

Drive Thru Training – Customer App

The following shows the steps customers would take when requesting a drive thru pickup:

Step 1: Login to the member's dashboard on the customer app

Step 2: Tap on the "Drive Thru" icon shown in Fig 1.



Figure 1

Step 3: Tap on the "+" icon on the bottom right-hand corner.

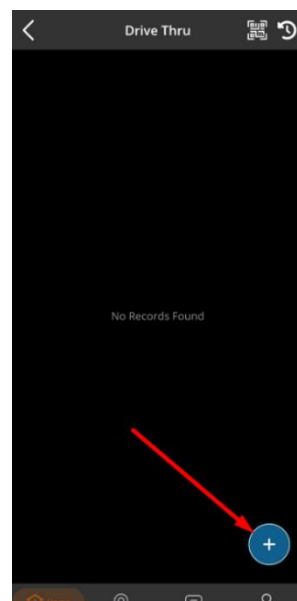


Figure 2

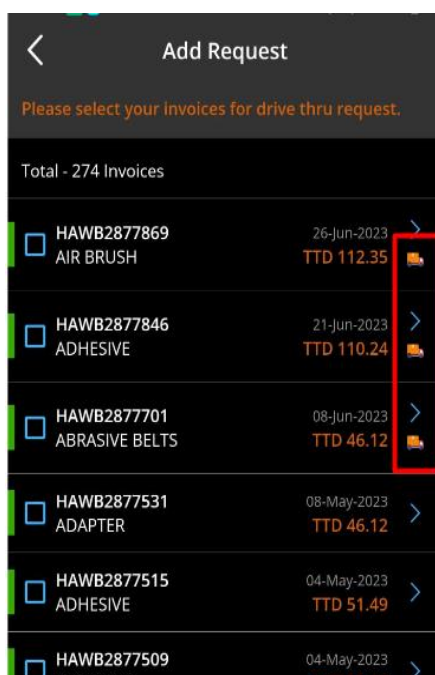
Step 4: Select the invoice(s) to be collected at the drive-thru. If items have already been paid for, select "Proceed". If items have not yet been paid for, this will show as "Pay and Proceed", which will take you to online payment and then proceeds.



Figure 3

Note 1: If an invoice is unpaid, you will be prompted to make an online payment for the package(s) before proceeding as no payment transactions will be done at the Drive-Thru window.

Note 2: If a package is currently out for delivery, you will see a delivery van icon on the right of the invoice. These invoices can be scheduled for Drive-Thru pickup starting from the day after the request.



Step 5: Select the date and time you wish to collect the package(s), then tap “OK”

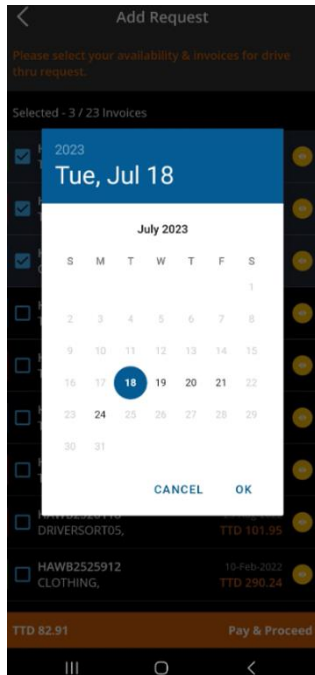


Figure 4

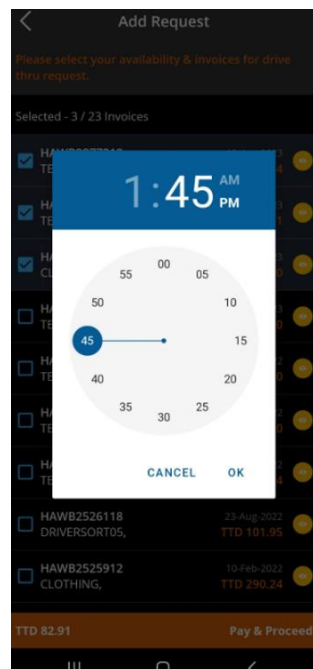


Figure 5

Step 5(a): Select the payment method and click on “Pay & Proceed” at the bottom of screen. **This only shows if an online payment is to be made.**

Step 5(b): Tap on “Select card” or select “Add New Card” for payment. Select the card and click on “Pay” or “Pay & Proceed” to continue.

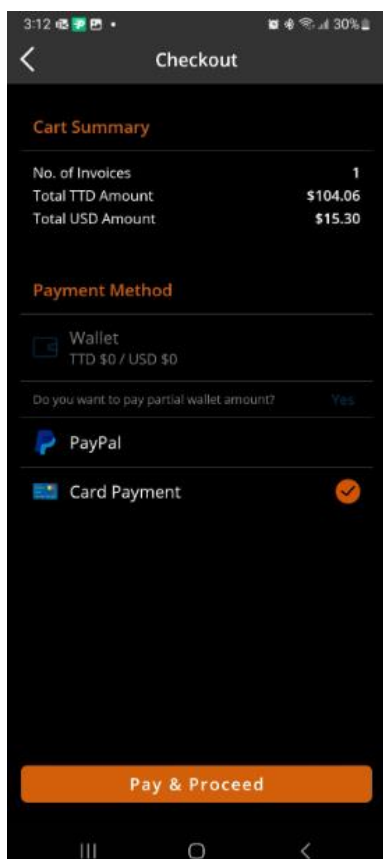


Figure 6(a)

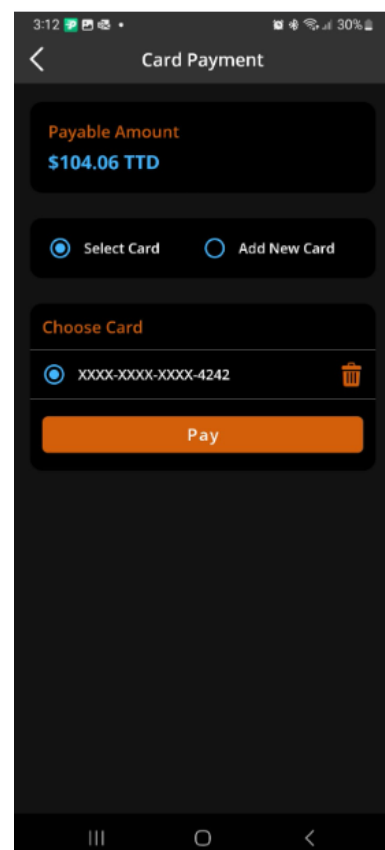
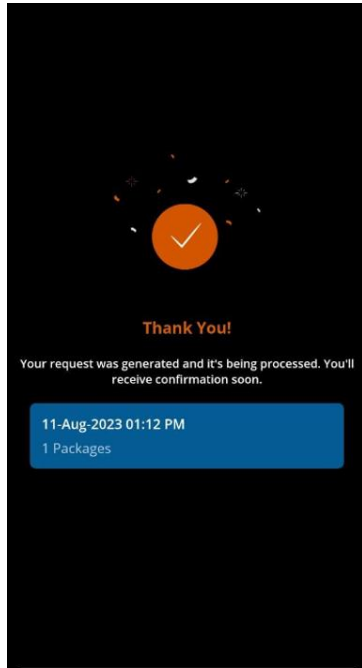
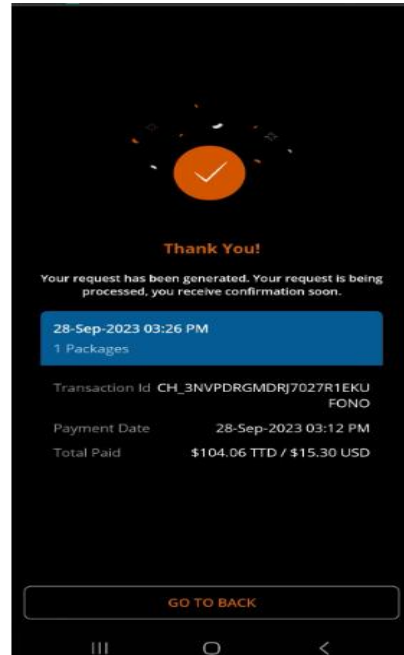


Figure 6(b)

You would then see confirmation of the request being made successfully.



For invoices paid before request.



For invoices paid during requests.

Note: When the request has been sent you will also see the status of that request. They are as follows:

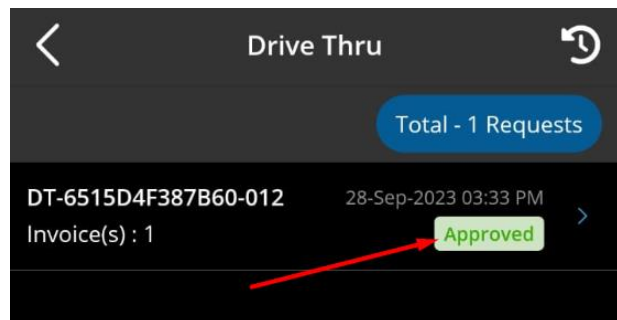
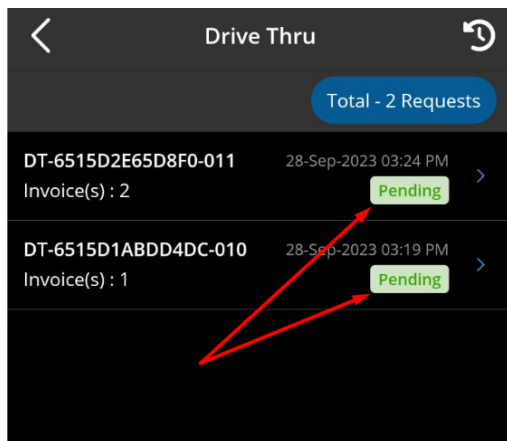
Pending – Requests has been sent to warehouse and is processing.

Approved – Package has been scanned and is on its way to the Drive-Thru location.

Ready For Pickup - Package has been scanned into the Drive-Thru location. A notification will be sent stating that you can proceed to the kiosk.

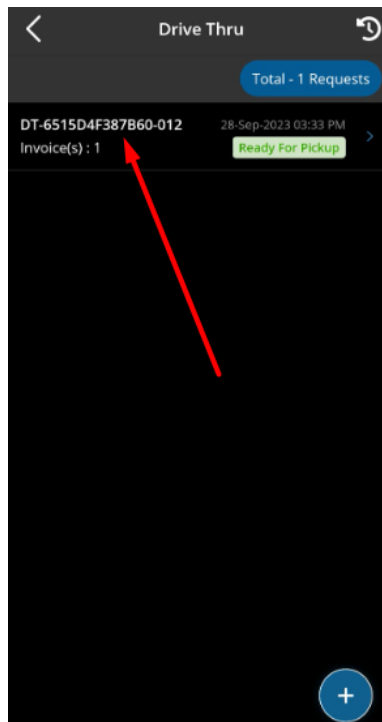
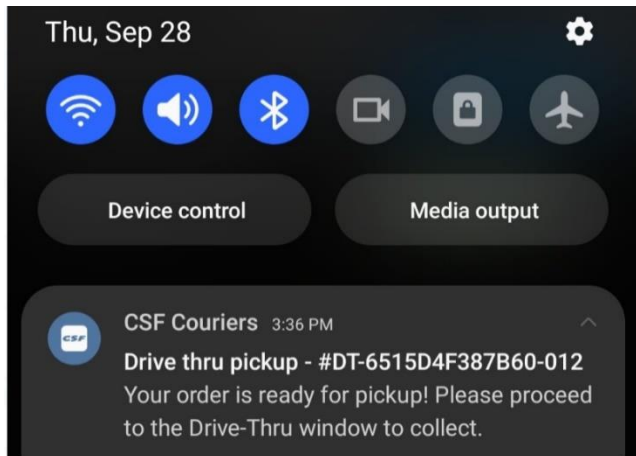
Verified – Your QR Code has been scanned into the kiosk and the Drive-Thru attendant is now allowed to deliver the package to you.

Completed – Your Package has successfully been delivered.



Step 6: The CSF staff will then locate the package(s) and send to the Drive-Thru location. Once the package is placed in the Drive-Thru shelf you will then receive a notification to proceed to the KIOSK to scan the QR code received.

Click on the request to view details of the request as well as retrieve the Drive-Thru Code



Step 7: In the order details, click on "Request QR Code" to receive the code to be scanned into the Kiosk

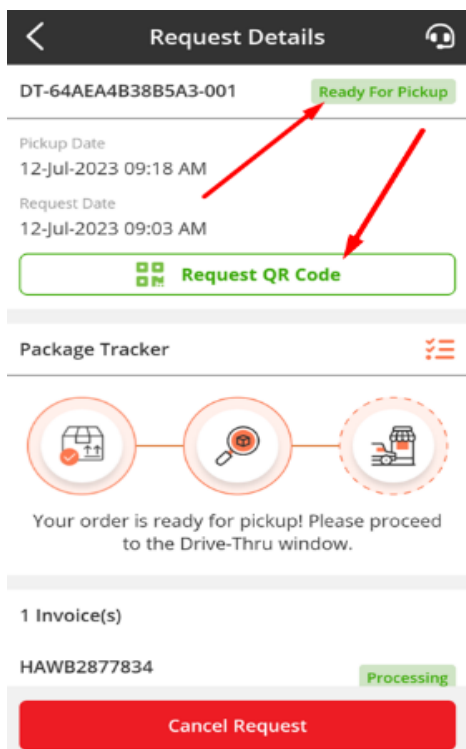


Figure 13

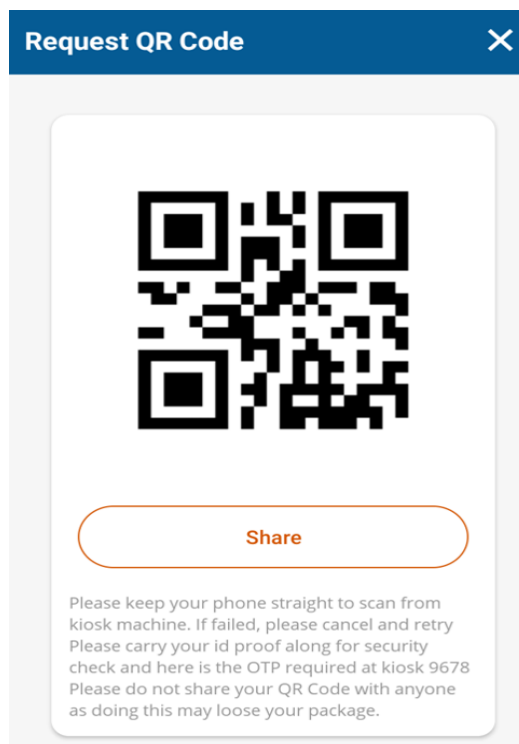


Figure 14

Step 9: When you have reached the Kiosk, tap on the “Start” button.



Figure 15

Step 9: Scan the QR code as indicated, then tap on “Proceed”.

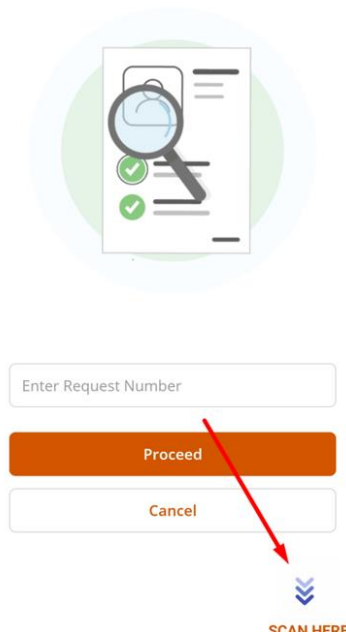


Figure 16

Step 10: Verify the request. If all is well, click “Yes”

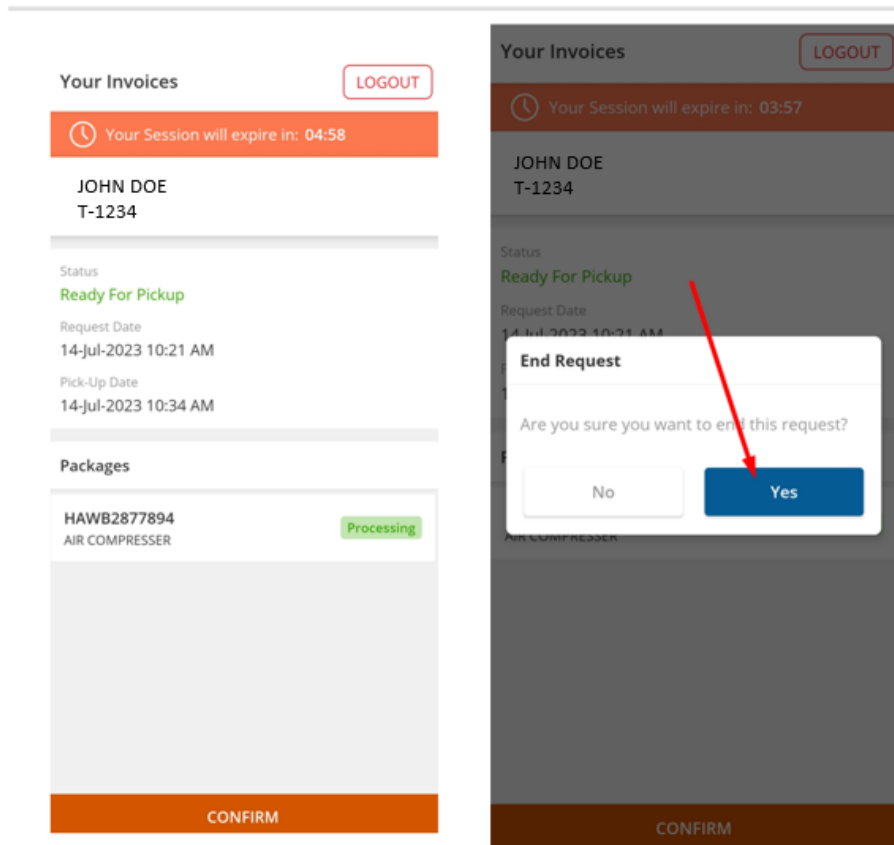


Figure 17

Step 11: Then tap on “Return to Home” button

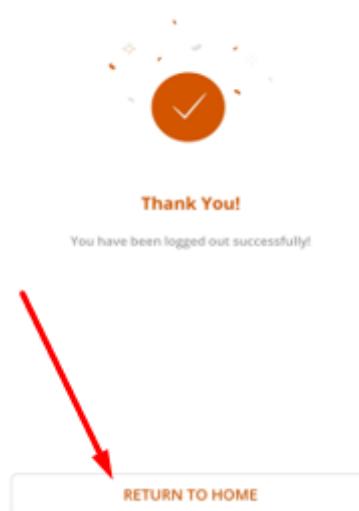


Figure 18

Step 12: Once the QR Code is scanned into the Kiosk, the Drive Thru Attendant will then locate the package in the Drive-Thru shelf while you drive up to the window.

Step 13: You will then be asked to present your QR Code to the Drive-Thru Attendant to confirm your Identity before signing and collecting the package(s).

