



How to Click List: Kroger

1. Accessing Kroger
 - a. You can start your shopping experience by accessing Kroger by the web or an app.
 - i. Web: <https://www.kroger.com/>
 - ii. App
 1. Android Google Play Store: <https://play.google.com/store/apps/details?id=com.kroger.mobile>
 2. iPhone Appstore: <https://apps.apple.com/us/app/kroger-co/id403901186>
2. Signing in
 - a. If you already have a Kroger ID or Kroger Card and have never accessed Kroger online.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select "Create Your Account".
 - iii. Then fill in the necessary information.
 - iv. Once you click "Create Account" All of your points and account feature through your card will sync with the online account.
 - b. If you have accessed Kroger online.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select "Sign in"
 - iii. Enter your credentials.
 - c. If you have never accessed Kroger online or do not have a Kroger ID or Kroger Card.
 - i. Go to the Sign in Menu on the website. If you are in the app it will prompt sign in or create account upon launch.
 - ii. Select "Create Your Account".
 - iii. Then fill in the necessary information.
 - iv. Once you click "Create Account", you will be signed up for a Kroger alternate ID/Card and can use the number you signed up with in the store.
3. Getting set up
 - a. Your Shopping Options
 - i. In the site/app you have 4 options:
 1. Pickup
 - a. This allows you to do all your shopping online and then physically go to the store to pick up your groceries.
 - b. The store will pack your groceries.
 - c. You can reserve a time to pick up your groceries ahead of time. Slots are only set every 3 days.
 - d. The first couple of trips are free, then there is an additional charge for this option.
 - e. No cash payment.
 2. Delivery
 - a. You can shop online and have your groceries delivered to you in around 4 hours.
 - b. There is an additional charge for this service.
 - c. No cash payment.
 3. Ship
 - a. You can shop online then have your groceries shipped to you.
 - b. This typically takes 1-3 days.



- iii. Coupons you clip in the app can be used in the store through your alternate Id/Kroger Card.

6. Shop

- a. To add things to your cart, click/tap "Add to Cart". You can add multiple items by clicking/tapping the plus or minus buttons that appear after you add to your cart.
- b. At any point you can see what's in your cart and add or subtract the quantity of your items.
- c. If something in your cart is out and you want it fulfilled, allow substitutions. If you must have the item you selected, do not allow substitution.

7. Pay

- a. Check your Cart
 - i. Once everything is in your cart, and you are ready to go, click "Check Out Pick Up Items". You can always go back to shop before finalizing your purchase.
- b. Schedule
 - i. Set your Time and date for delivery if you haven't already. If no times are available, try again later or select another option.
- c. Pay
 - i. Set up your Credit/Debit Card to start your payment.
 - ii. You will be prompted to Review and confirm payment.
- d. Complete
 - i. For Pickup: Go to the store at the specified time. Park in the Pickup parking spot, and a Kroger employee will assist.
 - ii. For Ship or Delivery: stay home, your groceries are coming. Kroger will notify you of changes.

8. FAQs & Tools

- a. Access the Kroger FAQ page for more details: <https://www.kroger.com/topic/clicklist>.
- b. For more Instructions: <https://www.kroger.com/i/ways-to-shop/pickup>