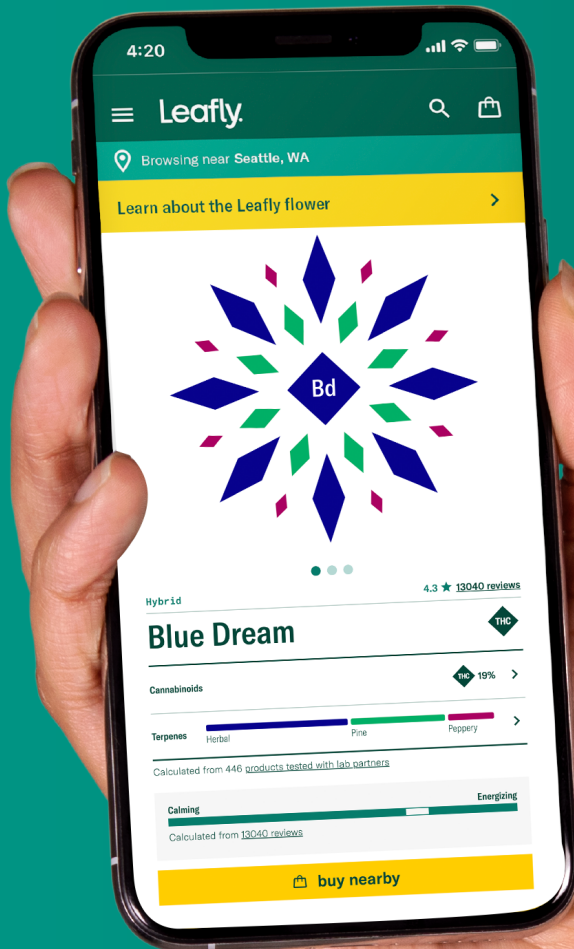


Leafly.[®]pickup



Training manual

Welcome to Leafly[®].pickup

As the world's largest cannabis information resource, Leafly makes it simple for medical patients and recreational users alike to discover the right strains and products for their lifestyle.

With Leafly Pickup, shoppers (and stores!) enjoy a convenient, streamlined experience. Consumers reserve items through your Leafly menu page, then head to the register when they get to your store to pick up and pay. Easy!

Leafly Pickup can:

- Free up budtenders to spend more time with consumers who prefer the guidance
- Increase reorder volume - Leafly Pickup customers reorder close to 2.5x within a 30-day period
- Increase your average order—Leafly Pickup customers spend an average of \$70-100 per order
- Encourage customer loyalty through convenience and reliable online inventory

[Leafly.com/info/pickup](https://leafly.com/info/pickup)

We're happy to have you as a partner!
We hope this guide provides your
business with one more way of doing
what you do best:
serving your customers.



Quick tips



Stay accurate: This is key! Keep your menu up to date. Leafly Pickup customers thrive on convenience. Poor menu maintenance is an inconvenience.



Honor your hours: Pickup is automatically turned “on” during your store hours as they’re set in Leafly Biz. Please don’t ignore Pickup requests in the morning or shut them down before you close in the evening.



Track the journey: Utilize your Pickup Dashboard to keep your customers and coworkers informed each step of the way. Pickup customers enjoy hearing from you!



Finish strong: Though Pickup is meant as a quick in-and-out for your customer, the in-store visit is the final stop on a fun and cool journey. Extend the same friendly service as you do for your in-store customers.

Getting ready

Curate your Pickup menu

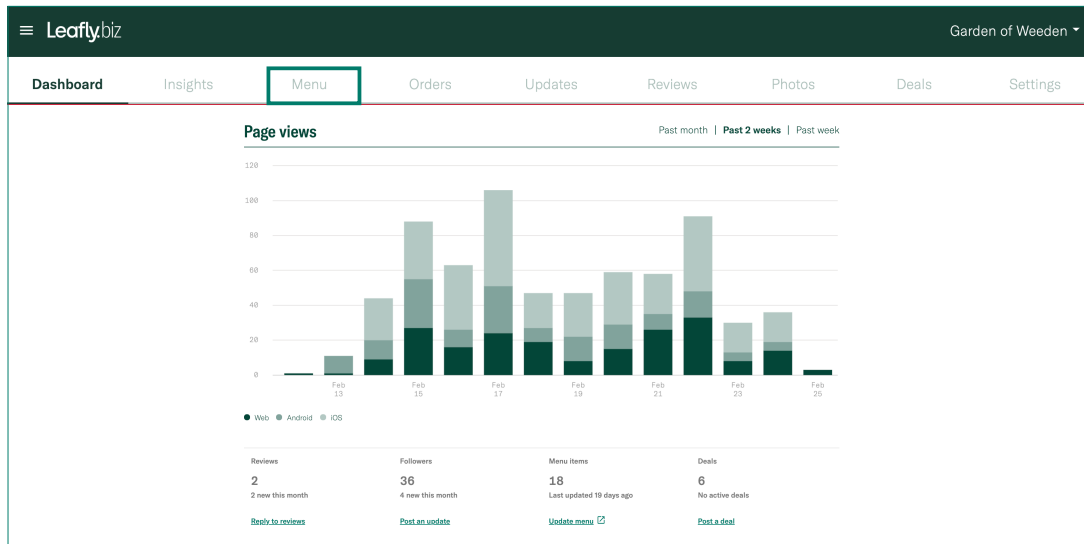
It's easy to add, edit, and delete items on your Pickup menu from your Leafly Biz account.

Pickup customers rely on the accuracy of your menu to tell them everything they need or want to know about a product, before making a decision. This includes THC/CBD percentage and more.

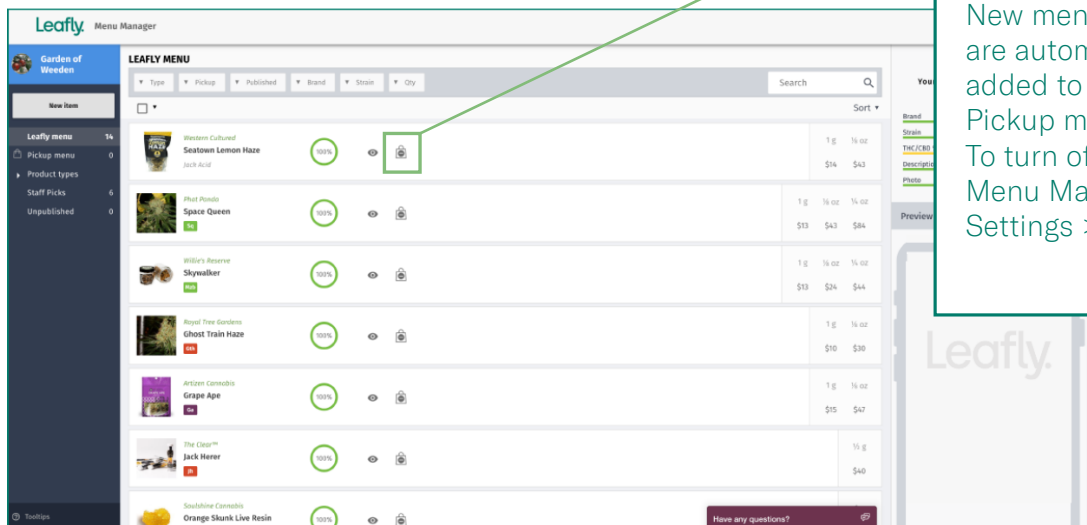
Menu accuracy elevates your customer's overall shopping experience and can increase total order value, too.

To add or remove eligible Pickup items:

- 1 From the main menu portal, click on Menu Manager.



- 2 Toggle pickup items on and off using the shopping bag icon.



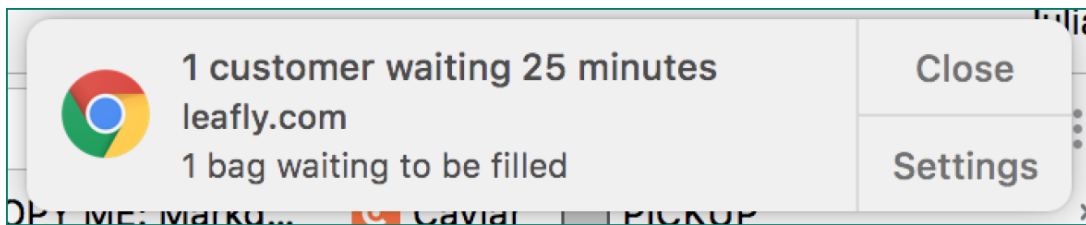
Hot tip:

New menu items are automatically added to your Pickup menu. To turn off, go to Menu Manager > Settings > Pickup.

Receiving Pickup orders

You can enable desktop notifications in Google Chrome. Other browsers will need to check the dashboard regularly for new orders.

Chrome desktop notification



In Google Chrome, a Pickup notification will appear on your desktop, probably in the upper right corner. Be sure you've enabled notifications in your browser settings and all staff are aware.

Hot tip:

Notifications aren't available on smartphones or tablets at this time.

Receiving Pickup orders with a printer

In addition to Chrome notifications, you can get notified of new orders with printed receipts. By using a printer, you can easily keep track of Pickup orders as they move through your store and into the hands of your customer.

To get started, download the PrintNode driver for Windows or Mac.

install for Windows

install for Mac

See below for our list of compatible printers.

[Star Micronics TSP143IIIW](#)

[Star Micronics TSP143IIIU](#)

[Star Micronics TSP143IIILAN](#)

[Star Micronics TSP143IIIECO](#)

[Epson TM-T20II](#)

Confirming orders

At this point, your customer has sent a Pickup order, it's popped up in your "New Requests" tab, and prompted a notification to your desktop, if they're enabled.

Now it's time to confirm you've received the order which sends a text to your customer. Simply click to open the new order and it's automatically confirmed!


The screenshot shows the Leafly Pickup Dashboard interface. The top header includes the Leafly logo, 'Pickup Dashboard', the date 'Wednesday, December 4', a search bar, and a settings icon. A sidebar on the left lists navigation options: 'Garden of We...', 'Being Filled' (1), 'New Requests' (0), 'Ready for Pickup' (0), and 'Pickup History'. The main content area is titled 'PICKUP ORDERS BEING FILLED' and features a table of orders. The first order is for 'Ruben Chen' with an estimated total of \$49.12 and a 2-minute time since request. The order details table lists two items: 'Willie's Reserve Blue Dream 1' (3 units at \$12.21 each) and 'Willie's Reserve Blue Dream 2' (1 unit at \$12.49). The estimated total is \$49.12. A 'READY FOR PICKUP' button and a 'Notify customer' checkbox are visible. Below the table, a section titled 'NEW REQUESTS' states 'There are no new pickup requests'.

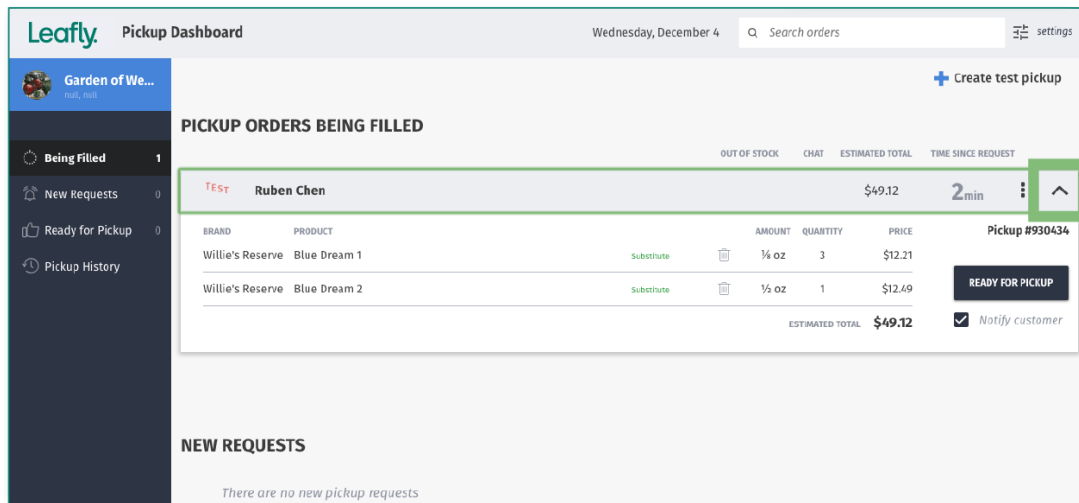
BRAND	PRODUCT	AMOUNT	QUANTITY	PRICE
Willie's Reserve	Blue Dream 1	1/8 oz	3	\$12.21
Willie's Reserve	Blue Dream 2	1/8 oz	1	\$12.49
ESTIMATED TOTAL				\$49.12

Hot tip:

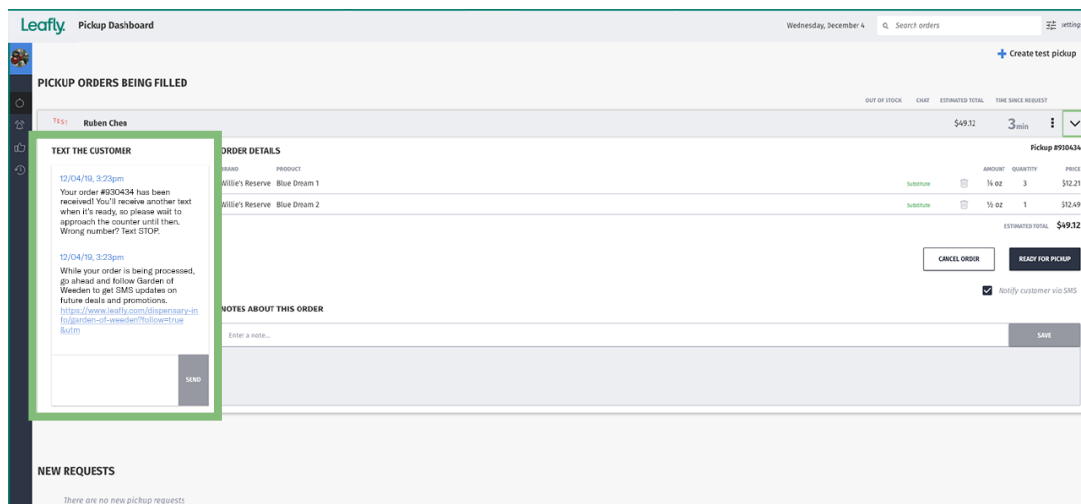
People love this feature. It's fun to get texts from budtenders.

Filling orders 1/3: Customer chat

To text your customer directly, click their name to expand their order, click the up  arrow, and start chatting.



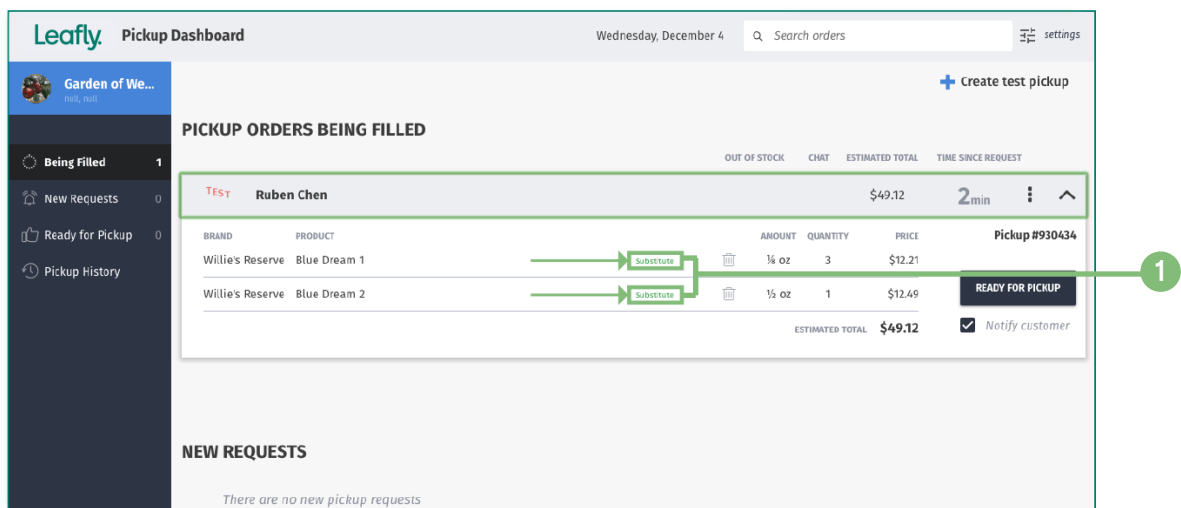
This expands the order view to allow you to chat directly with your customer.



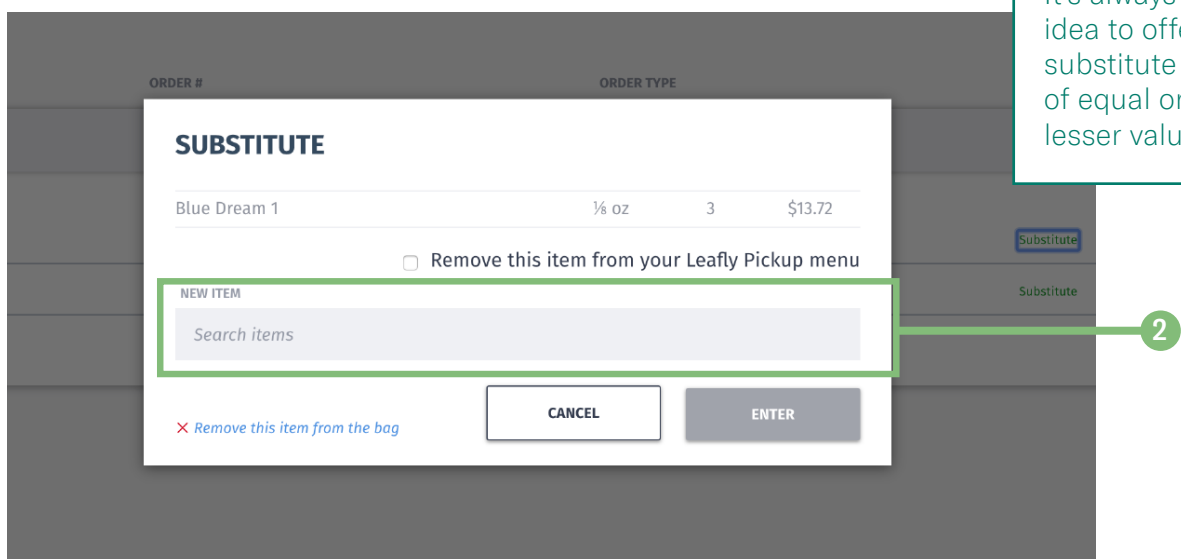
Filling orders 2/3: How to substitute

Was something ordered that you can't fill? You can resolve the situation easily with customer chat.

- 1 Select the **substitute** option inside the **pickup order detail** view.



- 2 A search bar will pop-up. As you type, the items that come up reflect what's live on your Pickup menu.

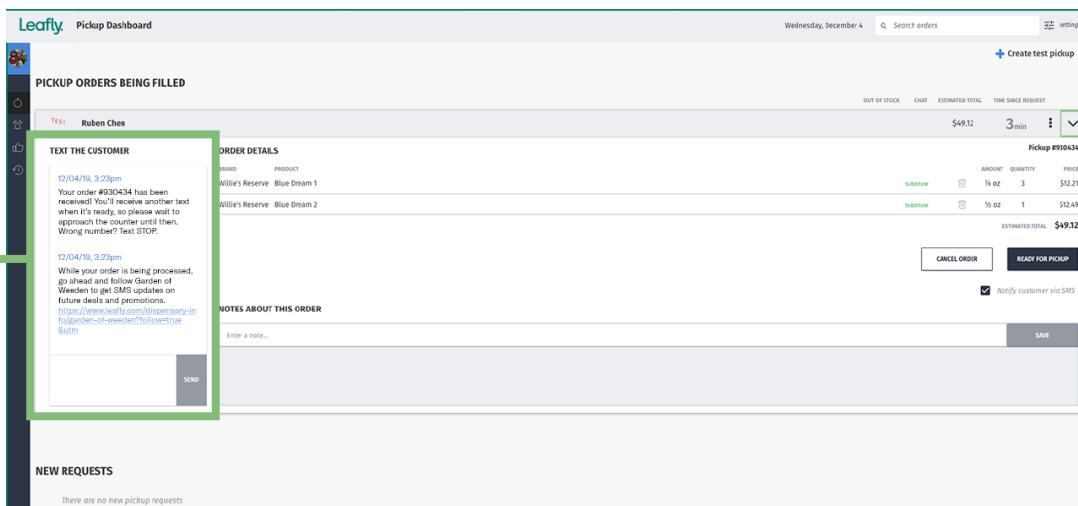


Hot tip:

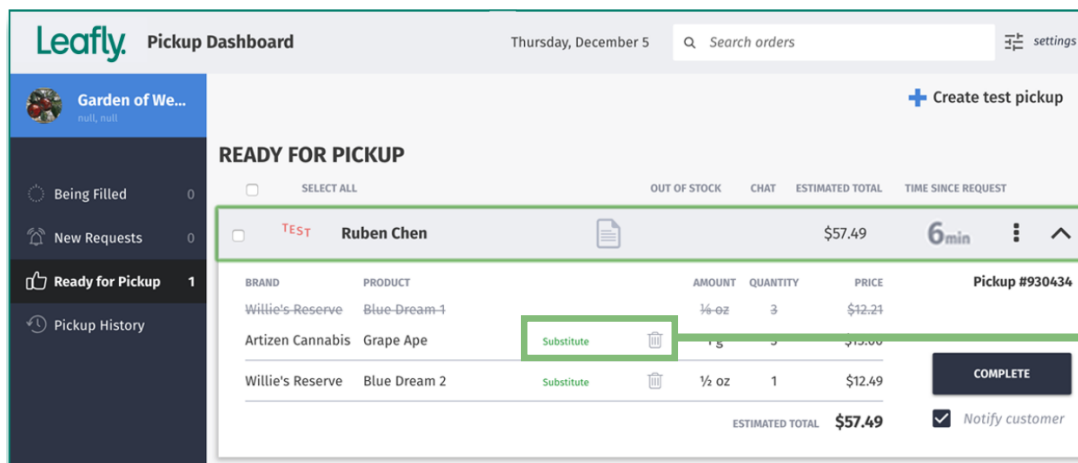
It's always a good idea to offer a substitute that is of equal or lesser value.

Filling orders: How to substitute (continued)

- 3 Using the chat feature, let your customer know what's not available, send suggestions, and find a resolution. Once resolved, move to the next step.



- 4 Select the replacement item and it will be reflected on the ticket. Use the trash can icon to remove the item entirely if that's what the customer wanted. Or you can remove the item from being available for Pickup by selecting "Remove this item from your Leafly Pickup Menu" so others cannot add it to their cart.



Filling orders 3/3 : Finishing up

- Once you have everything in the bag ready to go, hit the **ready for pickup** button. An automated text will send to your customer to let them know the order is ready.

The screenshot shows the Leafly Pickup Dashboard for Wednesday, December 4. The order is for Ruben Chen, Pickup #930434, with an estimated total of \$57.49 and a 6-minute time since request. The order details table lists three items: Willie's Reserve Blue Dream 1 (1/4 oz, 3 units, \$12.21), Artizen Cannabis Grape Ape (1 g, 3 units, \$15.00), and Willie's Reserve Blue Dream 2 (1/2 oz, 1 unit, \$12.49). The 'READY FOR PICKUP' button is highlighted with a green box and a green circle with the number 5.

BRAND	PRODUCT	AMOUNT	QUANTITY	PRICE
Willie's Reserve	Blue Dream 1	1/4 oz	3	\$12.21
Artizen Cannabis	Grape Ape	1 g	3	\$15.00
Willie's Reserve	Blue Dream 2	1/2 oz	1	\$12.49

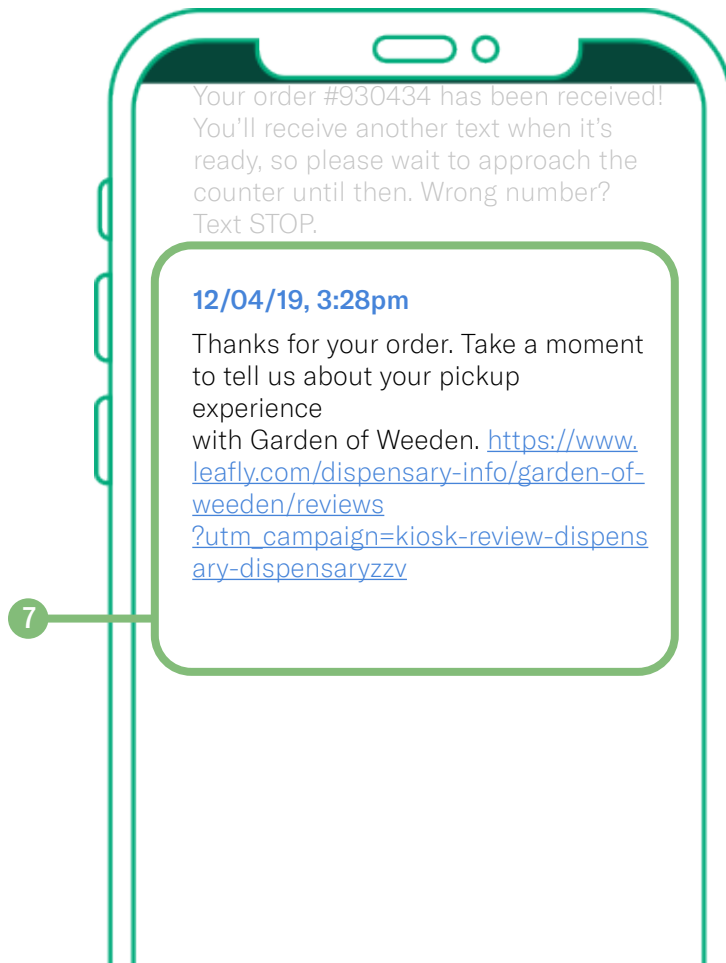
- After the customer has picked up, mark the order status as **complete**.

The screenshot shows the Leafly Pickup Dashboard for Thursday, December 5. The order is for Ruben Chen, Pickup #930434, with an estimated total of \$57.49 and a 6-minute time since request. The order details table lists three items: Willie's Reserve Blue Dream 1 (1/4 oz, 3 units, \$12.21), Artizen Cannabis Grape Ape (1 g, 3 units, \$15.00), and Willie's Reserve Blue Dream 2 (1/2 oz, 1 unit, \$12.49). The 'COMPLETE' button is highlighted with a green box and a green circle with the number 6.

BRAND	PRODUCT	AMOUNT	QUANTITY	PRICE
Willie's Reserve	Blue Dream 1	1/4 oz	3	\$12.21
Artizen Cannabis	Grape Ape	1 g	3	\$15.00
Willie's Reserve	Blue Dream 2	1/2 oz	1	\$12.49

Review text message

- 7 After pressing **complete** a text message will be sent with an opportunity to review their Leafly Pickup experience.



Hot tip:

Once the transaction is complete you can no longer contact the customer.

Hot tip:

The ability to send an SMS review message is currently available via kiosk or tablet pickup orders.

We're here for you

Call your Client Success Manager if you need help with:

- A Leafly Pickup order
- Your Pickup dashboard
- Any other questions

Our business hours are Monday-Friday, 9am-5pm (Pacific).



Thank you