



flava

FAQ

Mobile App

1. How do I download the Cafe Flava Mobile APP?

You visit the play store or app store type in Cafe Flava and you will see the APP.

2. How do I register myself on the Cafe Flava APP?

Once the APP is downloaded. Press on the **account** image and complete the following information.
Add/Edit Delivery Address – Enter and add the schools delivery address.

Add/Edit Credit Cards – Enter and add your debit, credit card details as it will save it for future purchases as well.

3. What is the Home image for?

This allows you to view the schools listed on the Cafe Flava APP and once you select the school you can view the menu and offering.

4. How do I place orders?

- You need to press on the **order** image then **select your school**.
- Once you have selected your school the menu will open for you as a customer to select a category “ Breakfast, Sandwiches, Salads, Grills etc.”
- Once you have selected your item add to your cart.
- If you want to add more items on different categories you may do so by selecting the category on the top slide bar.
- Once all orders are added to your basket, you press on the **basket**, press **checkout**, select **payment type** here you tick on **your card**, press on the **delivery and collection bar**.
- Press on the **delivery/collection time and extra instructions** bar it is **critical** to ensure that you provide the **name , surname, grade and time** of the order to be collected.
- Once this is all done you proceed by pressing on the **press here to complete order** bar.
- The order will go directly to the canteen / school selected.

5. How will my child know that he/she has an order to collect at the canteen?

With every order placed the user will receive an email confirming the purchase with a receipt and can then use the unique code provided on the receipt for collection of the order at the canteen.

6. What is the cut off time for mobile app order?

Each day at 8am orders are cut off for the same day collection. If you place an order after 8am this will automatically be allocated to the next day's orders to be prepared.

7. Can I load multiple children on the Cafe Flava Mobile APP?

No, however each order can be allocated to each of your children, by entering their name and grade in the “extra instructions” field during checkout.

8. Do I need to top up a wallet for the Cafe Flava Mobile APP?

No, as it is linked to your credit / debit card when registered.

9. Compliments and concerns or queries?

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