How to shop with One Stop via Uber Eats

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

1. Accessing Uber Eats

You can access and shop with One Stop on Uber Eats 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://www.ubereats.com
- Download the app on an iOS device (apple iPhone or iPad): https://apps.apple.com/us/app/uber-eats-food-delivery/id1058959277
- Download the app on an Android device (non-apple devices): https://play.google.com/store/apps/details?id=com.ubercab.eats

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.
- The full list of outlets available on Uber Eats in your area will be shown - this includes restaurants, grocery stores, cafes and more. You may see the One Stop tile appear already:
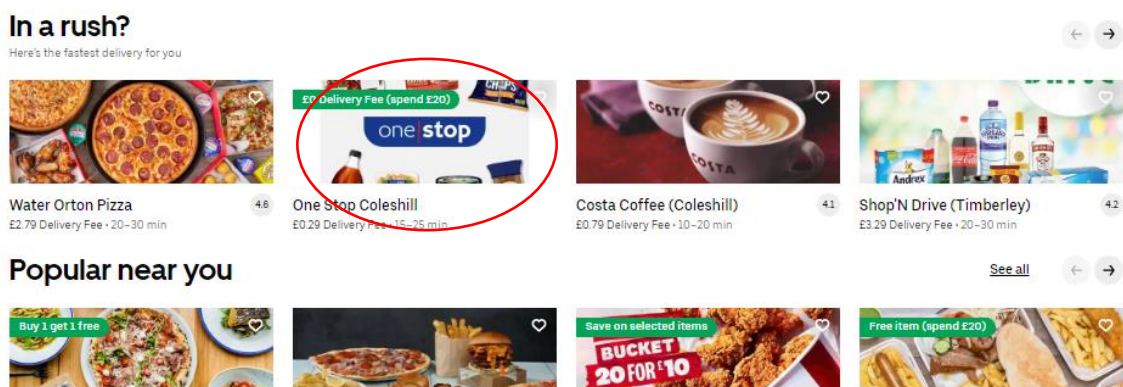
- If not, select 'Convenience' at the top of the screen, then a list of all convenience stores will appear
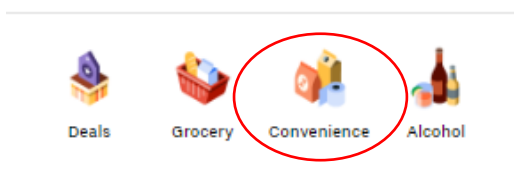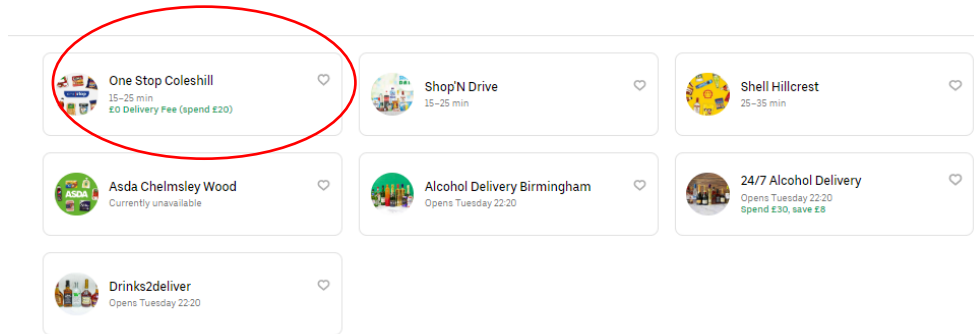
- From here you can also choose to favourite One Stop by clicking the little heart symbol, meaning you will find us much faster on your next visit.

Can't see a One Stop? If we don't currently deliver via Uber Eats in your area, please return to 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 and a continual product list broken down by those categories which can be scrolled.
   - On the mobile app, menu categories will appear across the top of the screen while on the website they will be shown to the left of the product list. Click 'See all' to see all products in that category
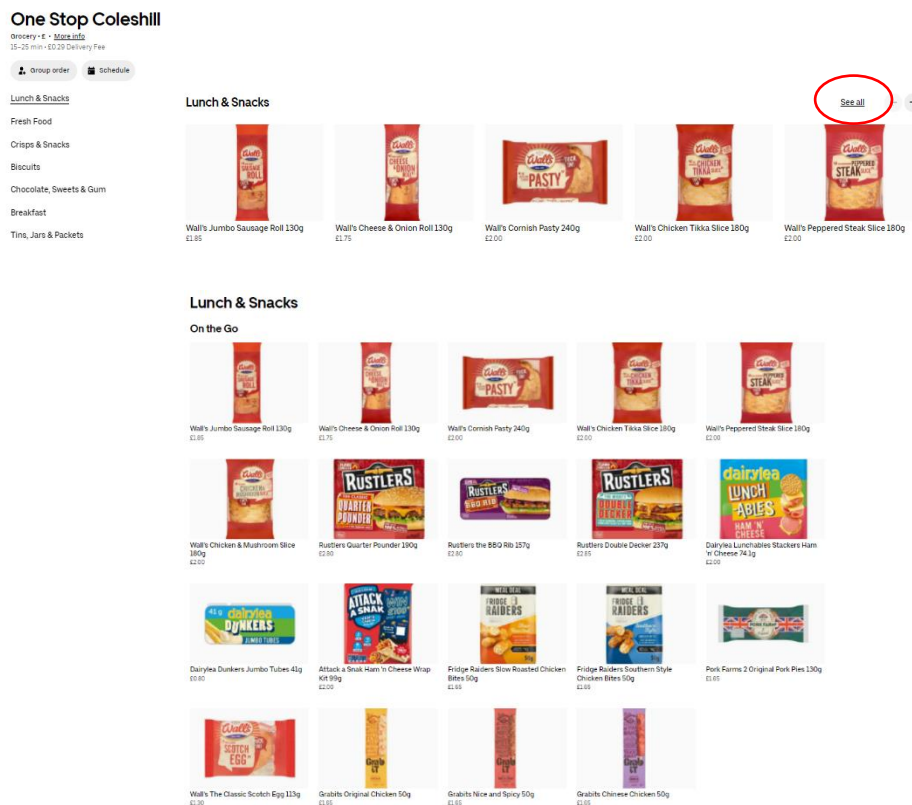
- To add a product to your order, click on the image, which will show the product profile.
- Select quantity and then press the black button to add to order.

NOTE: If you would like to know specific nutritional and allergen information per product, please visit https://www.onestop.co.uk/waystoshop/allergeninformation/.
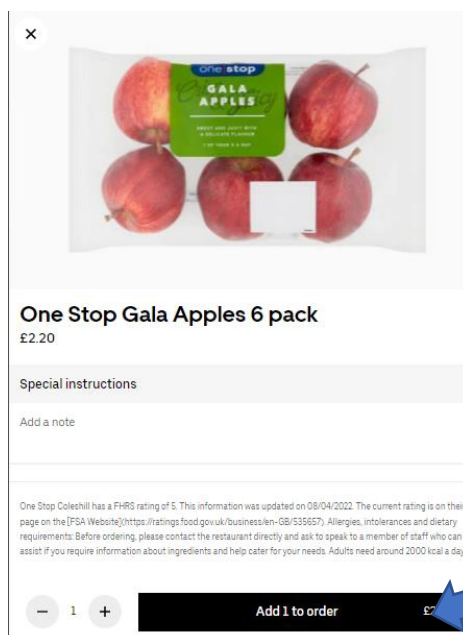
- Certain products may be greyed out in the range. Unfortunately, those products are currently out of stock and can therefore not be added to your basket this time. Like in a real-world shop, stocks are replenished daily.

4. **Purchasing your order**
- As you add items to your basket, in the app you will see a black button which says 'View basket'. Clicking this will show your order listed and an option to go to checkout.
- This checkout screen will be shown the right of screen if on the website.
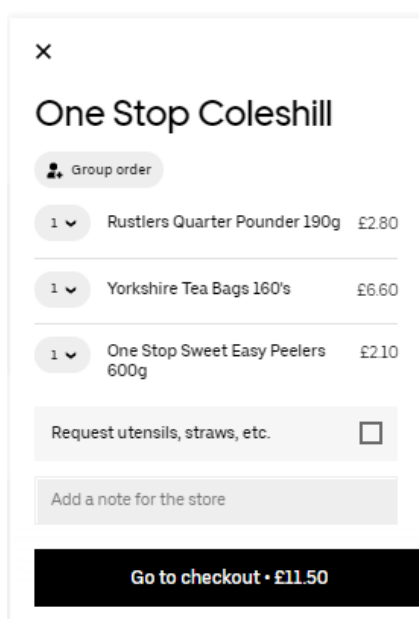
- By clicking 'Go to checkout' you will see a breakdown of your order, plus estimated delivery time and a request to give more details including payment information (if you haven't logged in or set up a user profile – if you have, you won't need to add this in future).
- You will see all additional fees listed, including service fee (10% of order value).
- 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 order'. When payment is confirmed, 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.
- You will receive an email with details of your order and receipt

NOTE: At certain times, orders will be rejected. This could be due to 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.

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 using the app, you will be updated when the order is out for delivery.
- If you have any alcohol products in your order you will be asked to show ID by the driver.