CUSTOMER GUIDE 2 OF 2

How to Shop Online

Halal Okayama Ordering System

Order halal groceries from home in a few easy steps. You pay when you **receive** your order (delivery or store pickup). There is **no online card payment**.

🔍 **Find** Shop / Search › 🛒 **Add to Cart** › 📋 **Check Cart** Your Cart › 📝 **Checkout** Place Order › 📦 **Track** Track Order › 🚚 **Receive** Delivery / Pickup

Red frame on a picture = tap or type here. The pictures are simple examples; your screen may look a little different.

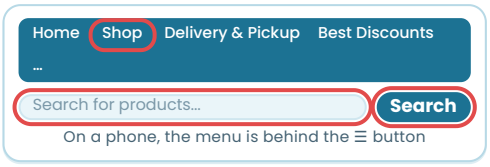
Before you start

- **Log in first** (see Guide 1). You can put items in your cart without logging in, but you must be logged in at checkout.
- If the website is in Japanese, tap **EN** at the top-right corner.
- **Online ordering is open 24 hours.** The store itself is open 12:00–19:00 (closed Mondays).
- Delivery is only within Okayama Prefecture.

1 Find your products

Tap **Shop** in the blue menu to see all products. On a phone, the menu is behind the ☰ button.

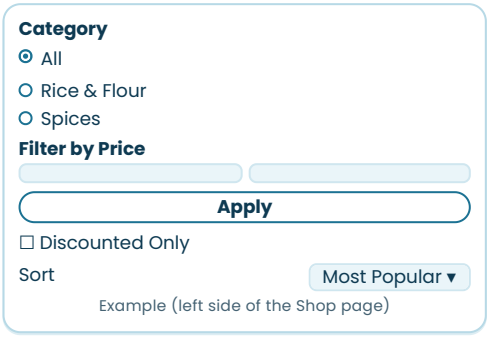
Or type a product name in the search box and tap **Search**. To see only sale items, tap **Best Discounts**.



On a phone, the menu is behind the ☰ button

2 Narrow down the list (optional)

On the Shop page you can choose a **Category**, set a price with **Filter by Price** (Min / Max, then **Apply**), tick **Discounted Only**, or **Sort** the list (Most Popular, Newest, Price: Low to High, Price: High to Low).



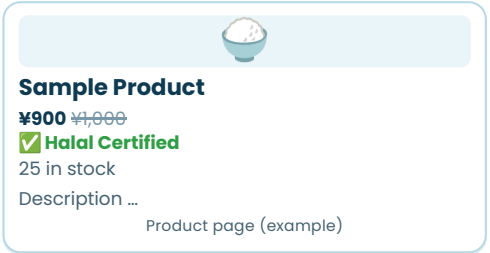
Example (left side of the Shop page)

3 Look at the product

Tap the picture or the name to open the product page. You can see the price, description and how many are in stock.

- ✅ **Halal Certified** = the product is halal certified
- A red **-%** badge = it is on sale
- **Out of Stock** = you cannot order it right now

> Tap ♡ on a product to save it in your Wishlist for later (you must be logged in).



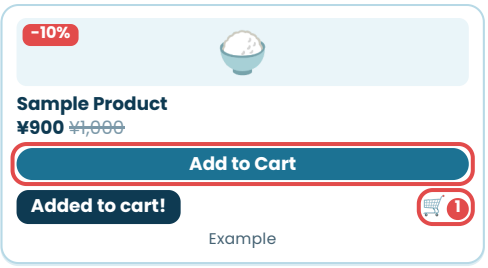
Product page (example)

4 Tap Add to Cart

Quick way: tap **Add to Cart** under the product in the list (this adds 1).

On the product page: choose how many with **−** and **+**, then tap **Add to Cart**.

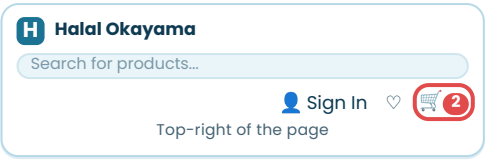
The message "Added to cart!" appears and the number on the 🛒 cart icon goes up. Do this for every item you want.



Example

5 Open your cart

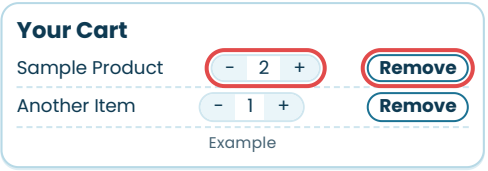
Tap the 🛒 cart icon at the top-right of the page.



Top-right of the page

6 Check your cart

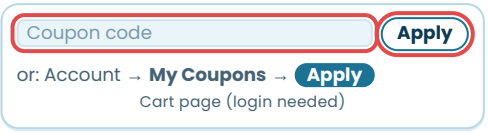
For each item you can see **Unit Price**, **Quantity** and **Total**. Change the amount with **−** and **+**. To delete an item, tap **Remove**.



Example

7 Use a coupon (optional)

Coupons are made for your account only, and each can be used **once**. Log in, type the code in the **Coupon code** box and tap **Apply**. You can also go to **Account** → **My Coupons** and tap **Apply**. The discount appears in the Order Summary.



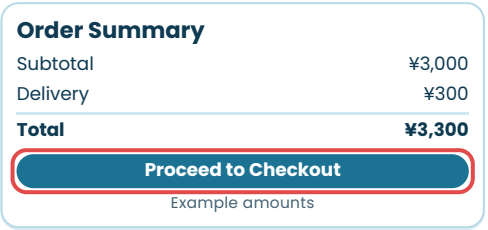
Cart page (login needed)

8 Check the price, then tap Proceed to Checkout

The **Order Summary** shows Subtotal, Delivery and Total.

- **Home delivery: ¥300** — free when your total is **¥5,000 or more**
- **Store pickup: free**

> Not logged in? The Log In page opens. Log in or register (Guide 1). After logging in you arrive at **My Account** — tap 🛒 again (your items should still be in the cart), then tap **Proceed to Checkout**.



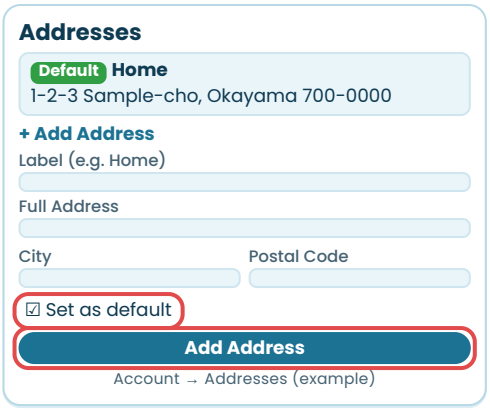
Example amounts

9 Save your address and set it as default (do this once)

So you do not have to type your address every time, save it in your account:

- Tap **Account**, then **Addresses** in the left-hand list.
- Tap **+ Add Address** to open the form (it opens by itself if you have no address yet).
- Fill in **Label** (for example Home), **Full Address**, **City**, **Postal Code** and **Phone**.
- Tick **Set as default**, then tap **Add Address**. You will see "Address added." and a **Default** tag on your address.

> More than one address? Tap **Set as default** under the one you use most. To remove an address, tap **Delete**. Tip: include your building name and room number so the driver can find you.



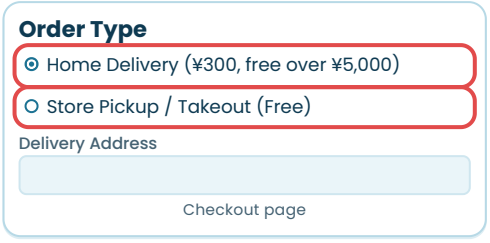
Account → Addresses (example)

10 Choose delivery or pickup

Under **Order Type**, choose one:

- **Home Delivery** — we bring it to your address
- **Store Pickup / Takeout** — you collect it at the store

For delivery, your **default address** is filled in for you. To use a different one, choose it from the list, or choose **Use another address** and type the street, city and postal code. (No saved address yet? Just type it in the box — or save one first, see step 9.)

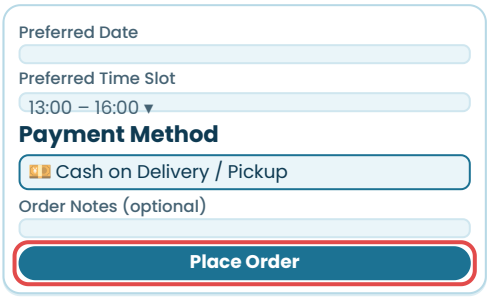


Checkout page

11 Choose a time, then tap Place Order

- **Preferred Date** and **Preferred Time Slot:** 10:00–13:00, 13:00–16:00, 16:00–19:00 or 19:00–22:00. For pickup this is called **Ready-by / Pickup Time** — please choose a time when the store is open (12:00–19:00).
- **Payment Method:** Cash on Delivery / Pickup — you pay when you receive your order.
- **Order Notes** (optional): write any special request.

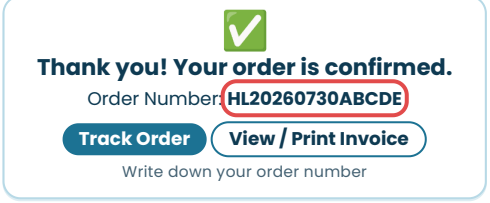
Check the Order Summary once more, then tap **Place Order**.



12 Your order is confirmed

You will see "Thank you! Your order is confirmed." and your **Order Number** (it starts with HL). **Write it down or take a screenshot.** You should also get a confirmation email (check your Spam / Junk folder if you cannot find it).

Buttons on this page: **Track Order**, **View / Print Invoice**, **Continue Shopping**.

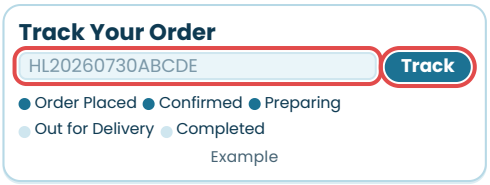


Write down your order number

13 Track your order

Tap **Track Order** (at the very top of the page, or at the bottom), type your Order Number and tap **Track**. You can also use **Account** → **My Orders**.

The steps are: Order Placed → Confirmed → Preparing → Out for Delivery (or Ready for Pickup) → Completed.



14 Receive your order

- **Home delivery:** please be at your address during the time slot you chose, with the cash ready.
- **Store pickup:** come during opening hours. Orders are usually ready in about 2 hours. Tell the staff your order number. Someone else can collect it for you if they bring your order number. Please check your items at the counter.

Need to change something? Contact the store as soon as possible (Contact page, or phone 086-255-5511).

If your screen is in Japanese

English	日本語
Shop	商品一覧
Add to Cart	カートに追加
Your Cart	カート
Coupon code / Apply	クーポンコード / 適用
Proceed to Checkout	レジに進む
Home Delivery	自宅配達
Store Pickup / Takeout	店頭受け取り・テイクアウト
Cash on Delivery / Pickup	代金引換（配達時・受け取り時支払い）
Addresses / Add Address	住所 / 住所を追加
Set as default	デフォルトに設定
Place Order	注文を確定する
Track Order	注文状況を確認

Need help? Ask the store

Phone: **086-255-5511** · Open **12:00–19:00**, closed Mondays (open if a Monday is a public holiday)

Address: 9-26 Ekimotocho, Kita-ku, Okayama City 700-0024 / 岡山県岡山市北区駅元町9-26