

eComm Master list

When you sign in

- Logile
- Salesforce
- COMS
- CSR
- FAST
- Favor portal

Digital Coupons

- Logix
- To see customer's digital coupons

3PSD

- DD Portal
- Favor Feedback Form
- In-store Feedback Form
- DD Feedback Form
- 3PSD Operational Guidelines

Additional Links

- IT General Service Request
- PartnerNet Contact Center Operations
- HEB Security Training
- SALT Message Center

Contact information

- eComm's number – 18558030611
- In-store accounting team – 18009874438

- eComm manager's email (for feedback forms) - ml.ecommsupervisors@heb.com
- H-E-B's credit card customer service – 8882902383
- Favor support email – support@favoredelivery.com

Additional tips

Stores that don't hold orders overnight

- Granbury – 631
- Corsicana – 238
- Waxahachie (only holds orders for 4 hours) – 426
- Kennedy – 693 closes at 7 pm every night

DC Credit rules

1. This is an in-store credit not a refund
2. This credit can only be used in store and not via curbside or home delivery orders
3. You will not see this credit in your HEB account, nor will you receive any communication regarding this credit.
4. The credit will appear on the bottom of the printed receipt as a "Store Value"
5. This credit will expire in 21 days at precisely the same time the credit was issued.
6. Please wait 24 hours to attempt to use the credit.
7. Redeem the credit with a cashier at any HEB the same way you currently redeem your Digital Coupons. (please avoid self-checkout and scan and go registers)