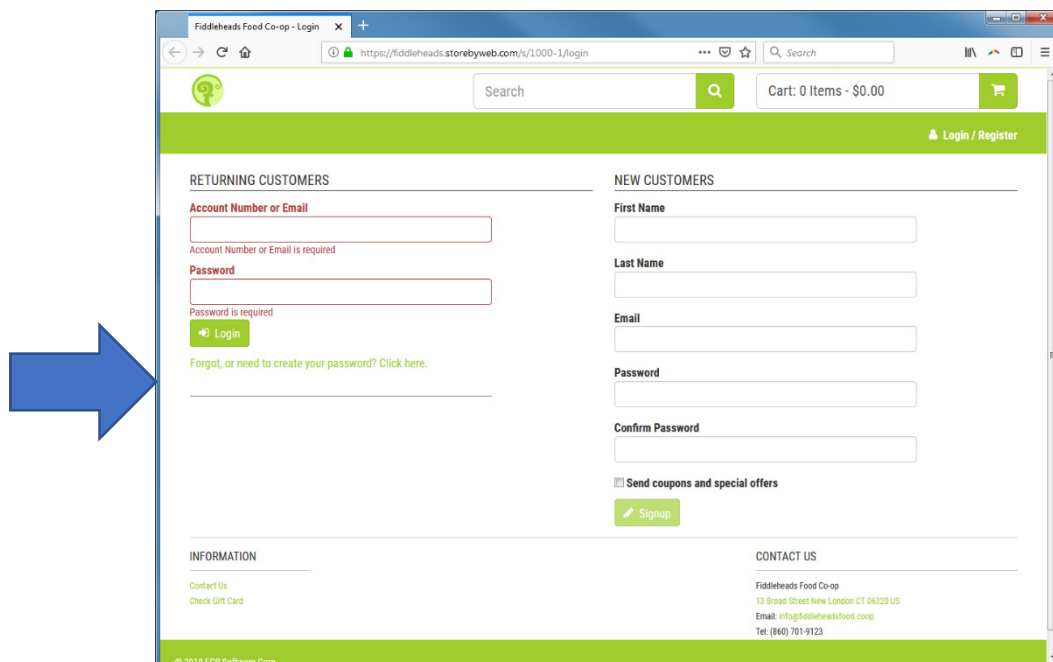
Thank you for your interest in placing an online order! We have transitioned to a new interface and are still fine tuning some of our settings to streamline your experience. If you encounter any difficulties in placing your order, please call the store for assistance at (860-701-9123)

1. **Create Account** : If you are new to shopping at Fiddleheads enter your email address and follow the instruction to create an account

OR

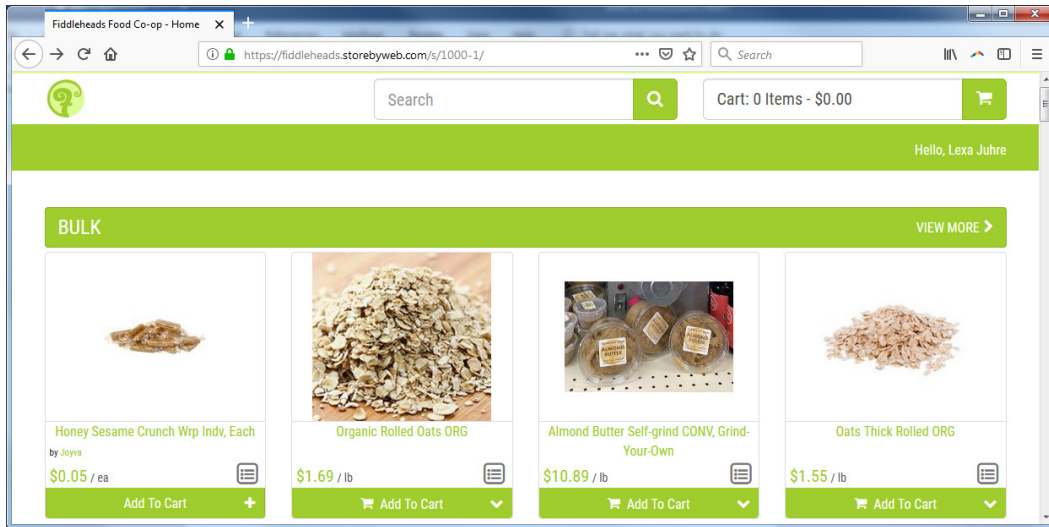
## Sign in as Returning Customer

If you are an Owner or have shopped with us online before, you may already have an account. If your email address is already on file, the system will tell you an account exists, in which case you should use the link “Forgot, or need to create your password? Click here.” to set up a password.

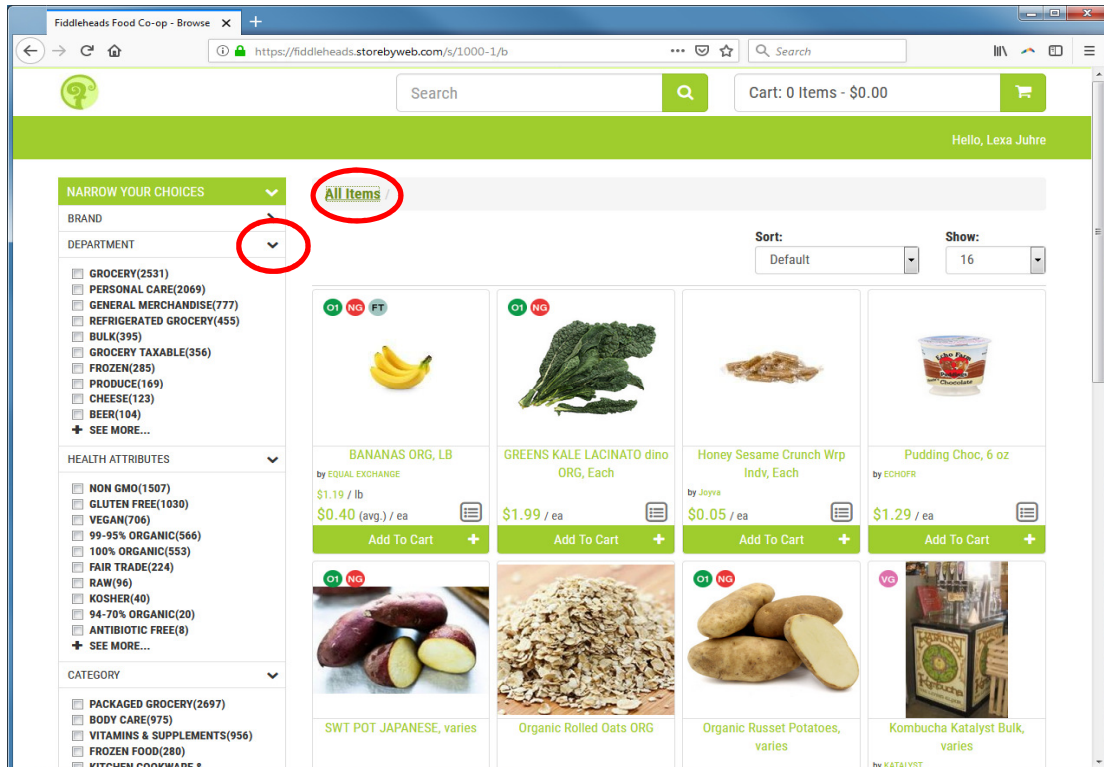


The screenshot shows the login page for Fiddleheads Food Co-op. The page is divided into two main sections: 'RETURNING CUSTOMERS' and 'NEW CUSTOMERS'. The 'RETURNING CUSTOMERS' section has two input fields: 'Account Number or Email' and 'Password'. Below these fields is a green 'Login' button and a link that says 'Forgot, or need to create your password? Click here.' A large blue arrow points to this link. The 'NEW CUSTOMERS' section has four input fields: 'First Name', 'Last Name', 'Email', and 'Password', followed by a 'Confirm Password' field. Below these fields is a checkbox for 'Send coupons and special offers' and a green 'Signup' button. At the bottom of the page, there is an 'INFORMATION' section with links for 'Contact Us' and 'Check Gift Card', and a 'CONTACT US' section with the store's address, email, and phone number.

2. Select Items. You can search by name or PLU by the Search box at the top of the window, or click "View More" to get to a filtering option.



Here under "Narrow Your Choices" you can filter on several different attributes and search by item code, keyword, department and more. Use the > to expand a section (like Brand) and the v down arrow to roll a section back up. If you want to reset the filters, click on all Items.



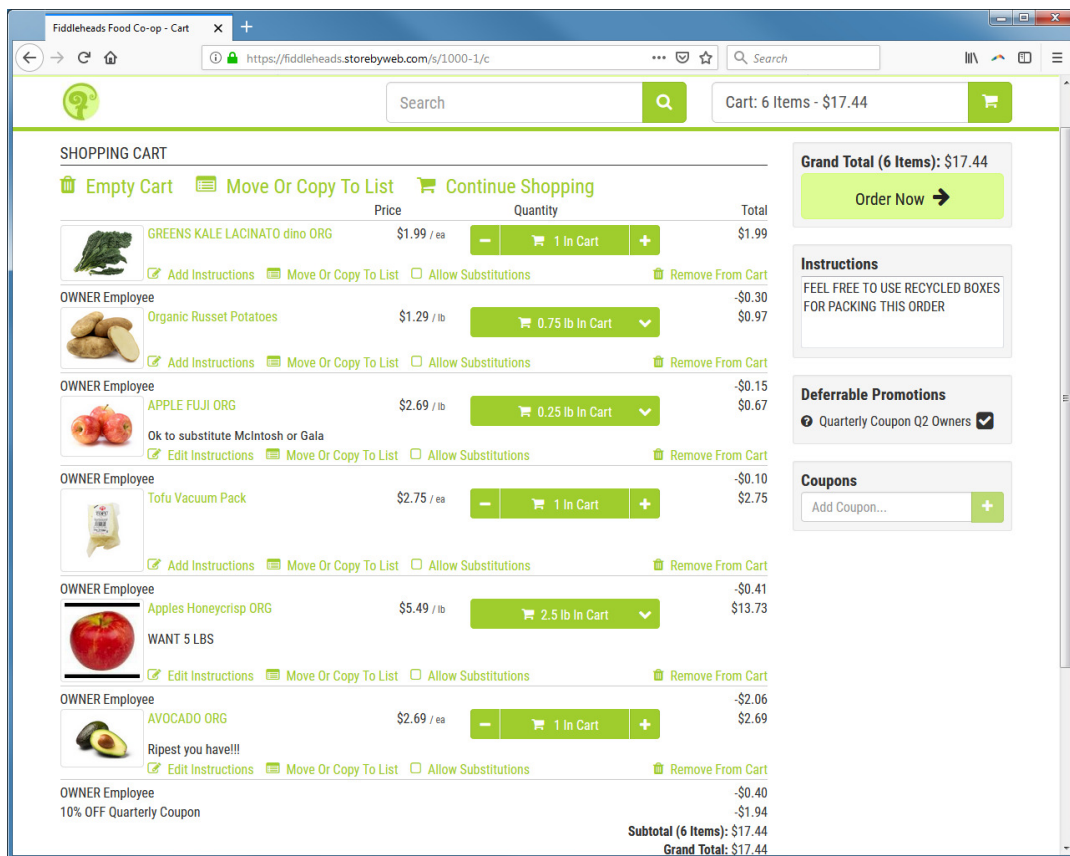
3. **Putting together your order:** Add items to Cart!

Click on the Add to cart button below the item. For weighed items, a dropdown menu will appear to have you set an approximate weight (currently limited to 2.5 lbs).

The online store will show most products that we have in stock, and take them off when our quantity on hand falls below a threshold (usually 3). There are some exceptions to this, such as Prepared Foods like sandwiches and energy bowls, as these don't get entered into the system the same way. we are working on streamlining this, but you can also call or email the store and ask our staff to check for an item or add something manually.

4. **Review your order:** click on the shopping cart icon in the upper righthand corner.

In this view, you can add a note on the individual items. This is a place for special requests such as "ripest you have" or "Ok to substitute another variety" etc. You can also use this field if you want more of a weighed item than the system currently let you pick, e.g. "want 5 pounds".



On the right side panel, use the **Instructions** box to add special instructions that apply to the whole order.

**IMPORTANT**, if your owner household has a quarterly coupon available, it will automatically check to apply the coupon under "Deferrable Promotions". To save your coupon for a later purchase, uncheck the box.

- Place your order by clicking the **Order Now** button to bring you to this screen:

The screenshot displays the Fiddleheads Food Coop online ordering interface. At the top, there's a search bar and a cart icon showing 5 items for \$17.44. The main content area is divided into several sections. On the left, a progress bar indicates the order status: Step 1 (Complete), Step 2 (In Progress), Step 3 (Complete shipping information), and Step 4 (Complete payment information). Below this, there are two main sections: 'CHOOSE A RECEIVING METHOD' and 'CHOOSE A DATE AND TIME'. The 'CHOOSE A RECEIVING METHOD' section offers two options: 'Fishers Island Delivery' for \$7.00 and 'Pickup' for \$5.00. The 'CHOOSE A DATE AND TIME' section has dropdown menus for 'Date' and 'Time'. On the right side, a 'Cart Summary' box shows the item total (\$17.44), shipping/handling (\$5.00), and a grand total of \$22.44. A 'Modify Cart' button is located below the cart summary. At the bottom of the page, there are links for 'INFORMATION', 'YOUR ACCOUNT', and 'CONTACT US'.

- Choose a Receiving Method:** FISHERS ISLAND FERRY DELIVERY (\$7.00) OR PICK UP (\$5.00).

At the present time, the only delivery option is for ferry customers. We are evaluating the feasibility of partnering with a local courier service to offer delivery service. If this is something you are interested in, please email [info@fiddleheadsfood.coop](mailto:info@fiddleheadsfood.coop)

- SET PICK-UP TIME:** Choose day and time for the order to be ready. NOTE: We are still working out the kinks on this. If you want the order sooner than the system permits, please call the store at (860)-701-9123 and we will try to accommodate you (you will still need to commit the order through the online interface).

For Ferry orders, we typically offer delivery for the midday ferry Mon – Sat, but may make exceptions on a case by case basis.

- Select Payment Method:** For Pick-up orders, payment is taken at the store. For ferry orders, once the order is ready we will call and collect payment information over the phone.

PLEASE NOTE: THERE IS A \$5 Shipping fee PER BOX for FERRY ORDERS IN ADDITION TO THE PICK CHARGE.

- Confirm the Order:** Review the order one last time. If you want to add more instructions, click on the shopping cart to get back to the Instructions box. otherwise click **CONFIRM**.

Once your order is placed, you will see a screen with a QR code that indicates that the system has received your order and an email to that effect will be sent to your email address. The code is optional – you do not need to print out the code to retrieve your order.

THANK YOU FOR SHOPPING AT FIDDLEHEADS!