



Runner:

A runner is an employee under Opgehaald that works at the locations of the lockers.

Runners will be young and fit people because they need to constantly walk. The main task of a runner will be to pick up food at restaurants and to put it in a locker. The runners will know that there is an order ready through an app or website on a tablet provided by Opgehaald.

When the runner is at the lockers he uses the barcode on the sticker that is put on the paper bag. We have chosen not to give the runner a skeleton key, instead the runner will be using the sticker on the paper bag. This prevents the runner from putting a wrong order in the wrong locker.

The runners have a secondary task as well. Their secondary task is to make sure that the lockers are clean. They will clean up the residual food that hasn't been picked, and put receipt paper in the terminal. When the scanner or some other electronic isn't working anymore, the runner needs to report this to Opgehaald.