

A woman with long dark hair is smiling and looking out of a car window. In the foreground, a hand is holding a white shopping bag. The image has a dark, semi-transparent overlay.

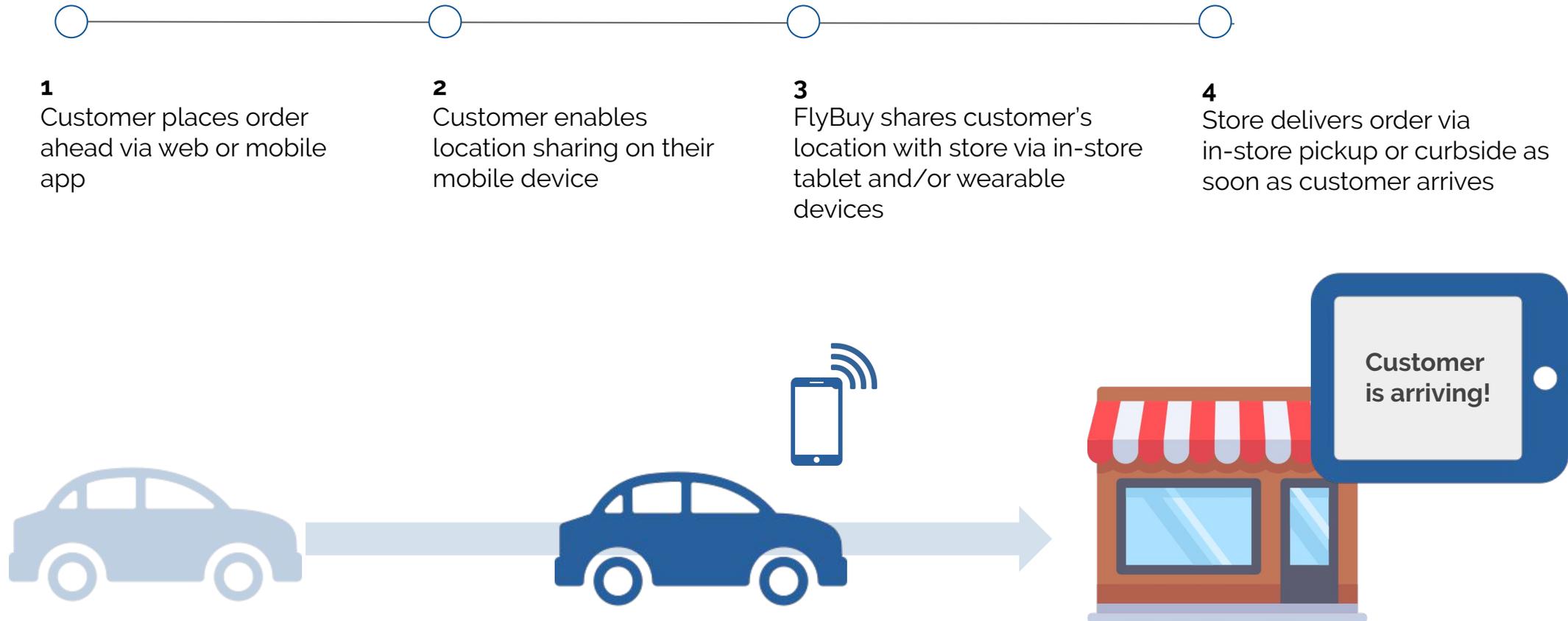
FlyBuy[®]

— PICKUP —

DEMO

HOW IT WORKS

Our technology notifies stores when customers are on their way and provides their exact ETA -



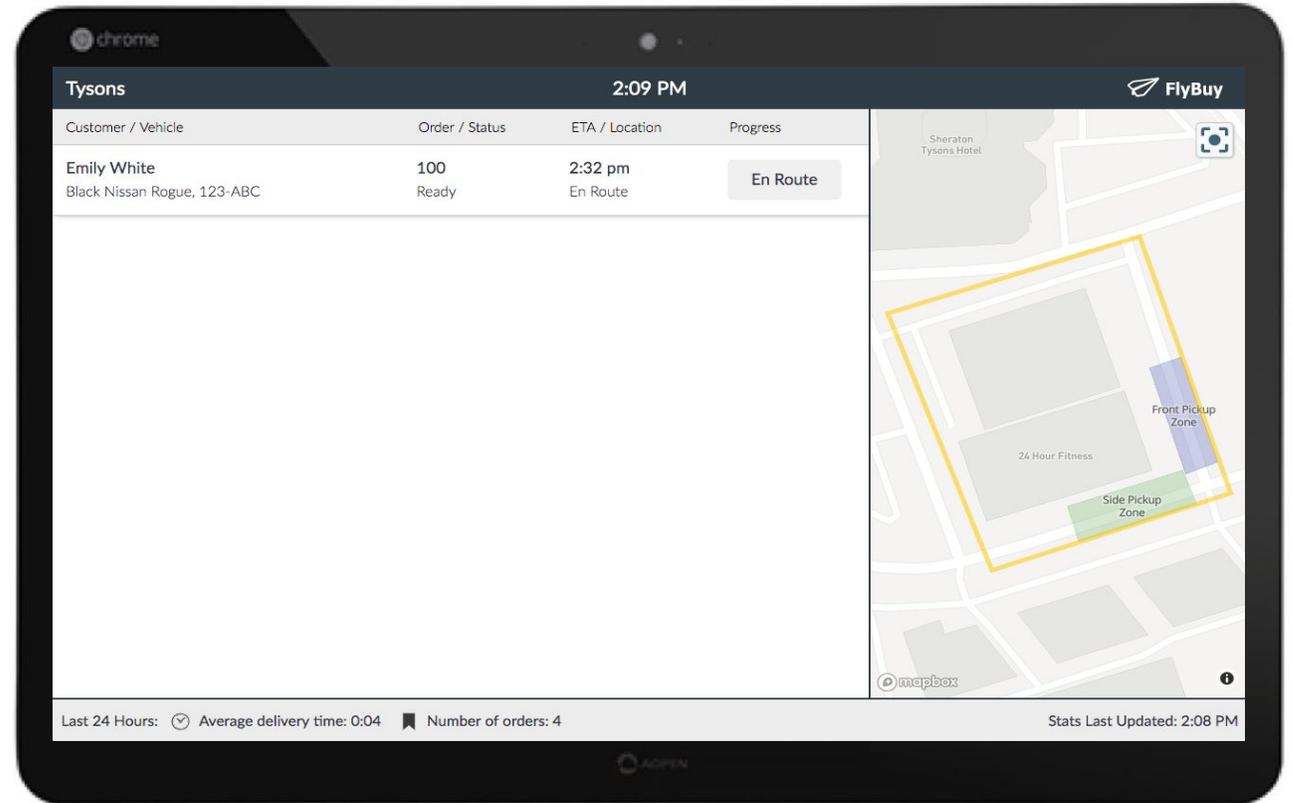
CURBSIDE PICKUP GOALS

Remember, the goal of curbside pickup is to:

- ✓ Eliminate customer wait time
- ✓ Improve staff efficiency
- ✓ Increase food freshness
- ✓ Drive incremental revenue
- ✓ Boost brand loyalty
- ✓ Drive repeat customers

STAFF DASHBOARD VIEW

- View inbound customers
- Presents customer information, vehicle information, pickup area, ETA, waiting time, order status, and more for each order
- Map view for customers that have arrived
- Workday statistics
 - Average delivery time
 - Number of orders completed



ORDER STATUS CHANGE GUIDE

EN ROUTE: Customer is on the way, further than 5 minutes away from the site

Brian Johnson
Red Ford fiesta, KLV-9104

24667
Created

In 6 minutes
En Route

En Route

NEARBY: Customer is within 5 minutes of the site

Brian Johnson
Red Ford fiesta, KLV-9104

24667
Created

In 3 minutes
En Route

Nearby

ARRIVED: Customer has arrived on premise

Brian Johnson
Red Ford fiesta, KLV-9104

24667
Created

In a few seconds
On Site

Arrived

WAITING: Customer has entered pickup zone. When the customer enters pickup zone, a “brring” noise plays to alert staff

Brian Johnson
Red Ford fiesta, KLV-9104

24667
Created

Waiting a few seconds
Pickup Zone 1

Waiting

*Bar changes to RED after waiting for more than 2 min

Amanda Wilson
Red Honda Accord, BC-44843

100
Ready

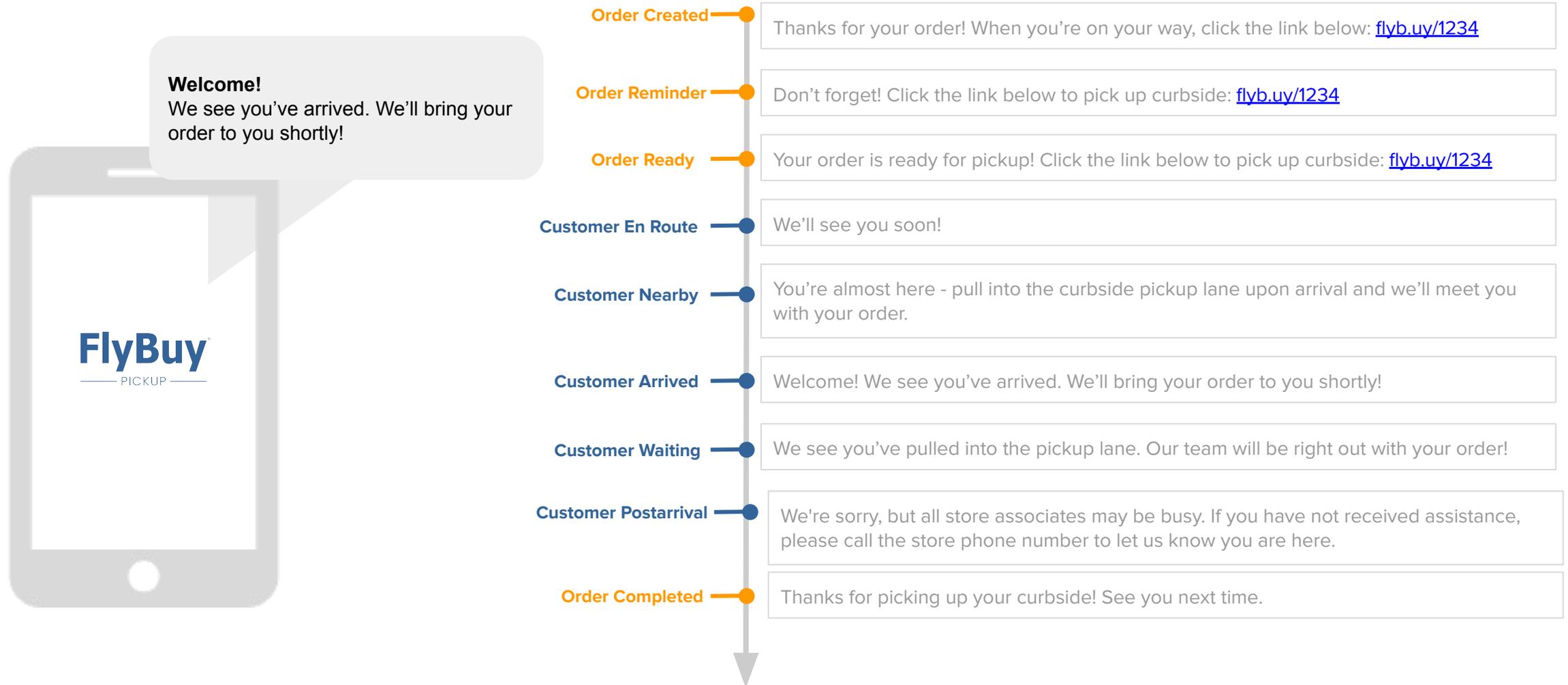
Waiting 2 minutes
Pick-up 1

Waiting

CUSTOMER NOTIFICATIONS

Customer notifications (push and text) are all driven by order and customer events.

Sample Notifications



DEMO VIDEO



COMPLETING AN ORDER

To complete the order on the dashboard, simply tap the order row and select 'Complete'. This is extremely important as this will close the order and is the basis for reporting on "customer wait time".

NOTE: You must click twice as it asks you to confirm that you want to complete the order.

Completing an order triggers a push notification to the customer.



Customer/Vehicle Info	Order/Status	ETA/Location	Progress	
Jim Peters Blue Nissan rogue, 2E9-D6G	24665 Created	Waiting a minute Central Front	Completed	
Jason Pierce White Honda civic, 1GG-7TB	24640 Created	Waiting a few seconds East Back	Waiting	COMPLETE DELAY CANCEL
Brian Johnson Red Ford fiesta, KLV-9104	24667 Created	In a minute En Route	Nearby	
Mollie Jones Green Jeep wrangler, JB5-EXT	24640 Created	In 3 minutes En Route	Nearby	

← Back to Map

Order Number
24640

ETA
Arrived

Customer Name
Jason Pierce

Customer / Vehicle	Order / Pickup Window	ETA / Location	Progress	
Emily White Black Nissan Rogue, ABC 123	101 ASAP	Waiting a few seconds Back	Waiting	COMPLETE THIS ORDER

← GO BACK

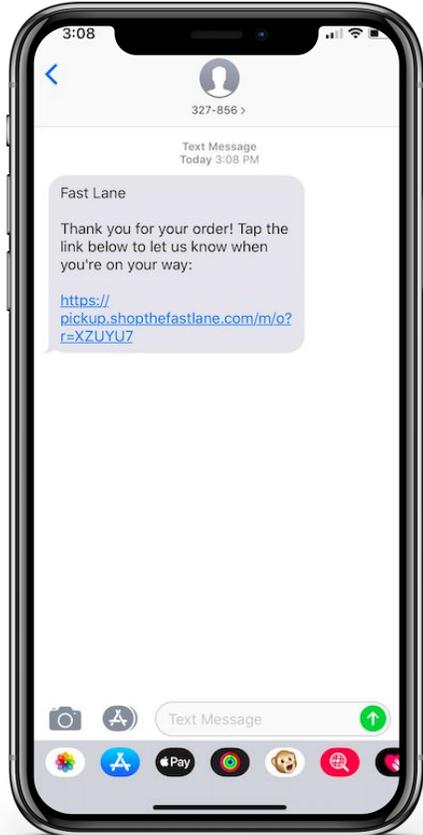
DELAYING AN ORDER

If an order is running behind schedule or if a customer arrives early for a scheduled order, select 'Delay' and FlyBuy will send push notification to alert customer.

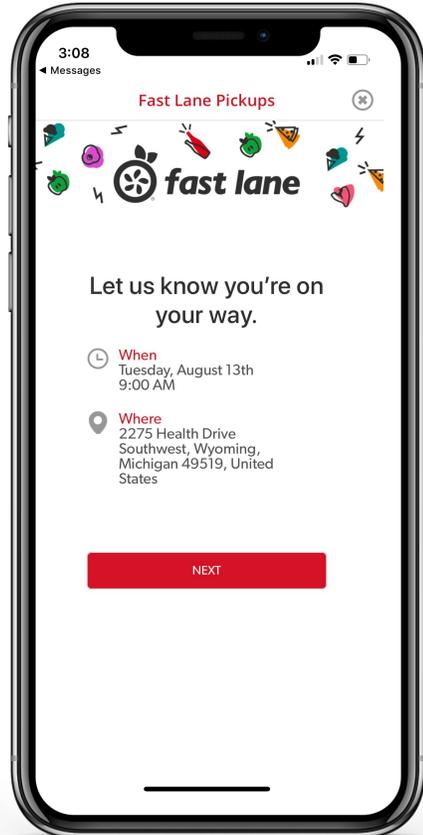
Dunn Loring		11:35 AM		FlyBuy
Customer / Vehicle	Order / Status	ETA / Location	Progress	
Emily White Black Nissan Rogue, 123-ABC	100 Created	Waiting a minute Order Completed	Completed	<p>← Back to Map</p> <p>COMPLETE DELAY CANCEL</p> <p>Order Number 100</p> <p>ETA Waiting a few seconds</p> <p>Location</p>



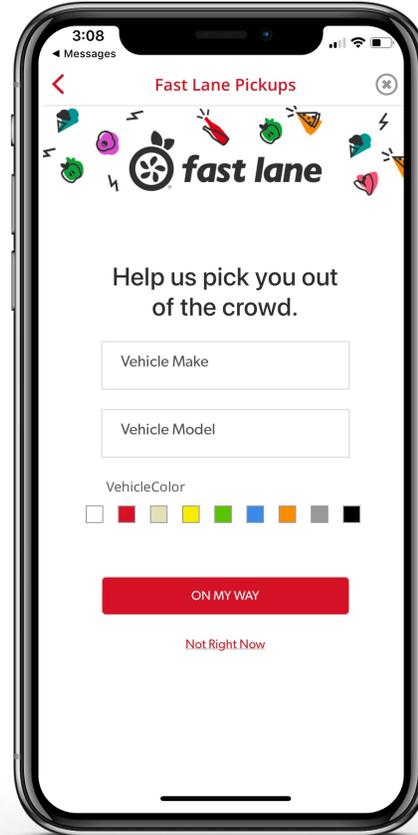
CUSTOMER JOURNEY - INTEGRATED BRAND APP



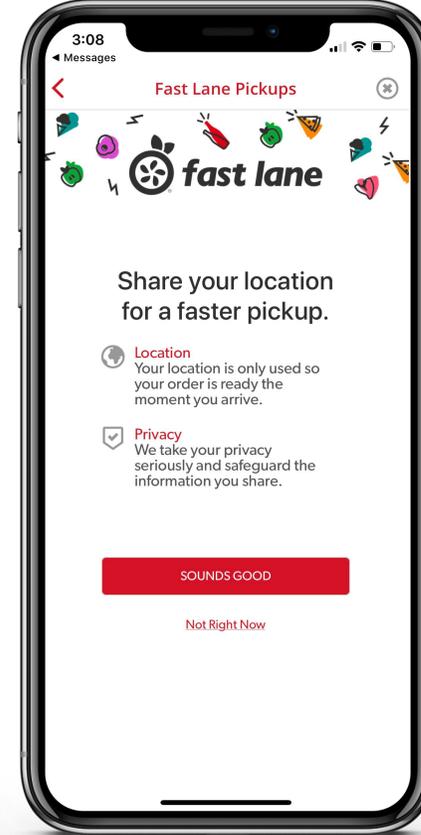
Customer places a curbside order, and receives text message



Customer confirms order



Customer taps 'On my Way'



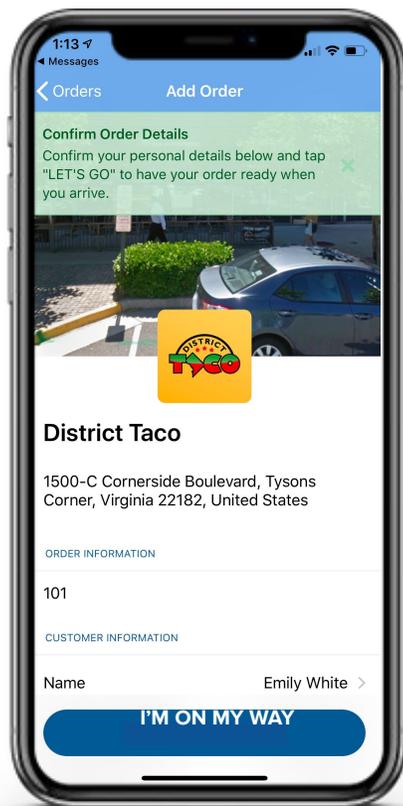
Customer allows location permissions

No further action required by customer!

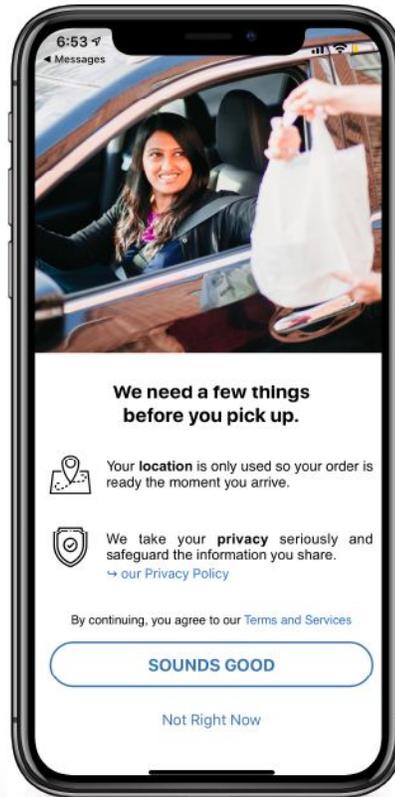
CUSTOMER JOURNEY - FLYBUY APP EXPERIENCE



Customer places a curbside order, and receives text message



Customer confirms order



Customer allows location permissions

No action required by customer!



Order displays under 'Open Orders'

A person wearing a light-colored, long-sleeved button-down shirt is standing behind a counter in a food service area. They are holding a tablet computer with both hands, looking at the screen. On the counter in front of them is a brown paper bag with the logo for 'DISTRICT TOSTADAS'. The background shows a kitchen area with a red vent hood and various kitchen items. The entire image has a semi-transparent orange overlay.

THANK YOU
