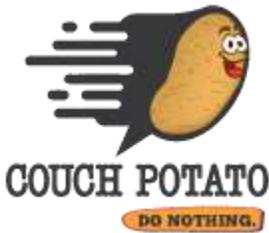# COUCH POTATO APP SUPPORT

The quickest deliveries in town. Couch Potato provides a seamless way for people to handle delivery related errands, with a mobile app that connects them with a rider in less than 15 minutes.

THE BASICS

If you ever forget your pin-code, you can easily request a new one by entering your phone number again

Make sure any item you want to deliver can easily be transported on a motorcycle.

You may cancel an order within 60 seconds of placing it

You may call your rider at any point during the delivery

Please sign the order receipt with your name to make sure you have received your order

Our riders are not allowed to accept tips

PRICING

Any delivery within 6 KM is 100 rupees. Every KM after 6 is 10 rupees per KM.

HOW TO USE THE APP

Using the Couch Potato app is super simple. Follow the steps below to learn how you can start freeing up your time starting today.

Choose a service:

Shop n' Drop: Choose Shop n' Drop to get anything from a store, restaurant or marketplace delivered straight to your location.

Please note: Price of the shopped item is separate from the delivery charges incurred.

Package Delivery: Choose Package Delivery to send or receive anything from anywhere. This could be to or from your home, office, or a friends or relatives house.

How to use Shop n' Drop

Choose Shop Location

Once you select Shop n' Drop the app will show you a map and ask you to select a shop location.

You can enter a restaurant, market, super store, dhaba, tandoor walla or any other location from where you want something paid for and picked up.

The rider will pay for the item and you will reimburse him when he completes the delivery.
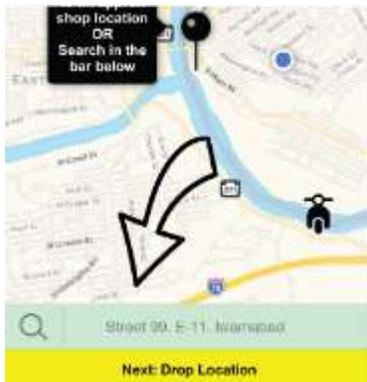
Find Your Shop with the Pin

Simply drag the pin to an estimated point near your shop location:

Or Find Your Shop with the Search Bar

Or search for your shop location using the search bar

Choose Drop Location

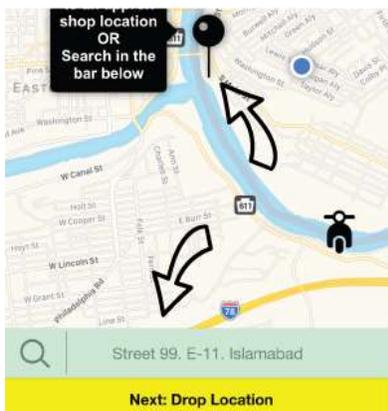On the next screen the app will ask for the drop off location of the shopped item.

The app is preconfigured to show your current location as the drop off location but this can be anywhere within your city. Simply move the pin to the desired drop off location.

You are the blue dot on the map.

Find Drop Location with the Pin or Search For it in the Search Bar

Drag the pin to your estimated drop off location or find Drop Location with Search Bar

Confirm Details to Start Job

Finally, you will be given an estimated delivery charge and asked to confirm all details.

PLEASE ENTER YOUR PRODUCT PRICE AND PACKAGE DETAILS HERE

Make sure everything is correct. You may edit any field here. Once you are sure everything is correct click "next" to post your delivery order for a rider in your area.

You may take a screenshot of the receipt page for your record

Waiting Screen Once your job is posted you will be taken to a waiting screen. Here you can monitor the progress of your job.
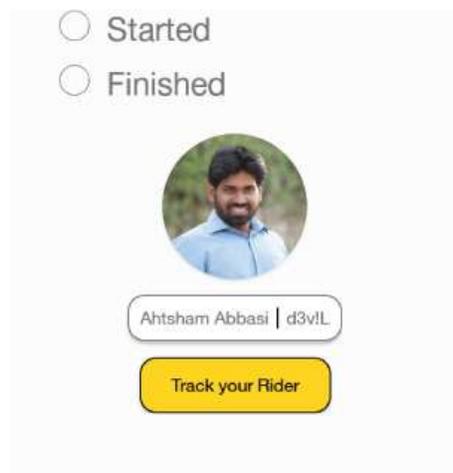
SHOP N' DROP

✓ Posted
✓ Accepted
○ Started
○ Finished

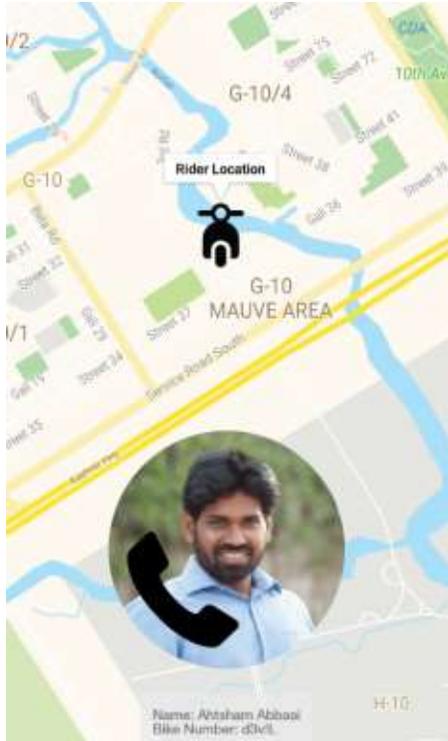| Name | Bike Number |

Track your Hero

Follow the steps:

1. Posted: Your job is now on the map for a rider to accept
2. Accepted: A rider has accepted your job. You will instantly see his details
3. Started: Your rider has received the package and started the job
4. Finished: your package has been delivered to its destination

As soon as your job is **accepted** you will receive information about your rider.

○ Started
○ Finished

| Ahtsham Abbasi | d3v!L |

Track your Rider

Track Job

You can tap **track your rider** button to view your rider on the map and follow him as he runs your delivery.

Things to Remember

You will receive an alert when a rider accepts your job

 The rider may call you when he is at the shop to confirm the item details if necessary.

The rider will call you when he has arrived at the drop off location to deliver it.

Please sign the order receipt with your name to make sure you have received your order

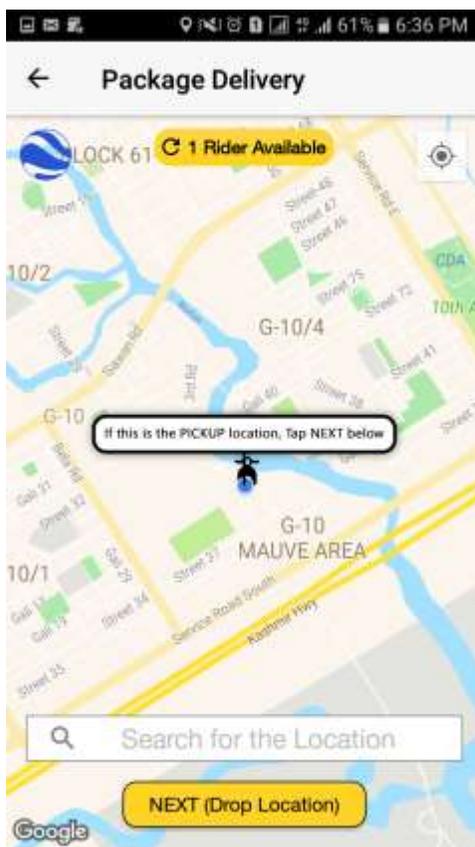You can choose to cancel your job within 60 seconds if you change your mind.

How to use Package Delivery

Choose Package Delivery to send or receive anything from anywhere. This could be to or from your home, office, or a friends or relatives house.

Choose Pick up Location

Once you select Package Delivery the app will show you a map and ask you to select a pick up location for your package.

This can be anywhere within your city.

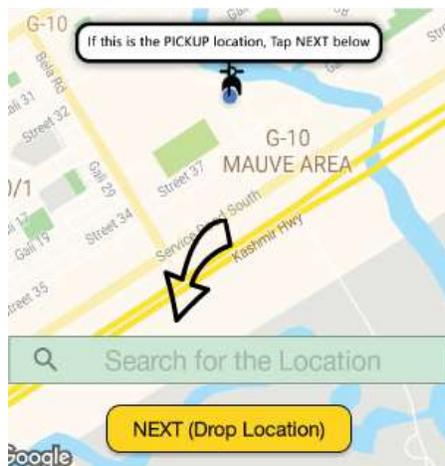Please Note: Make sure any item you want to deliver can easily be transported on a motorcycle.

Find Pick up location with Pin

Drag the pin to your estimated pickup location

Or Find Pick up location with Search Bar

Or use the search bar below to find it.

Choose Drop off Location

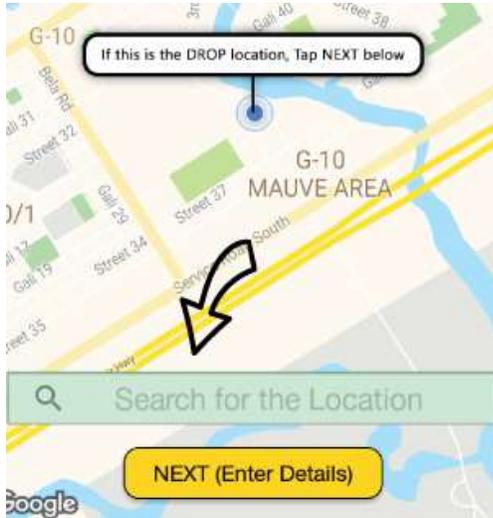On the next screen, you will be asked to enter the drop off location for your package.

Find Drop location with Pin

Drag the pin to your estimated drop off location

Or find Drop Location with Search Bar

Or you can use the search bar below to find it.

Review Package Delivery Order Details

PLEASE MAKE SURE TO ENTER YOUR PACKAGE DETAILS AND RECIEVER DETAILS HERE

Make sure everything is correct. You may edit any field here.

Once you are sure everything is correct click "next"

Confirm Order to start Job

Finally, you will be given an estimated delivery charge and asked to confirm.

Once you are sure everything is correct click confirm to post your delivery order for a rider in your area.

You may take a screenshot of the receipt page for your record

P.S: Don't worry you may cancel within 60 seconds if you change your mind.

Waiting Screen

Once your job is posted you will be taken to a waiting screen. Here you can monitor the progress of your job.

Package Delivery

- ✔ Posted
- ✔ Accepted
- ○ Started
- ○ Finished

Ahtsham Abbasi | d3v!L

Track your Rider

Follow the steps:

5. Posted: Your job is now on the map for a rider to accept
6. Accepted: A rider has accepted your job. You will instantly see his details
7. Started: Your rider has received the package and started the job
8. Finished: your package has been delivered to its destination

As soon as your job is **accepted** you will receive information about your rider.

- ○ Started
- ○ Finished

Ahtsham Abbasi | d3v!L

Track your Rider

Track Job

You can tap **track your rider** button to view your rider on the map and track him as he runs your delivery.

Things to Remember

You will receive an alert when a rider accepts your job

The rider may call you when he is at the pickup location to confirm the item details if necessary.

The rider will call you when he has arrived at the drop off location to deliver it.

Please sign the order receipt with your name to make sure you have received your order

You can choose to cancel your job within 60 seconds if you change your mind.

You may call your rider at any time during the delivery

Any questions?

Call or email us anytime.

Helpline: 03 111 222 574

Email: support@couchpotato.com.pk

And you can visit our website any time for further details or to live chat with a customer care representative.

https://www.couchpotato.com.pk