



Hello,

The Online team at Morrisons are excited to promote our Business-to-Business offering! As eligible customers you will benefit from a **free delivery pass** on all your Online orders.

We offer **Nationwide delivery** through our Home Delivery, Click & Collect/Remotes service! *\*with the exception of some Scottish Highlands and Islands community shops*

This programme is designed to support community businesses with 'top up shops', when you don't need a full case of stock from a wholesaler, but want to maintain a broad range for your customers.

We currently work with Small/local businesses, Food Banks, Charities, Schools and Nurseries and are now looking forward to working with Plunkett UK and the community-owned shop network!

#### **How to order as a Business-to-Business customer:**

1. Have a registered Morrisons Online account with your business email.  
Not registered? Click [here](#) to sign up.
2. Apply to the programme using [this](#) form. It will ask for your More Card number which is available [here](#). Example: 9826 1358 0123 4567 891.
3. After submitting the Google Form, there is a 5 working day set up process. You will be notified when your account is ready to start placing orders.
4. Once set up, we recommend downloading the Morrisons Grocery App to help speed up your ordering, as well as the More Card App. The app will load personalised offers, deals of the week, and your points total.
5. Start ordering! We offer delivery to your business address as well as Click and Collect.



### **Important information:**

- Do not use our 'Express' service at a Click and Collect store (order and pick up your click and collect within the next hour). Choose either delivery, or 'Click and Collect.'
- We advise placing each order 7 days out from your delivery date to allow us time to manage stock and availability in our stores, but you can amend your order up to 2.40 am before the day of your delivery day. The earlier you order, the better the availability - particularly when ordering more than 10 of a fresh product, or 5 of a grocery product as we may only hold small quantities of the stock in store.
- Per item there is a maximum order of 36 per product to protect availability in stores.
- If you want to order more than 36 of one item, please contact us via [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk).

### **Feedback:**

- If you have any feedback on this service please contact us on [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk)



## Frequently Asked Questions

### The Service

#### Where do you deliver?

- We can deliver nationwide. Even if you do not have a Morrisons store nearby, we can still deliver stock to you through our national fulfilment network. *\*with the exception of some Scottish Highlands and Islands community shops*

#### Who is this service aimed at?

- Top up shops – regular or ad hoc
- Minimum order of £25 per shop,
- Ideal solution when your order value and quantity is considered too small for a wholesale bulk business
- Products ordered in singles or multiple quantities

#### How does the service work?

- Business customers would create a Morrisons Online account and complete the google form to confirm order frequency and typical order
- Morrisons Online team would raise a ticket for the business customer to be added to our online business group which has an ETA of 5 working days

#### Do I have to pay to join this service?

- No payment is required to join this service

#### What are the benefits of using this service?

- A free delivery pass \*Terms and Conditions apply
- More card programme
- Support from a dedicated Morrisons team on any enquiries

### **What is the difference between Click and Collect and Home Delivery?**

- Click and Collect is where you place an order to collect at your local Morrisons store.
- Home Delivery orders are delivered to your address of choice by a Morrisons branded van. You can choose your preferred way of receiving the stock to suit your business.
- Click and Collect also offers an Express service (pick up within the next hour) however this isn't to be used by Business customers. If you require your groceries immediately, please shop the product in store yourself.

### **What is the minimum spend to qualify for an order?**

- £25

### **What sort of products are in the range?**

- The range for Business customers is the same as our existing Online range which includes a large variety of products including categories such as: Fruit and Veg, Food Cupboard, Frozen, Drinks, Free From, World Foods and lots more.

### **Can I get the More Card Offers?**

- Yes

### **Why can't I order some Market Street Products with my delivery?**

- Depending on where you are located, the Market Street range isn't always available for Home Delivery. Please email [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk) to check as required
- As an alternative, Click and Collects offer the Market Street range.



### **Can I order Fresh, Grocery and Frozen products?**

- Yes

### **Can I order in singles and not cases?**

- Yes, we only allow orders in singles. There are maximums on certain products, usually 36 singles of an item.

## **Ordering**

### **How do I place my order?**

- First you would go to Morrisons.com and log in to your business account (it is important you are using the email address you have shared with the Morrisons Online Team as the benefits will be linked to that account)
- Then, begin placing your order by adding products to your basket
- Once your order has been finalised, click checkout and your free delivery pass will automatically apply

### **What if I want to order more than the maximum quantity?**

- The system will not let you order more than 36 of one product. If you are ordering larger quantities of the same product, to ensure stock is available, notify the Morrisons Online team pre making the order on [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk)

### **How often do I have to order?**

- Business customers can order as frequently or infrequently as they would like. There is a maximum 1 order per day, therefore businesses have an opportunity to make up to 7 orders per week.



## Delivery

### Where can you deliver to?

- We cover all areas of the UK through our Stores, Fulfilment centres and Remote services. *\*with the exception of some Scottish Highlands and Islands community shops – please email [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk) to check delivery eligibility*

### How is the stock delivered?

- Depending on your postcode, the stock will be delivered via our Morrisons Home Delivery Van or an Ocado Van (if your order is coming from our fulfilment centre)

### Can I choose my delivery day and time?

- Yes, this depends on slot availability for your area

### What access/space do I need to receive the delivery?

- We can get to any location, we use the standard Home Delivery vans you'll see out on the roads to households.

### Will the driver unload the products?

- Our Online Drivers will support in unloading the totes from the Van to your door for you to then unload at this point.

## Products

### Can I shop your product range to try new products in my shop?

- Yes, we encourage businesses to try new product ranges as needed. If it is a significant change to your order please email us 7 days in advance to ensure we update our stock forecasting to guarantee your order.



## Payment

### What payment methods do you accept?

- We accept Visa, MasterCard, Visa Debit and American Express online payments

Please see our Morrisons.com Terms & Conditions [here](#)

Any Business customer who does not follow the rules set out above will have their account suspended, and potentially revoked.

Any further queries, please contact the Morrisons Business Online team on [business.online@morrisonsplc.co.uk](mailto:business.online@morrisonsplc.co.uk) or Laura Olver at Plunkett UK on [laura.olver@plunkett.co.uk](mailto:laura.olver@plunkett.co.uk)