

Guide to online groceries at IGA

Step 1: Create an IGA account

- 1) Visit IGA's online groceries website: https://www.iga.net/en/online_grocery
- 2) Scroll down the page and click on the **Create an account** button.

WELCOME ON OUR ONLINE GROCERY!

To start an order, we recommend to be connected: There is a technical issue with the social logins that we are currently troubleshooting. Please login in with your email address in the meantime. Thank you for your understanding.

Email

Password

[Forgotten your password?](#)

LOG IN

Don't you have an account? [Create an account](#)

Sign in with Facebook

Sign in with Twitter

Sign in with Google

Sign in with Instagram

- 3) Enter all the required information (**first name, last name, email address**). Create a **password** that is at least 8 characters long and includes numbers. Confirm your password.

CREATE AN ACCOUNT

First name

Last name

Email

Postal code (optional)

Password

Password confirmation

Your password must have at least 8 characters, 1 number, and must not contain accents

- 4) Make sure to check the account type option as **Personal** and **Accept** the terms and conditions. You will also need to check the box affirming that you are not a robot.

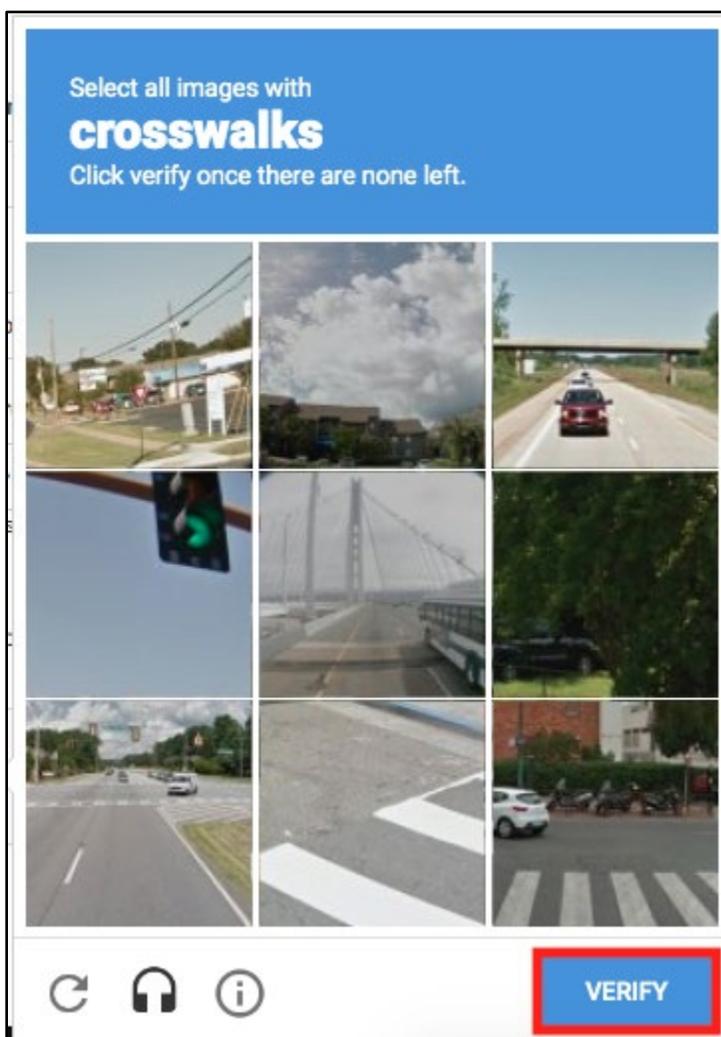
Account type
 Personal Business

I'm not a robot

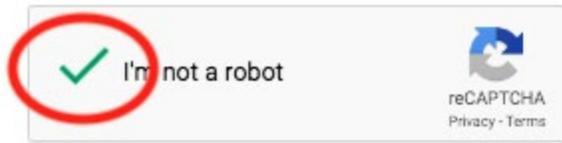
accept the Sobeys Websites and User Account Terms and Conditions and the Sobeys Privacy Commitment it refers to.

reCAPTCHA
Privacy - Terms

- 5) This may or may not initiate a verification game where you will need to choose a series of images containing a certain feature. Click on the images that apply and select **Verify**.



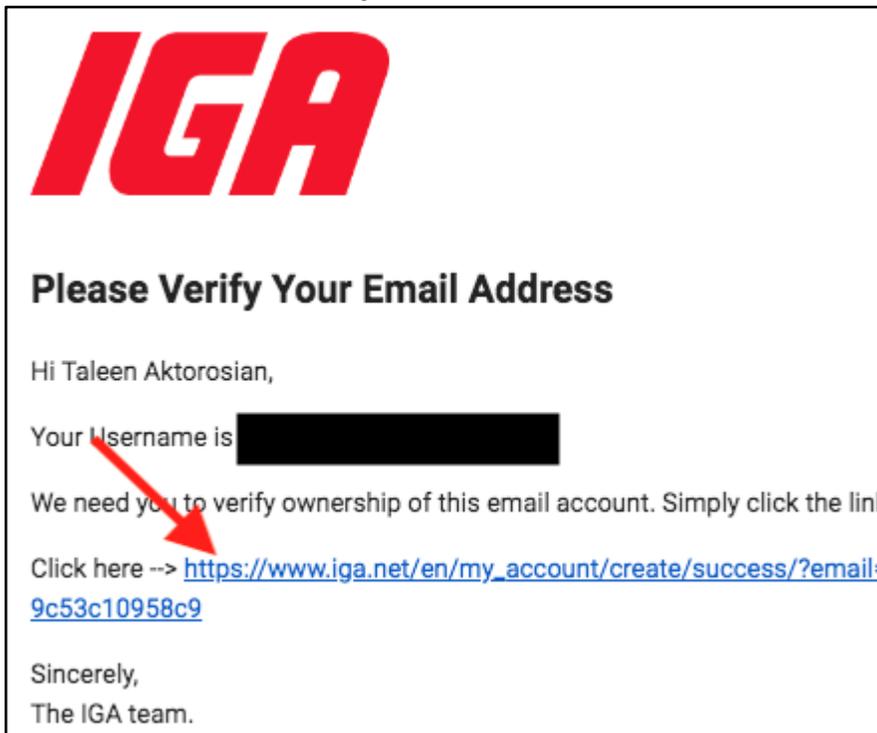
6) You will now see a green check mark beside the "I'm not a robot". Once you have completed all the required steps, click **Create an account** from the bottom



right corner.

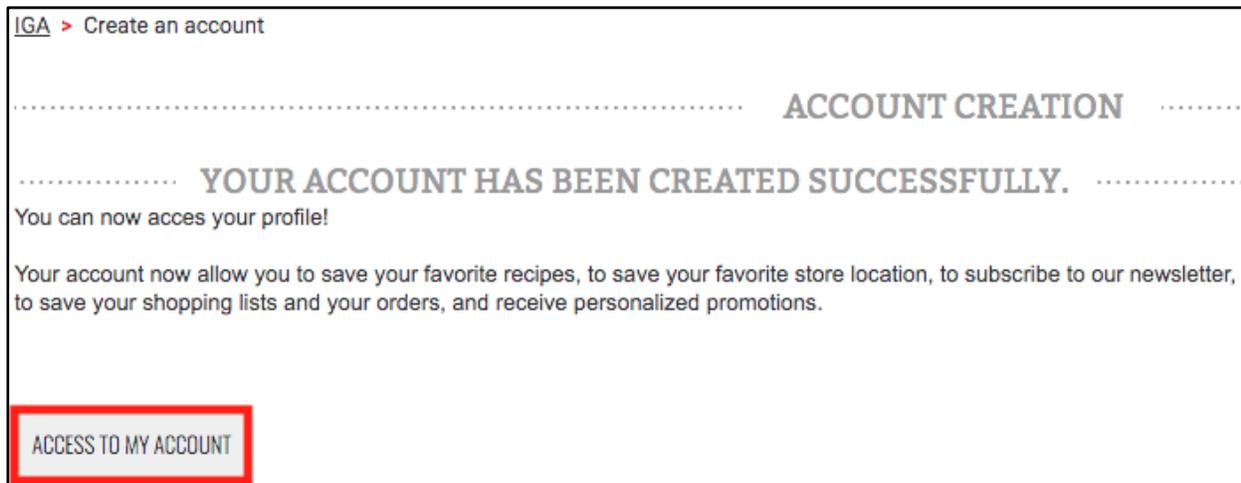


7) IGA will send you a **confirmation email** to your email address. Go to your emails to click on the link to **activate your account**.





8) You have now successfully created your IGA account. Click on **Access to my account** from the bottom left side to log in.



Step 2: Log in, complete your profile, and choose your IGA store

- 1) Log in to your IGA account by entering your email address and IGA account password. Click **Login**.

Email

Password

[Forgotten your password?](#)

LOG IN

Don't you have an account? [Create an account](#)

- 2) Next you will have to complete your profile. The left side column is not mandatory. On the right side column, enter your **address name, address, city, province, and postal code**. Check the box to choose this address as your delivery address.

Address Name

Address 1

Address 2

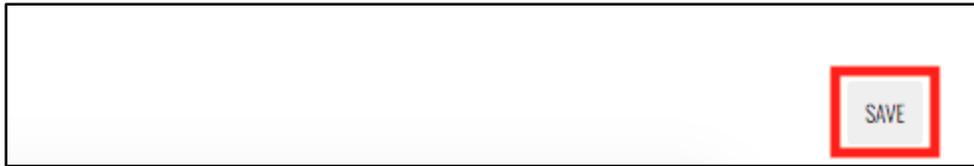
City

Province

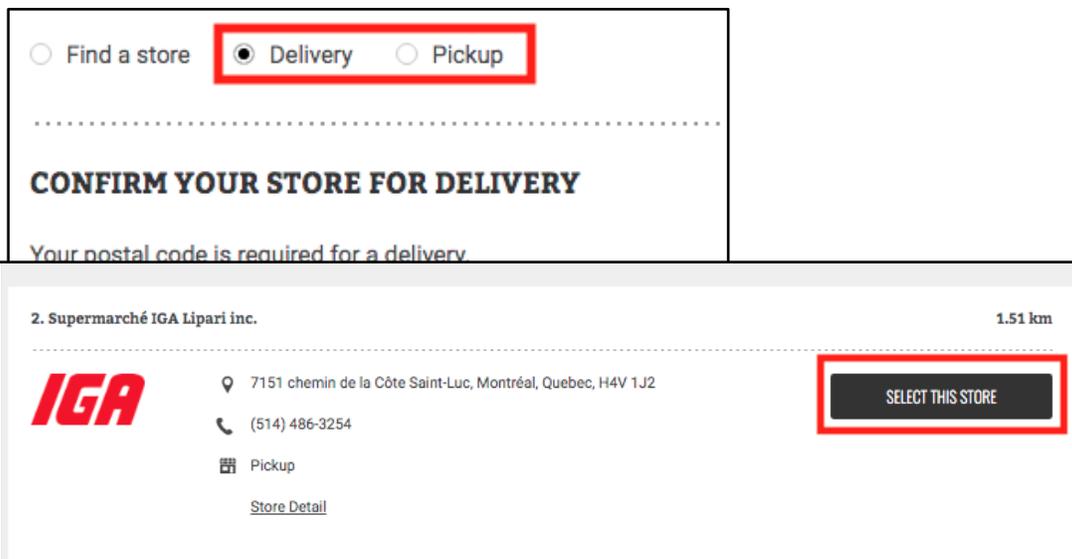
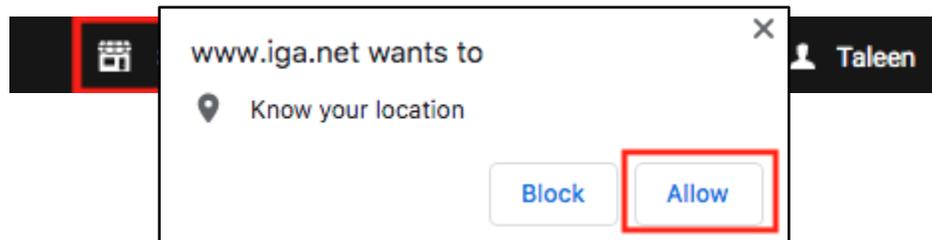
Quebec

Postal code

Choose as my delivery address. (You can add other delivery addresses to your profile.)



- 3) Click **Save** from the bottom right side once you are done entering all the information.
- 4) Next, you will need to select your closest IGA store. Click on **Select a Store** from the top right corner of the screen.
- 5) You will get a pop-up message from the top of the screen asking you to access your location. Click **Allow**.
- 6) IGA will then show you the stores nearest to you. First select between **pickup** (customer goes to pick up groceries from their selected store) or **delivery** (customer gets their groceries delivered at home) as your order method.



- 7) Scroll down to see the results and select your IGA store by clicking **Select this store**. (Note that some IGA stores don't offer an online grocery service and you will not see the option to select this store).
- 8) Once you have selected your store, click on **Reserve timeslot**.

1. Supermarché IGA Lipari inc. 0.1 km

Prices valid from Thursday July 2 2020 to Wednesday July 8 2020.

📍 7151 chemin de la Côte Saint-Luc, Montréal, Quebec, H4V 1J2

☎ (514) 486-3254

📦 Pickup

[Store Detail](#)

✓ SELECTED STORE

RESERVE TIMESLOT

START SHOPPING

9) From the drop-down menus, choose a **day and hour** that is convenient for you. Click **Reserve timeslot** once you are done.

Prices valid from Thursday July 2 2020 ✕

RESERVE A TIME SLOT

Prices are those in effect at the time of order pickup or delivery. They remain in effect from Thursday to Wednesday of the following week.

Day

Friday July 10 (price change) ▼

Hour

17:00 - 18:00 ▼

RESERVE TIMESLOT

10) Note that this timeslot will be **reserved for you for an hour**. You will need to complete your purchase in that time period. If not completed, you will need to re-reserve a timeslot (and your original timeslot may no longer be available).

TIME SLOT RESERVATION ENDS IN 59 MINUTES

11) Click **Start Shopping**.

1. Supermarché IGA Lipari inc. 0.1 km

Prices valid from Thursday July 9 2020 to Wednesday July 15 2020.

📍 7151 chemin de la Côte Saint-Luc, Montréal, Quebec, H4V 1J2

☎ (514) 486-3254

📦 Pickup

🕒 Reserved timeslot Friday July 10 17:00 - 18:00

[Store Detail](#)

✓ SELECTED STORE

CHANGE TIMESLOT

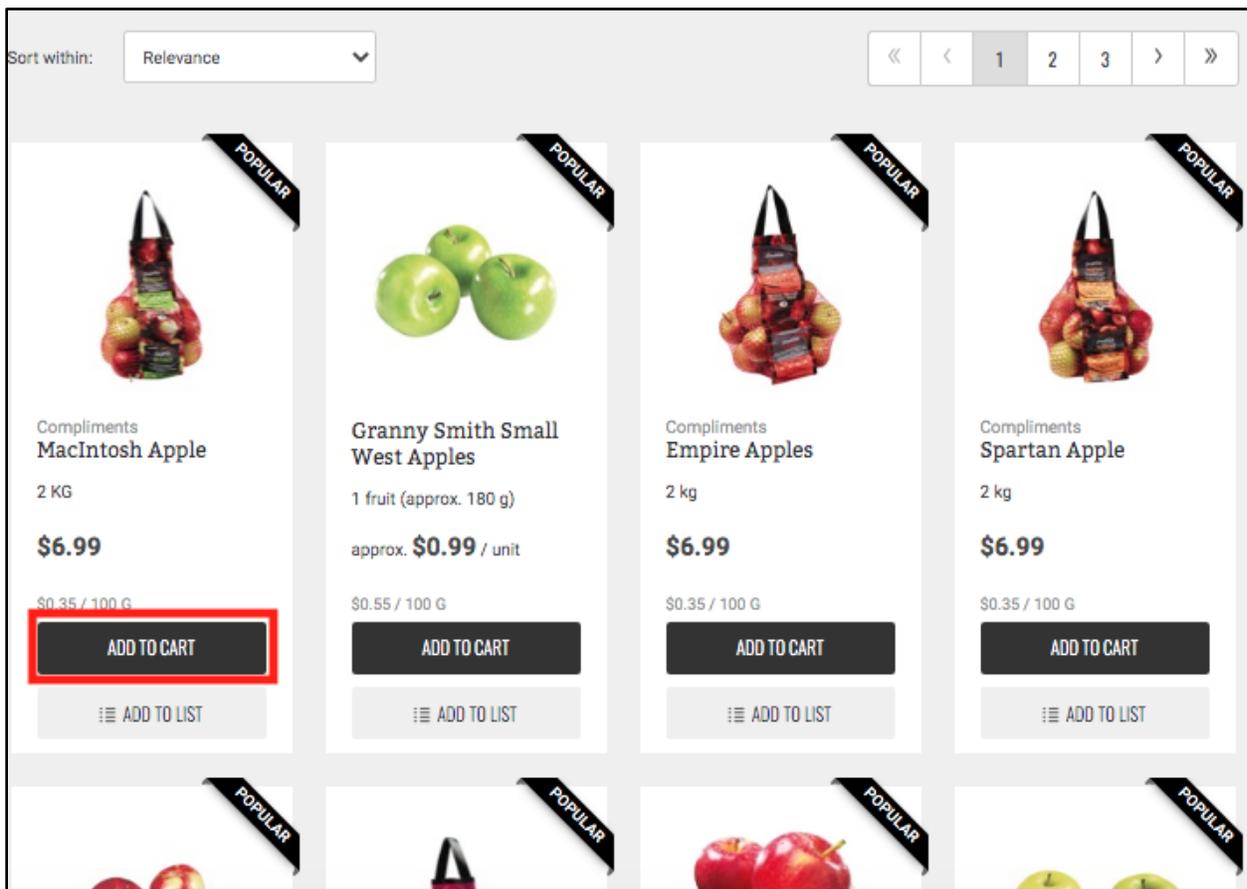
START SHOPPING

Step 3: Find products and fill up your cart

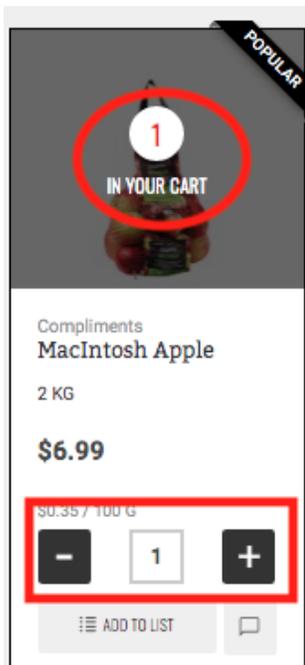
- 1) To see all the categories of food, hover your mouse over **Online Grocery** from the top menu. Click on the category of choice to start browsing.

- 2) To search for a specific product, type in the name of the product in the **search bar** at the top of the page. Make sure to select **Grocery** from the drop down menu, before clicking on the search button (magnifying glass) on the right.

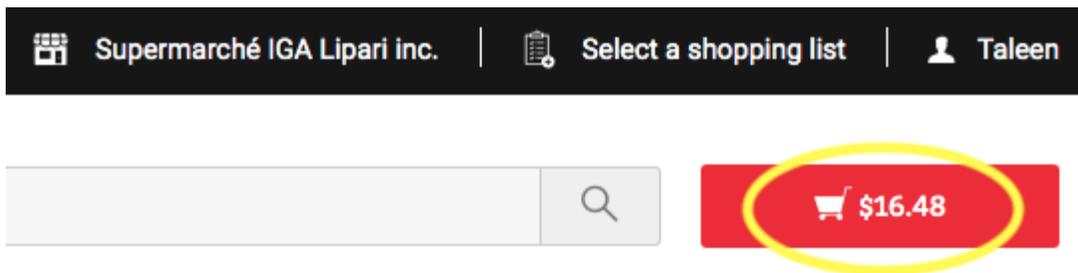
3) Locate the item of choice from the results and click **Add to Cart**.



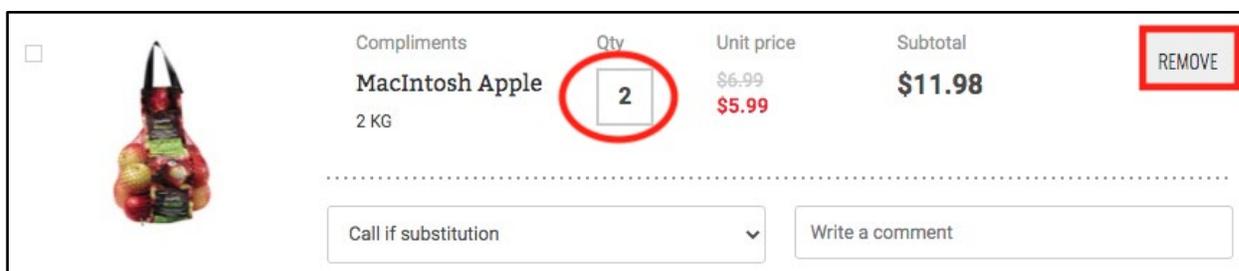
4) You can then add or subtract the amount of product by using the **+ and - option**.



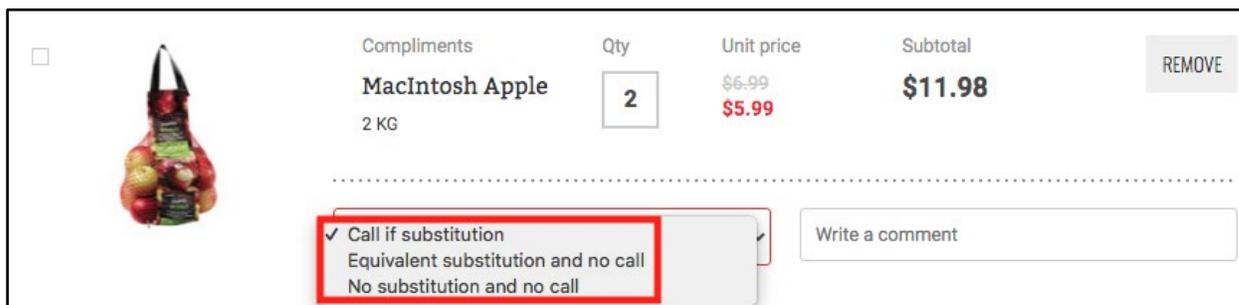
5) Once you have placed all your desired items in your cart, click on the cart button to check out. You will notice the amount owed.



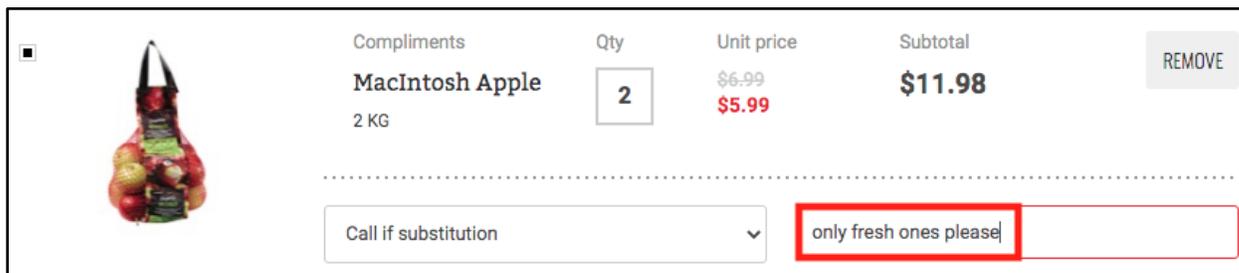
6) Scroll down to see all the items in your cart. Here you can remove or adjust the quantity of a product.



7) You also have the option to receive a call from the store if your desired product is no longer available and a substitution is needed. Click on any of the three options from the drop down menu.



8) You can also leave a comment regarding the product (ex. Only fresh ones please)



Step 4: Create shopping lists

- 1) If you would like to keep your chosen products to purchase for a future delivery, you can save some or all of the items in a Shopping list. To do so, check the box on the left side of each product.

	Compliments	Qty	Unit price	Subtotal	
<input checked="" type="checkbox"/>	MacIntosh Apple 2 KG	2	\$6.99 \$5.99	\$11.98	REMOVE
.....					
	Call if substitution			Write a comment	

<input checked="" type="checkbox"/>	English HH Seedless Cucumbers 1 EA	3	\$2.49 \$1.50	\$4.50	REMOVE

- 2) At the top, click on the arrow beside **Add selected items to a shopping list** and give your shopping list a name (ex. Basics, produce, household products, etc.). Click **Create**.

Add selected items to a shopping list

Create a list

Produce

CANCEL CREATE

Step 5: Place your order



*Note that you need a minimum of 45\$ worth of groceries to place an online order. There may also be an assembly and delivery fee depending on your chosen options.

- 1) On the right side of the screen, you will see your **cart summary**, including the total, subtotal, assembly fee, and delivery fee.

CART SUMMARY

ESTIMATED TOTAL

\$59.86

PLACE ORDER

The number of AIR MILES reward miles earned will appear on your receipt.

DETAILS

Estimated subtotal	\$55.86
Discount	\$0.00
Assembly Fee	\$4.00
Delivery fee	\$0.00

- 2) You will also see the **delivery or pickup date and time**, as well as your selected store. You can always change this before placing your order.

PICKUP

CART SUMMARY

ESTIMATED TOTAL

\$59.86

PLACE ORDER

Saturday July 11 2020

Between 17:00 and 18:00

CHANGE

- 3) When you are ready, click **Place Order**.

4) Confirm your order method by selecting **Pickup or Delivery**. Select **Next Step** from the bottom right corner.

Order Method Store & Schedule Payment Review order

ORDER METHOD

For public health reasons, we recommend that our customers limit their contact with the delivery person when they receive their order.

Substantial third-party delivery charges will be added for deliveries to northern Quebec.

SELECT AN ORDER METHOD

Delivery Pickup

Estimated total of your cart: **\$59.86**

BACK TO ORDER METHOD **NEXT STEP**

5) Confirm your store and the chosen timeslot for your pickup or delivery. Select **Next**

Order Method **Store & Schedule** Payment Review order

STORE & SCHEDULE

Estimated total of your cart: **\$59.86**

Supermarché IGA Lipari inc. 15.75 km

IGA 7151 chemin de la Côte Saint-Luc, Montréal, Quebec, H4V1J2
(514) 486-3254

BACK TO ORDER METHOD **NEXT STEP**

Step.

6) Select your desired **payment method**. Note that online payment is only available for deliveries. Select **payment type** (credit or debit card). Then click on **Next Step**.

SELECT PAYMENT METHOD

Upon receipt

SELECT PAYMENT TYPE

Credit card Debit card



7) **Review your order** (including personal information, order method, store, timeslot, payment details, and items in your cart) for a final time.

ORDER DETAILS

Personal information	Store
Aktorosian Taleen Email address : Phone number:	Supermarché IGA Lipari inc. 7151 chemin de la Côte Saint-Luc Montréal Quebec, H4V1J2 Canada

PICKUP SCHEDULE

Saturday July 11 2020 between 17:00 and 18:00

PAYMENT DETAILS

Payment method

Upon receipt: Credit card

8) Scroll to the bottom of the page and click on **Place Order**.

BACK TO PAYMENT METHOD

PLACE ORDER

*If you have chosen delivery as your order method and have chosen to pay online, you will be asked to enter your credit card information on the next page to complete your order.

*You will be sent an email by IGA confirming your order details.

Happy shopping!