

Fill It Forward Takeout Box Check out and Return Process

This guide shows the step-by-step process for a takeout club participant to check out a takeout box rental and how to return their rental when they are done. Cashiers will need to become familiar with these steps and know how to walk participants through these processes at the register.

Takeout Box Rental Check Out Process

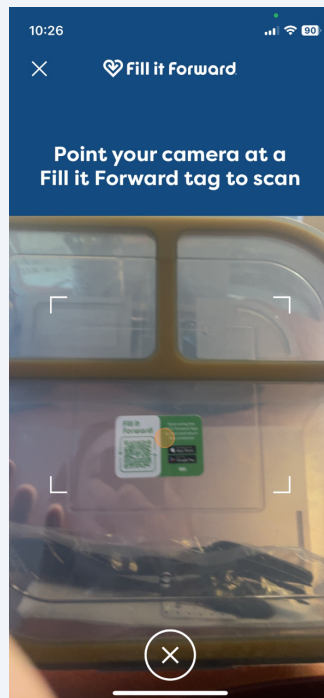
1

On the Fill it Forward app home page, select the red barcode icon at the bottom of the screen to begin the box rental check out process.



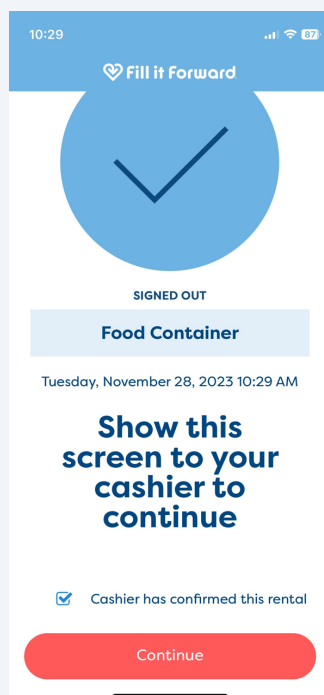
2

The cashier will hand the participant a box and they will scan the QR code with their mobile app.



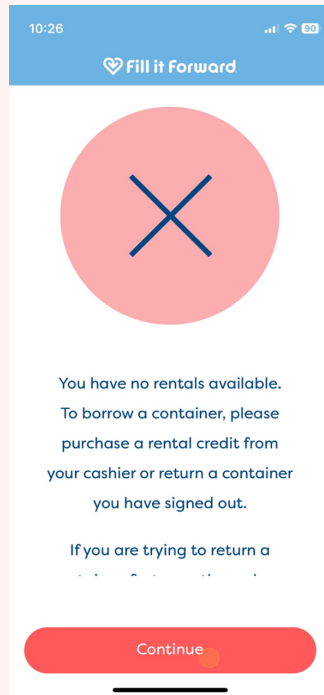
3

A pop up will appear on the participant's screen with a check mark to show their checkout was successful. They will show the cashier their screen and select the checkbox to acknowledge a cashier has confirmed their checkout. **If they are dining in and taking out they must tap in two times before entering the dining hall.**





NOTE: If the participant already has a box checked out, they will receive a red 'X'. They will not be able to get a new box until they return their current rental. If they have lost their rental, they must be directed to the meal plan office for assistance with purchasing a new one.



Takeout Box Rental Return Process

4

On the Fill it Forward app home page, select the red barcode icon at the bottom of the screen to begin the box rental return process.



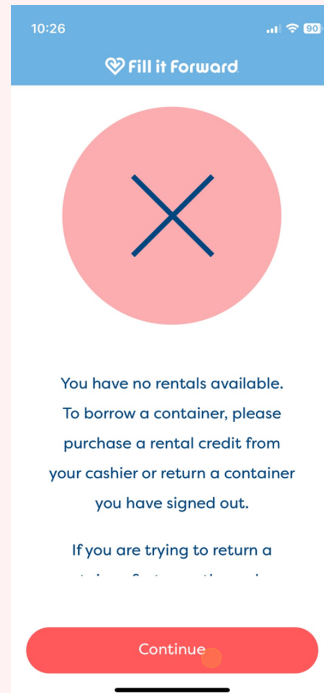
5

With their phone, they will scan the return poster at the register **first** to start the return process.



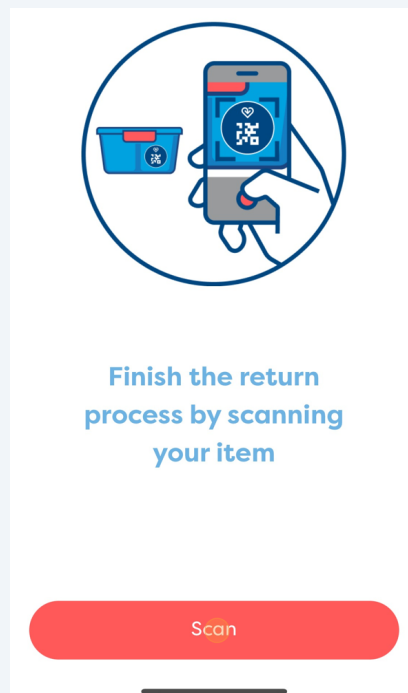


NOTE: If the participant is trying to return their current box, but scans a new box first instead of the return poster, they will receive a pop up on their screen with a red 'x' that instructs them on how to complete the return process.

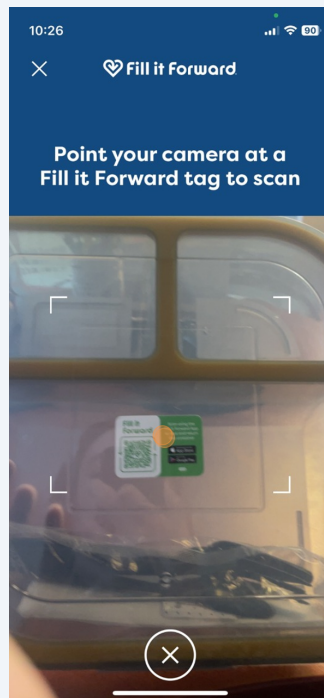


6

A pop up will appear on their screen that instructs them to scan the QR code on their takeout box next. To continue, they will click 'Scan'.



7 The participant will scan their box QR code.



8 A pop up will appear on their screen with a blue check mark once the box return has been completed. They now have a rental credit available on their account to check out a new box. If they would like to check out a new box immediately upon return, follow the check out process above,





Tip! If a participant wants to check if they have a credit available, they can go to their profile within the app and click 'rentals' to view their rental credit. If they have a box checked out, it will say "0 of 1 rentals available". Participants are only eligible to have one box out at a time.

