



New Users Guide

Step-by-Step Directions for Placing Your First Order

Introduction

About Rosie

Rosie lets you shop online or from your mobile device from local grocery stores for delivery or in-store pickup. Rosie is the fastest, most convenient way to shop for groceries in your community! All of your favorite items are available for purchase through Rosie, from fresh produce to frozen items and cleaning supplies, with 100% guaranteed satisfaction.

Quality

Customers receive only the highest quality products from the grocers available on Rosie. Our retailers want to be your grocer of choice, and they will go out of their way to provide you with the freshest, highest quality products. By shopping with Rosie, your satisfaction is 100% guaranteed!

Payment

Customers' credit/debit cards are authorized when you check out on Rosie's website, but not charged. The card is authorized for 125% of the estimated total price, to account for possible variances in item weights and substituted products. When the store finishes preparing your order your card will then be charged for the exact amount of products you actually receive.

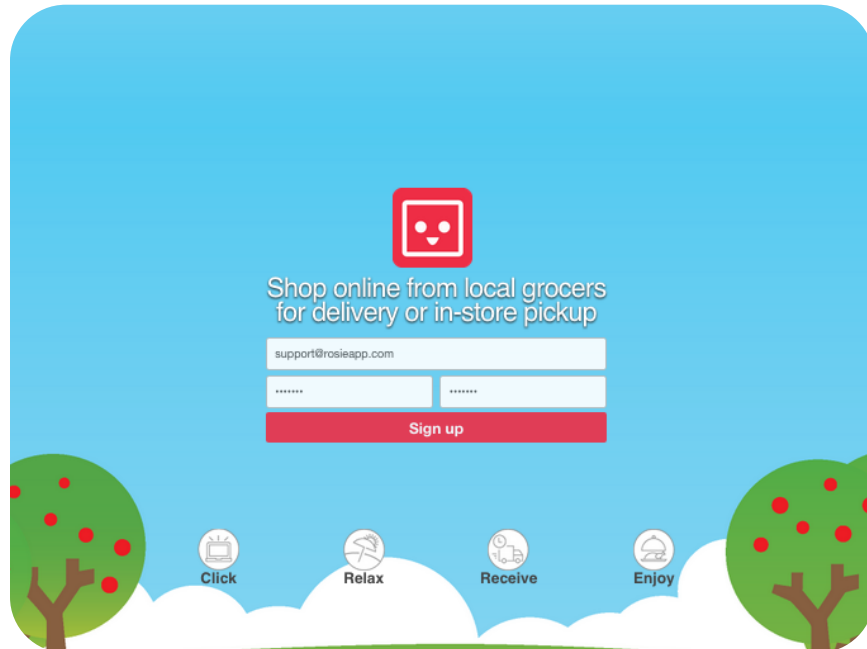
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Getting Started

How to Sign Up



To sign up for a Rosie account visit www.rosieapp.com, enter your email address and password. To continue, please select the red “Sign up” button.

A screenshot of the Rosie app sign-up form. The form is titled "Sign up for Rosie today." and contains several input fields: "First name", "Last name", "Birthday" (with "Month", "Day", and "Year" dropdowns), "Gender" (with "I am..." and "Household size" dropdowns), and "ZIP Code" (with "Enter ZIP for city and state" text). A blue "Create my account" button is at the bottom. The background is light blue with stylized green trees and white clouds.


After clicking the red “Sign up” button on the homepage, please enter your personal account information. This includes name, birthdate, gender, household size, and ZIP code. Once all of the fields are highlighted in green, please continue by selecting the blue “Create my account” button.



My Account
My Stores
My Preferences



My Stores: [What is this?](#)

Currently Shopping At:

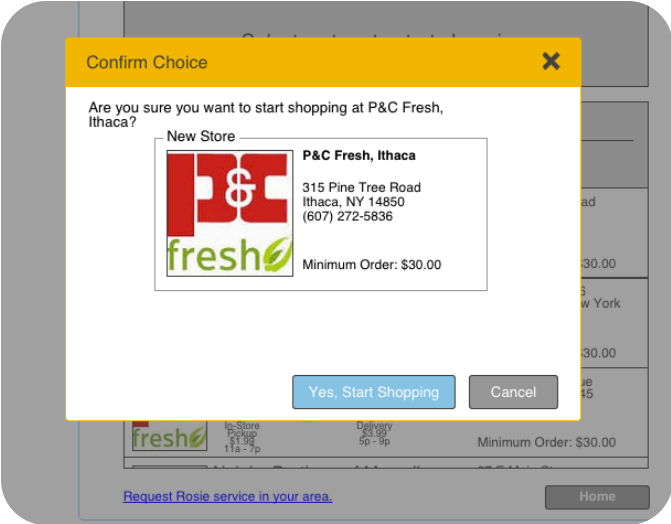
	Dash's Market In-Store Pickup \$1.99 11a - 7p Local Pickup \$2.99 11a-7pm Delivery \$3.99 5-7, 7-9p Minimum Order: \$30.00	499 West Klein Rd. East Amherst, NY 14221 716-204-0386
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Store Finder

14850

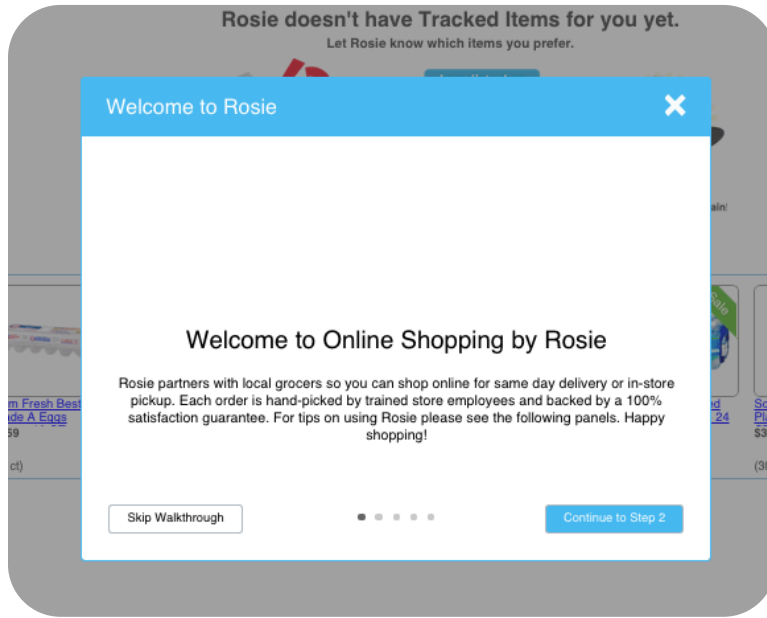
	P&C Fresh, Ithaca In-Store Pickup \$1.99 11a - 7p Local Pickup \$2.99 Delivery \$3.99 5p - 9p Minimum Order: \$30.00	315 Pine Tree Road Ithaca, NY 14850 (607) 272-5836
	Trumansburg Shur-Save In-Store Pickup \$1.99 11a - 8p Delivery \$4.99 Minimum Order: \$30.00	2085 New York 96 Trumansburg, New York 14886 (607) 387-3701

Great! You have successfully created an account! The next step is to select the store you would like to shop at. You may either search for your store by entering your Zip code in search bar below “Store finder or you can simply scroll through the list of stores available.



We will then ask you to confirm that this is indeed the store that you would like to shop at. If it is, please continue by selecting, “Yes, start shopping”. If it not the correct store, please select cancel and choose a different store. You may also confirm that you have selected the correct store by viewing your Store’s logo in the top left hand corner of the page.

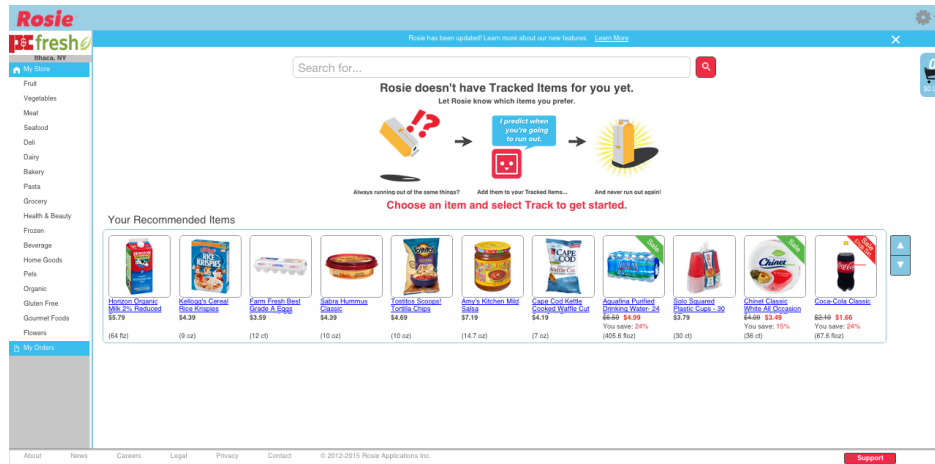




Before landing on the Rosie Dashboard, will give you a brief walk through of a few tips that we would like to share with you! They include how to search for as well as adding notes to items with your personal requests!

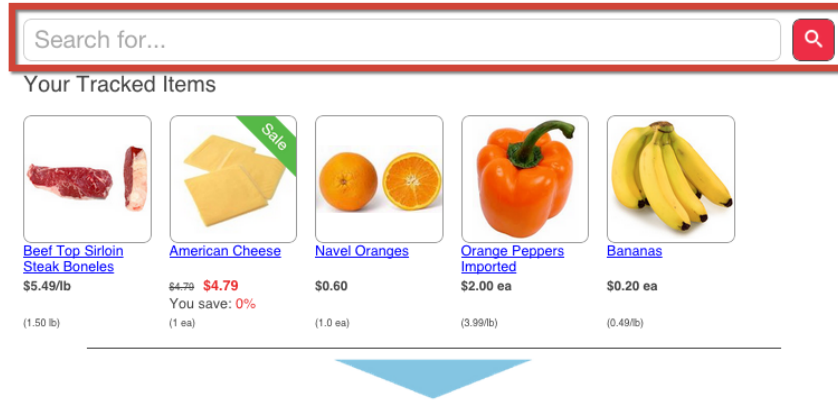
How to Order

Welcome to the Rosie Dashboard!

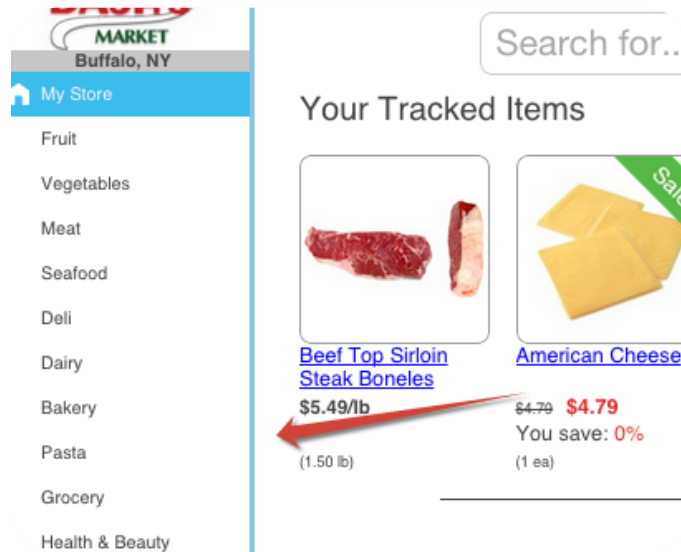


After selecting your store you will be brought to the Rosie Dashboard. On the Rosie Dashboard you can search for items and add them to your cart.





On the Rosie Dashboard you can search for items using the Search Bar. This option will allow you to search for items by type or by brand name. We suggest using broad search terms while seeking items. If your entry is too specific, Rosie may not be able to find it for you.



In addition, the menu on the left-hand side of the screen allows you to search for items by category. Rosie Categories are broken up similarly to departments in a grocery store. To return to the Dashboard homepage, simply select the "My Store" button at the top of the menu.

Meat

Poultry

Chicken Drumsticks	Chicken Thighs	Duck	Boneless Skinless Breast Trimmed	Boneless Thighs	Chicken Breast Tenders	Chicken Breast Tenders Family	Chicken Cordon Bleu Butcher Block	Chicken Wings	Chicken Breast Tenders Butcher
\$1.19/lb	\$1.19/lb	\$3.19/lb	\$3.99/lb	\$2.19/lb	\$3.69/lb	\$3.49/lb	\$3.99/lb	\$2.29/lb	\$3.69/lb
(1.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)	(2.50 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)

Beef

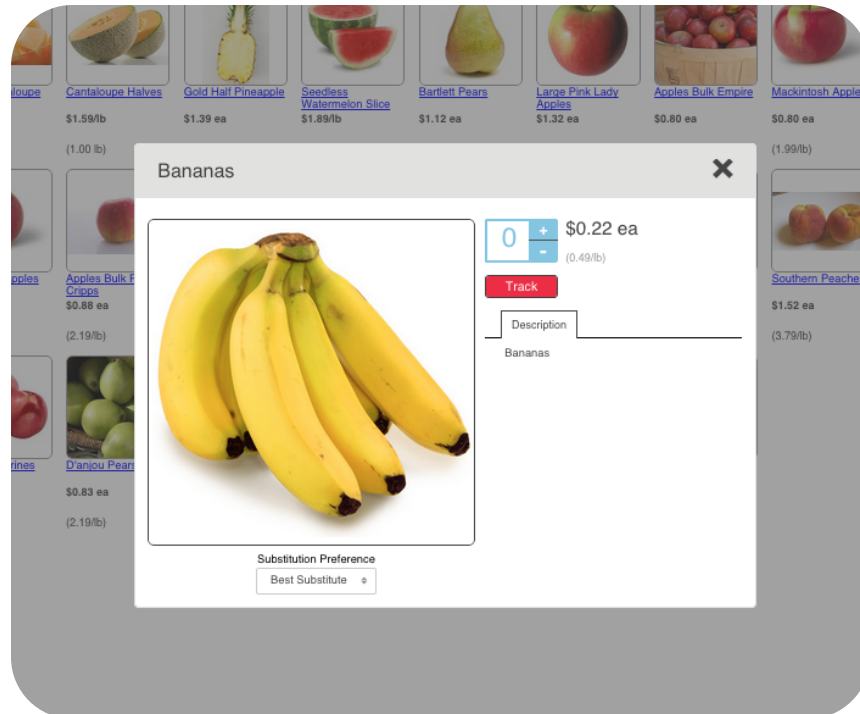
Beef Flank Steak	Boneless Top Round Steak	Beef Porterhouse Steak	Beef Rib Eye Steak Boneless	Boneless Beef Bottom Round	Beef Chuck Eye Steak Boneless	85% Lean 15% Fat Ground Beef Round	Beef Sir Fry Meat	Beef Cube Steak	Beef Extra Lean Stew Meat
\$11.89/lb	\$5.69/lb	\$11.99/lb	\$15.99/lb	\$5.79/lb	\$6.49/lb	\$4.99/lb \$3.49/lb You save: 21%	\$6.49/lb	\$6.29/lb	\$5.69/lb
(0.25 lb)	(1.50 lb)	(1.00 lb)	(0.75 lb)	(0.25 lb)	(0.75 lb)	(3.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)

Pork

Smoked Bacon	Oscar Mayer Bacon Fully Cooked	Oscar Mayer Bacon Original Center Cut	Curly's Pulled Pork Barbecue Sauce	John Morrell Applewood Smoked Sausage	Country Style Pork Sausage	Link Sausage Family Pack	Ham Hooks	Country Style Spare Ribs Extra	Pork Riblets
\$5.69/lb	\$4.79 \$4.49 You save: 6%	\$6.99 \$5.49 You save: 8%	\$6.59	\$2.99	\$2.99/lb	\$3.99/lb	\$3.59/lb	\$2.69/lb	\$2.29/lb
(1.00 lb)	(2.10 oz)	(12.00 oz)	(18.00 oz)	(12.00 oz)	(1.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)	(1.00 lb)

Lamb

Rosie Categories also include subcategories. In the example provided above, the “Meat” category provides numerous subcategories such as; Poultry, Beef, Pork, Lamb, Turkey, Packaged Meats and Sausage.








Once you have selected an item, an Item Detail Window will appear. This window will allow you to add or remove an item to your cart, track an item, view the item's description, and select your substitution preference.

- To add or remove an item from your cart, please select the blue plus and minus buttons.
- Please select the red "Track" button if you would like to add the item to your "Tracked Items" list. You can confirm the item is tracked once the button turns grey and says "Untrack".
- At the bottom of the window, you may choose your substitution preference for the item. Selecting the "Best Substitution" options lets the store know that they may choose the best substitute if they do not have that item in stock at that time. You may also add a Note to the item for your specific requests!

Tracked Items

Search for...

Your Tracked Items

 Beef Top Sirloin Steak Boneles \$5.49/lb (1.50 lb)	 American Cheese \$4.79 \$4.79 You save: 0% (1 ea)	 Navel Oranges \$0.60 (1.0 ea)	 Orange Peppers Imported \$2.00 ea (3.99/lb)	 Bananas \$0.20 ea (0.49/lb)
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The list of all of your Tracked items is available to view on the Rosie Dashboard. This list contains all of the items that you have saved by selecting the red “Track” button in the item Detail Window. You will be able to view these items every time you log on to Rosie.

My Orders

My Store
My Orders
July 2015
June 2015

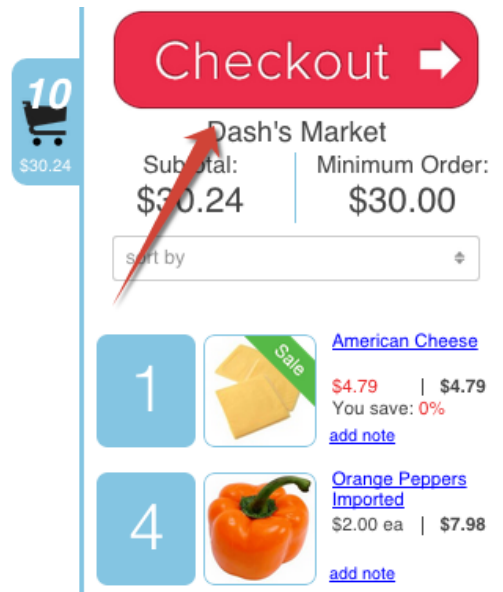
My Orders [See More >>](#)

ORDER PLACED	ORDER NUMBER	NUMBER ITEMS	ORDER STATUS	CONFIRMATION CODE	View Order Items	Add Order to Cart
July 9, 2015	16188-19	9	Placed	P4BNZP	View Order Items	Add Order to Cart
July 9, 2015	16188-18	9	Placed	7G6VRW	View Order Items	Add Order to Cart
July 9, 2015	16188-17	4	In-Progress	XRPGHF	View Order Items	Add Order to Cart
July 8, 2015	16188-16	4	Complete	FBGB4D	View Order Items	Add Order to Cart

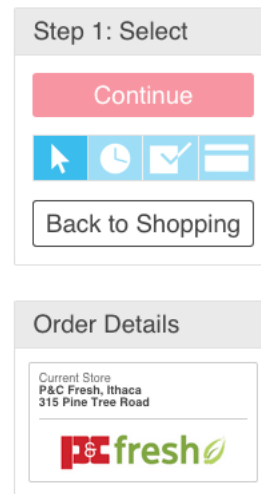
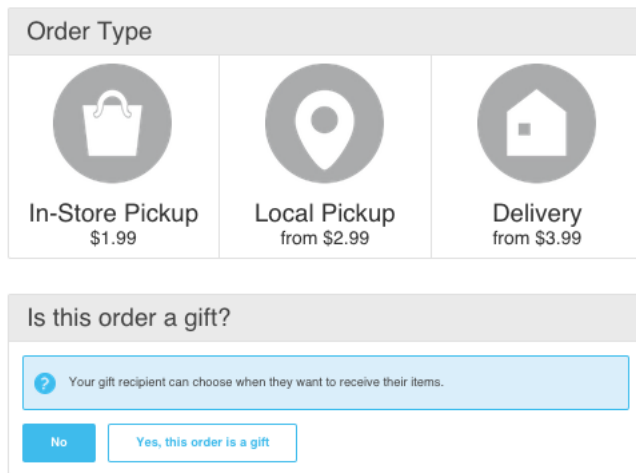
The My Orders page, accessible from the bottom of the Categories Menu, allows you to view all of you previously placed orders. To add the exact items from a previous order to your cart, please select the blue “Add Order to Cart” button.

Your Cart and Checkout

This menu will allow you to view the items in your cart, see the order's subtotal, and to confirm whether you have reach the Minimum Order Amount. To begin the Checkout Process, please select the red "Checkout" button.




Step 1: Select




In the first step of the Checkout process you can choose between In-Store Pickup, Local Pickup, and Delivery. In some cases your store may not offer all three Order Type options. After clicking your order type it is highlighted in blue.

In-Store Pickup


Order Type



In-Store Pickup
\$1.99



Local Pickup
from \$2.99



Delivery
from \$3.99

Is this order a gift?


Your gift recipient can choose when they want to receive their items.

Contact Information

Phone # Alt. Phone # (optional)

Step 1: Select


Continue



Back to Shopping

Order Details


Current Store
P&C Fresh, Ithaca
315 Pine Tree Road




If you have selected In-Store Pickup, please enter your phone number in the Contact Information field. This will allow the store to communicate with you if they have any questions or concerns in regards to your order. After entering your information click the red “Continue” button on the right of your screen

Local Pickup


Order Type



In-Store Pickup
\$1.99



Local Pickup
from \$2.99



Delivery
from \$3.99

Is this order a gift?

Your gift recipient can choose when they want to receive their items.

Contact Information

Phone # Alt. Phone # (optional)




Pick-up Location

Party City \$2.99	407 College Ave Ithaca, NY 14850
Finger Lakes Technology Group, Inc. \$2.99	7890 Lehigh Crossing Victor, NY 14564
Cool Depot \$2.99	109 Dewitt Pl Ithaca, NY 14850


If you have selected Local Pickup, please provide your phone number and choose your desired local pickup location.. After entering your information click the red “Continue” button on the right of your screen

Delivery

Order Type

 In-Store Pickup \$1.99	 Local Pickup from \$2.99	 Delivery from \$3.99
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Is this order a gift?

 Your gift recipient can choose when they want to receive their items.

Address


5570 Centerpointe Blvd
Canandaigua, NY 14221
(343) 535-3535

Step 1: Select



Order Details

Current Store
Dash's Market
499 West Klein Rd.



If you have selected Delivery as your order type, please add your address information in the Address box. If you would like Rosie to remember this address or future order, please mark the “remember this address” box. Once you have saved your address, you can add Delivery Notes for the Driver such as, “Please use the side door”. After all of the delivery information has been entered, please click the red “Continue” button on the right of your screen. If the “Continue” button is a dull red color, that indicates that not all of the required information has been filled in. Any empty fields will be highlighted in red.

Address

! Did you mean one of these addresses?

Please choose one of the options below.

Suggestion 1

158 E State St
Ithaca, NY 14850

[Use This Address](#)

Original Address

158 E State Street
Ithaca, NY 14850

[Use Original Address](#)

[Edit Original Address](#)

After you save your address, Rosie will ask you whether you would like to use the Original Address you provided or the Suggested address provided by Rosie. There should not be any significant differences between the Original and Suggested Address, but the advantage of using the Suggested Address is that it provides exact coordinates, increasing accuracy for the Delivery Driver.

Step 2: Schedule

Choose your date & time

Su	M	T	W	Th	F	S
26	20	21	22	23	24	25
26	27	28	29	30	31	1

Wednesday, July 22

7:00 pm - 8:00 pm

Thursday, July 23

1:00 pm - 2:00 pm

2:00 pm - 3:00 pm

3:00 pm - 4:00 pm

4:00 pm - 5:00 pm

5:00 pm - 6:00 pm

Step 2: Schedule

[Review Order](#)

[Back to Shopping](#)

Order Details

Current Store
Dash's Market
All Locations

DASH'S MARKET






Local Pickup Location
Dash's Market Clarence / Lancaster
840 Main St
Clarence, NY 14221

In Step 2 of the Checkout process, please choose the desired date and time for you Pickup or Delivery. Using the provided calendar, you can select the current available time slots for you store. To proceed to Step 3, please select the red "Continue" button.



Step 3: Review

Your Order


Grocery Items	Price	Qty	Total
 Navel Oranges 1.0 ea	\$0.60	1	\$0.60
 Bananas 1.0 lb	\$0.20 ea	1	\$0.20
 Orange Peppers Imported 1.0 lb • You save: \$0.00 (0%)	\$0.96 \$0.96	1	\$0.96
 Beef Top Sirloin Steak Boneles 1.0 lb	\$5.49/lb	6 lb	\$32.94
 Farm Fresh Best Grade A Eggs Large - 12 CT 12.0 ct	\$2.99	1	\$2.99

Promotion Code

Enter Promotion Code Here Add

Step 3: Review

Continue



Back to Shopping

Order Details

Current Store
Dash's Market
499 West Klein Rd.

DASH'S
MARKET

In-Store Pickup Date and Time
Thursday, July 16th
4:00 pm - 5:00 pm

Order Summary	
Subtotal:	\$37.69
Convenience Fee:	\$1.99
Estimated Tax:	\$0.00
Estimated Total:	\$39.68

The Order Review page is the third step of the Checkout process. Under the “Your Order” section, you can view each item within your order with the option to increase or decrease the quantity or completely remove it for your cart. If you have an active Promotion Code for Rosie, Step 3 of Checkout provides a field to apply it to your order. Please remember when typing in a promo code, do not use any spaces.

On the right-hand side of the screen, there is an Order Details box presenting your Order Summary. The summary includes; subtotal, the Pickup or Delivery fee, estimated tax, Promotion Code deduction, and the estimated Total for your Order.

Once you finished reviewing your order, please select the red “Continue” button to proceed to the final step of Checkout.

Step 4: Pay

On Step 4 of Checkout, please enter your Credit Card information. When entering your information, please pay close attention to how you enter your information. Please not spaces and make sure the expiration year is four digits.

Success Page

Once your order has been completed, you will be directed to the success page. This final page provides you with your order number, Order Information and your order specific Confirmation Code. Please remember that it is very important to give the store or the Delivery Driver your Confirmation Code when you are getting your order. This information can be accessed both Confirmation emails you will receive once your order has been placed or by logging into the site and look at your placed orders under “My Orders”.

Important Information

Gifting

Would you like to send a gift of groceries to a friend or family member? Rosie can help you do that! You are able pick an order just as if you were picking it for yourself but the checkout process is slightly different.

Step 1 of Checkout

Order Type

In-Store Pickup
currently unavailable

Local Pickup
from \$2.99

Delivery
from \$4.99

Is this order a gift?

Your gift recipient can choose when they want to receive their items.

No Yes, this order is a gift

How Can We Reach You?

(607) 273-8590 Alt. Phone # (optional)

Step 1: Select

Continue

Back to Shopping

Order Details

Current Store
Dash's Market
All Locations

DASH'S
MARKET

In the first step of Checkout, there will be a prompt asking you if you would like to make this order a gift, if yes, please confirm by selecting “yes, this order is a gift”. Once chosen, the box will be highlighted blue.

Who Is Receiving The Gift?

Your gift recipient will have two weeks to accept their gift after your order is placed.

Please send my gift to

Recipient's Name

Email their gift to

email@example.com

Call the gift recipient at

Phone Number Alternate Phone Number

Where should we deliver this order?

1300 Elmwood Ave
Buffalo, NY 14222
(607) 273-8590 Remove Edit

Step 1: Select

Continue

Back to Shopping

Order Details

Current Store
Dash's Market
All Locations

DASH'S
MARKET


The next step is choose where this gift will be delivered. You may either add a new address or use an address that you have previously saved.

Delivery notes

Rosie's terrific delivery drivers always try their best to deliver right to your door, but due to weather, parking, orders containing heavy items, or access to your building you may be asked to meet your driver outside. Someone must be present to receive your delivery with your unique confirmation code.

Enter delivery notes here (e.g. "Call on arrival" or "Please go to the side door").

Send a Special Message (optional)



No Card

Fresh And Delicious

Step 1: Select


Continue

👁
🕒
✉
☰

Back to Shopping

Order Details

Current Store
Dash's Market
All Locations

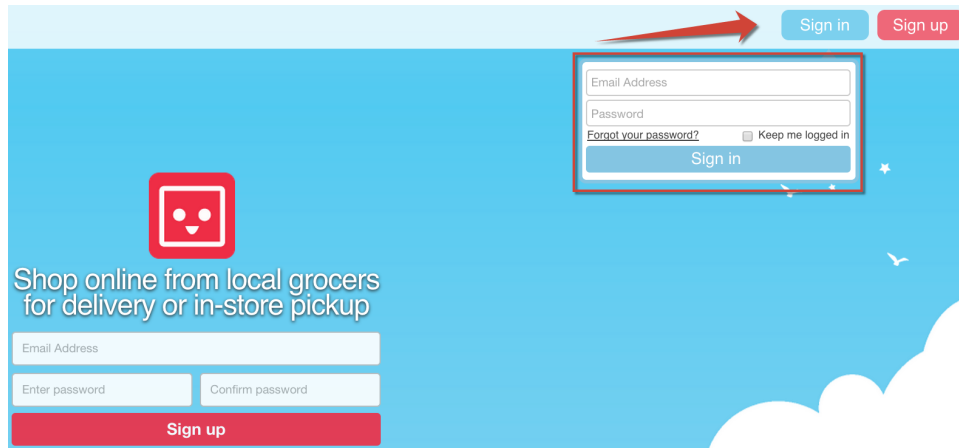


The final step is to choose a date and time. You may choose the date and time for the order and the gift receiver will be sent an email from Rosie alerting them that an Order has been placed for them. The alternative is to let them choose the date and time, but keep in mind this means that they must either sign up or already have an existing account.

The gift giver will receive an email alerting them that the order has been placed and once the order has been received.

The gift receiver will be alerted via email when the order is Ready. If they have given the choice to pick a date and time, they will also be sent an email stating that the order has been placed and asking them to sign in and choose the time and date.

Sign in Vs. Sign up



To Sign in to your preexisting Rosie account use the blue "Sign in" button at the top right of the Homepage. Enter your Email Address and Password and click "Sign in"

That's it! You're now ready to place your first Order on Rosie. We hope this guide helps make your online shopping experience with Rosie as easy as pie.

As always, if you have any questions, call 1-855-ROSIENOW (1-855-767-4366), or email support@rosieapp.com.

Thank you for shopping with us!

Cheers,
Rosie

