IGA PRIORITY SHOP

Delivery Options...

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

CONTENTS

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.
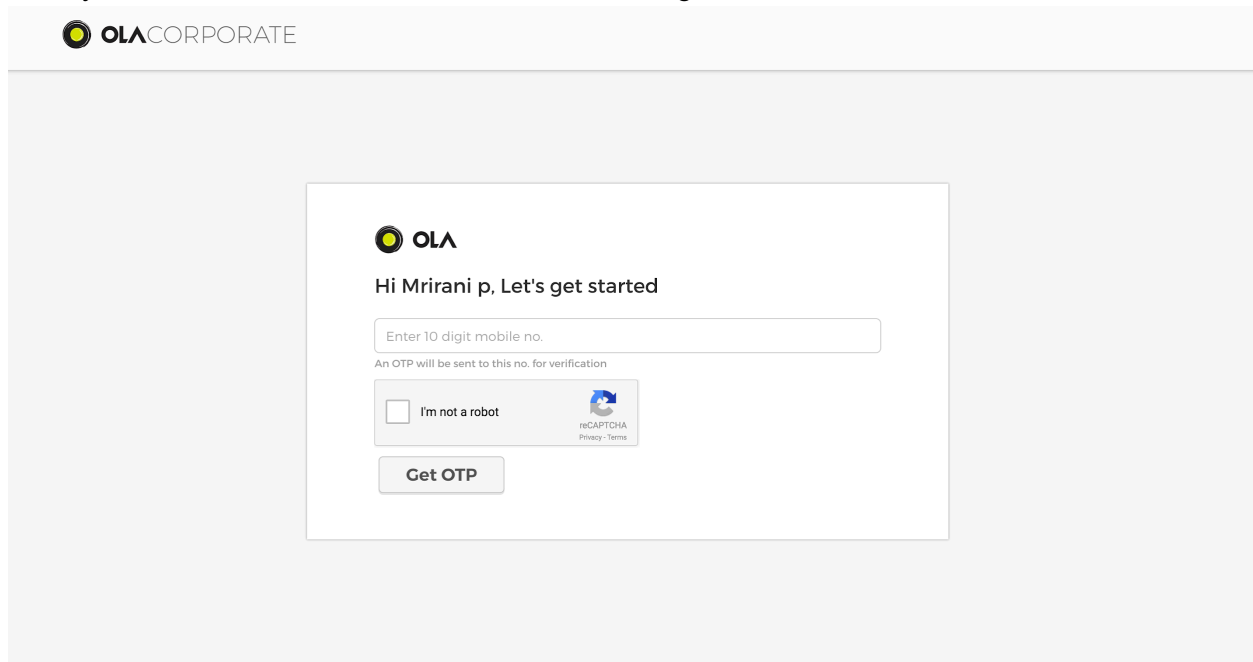
More Options on the way!

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

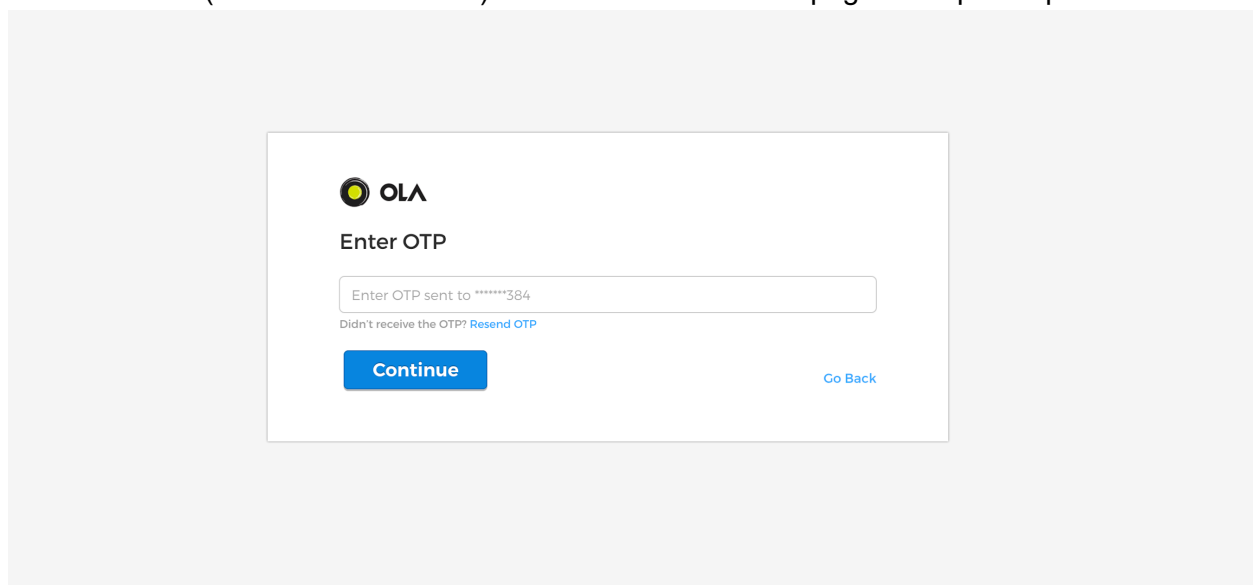2. The following image is an example of the activation link.
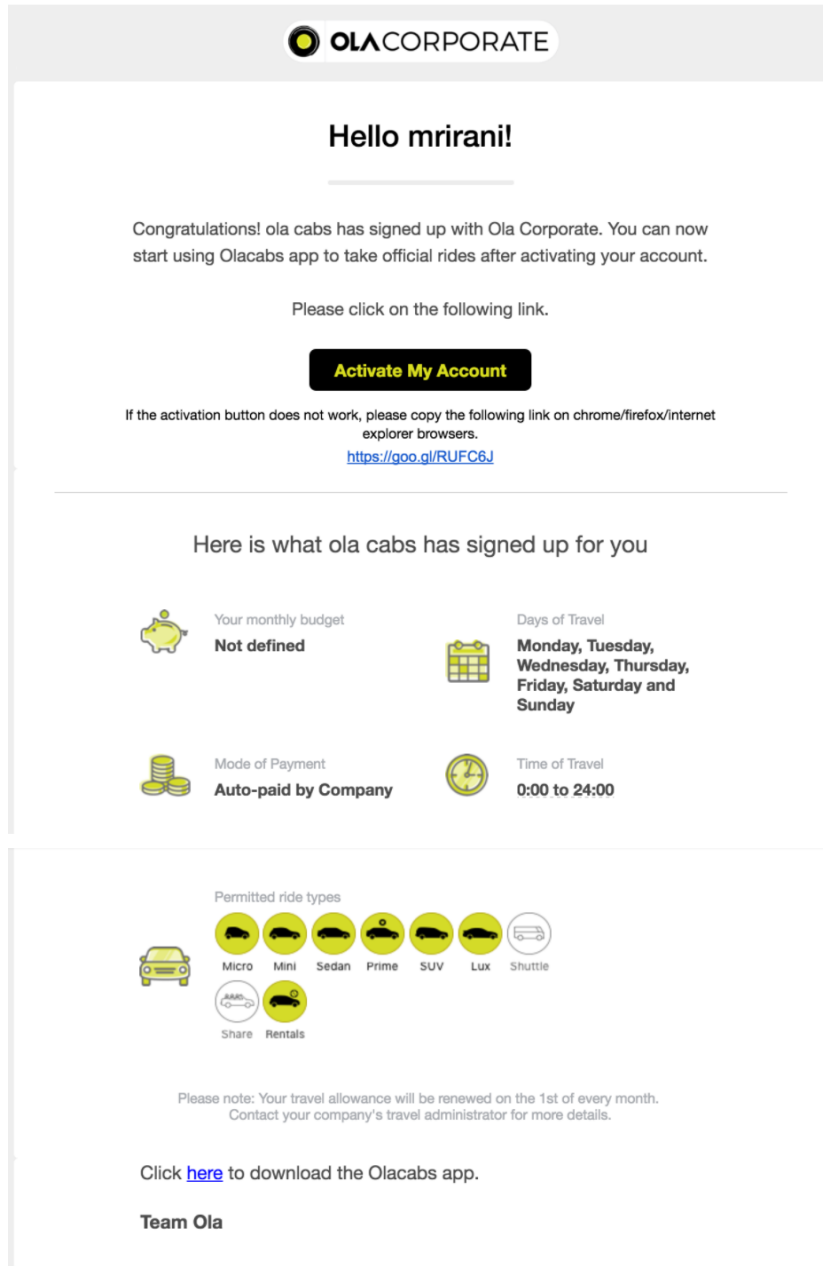
3. Clicking the activation link will redirect employees to the Ola website. Enter the mobile number without the 0 you want to use for the account and click and get OTP.

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

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

yourname@mail.com

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

Full Name

Enter your full name

Set Password

6-20 alphanumeric characters   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 OlaEmpTestNew1!

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?
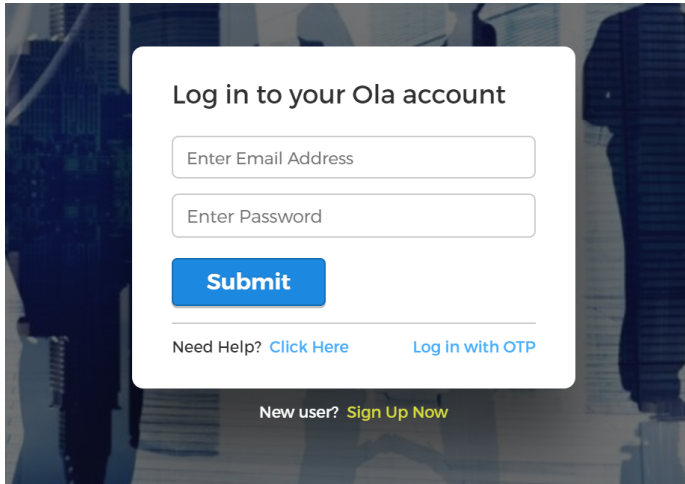
IGA Retailer Login

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.
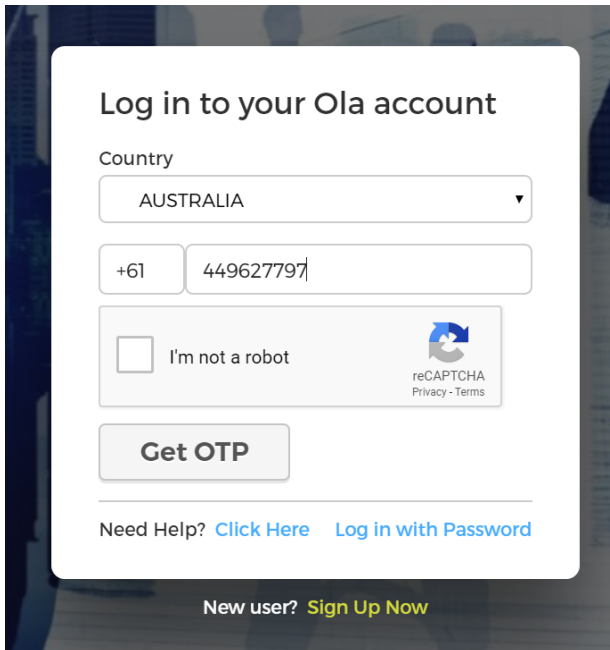
Login via the Ola Corporate Web UI

1. Go to https://corporate.olacabs.com/login, and click on login with OTP (One Time Password)
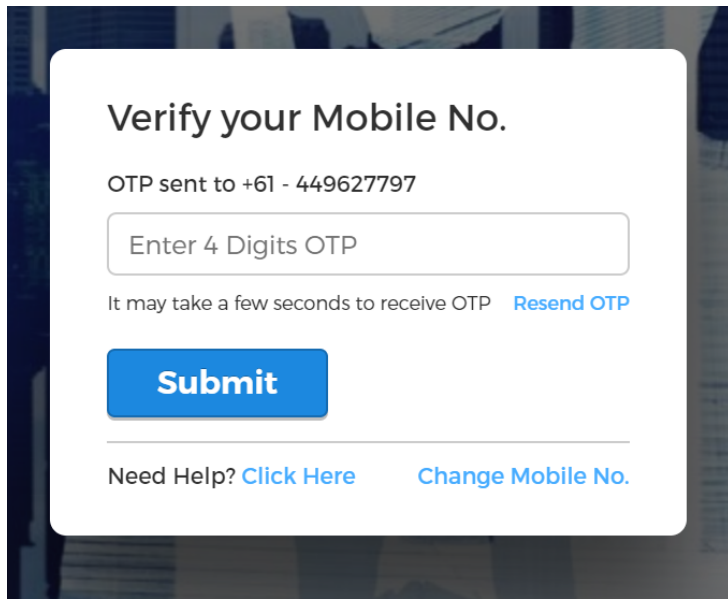
2. Select country as 'Australia' and enter your phone number used to register with Ola
   Check the 'I'm not a robot' checkbox and click on 'Get OTP' button

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

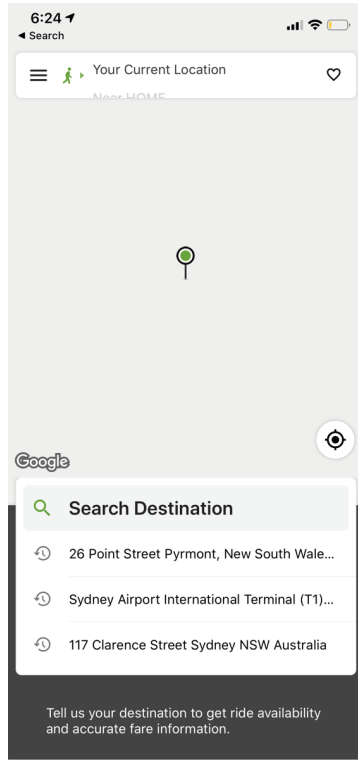4. The user will be redirected to the corporate home page

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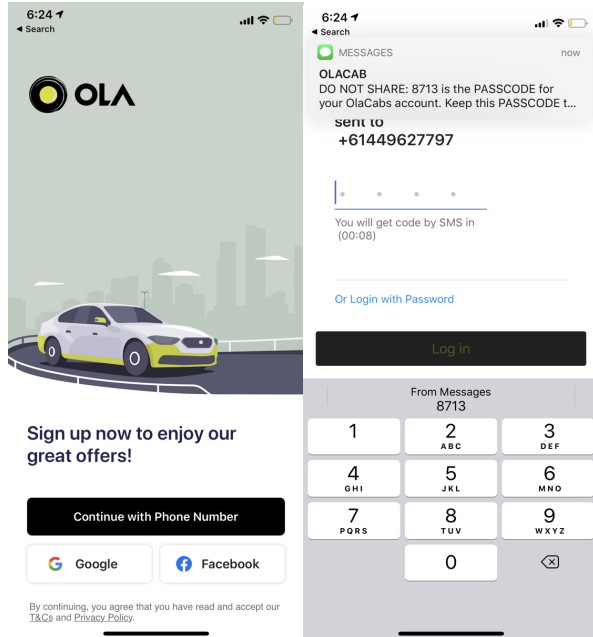
2. Enter the 4 digit OTP (One Time Password) to continue to the booking screen

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

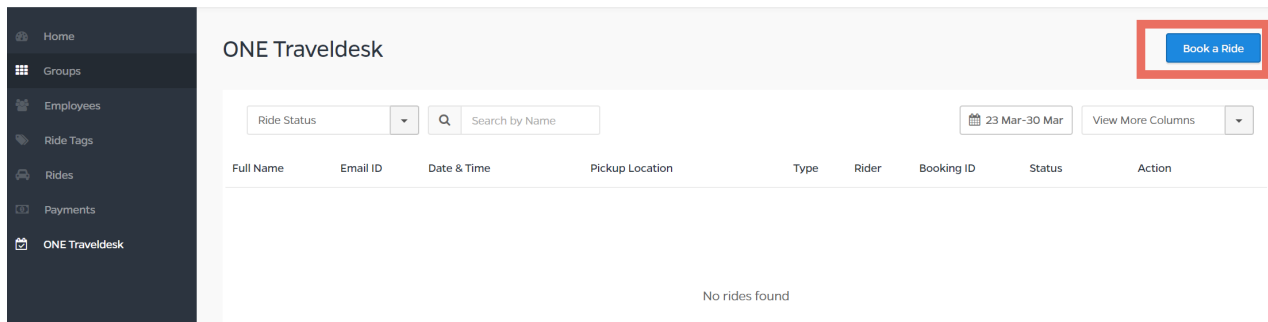# Get a Price Estimate and Book a Ride with Ola

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

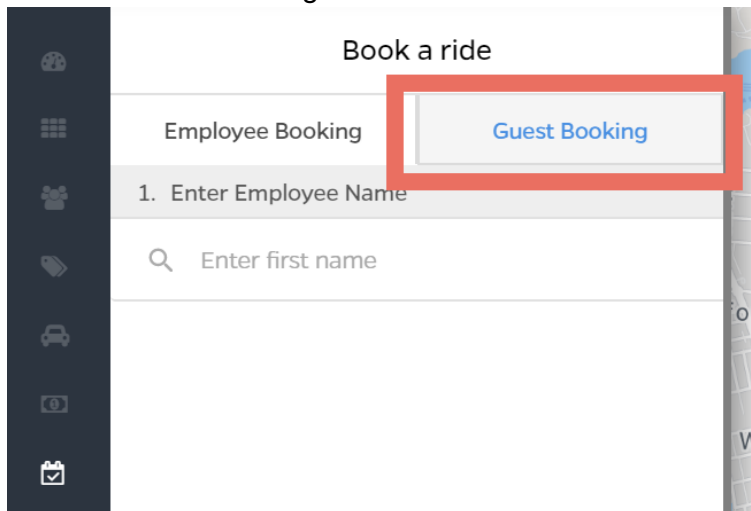## Get Price Estimate and Book via the Ola Corporate Web Interface

1. Goto https://corporate.olacabs.com/login and login using the login instructions, click on 'ONE Traveldesk' as highlighted below
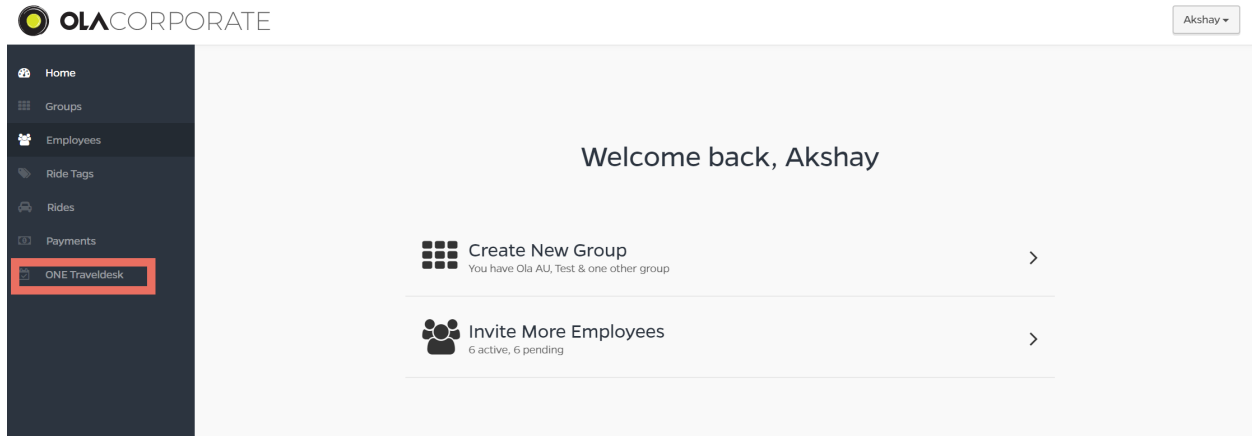
2. Click on 'Book a Ride'

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.

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.

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

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.

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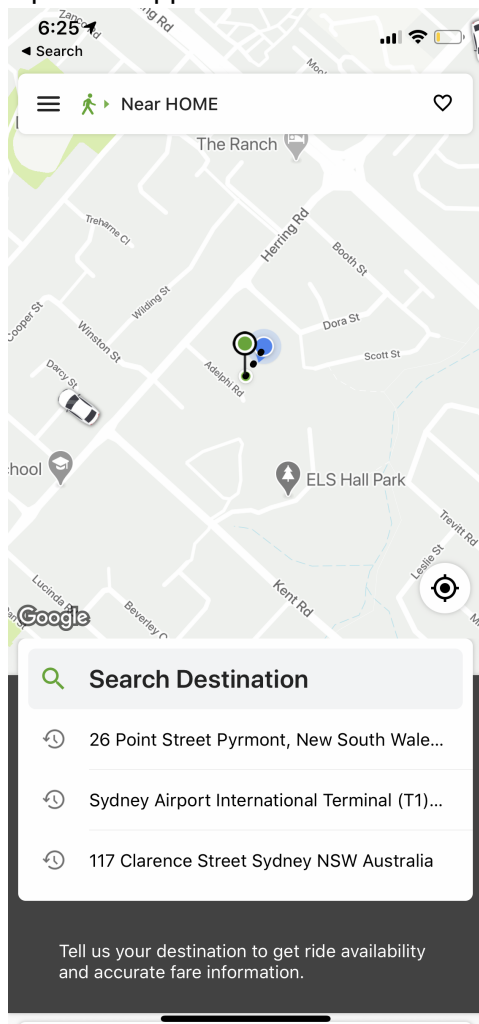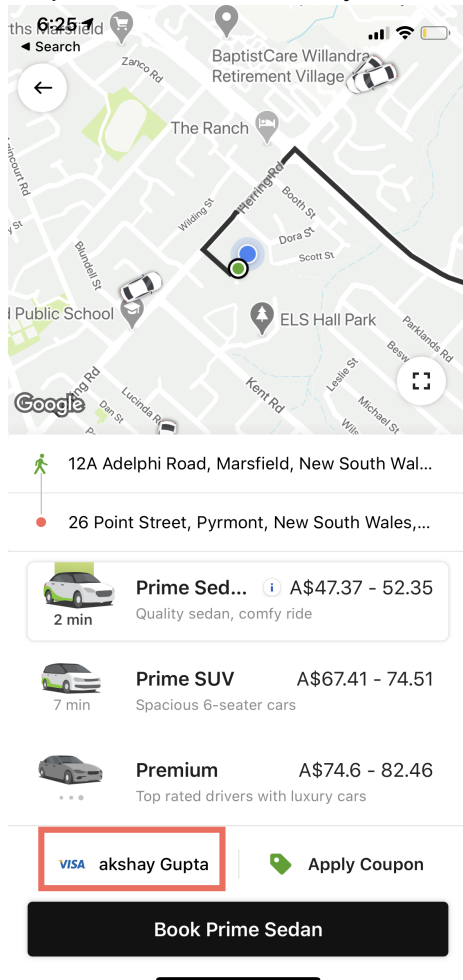

Get Price Estimate and Book via the Ola App

1. 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.

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.

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.