

Mobile App In-Store Guide

For Store Managers & Budtenders

Overview

Our mobile app lets customers browse products and place orders from their phone, then pay when they pick up in-store. The result? **Shorter lines, less wait time, and happier customers.**

Why this matters for you: When customers pre-order through the app, they are doing the browsing on their own time. You can spend less time walking people through the menu and more time helping customers who need your expertise. Customers who know what they want get in and out quickly, and you have more bandwidth for the people who need product recommendations or have questions.

Key features customers value:

- Push notifications for deals, drops, and restocks
- Order from anywhere, anytime
- In-depth product details, photos and descriptions
- Loyalty points tracking (if applicable at your location)

This guide will help you get customers using the app and troubleshoot if issues arise.

Customer Setup

Getting New Users Started

Setting up new customers takes about 30 seconds at checkout. Most people appreciate the quick walkthrough. Help them find the app in the App Store or Google Play, or have them scan the in-store QR code for a direct download link.

Walk them through these steps:

1. Enter their phone number
2. Enter the one-time password (OTP) they receive via text
3. Fill in their name, date of birth, and email
4. Done! No permanent password to remember

Pro tip: Say something like "Let me show you how this works. You can order from home and just swing by to grab it." People respond better to a quick demonstration than a verbal explanation.

Common Issues & Troubleshooting

"I forgot my password" / "I can't login"

There is no password function. The app uses one-time passwords sent to the customer's phone. If they are having trouble logging in, double-check that their phone has service and that the phone number they are entering matches the one paired with their device. Sometimes people try to use a different number than the one they originally signed up with.

"It says I am not allowed to access / geofence issue, but I am in the state"

This is usually a location services problem. Verify that location services are enabled on their phone and that their phone service is working properly. Once location permissions are turned on and their connection is solid, this usually resolves itself.

"I cannot find a product"

Have them use the search bar or browse through category filters to look for the product. If it does not appear in search results, it is out of stock.

"I am not seeing my points in the app"

Loyalty accounts are matched by phone number, not email. Verify that they are using the same phone number they have always used for purchases. If they recently changed numbers or are trying to log in with a different one, their points will not show up. You may need to help them update their account or merge loyalty accounts if they have been using multiple numbers.

App Performance Issues

If the app is slow or freezing, the fix is usually: close and reopen the app completely, check their internet connection, or make sure they have the latest version from the app store. If nothing works, delete and reinstall.

Inventory Mismatches

If the app says you have something but you do not, remember that inventory syncs periodically, not instantly. Something may have just sold. Offer a similar alternative. Prices should match between app and in-store. If they do not, document it and report to management.

Quick Tips!

Encourage downloads by mentioning convenience and deals: "Did you know you can browse everything from home and get notified about sales? It takes 30 seconds to set up." Or: "You can order on the app and skip the wait. Just pay when you pick up."

Push notifications are a selling point. Remind customers that they will get alerts about new drops, sales, and restocks. People appreciate being the first to know.

Handle frustration with empathy. Technology can be frustrating. If someone is struggling, acknowledge it: "I know app issues can be frustrating. Let me see if I can help sort this out." Most people just want to feel heard.

Know when to escalate. If you have tried basic fixes and nothing is working, do not spend 15 minutes troubleshooting. Document the issue (see below), escalate to support, and help the next customer.

When you cannot resolve an issue, collect this information:

- Customer's phone number
- Time the issue occurred
- Type of phone (iOS or Android)
- Description of what is happening
- Screenshot or photo of error if applicable

This helps our team identify and fix the problem quickly. Send everything to **support@dopetech.ai**, or for urgent issues call **(866) 933-3277**.

Keep this guide accessible. Keep it taped inside a drawer, saved on your phone, or wherever works best.