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|  | Ocado Zoom | Co-op | Waitrose | Sainsbury’s Chop Chop | Amazon Fresh |
| Andrex Classic Clean Toilet Roll Tissue 4 Rolls | **Match** | **Match** | Alternative accepted: Andrex Skin Kind Aloe Vera Toilet Rolls | **Match** | Alternative accepted: Andrex Classic Clean Toilet Tissue, 9 Rolls. Only had 9. Four out of stock. |
| Pizza Express Margherita | **Match** | Alternative accepted: Goodfella’s stone-baked thin margherita 345g | **Match** | **Match** | **Match** |
| Felix Sensations Jellies Cat Food Meat 12 x 100g | Alternative accepted: Felix As Good As It Looks Ocean Pouches In Jelly 12 x 100g  Top result, on offer, reduced from | **Match** | Alternative accepted: Felix As Good As It Looks Ocean Feasts | Alternative accepted: Whiskas in Jelly Wet Adult 1+ Cat Food Pouches Poultry 12x100g | **Match** |
| Chicken curry ready meal | **Match:** Waitrose Chicken Tikka Masala 350g | **Match:** Co Op Hunters Chicken & Paprika Potatoes 380g (accepted in error while Co Op Indian Chicken Tikka Masala 400g was available. No points deducted) | **Match:** Waitrose Chicken Tikka Masala with Pilau Rice | **Match:** Sainsbury's Indian Chicken Tikka Masala with Pilau Rice 450g | **Match:** Morrisons Kitchen Indian Chicken Tikka Masala & Pilau Rice, 450g |
| Four lagers (premium, cans) | **Match:** San Miguel 440ml x 4  Had to search for just ‘lager’. Asked to tick box saying 18. | **Match:** Kronenbourg 440ml x 4 | **Match:** Kronenbourg 440ml x 4 | **Match:** Kronenbourg 440ml x 4 | **Match:** Stella, 4 x 568ml x 2 (Double purchase to bring order to minimum value) |
| Tampax Compak Regular Tampons 18 | **Match** | No results for Tampax.  Searching for ‘sanitary towels’ produced one result, of kitchen roll. | **Match** | Alternative accepted: Tampax Compak Super Tampons 18 | Alternative accepted: Tampax compak lite 18 tampons |
| Nespresso-compatible pods | **Match:** L'OR Espresso Intensity 8 Lungo Nespresso Compatible Coffee, 10 Capsules | **Match:** Nescafe Dolce Gusto Grande Coffee Pods 16 Capsules  Substituted with Nescafe Dolce Gusto Americano Smooth Morning Coffee Pods 16 Capsules | **Match:** Nescafé Dolce Gusto Americano coffee pods | **Match:** Sainsbury's Intenso Nespresso Compatible Coffee Pods, Taste the Difference x10 | **Match:** L'OR Espresso Lungo Profondo Intensity 8, 10 Nespresso Compatible Coffee Capsules, 52g |
| Fresh basil | **Match:** Cooks' Ingredients Basil 25g | No fresh basil. Closest alternative Schwartz Basil 10g. Not accepted. | **Match:** Cooks' Ingredients Basil | **Match:** Sainsbury's Fresh Packed Basil 30g | **Match:** Langmead Herbs Fresh Cut Basil 25g |
| Oat milk | **Match:** Alpro Longlife Oat Milk Alternative 1l | Alternative accepted: Alpro Dairy Free Soya Original 1l | Alternative accepted: Alpro Chilled Soya Alt to Milk | **Match:** Alpro Oat UHT 1l | **Match:** OAT-LY! Organic Oat Drink, 1L |
| Haagen-Dazs salted caramel ice cream tub | **Match** | Alternative accepted: Häagen-Dazs Salted Caramel Ice Cream Bars 3 x 240ml | Alternative accepted: Haagen-Dazs Caramel Collection Mini Cup Ice Cream | **Match** | **Match** |
| Washing up liquid (own label) | **Match:** Essential Waitrose Citrus Washing Up Liquid 500ml | Alternative accepted: Fairy Original Washing Up Liquid Lemon with LiftAction 780ml | **Match:** Essential Waitrose Washing Up Liquid Original | **Match:** Sainsbury's Washing Up Liquid, Lemon 450ml | **Match:** Morrisons Lemon Blast Washing Up Liquid, 450ml, 61p |
| Colgate whitening toothpaste | **Match** | **Match** | Alternative accepted: Colgate Total original care toothpaste | **Match** | **Match** |
| Substitutions | 0 | 3.  Goodfella’s stone-baked thin margherita 345g substituted with Goodfella’s thin crust takeway Margherita 454g.  Felix Sensations Jellies Cat Food Meat 12 x 100g substituted with Felix Senior for Cats 7+ Years Mixed Selection in Jelly 12 x 100g.  Nescafe Dolce Gusto Grande Coffee Pods 16 Capsules  substituted with Nescafe Dolce Gusto Americano Smooth Morning Coffee Pods 16 Capsules.  Notification of subs at 5.20pm, in email saying order has been picked, with ‘get in touch’ link. | 0 | 1  Alpro Oat UHT 1l substituted with Sainsbury's British Semi Skimmed Milk 2.27l  Informed by telephone and given choice. | 0 |
| Items missing on delivery | 0 | 0 | 1.  Basil missing. | 0 | 0 |
| Website/navigation comments | Generally very easy with items top or near top of results. Returned no results for ‘4 lagers’. The term needed to be ‘lager’ only. (1 point deducted).  Also didn’t like longer search terms. ‘Andrex Classic Clean Toilet Roll Tissue 4 Rolls’ returned no results, while ‘Andrex toilet roll’ produced desired results top (1 point deducted). | Website slow to respond at times (2 points deducted).  After adding an item to the basket, the previous search term remained in the search field and had to be deleted with each new search (2 points deducted).  Some of the returned top results seemed random. Sausages for ‘fresh basil’, with a jar of basil further down (1 points deducted).  Also slightly confusing. If you start to shop before entering your postcode, it’s not immediately clear how to then go back and enter your postcode (1 point deducted). | Results could be slow to load if you scrolled down the page (2 points deducted). Some search results strange. Searching for ‘Andrex Classic Clean Toilet Roll’ resulted in Andrex Skin Kind followed by food options, starting with Waitrose Swede, Carrot & Potato Mash (1 point deducted).  Searching for Felix Sensations Jellies Cat Food, the top result was Ella’s Kitchen smoothies but further down was Felix As Good As It Looks (1 point deducted). | App service only.  Each time you add an item to the basket, you have to tap the back arrow to continue shopping (2 points deducted).  The predictive search auto-complete function is annoying. As you enter a phrase similar to a previous search, it offers the previous search term. But if you click on it, it them simply searches for it again, rather than letting you amend the phrase first (2 points deducted).  Searching for ‘oat milk’ didn’t produced the desired product, even though it was available. The term had to be ‘oat drink’ (1 point deducted).  It’s not clear how to change your address. There’s an opportunity just before checkout, but you don’t find out until you get there (1 point deducted).  Delivery was free with the first order but the discount code had to be entered manually (1 point deducted). | Generally very good, producing desired products near the top, but the results seemed to favour larger pack sizes, for example 568ml cans of Stella above 440ml ones. Easy to buy bigger sizes by mistake (1 point deducted). |
| Digital receipt accurate? | Yes | Yes | Emailed receipt didn’t include pack sizes (2 points deducted). | Yes | No itemised receipt by email – emailed order confirmation instead contained link to view full details online (1 point deducted). |
| Did the deliverer say hello and goodbye? | Yes | Yes | Yes | Yes | Yes |
| Was the deliverer smartly presented? | Yes | Yes | Yes | Yes | Yes |
| Did the deliverer smile and make pleasant conversation? | Yes | Yes | Yes | Yes.  Additional comment: The caller who informed me of the substitution was a bit blunt. She said “We’ve got no oat milk.” I asked what the alternatives were and she said “You can have whatever you want.” I think she’d had a long day (2 points deducted). | Yes  Additional comment: He smiled but was a bit dump and go. Seemed keen to get onto the next job. (2 points deducted) |
| Did the deliverer offer to bring the shopping into your home? | Yes | No (4 points deducted) | No (4 points deducted) | No (4 points deducted) | No (4 points deducted) |
| Was the shopping organised in a way you found useful (for example separating it into items for the fridge, store cupboard etc.)? | Yes | Yes | Yes | No.  Additional comment: It was tidy but not organised for packing away in kitchen. (4 points deducted) | Yes. |
| Condition/dates | All items in good condition and use by dates were reasonable | All in good date | Good condition, fresh for five days. | No damage. Most dated around 30-31. | No damage. Most dated around 30-31. |

Points methodology

Availability/substitutions

Two points awarded for every item purchased and delivered (up to max 24). An additional bonus point for having every item available. One point deducted for each alternative accepted or substitution. Two points deducted for each item not delivered or for which there is no acceptable alternative.

Website/navigation score: Starting from a maximum of 20, one point deducted for each criticism, and two for an overarching issue that could affect the whole shopping experience, such as slow-loading results.

Punctuality/driver/service max: The totals of the scores for the two criteria below (punctuality and driver/service) divided by two, out of a total of 20.

Punctuality: Twenty points for under half an hour; 15 under for an hour; 10 for under two hours; five for under three hours; zero for longer.

Driver/service: Four points awarded for a positive answer to each of the following five questions: Did the deliverer say hello and goodbye? Was the deliverer smartly presented? Did the deliverer smile and make pleasant conversation? Did the deliverer offer to bring the shopping into your home? Was the shopping organised in a way you found useful (for example separating it into items for the fridge, store cupboard etc)? Two points deducted per additional service criticism.

Damage/sell-by: Starting from a maximum of 10, a point deducted for every item damaged or with unacceptable remaining shelf life.

Digital receipt score: Starting from a maximum of 5, a point deducted per error or omission.