



Ordering Opgehaald

The customer can order his food online and on the app of Opgehaald. When a customer has any allergies he/she can state where they are allergic for and Opgehaald will send this information to the restaurants that they can take notice of the allergy from the customer.

There are no special lockers for allergic people, because we have paper bags that prevent contamination, and only in very rare cases will someone be so allergic that simply touching the bags will give them an allergic reaction. Also having special lockers will simply be too expensive.

When the customer has made a choice he needs to pay with iDEAL or PayPal in the app. It is not possible to pay at the lockers. The customer needs to pay for a locker / runner. Every locker will be able to fit 2 meals and it will cost 1 euro if you order 2 hot meals or 2 cold meals. When the customer orders 1 cold and 1 warm he needs to pay for 2 lockers because he is using also 2 lockers.

When the food is ordered it can be picked up by a runner at the restaurants. After that the runners will put the orders in the lockers. When the orders are delivered at the Locker. the customer will receive a message in which locker his food is waiting for him. In this message the customer will find the number and color and barcode of his locker. When the customer arrive on the station they can see on a map in the app where the lockers are.

When the customer arrives at the lockers he/she can look for his own locker. When the costumer has found his/her own locker he/she can use the barcode that he/she has received to scan it at his locker. After that the locker will go open. In the case that the customer does not have a Smartphone or the



customer's phone is low on battery the customer can use the terminal to find his order and print a receipt with his barcode on it. The customer can use this barcode to open his locker.

Below there's is a time analysis of the whole process of ordering.

