



Multi-Collect orders are here!

We are pleased to announce that we are launching order 'Multi-Collect'! It enables you to collect two orders for different customers from the same restaurant via the Scoober app.

This will help you to minimise your travel time and **increase your earning potential!**

How to handle Multi-Collect orders:

1



When you arrive at the restaurant confirm all the orders you are collecting with the restaurant partner.

2



Once the orders are collected place them securely and separately in your backpack.

3



Once all orders have been collected, press finish pick-up.

4



Make your way to the first customer & press finish delivery once the first delivery is completed.

5



Make your way to the second customer & press finish delivery once the second delivery is completed.



How to Handle Multi - Collect Orders

1

You will receive a new job alert in the scoober app. Check the job list screen to confirm if a single delivery or pooled order.

2

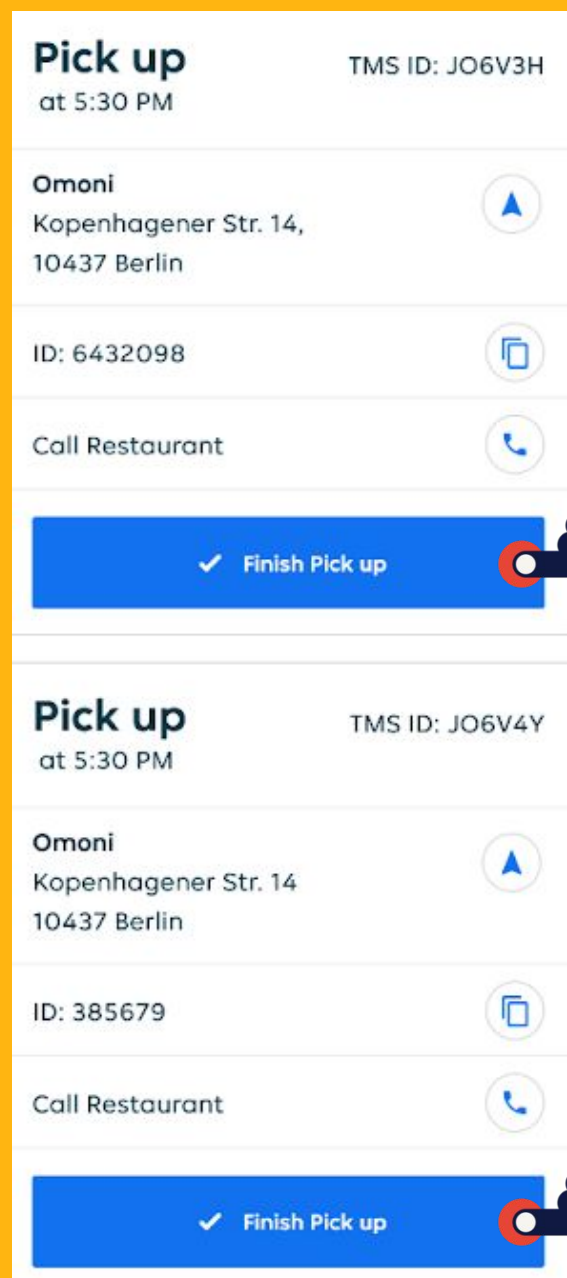
You may receive an additional New Job alert whilst on route to or when arriving at the Restaurant, this will be for a multi collect order, again please accept this.

3

Once the first of your orders is ready, proceed to click finish pick up. Enquire about the waiting time for the 2nd order. If this is longer than 5 minutes please advise live op's via the chat option.

4

Once the 2nd order is received, please confirm pick up. Make a note of the order numbers and pack your delivery bag accordingly.



How to Handle Multi - Collect Orders

5

Proceed to the 1st Delivery address. On arrival carefully select the relevant order bags for the customer ensuring the remaining bags are securely packaged within the JET Backpack. Then confirm delivery

Delivery TMS ID: JO6V3H
at 5:45 PM

Sergio Rodriguez
Dänenstr. 2
10437 Berlin 2.1 km

(Paypal: 13.0)

ID: 6432098

Call Customer

✓ Finish Delivery

Delivery TMS ID: JO6V4Y
at 5:55 PM

Viviana Alcalde
Dänenstr. 16
10437 Berlin 2.1 km

(Paypal: 13.0)

ID: 385679

Call Customer

✓ Finish Delivery

6

Now make your way to the 2nd delivery address in a timely manner. On arrival confirm delivery for the 2nd Customer

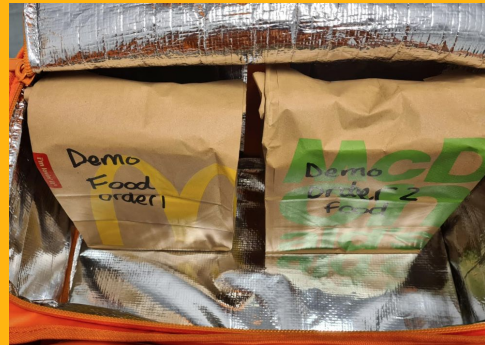
Please remember: Should you experience any challenges during the process, please contact LiveOps and follow the information and instructions provided.



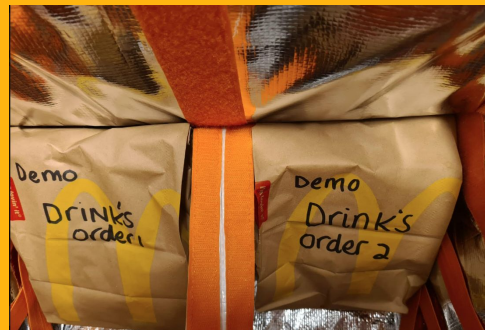
Preparation of backpack for Multi Orders

Please see below how you should have the backpack ready for multi orders

Make sure you separate both orders



Food on the top



Drinks at the bottom

What should you do if I have any problem

If you face any issue with the multi order please contact dispo so they will be able to assist you.

If you get an multi order from 2 different restaurants contact dispo, they will be able to assist you.



If you have any questions please reach out to the captains at the Hub, they will be able to give you more information

