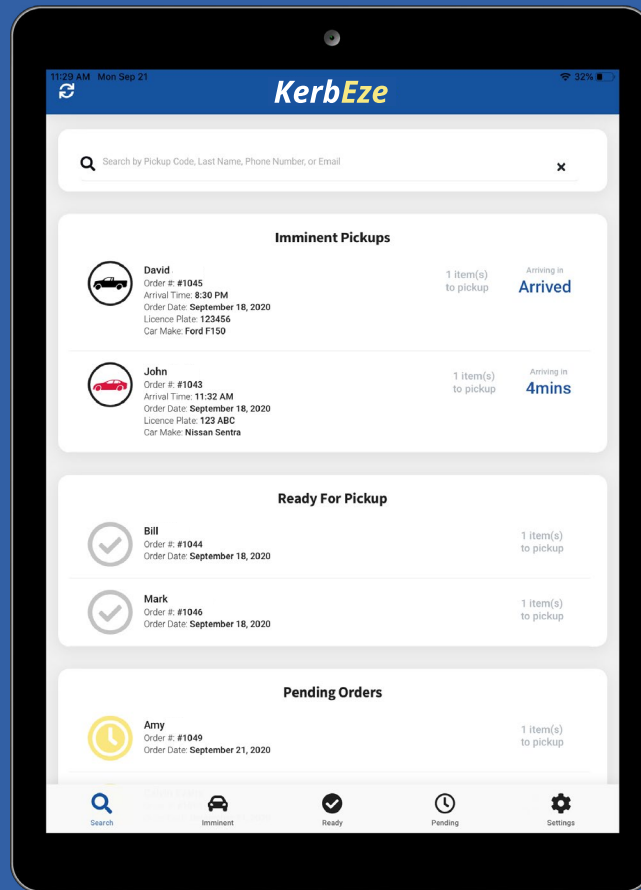


KerbEze

MERCHANT MANUAL



Fast – Efficient - Safe

Contents

Pending Orders

Picking Up

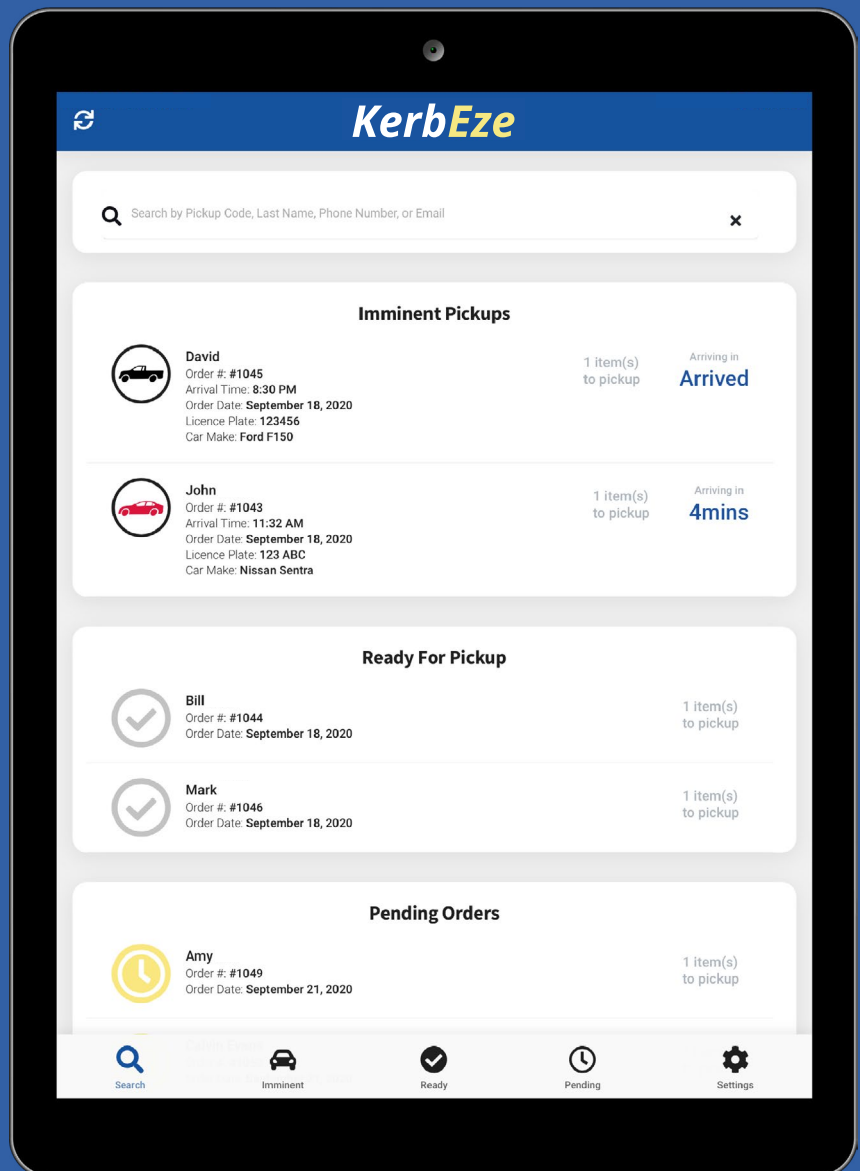
Search Page

The Home page of the app is a listing of pickup orders in different states. Imminent Pickup means the customer has confirmed they are on their way to pickup. Ready for Pickup are orders that your store has fulfilled and sent an email to the customer. Pending orders are orders that have been placed but not fulfilled.

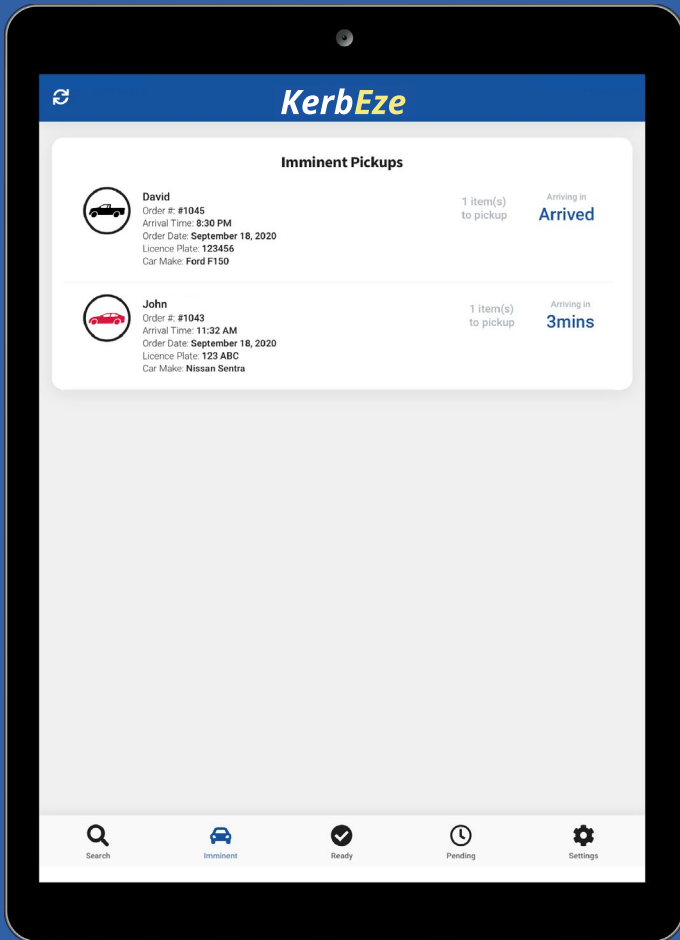


Here you will see the first five orders in each category. You can search for any order by customer name, email, order number and pickup code.

At the bottom of each page, you will find a menu for **Search, Imminent Pickups, Ready for Pickup, Pending Orders** and **Settings**.



Imminent Pickups

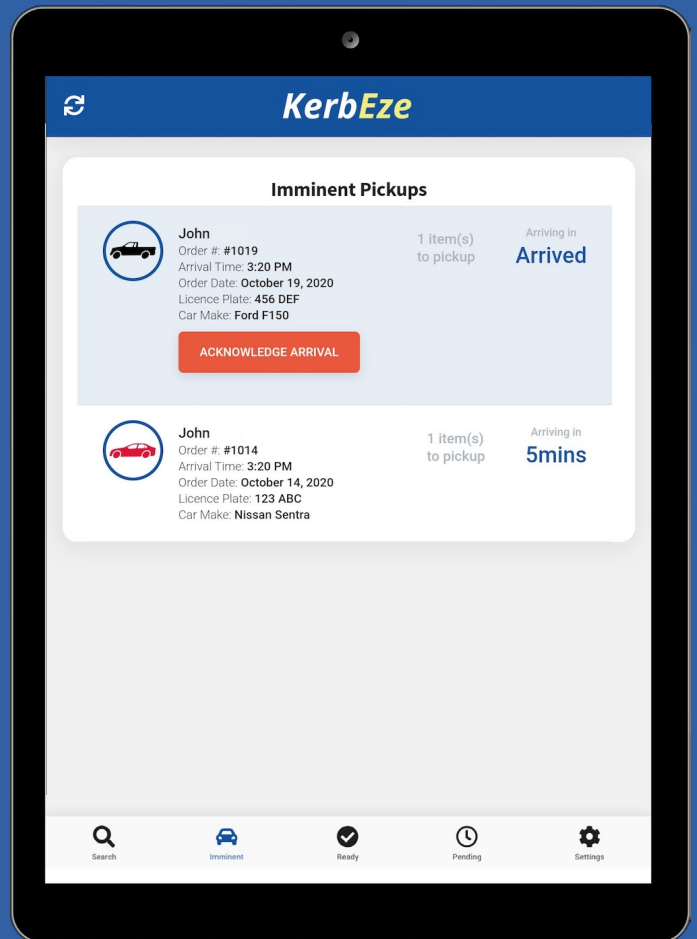


The **Imminent Pickups** page shows orders currently being picked up. On the left are customer name and order information. The icon indicates transportation type, vehicle shape and color. A timer on the right of each order shows the estimated arrival time.

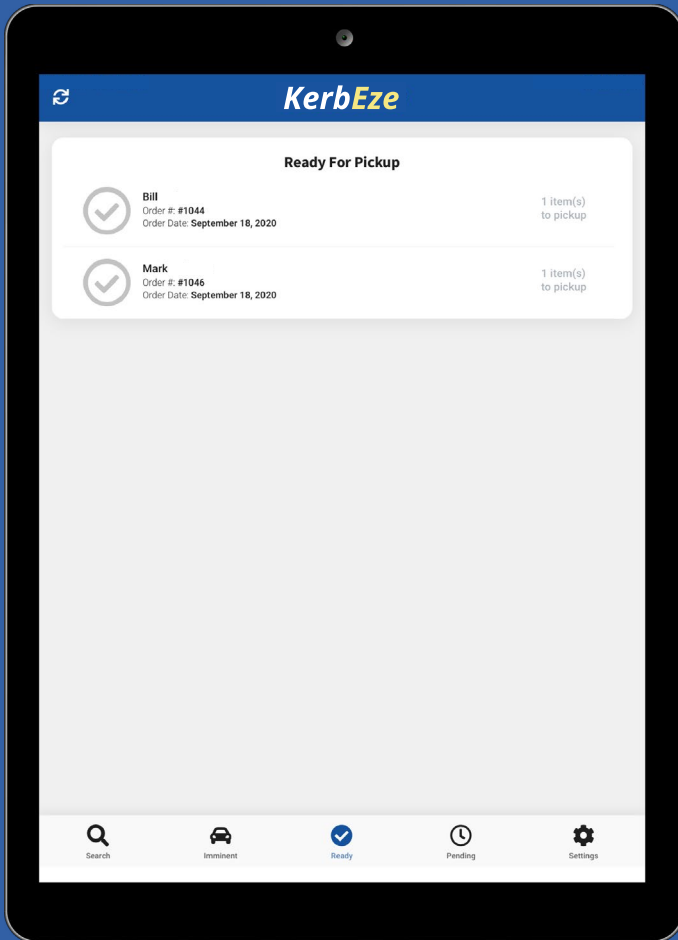


New arrivals will be highlighted in blue with an Acknowledge Arrival button.

Tapping the Acknowledge Arrival button will inform the customer that you have seen their arrival and will attend to them shortly..

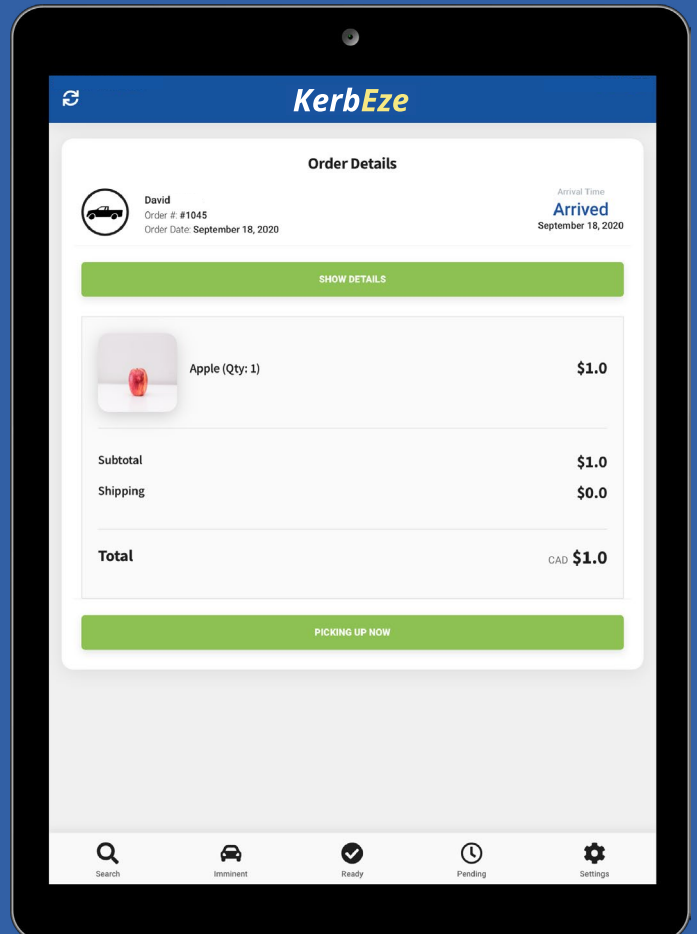


Ready for Pickup

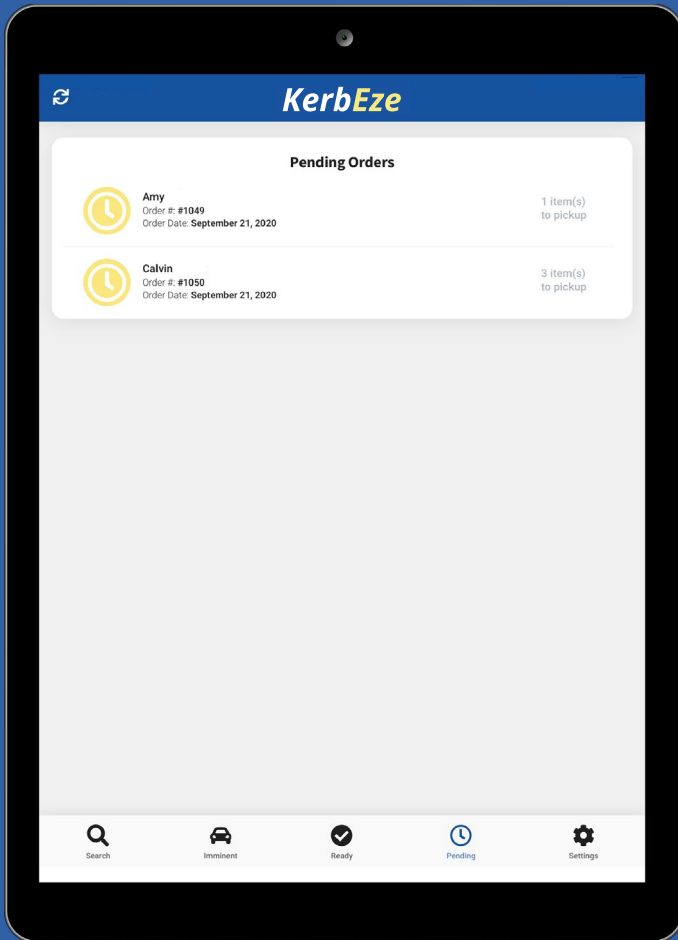


The **Ready for Pickup** page shows all orders that have been prepared but not yet activated for pickup. Customer name and order information is on the left; the number of items to be picked up is on the right.

Orders can be expanded with a single click. The **Order Details** display includes everything on the **Ready for Pickup** page as well as a full list of ordered items.



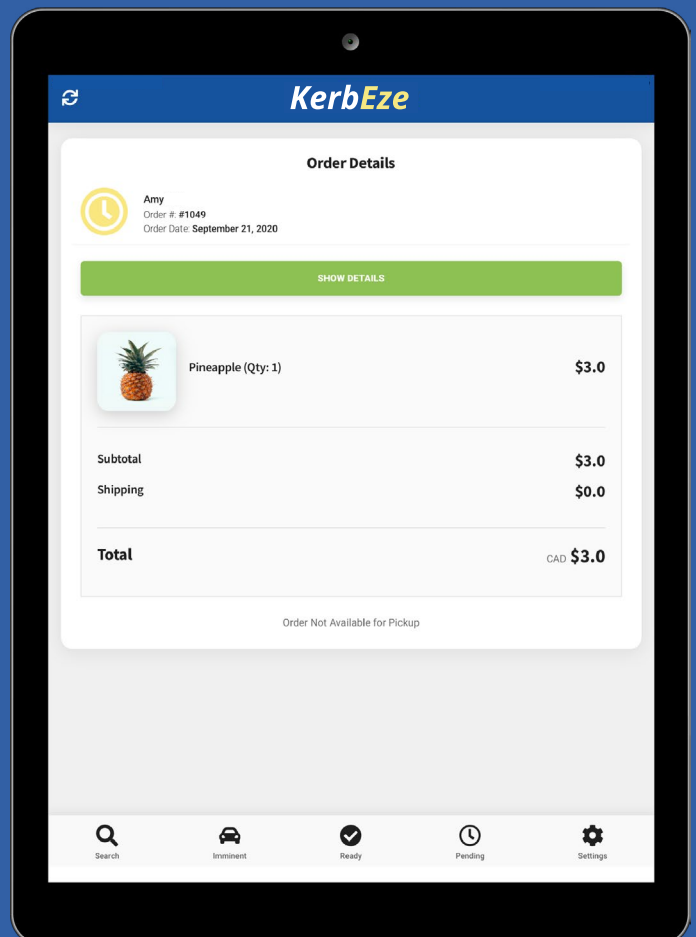
Pending Orders



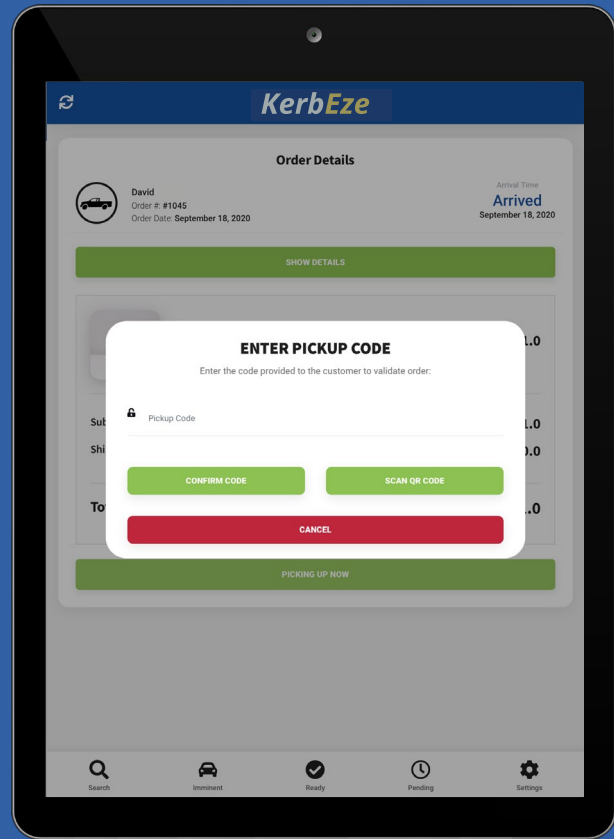
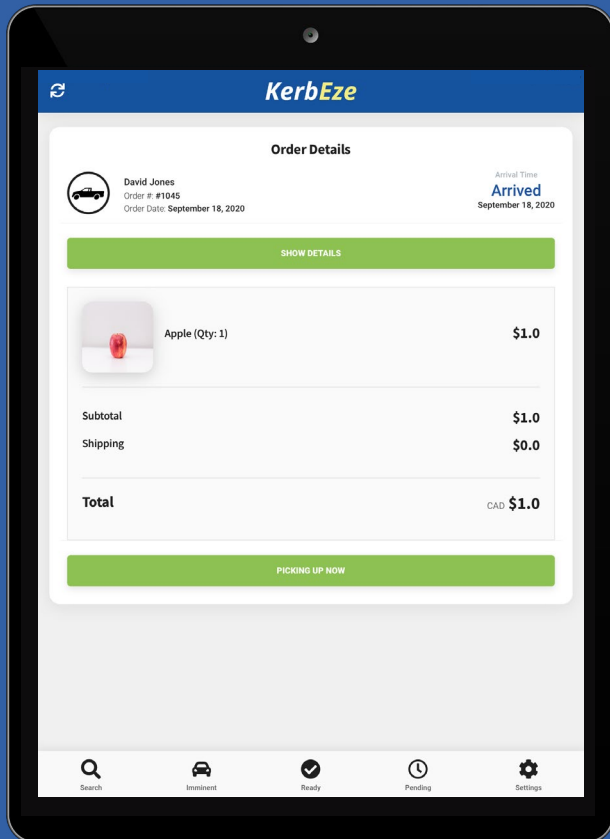
The **Pending Orders** page shows all orders that have been placed but not yet fulfilled. Customer name and order information is on the left; the number of items to be picked up is on the right.



Orders can be expanded with a single click. The **Order Details** display includes everything on the **Pending Orders** page as well as a full list of ordered items.



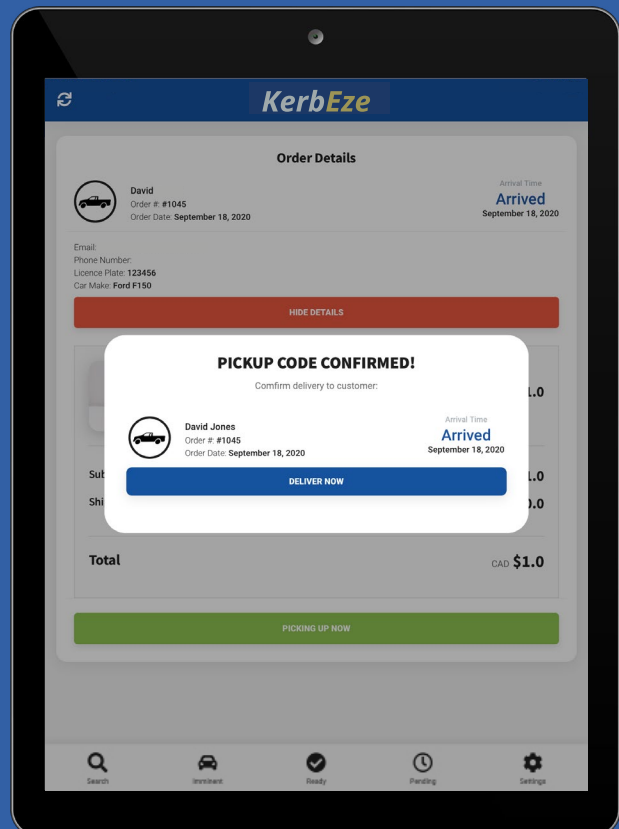
Picking Up



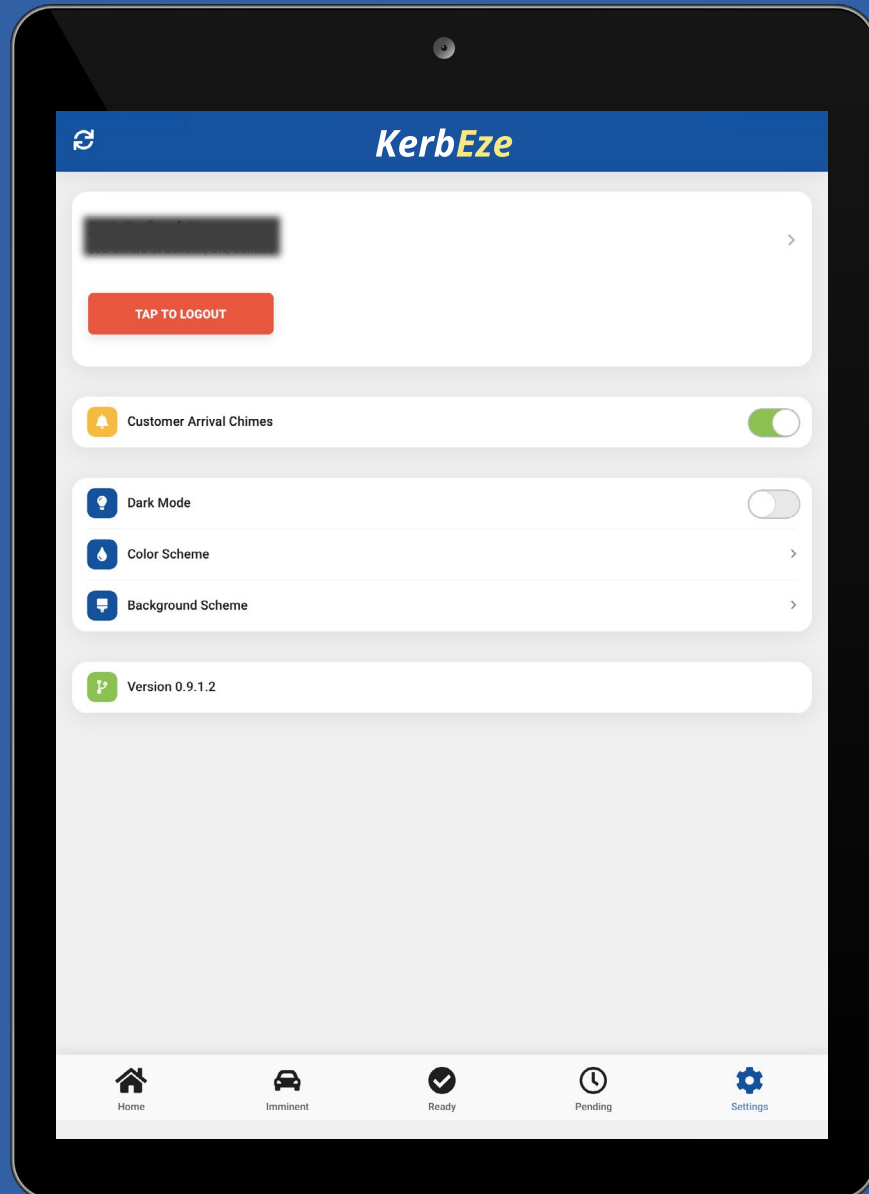
When a customer arrives for pickup, select their order from the Imminent Pickups page, and click **Deliver to Customer**.

After **Deliver to Customer** has been clicked, you will be requested to enter a pickup code, which will be provided to you by the customer. Enter that code and press **Confirm Code**.

After you enter the correct pickup code, you will see a confirmation message and the order can be given to the customer. Click on **Set To Delivered** to complete the transaction and change the order status to **Delivered**.



Settings



The Settings page provides several options to customize KerbEze. Features include **Dark Mode**, **Color Schemes** and **using Background Schemes**.

You can turn on and off customer arrival chimes using the **Customer Arrival Chimes** switch.

To Logout click the **Tap To Logout** button at the top of the settings screen. More instructions will follow.