



PRIORITY SHOP

Delivery Options...

For retailers wanting more information on the delivery options available to them, the following has been developed.

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Delivery Solutions for IGA Priority Shop

The following delivery options are available – *some services in select locations only refer to the delivery options list for options in your area – Please refer to the provider instructions in the Appendix for further information*

- **Private Vehicles** - Retailers or your Employees use their own vehicle to deliver to the shopper, delivery fee determined by the retailer and charged to the shopper when paying for groceries.
- **National - OLA Ride Share** – Book a ride share service via the OLA web portal or App to collect the order and deliver to the shopper – Great for a single delivery.
 - *Check the delivery options list to see if service is available in your area.*
 - *Enter the delivery address to get a fare estimate to charge the shopper when paying for the groceries before making the booking.*
 - *Confirm the booking details in the system when you're ready for collection*
 - *Arrange the meeting point with the driver and monitor the arrival time*
 - *All charges will be invoiced to your store by Metcash to your trade account weekly*
 - *To activate an account with OLA email retailersupport@igashop.com.au your stores contact information and your customer number. You will receive an email from Metcash confirming the terms and conditions for the service. You will then receive a set up email from OLA to get you started. Follow the simple steps and refer to the provider instructions on MyIGA.*
- **HDS (Home Delivery Service)** – If your store is experiencing a high number of deliveries contact Metcash for support a van service can be arranged for multiple deliveries in a route.
(30+ deliveries per day required - available in Metropolitan areas and surrounds)
 - Contact retailersupport@igashop.com.au if you would like information.

Sydney

- **Community Wheels** – Paramatta and Cumberland council NSW – \$15 per delivery fee – min 6 orders to be delivered. *Refer to the provider instructions in the Appendix for further information.*

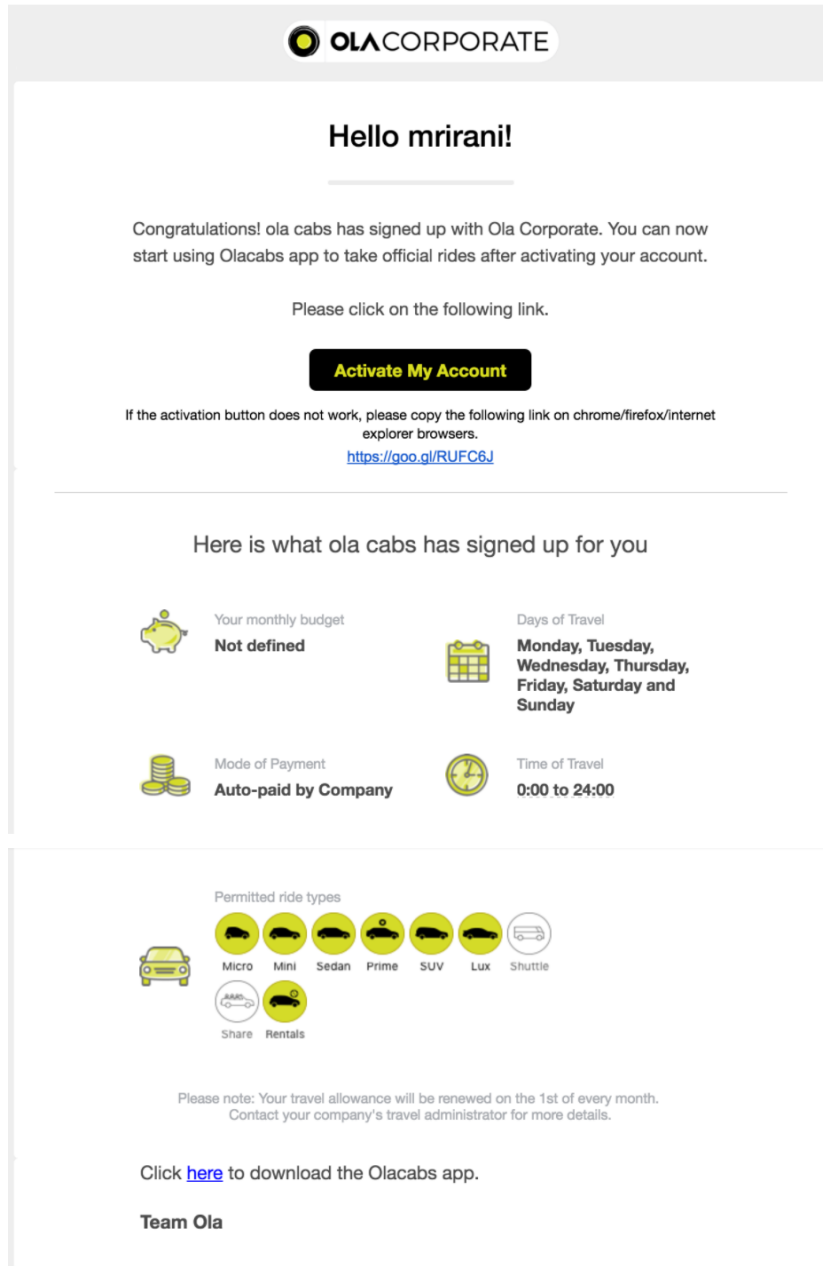
If your store has an alternative delivery option, please inform the IGA Priority Shop team at retailersupport@igashop.com.au of the supplier's name. Please remember all delivery solutions must meet the requirements of the IGA Priority Shop service.

More Options on the way!

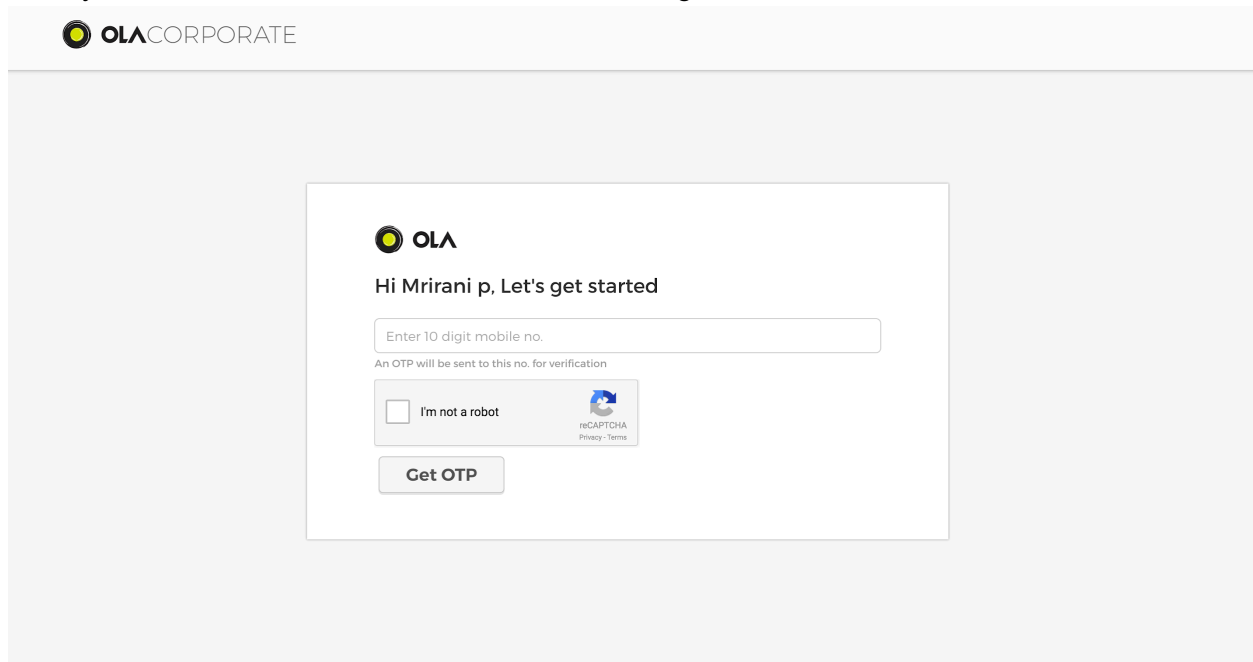
Appendix

OLA - IGA Retailer Signup

1. Email retailersupport@igashop.com.au with your details and store details to request access to the OLA service. The email address you provide will receive an acknowledgement email from Metcash with the terms and conditions of the service and an activation link from OLA
2. The following image is an example of the activation link.

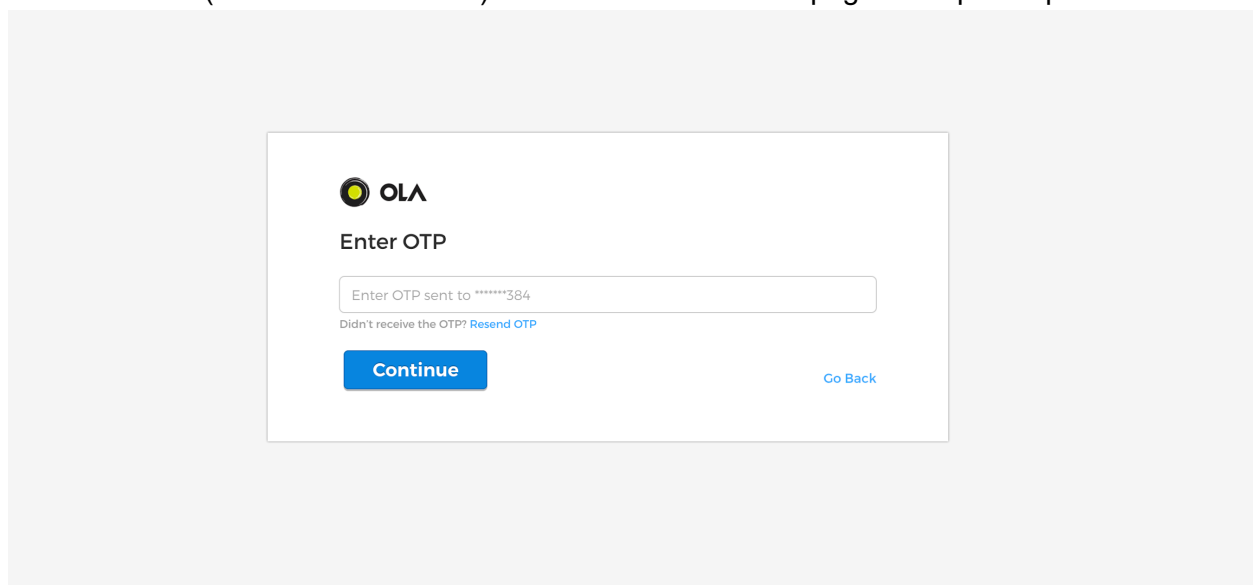


3. Clicking the activation link will redirect employees to the Ola website. Enter the mobile number without the 0 you want to use for the account and click and get OTP.



The screenshot shows the Ola Corporate registration page. At the top left is the Ola Corporate logo. The main content area is a white box with the Ola logo and the text "Hi Mrirani p, Let's get started". Below this is a text input field labeled "Enter 10 digit mobile no.". Underneath the input field is a small text line: "An OTP will be sent to this no. for verification". Below that is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and a "reCAPTCHA" logo with links for "Privacy" and "Terms". At the bottom of the white box is a "Get OTP" button.

4. Once the OTP (One Time Password) is received enter on the page that opens up.



The screenshot shows the Ola Corporate registration page for OTP verification. At the top left is the Ola logo. The main content area is a white box with the text "Enter OTP". Below this is a text input field labeled "Enter OTP sent to *****384". Underneath the input field is a small text line: "Didn't receive the OTP? [Resend OTP](#)". At the bottom left of the white box is a blue "Continue" button, and at the bottom right is a blue "Go Back" link.

5. On validating the mobile number with OTP, the employee will be asked to provide the below details (if the mobile number has previously registered with Ola a success page will come up as shown in step 6)

Almost done!

Please complete your registration by providing few more details.

Personal Email Address

We recommend that you use your personal email address for your ola account

Full Name


Set Password

[Show](#)

By clicking on submit, I agree to all [terms & conditions](#).

[Submit](#)[Need help?](#)


6. A 'successfully activated' page shows up as shown below.



All done!


You have successfully activated your Ola Corporate account for OlaEmpTestNew!

Now start taking Official Rides in three quick steps:




Download Olacabs App

[Click here](#) to get the Olacabs app & log in to your account.



Select a ride category

Only permitted ride categories would be allowed for official rides.



Select Corporate Profile

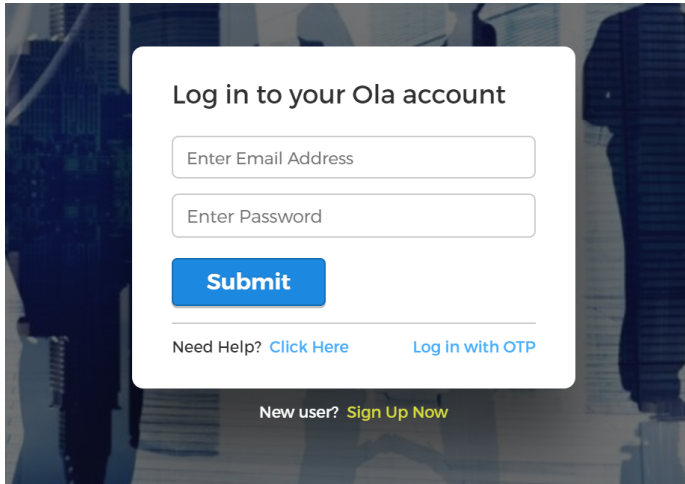
You can also switch between profiles on the confirmation screen, [here is how?](#)

IGA Retailer Login

To login, either use Web browser on a PC or the Ola app to get price estimate and make bookings to deliver package to end customer.

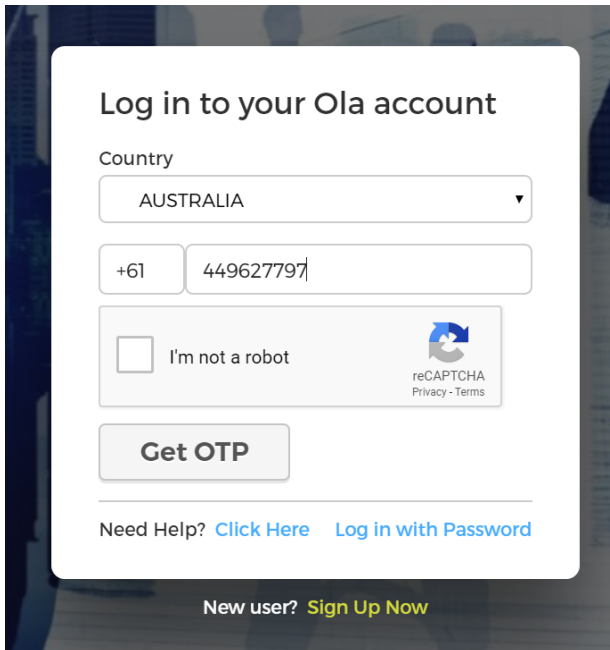
Login via the Ola Corporate Web UI

1. Go to <https://corporate.olacabs.com/login>, and click on login with OTP (One Time Password)



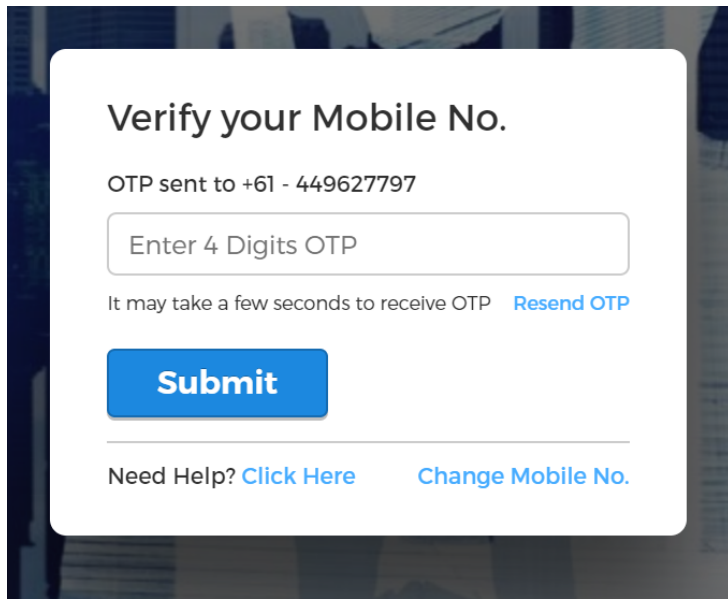
The screenshot shows a login form titled "Log in to your Ola account". It contains two input fields: "Enter Email Address" and "Enter Password". Below these fields is a blue "Submit" button. At the bottom of the form, there are links for "Need Help? Click Here" and "Log in with OTP". Below the form, there is a link for "New user? Sign Up Now".

2. Select country as 'Australia' and enter your phone number used to register with Ola
Check the 'I'm not a robot' checkbox and click on 'Get OTP' button



The screenshot shows a login form titled "Log in to your Ola account". It contains a "Country" dropdown menu with "AUSTRALIA" selected. Below the dropdown are two input fields for the phone number: "+61" and "449627797". Below these fields is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo and links for "Privacy - Terms". Below the checkbox is a grey "Get OTP" button. At the bottom of the form, there are links for "Need Help? Click Here" and "Log in with Password". Below the form, there is a link for "New user? Sign Up Now".

3. Enter the OTP and click on 'Submit' button

A white modal box with rounded corners is centered on a dark background. The title "Verify your Mobile No." is at the top. Below it, the text "OTP sent to +61 - 449627797" is displayed. A text input field with the placeholder "Enter 4 Digits OTP" is provided. Below the input field, a message states "It may take a few seconds to receive OTP" followed by a blue link "Resend OTP". A prominent blue "Submit" button is located below the message. At the bottom of the modal, there is a link "Need Help? Click Here" and a blue link "Change Mobile No.".

Verify your Mobile No.

OTP sent to +61 - 449627797

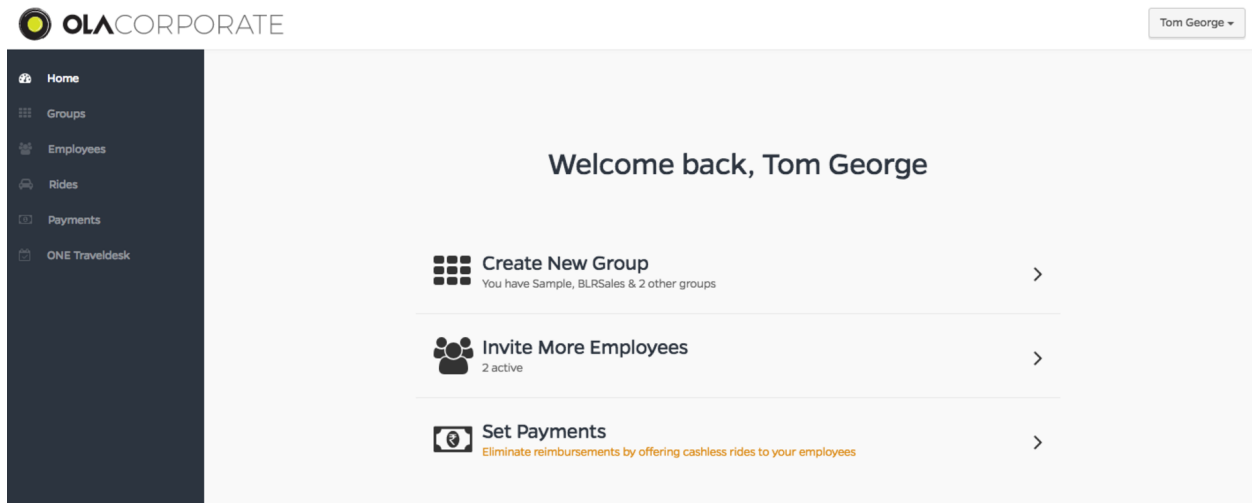
Enter 4 Digits OTP

It may take a few seconds to receive OTP [Resend OTP](#)

Submit

Need Help? [Click Here](#) [Change Mobile No.](#)

4. The user will be redirected to the corporate home page


The screenshot shows the OLA Corporate home page. On the left is a dark sidebar with a menu: Home, Groups, Employees, Rides, Payments, and ONE Traveldesk. The main content area has a light gray background. At the top right, the user's name "Tom George" is shown in a dropdown menu. The main heading is "Welcome back, Tom George". Below this, there are three action cards: "Create New Group" (with a grid icon and a note "You have Sample, BLRSales & 2 other groups"), "Invite More Employees" (with a group of people icon and a note "2 active"), and "Set Payments" (with a wallet icon and a note "Eliminate reimbursements by offering cashless rides to your employees"). Each card has a right-pointing chevron icon.

OLACORPORATE


Tom George ▾

Home
Groups
Employees
Rides
Payments
ONE Traveldesk


Welcome back, Tom George

 **Create New Group**
You have Sample, BLRSales & 2 other groups

>

 **Invite More Employees**
2 active

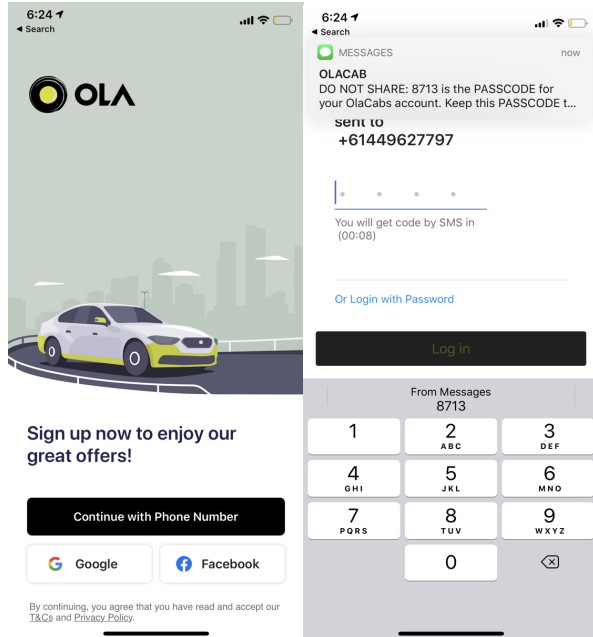
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 **Set Payments**
Eliminate reimbursements by offering cashless rides to your employees

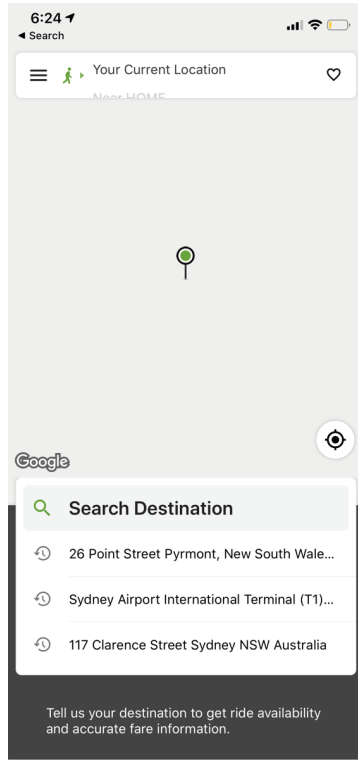
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Login via the Ola App

1. Ola app is available on both iOS and Android.
Download the app for the device and follow the steps below.
1. Open the Ola app and click on 'Continue with Phone Number' and enter the phone number



2. Enter the 4 digit OTP (One Time Password) to continue to the booking screen



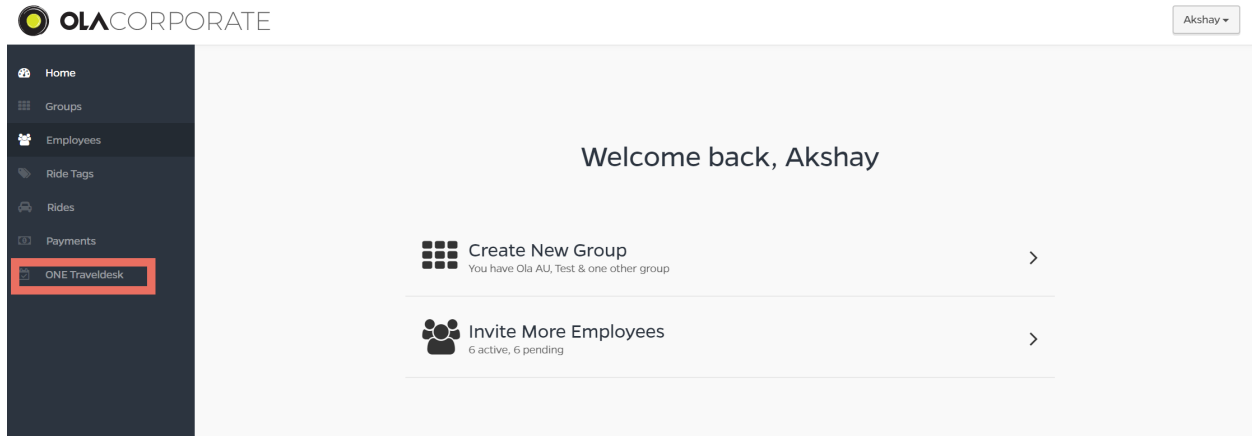
(Once logged in the user will remain logged in till, they logout manually)

Get a Price Estimate and Book a Ride with Ola

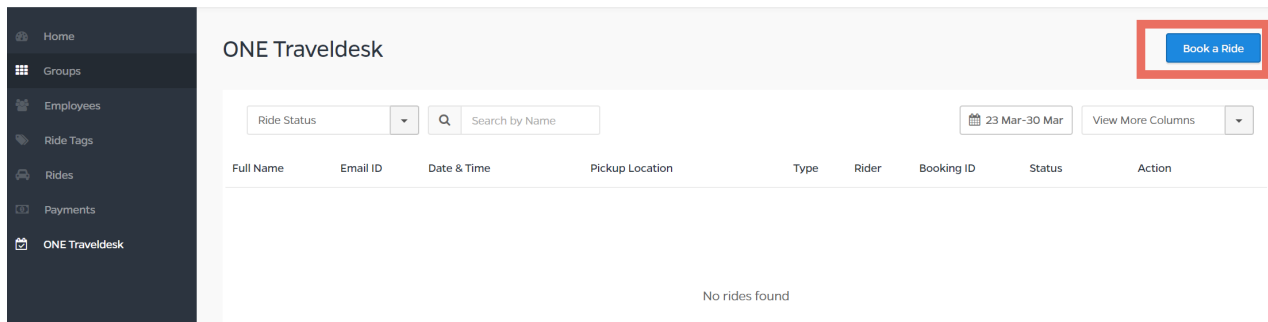
The price estimate and the booking can be done either on the Ola app or the Web interface.

Get Price Estimate and Book via the Ola Corporate Web Interface

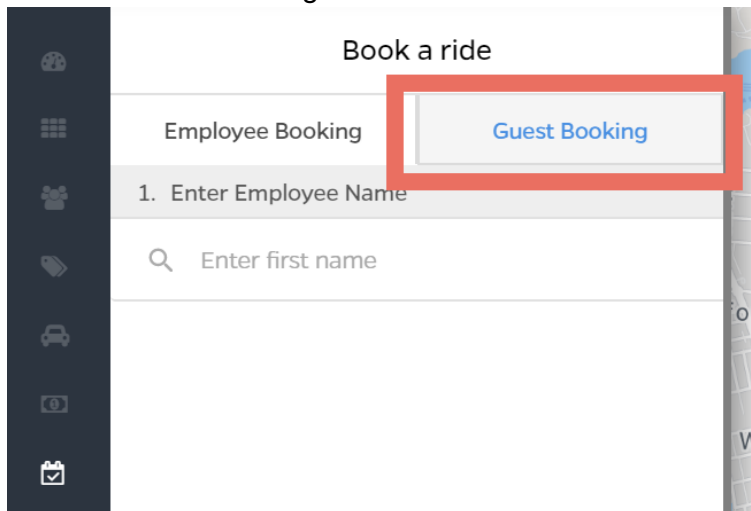
1. Goto <https://corporate.olacabs.com/login> and login using the login instructions, click on 'ONE Traveldesk' as highlighted below



2. Click on 'Book a Ride'



3. Click on 'Guest Booking'



4. Guest booking form would appear. Enter the fields as requested.
Enter the customer name, phone number, pickup address and drop address to view the price estimate.

Employee Booking		Guest Booking	
1. Enter Guest Name			
	Customer 1	Customer Name	
	+61 449627797	Phone number	
2. Budget			
	Guest Monthly Budget Remaining Not defined		
3. Pickup & Drop Location			
	32 Lilyfield Rd, Rozelle NSW 2039, Aust... Pickup address - IGA Store		
	Enter drop location Drop Location - Customer address		
4. Select Ride Type			
Point to Point		Local Rental	Outstation
	Depart at Earliest possible		
	Prime Sedan	3 mins	<input type="radio"/>
	Prime SUV	9 mins	<input type="radio"/>
	Travel Reason (mandatory) ▼		
Additional Comments		Order# 12345	
<button>Confirm Booking</button>			

4. Select Ride Type		Local Rental		Outstation	
	Depart at Earliest possible				
	Prime Sedan	AUD 46.77 - AUD 48.77	2 mins	<input type="radio"/>	
	Prime SUV	AUD 67.07 - AUD 70.07	Not available	<input type="radio"/>	
	Travel Reason (mandatory) ▼				
Additional Comments					

5. To proceed with booking select 'Prime Sedan' and add 'Order#' in the additional comments. Click on 'Confirm booking' for the system to find a driver to deliver good.

The screenshot shows a booking interface with a map on the right and a form on the left. A dialog box titled 'Searching for cabs...' is overlaid on the map. The dialog box contains a car icon, the text 'An SMS with the details will be sent to 449627797', and a red 'STOP SEARCHING' button. The form on the left has sections for 'Enter Guest Name', 'Budget', 'Pickup & Drop Location', and 'Select Ride Type'. The 'Select Ride Type' section shows 'Prime Sedan' selected with a price of AUD 46.77 - AUD 48.77 and a duration of 2 mins. The 'Confirm Booking' button is at the bottom.

6. The details of the driver will appear once the driver is allocated




The screenshot shows the 'Ride Details' screen. It has a sidebar on the left with icons for various functions. The main content area is divided into sections: 'Guest Details' (Customer 1 (449627797)), 'Pickup & Drop Location' (12 Adelphi Rd, Marsfield NSW 2122, Au... and 26 Point St, Pyrmont NSW 2009, Austr...), 'Driver Details' (Matheen Camry EED86L, 11 minutes), 'Payment Mode' (Auto-Paid by Company), and 'Other' (Other). There is also an 'Additional Comments (Optional)' field at the bottom.

7. Click on the 'ONE Traveldesk' on the side panel to view the booking details. You can contact the driver by clicking on 'Contact' button, to let them know that this is an IGA delivery and the instruction to pick up the package.

- When the driver arrives, you will need to provide them with the delivery instructions and ‘Start Code’ given below the booking ID.

ONE Traveledesk

Book a Ride

Ride Status	Search by Name	23 Mar-30 Mar	View More Columns					
Full Name	Email ID	Date & Time	Pickup Location	Type	Rider	Booking ID	Status	Action
Akshay	sony.singh@olacabs.com	30 Mar,9:37 pm	12 Adelphi Rd, Marsfield NSW 2122, Australia	Sedan	Guest	CRN4816924390 OTP: 2622	SCHEDULED	  

Showing 1-1 of 1

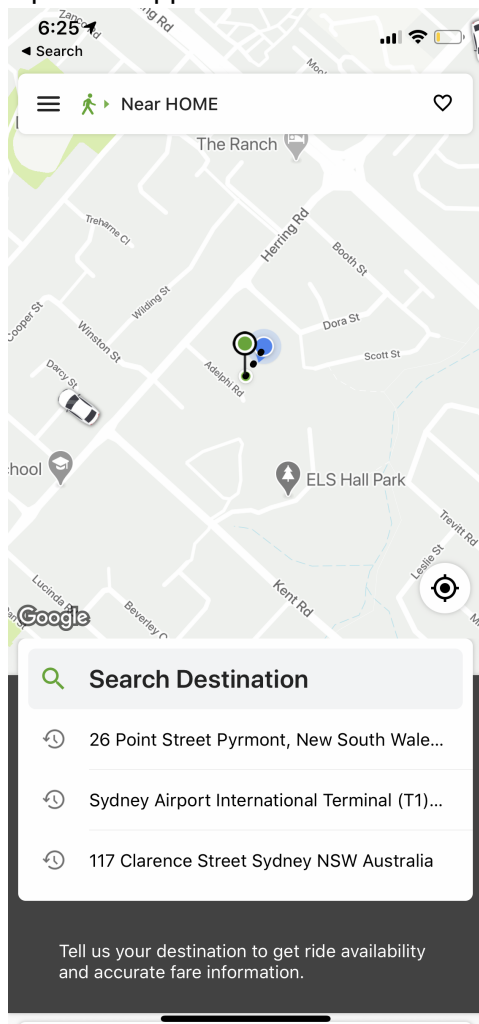
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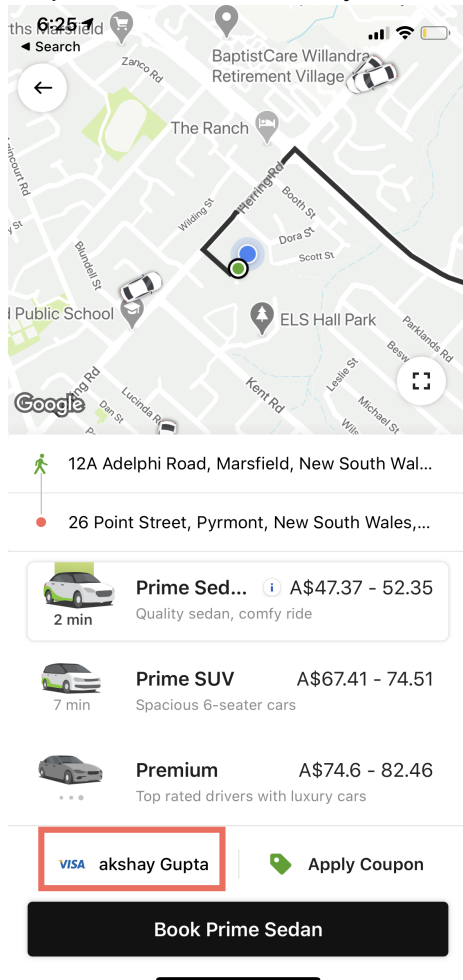
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Get Price Estimate and Book via the Ola App

- Open the app and enter the destination as the customers delivery address



2. Check if the pickup address is correct, if not click to edit it. You will be able to see the price estimate for the delivery.
3. To proceed for the delivery, click on the highlighted button in the below picture.



4. Click on the Corporate ride switch button and enter the deliveries 'Order#' provided from the IGA Priority Shop in the additional comments section. Click on Save button.

Payment mode

☒ Corporate ride
Tag to manage your expenses

☐ Akshay Gupta XXXX 9421

☒ VISA akshay Gupta XXXX 1663

☐ Apple Pay

Your Corporate Ride

Enter Expense code (Optional)

Select ride reason (Mandatory)

☐ Office to/from Home

☐ Office to/from Hotel

☐ Late Night Ride

☐ Airport/Station Ride

☒ Customer/Partner Visit

☐ Market/Site Visit

Additional Comments (Optional)

order# 12345

5. Click on 'Book Prime Sedan' button to initiate booking a ride, once the delivery driver is found their details will be available on the app.
You can contact the driver by clicking on 'Contact' button, to let them know that this is an IGA delivery and the instruction to pick up the package.

12A Adelphi Road, Marsfield, New South Wal...

26 Point Street, Pyrmont, New South Wales,...

Prime Se... A\$45.94 - 50.78
Quality sedan, comfy ride
2 min

Prime SUV A\$65.99 - 72.93
Spacious 6-seater cars
6 min

Premium A\$73.19 - 80.89
Top rated drivers with luxury cars

Contacting Drivers Nearby...

CG93LT
Blue Camry
Amir Alnaser ★ 4.8

2622
Start Code

When the driver arrives, you will need to provide them with the delivery instructions and 'Start Code' given in the app.

Community Wheels

Service area covers Parramatta and Cumberland Local Government Area (Sydney NSW)

Following link shows the areas covered.

https://communitywheels.org.au/our-service#areas_covered

(May be able to include adjoining areas to assist you with the coverage)

IGA stores can book for our service through any of the following channels:

- Phone (02)8868 1400 between 8AM and 3PM
- online communitywheels.org.au/
- email mail@communitywheels.org.au

Booking via online and email are preferred.

We prefer the bookings be made by 3PM for next day delivery. In special circumstances we can accommodate same day delivery if booking is made by 9AM.

\$15/ delivery to deliver 6 or more deliveries/run.

We will be able to provide between 8-10 vehicles and drivers on any day to assist in the delivery of requested service. In case of additional demand, we will be able to scale up our services.