

About Basket

All you need to know about Basket.

What is Basket and how does it work?

The Basket app enables retailers to offer Click & Collect and Delivery services.

Customers are able to browse the stock inventory of a particular store and place orders to have collect them at store or have them delivered to their door.

Retailers will receive orders through the dedicated Basket Business app and the Basket Business Web portal; the Basket Business platform allows for easy fulfilment of orders.

Does Basket work on all platforms?

Yes. The Basket Business platform is available for phones and tablets and as web platform for PCs.

>Sign-up

To sign-up retailers will need to supply their Business Rates bill, two utility bills addressed to their stores and if permitted to sell Alcohol, a valid premises license will need to be submitted.

>Managing Orders

Retailers will be able to manage their orders on the Home Screen of the app and web portal.

There are five separate tabs that appear on the top of the Basket Business Home/Orders page:

>>New – All new order placed by customers will appear here for Retailers to accept or reject. When using the Basket Business app, retailers will receive a message notification whenever a new order is placed.

Amended – If a customer makes amendments to an order they have placed, the amended order will appear here for Retailers to accept or reject requests.

>>Pending – All orders that have been accepted by the retailer will appear here. Once an order has been processed, the retailer will be required to verify if the entire order is ready for completion (collection or dispatch) or alternatively notify customers of any items that are not present in the basket. For any changes to the order by the retailer, customers will be asked to verify that they are happy to proceed with the order by accepting or rejecting the order.

>>Return – All return requests will appear here for approval. Customers have 24 hours to return unwanted/damaged items.

>>Completed – Completed order that are ready for collection or dispatch will appear here.

>Managing Inventory

When using the Basket Business app, the "Manage Inventory" page can be accessed by tapping the menu list button on the top left hand side of the screen. When using the web portal, the link to the "Manage Inventory" page will appear on the tool bar located at the top of the page.

On this screen Retailers will be able to adjust the stock holding and pricing of products they hold in store or switch off a products visibility if unavailable.

>Manage Promotions

When using the Basket Business app, the "Manage Promotions" can be accessed by tapping the menu list button on the top left hand side of the screen. When using the web portal, the link to the "Manage Promotions" page will appear on the tool bar located at the top of the page.

On this screen Retailers will be able to make available to basket customers any promotions they may have running instore. Promotion types available include Fixed Price Discounts, Percentage Discounts and Free Stock deals.

>Transactions

When using the Basket Business app, the "Transactions" page can be accessed by tapping the menu list button on the top left hand side of the screen. When using the web portal, the link to the "Transactions" page will appear on the tool bar located at the top of the page.

All Transaction History will appear here.

>Quick Settings

When using the Basket Business app, the "Quick Settings" page can be accessed by tapping the clock icon on the top right hand side of the screen. When using the web portal, the link to the "Quick Settings" page will appear on the tool bar located at the top of the page.

On the Quick Settings page, Retailers can:

>>**Set Default Collection:** The maximum time it will take the retailer to prepare orders for collection.

>>**Set Delivery Turnaround:** The maximum time it will take to deliver the order.

>>**Set Delivery Radius:** The maximum radius the retailer is prepared to deliver the order.

>>**Business Operating Hours:** A quick change of business operating hours for today. The default times are shown, if there are changes to operating hours for a particular day, the timings must be reflected here.

>>**Set Delivery Timings:** The time period a Retailer is able to make deliveries.

>>**Set Collection Timings:** The time period a Retailer is able to allow collection of orders.

>>**Set Delivery Charges:** The delivery charge per order can be set by Retailer here.

>>**Set Minimum Order Value (Deliveries):** The minimum acceptable order value for delivery orders.

>>**Set Minimum Order Value (Collections):** The minimum acceptable order value for collection orders.

Payment & Sale

When using the Basket Business app, the "Payment & Sale" page can be accessed by tapping the graph icon on the top right hand side of the screen. When using the web portal, the link to the "Payment & Sale" page will appear on the tool bar located at the top of the page.

Retailers can view a payments and sales summary on this page.

>Settings

On the Basket Business app, the settings page can be accessed by tapping the menu list button on the top left hand side of the screen. When using the web portal, the link to the Settings page can be found by clicking your name on the top right-hand side of the page.

On the settings page, Retailers can:

Change the Account Password

Edit Profile

Set a new store image

Select "Other Services" available to the customer e.g. Card Payment, MoneyGram, Oyster Top-up, Paypoint, Western Union, Mobile Top-up, National Lottery, Parking facilities, Post Office, Money Transfer Services, Off License, Pay to Use ATM, Free ATM, Travel Money etc... These services will be visible to the customer when searching for retailers.

Returns and Refunds

Return & Refund Policy

About Our Policies

You may within 24 hours of receiving your order return Product(s) from your order to the vendor if they are unwanted, incorrect, faulty or damaged.

To initiate the returns, a returns request must be submitted via the "Manage Orders" section of the website or mobile application for the product(s) you wish to return giving the reasons for your return e.g. Accidental Order, Wrong item was sent, Arrived in addition to what was ordered, Not as Described, No Longer Required, the Item is Damaged, Other.

The Vendor will accept/reject your request based on the information provided. If your request has been accepted, you are to bring the product(s) you wish to return to the Vendor 's retail shop where the product(s) will be checked by the vendor and the validity of you claim returns request assessed. If the Vendor is satisfied with your reason for returns and the validity of returns request, they will process the refund.

Returns of Used or opened Products will only be taken into consideration where product safety or quality is of concern.

More details about return & refund policy can be found in our Terms & Conditions section.

Legal Information

[Terms and Conditions of Use and Sale](#)

[Privacy Policy](#)

[Voucher Terms and Conditions](#)

[Cookies Policy](#)