Flybuy SDK Integration

2021 Mobile App UI Guide

How Flybuy Works

Our technology notifies stores when customers are on the way and their exact ETA using mobile sensor data.
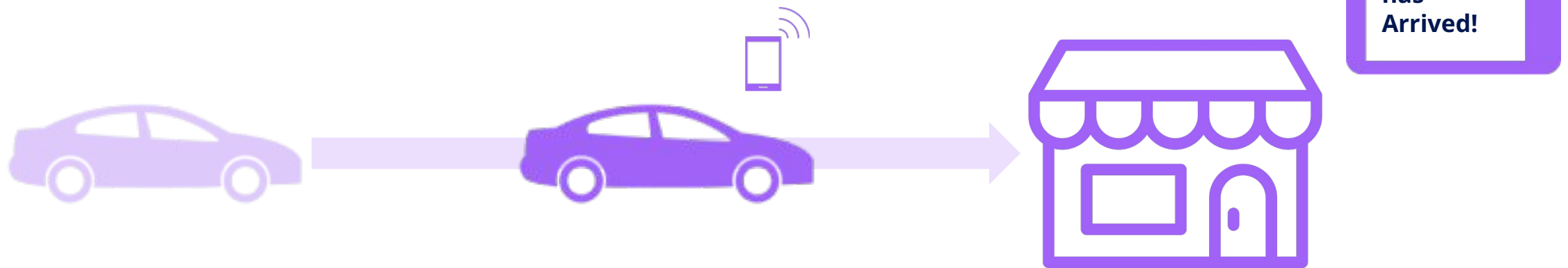
1
Customer places order ahead via web or mobile app

2
Customer enables location sharing on their mobile device, location updates begin

3
Flybuy shares customer's location with store via in-store tablet and/or handheld devices

4
Store delivers order via in-store pickup or curbside as soon as customer arrives

Customer has Arrived!

Customer Info You'll Need

When integrating the Flybuy SDK into your mobile app, you will need a few pieces of information from customers so that you can deliver them the best pickup experience.
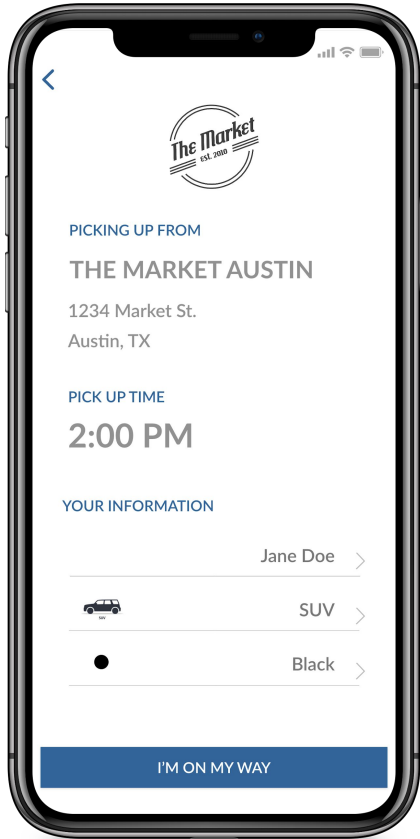
Customer name

Vehicle information
(for curbside orders)
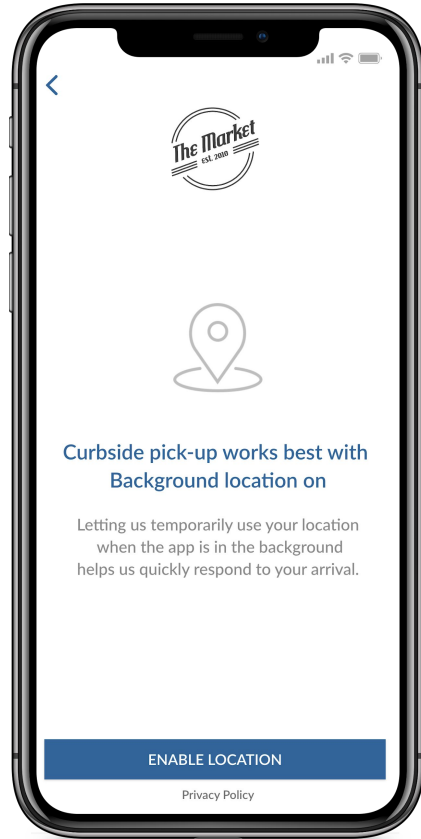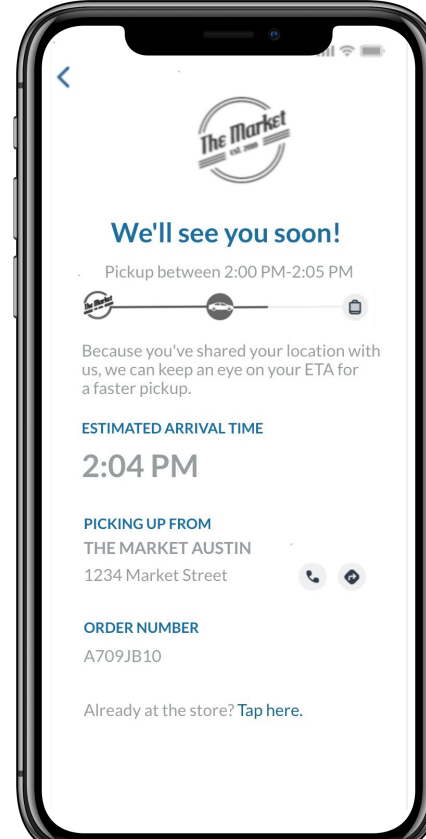
Permissions
& push messages

Recommended Flow

1
PICKING UP FROM

THE MARKET AUSTIN

1234 Market St.
Austin, TX

PICK UP TIME

2:00 PM

YOUR INFORMATION

Jane Doe

SUV

Black

I'M ON MY WAY

2
Curbside pick-up works best with Background location on

Letting us temporarily use your location when the app is in the background helps us quickly respond to your arrival.

ENABLE LOCATION

Privacy Policy

3
We'll see you soon!

Pickup between 2:00 PM-2:05 PM

Because you've shared your location with us, we can keep an eye on your ETA for a faster pickup.

ESTIMATED ARRIVAL TIME

2:04 PM

PICKING UP FROM

THE MARKET AUSTIN

1234 Market Street

ORDER NUMBER

A709JB10

Already at the store? Tap here.

4
Welcome

Pickup between 2:00 PM-2:05 PM

Head to the designated pickup area and you'll have your order in a jiffy!

PICKING UP FROM

THE MARKET AUSTIN

1234 Market Street

ORDER NUMBER

A709JB10

I picked up my order

Once your pickup experience is complete you'll have an opportunity to leave us a review!

5
Let us know how we did!

Thank you for your order. We hope to see you again soon. Please consider leaving us a review.

★ ★ ★ ★ ★

We look at feedback regularly. Drop comments about your experience here.

PICKING UP FROM

THE MARKET AUSTIN

1234 Market Street

ORDER NUMBER

A709JB10

1
Name & vehicle information

2
Permissions

3
Customer is en route
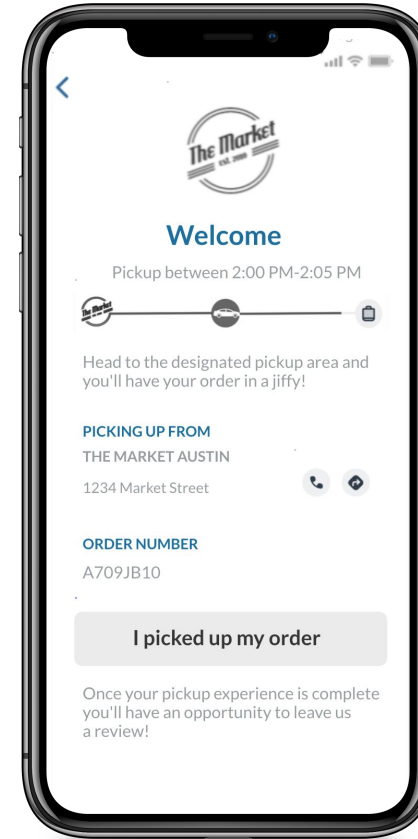
4
Customer has arrived
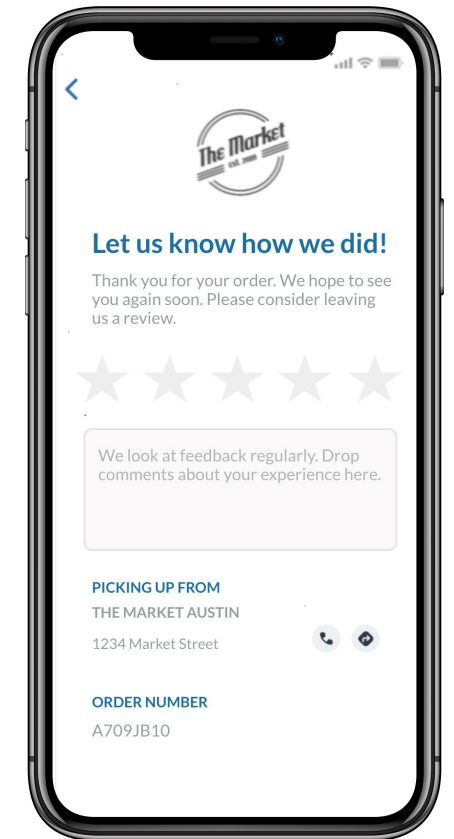
5
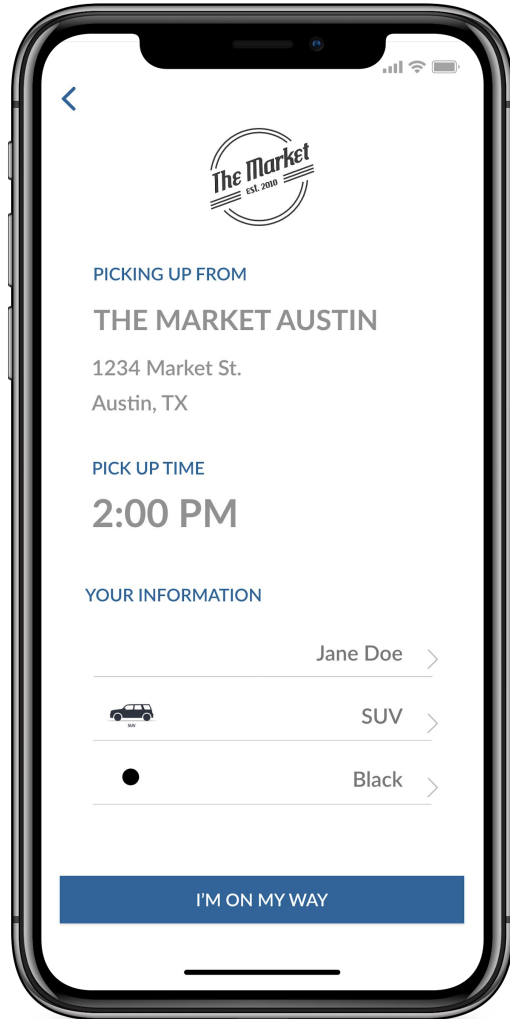**Pickup is complete**

FAQs

Question	Answer
1. Do I have to download the app?	No. You do not have to download the Flybuy app. You can use Flybuy from the mobile web browser.
2. Can I only allow location while using the app?	Yes. You can choose to allow location only while using the app.
3. Are you always tracking my location?	No. We will only track your location for the duration of your order.
4. How do I know which car belongs to which order?	Encourage the customer to update their profile in Flybuy to include the make and model of their vehicle.

Step By Step Guide

1 Name and Vehicle Information

Phone mockup

The Market
EST. 2010

PICKING UP FROM

THE MARKET AUSTIN

1234 Market St.
Austin, TX

PICK UP TIME

2:00 PM

YOUR INFORMATION

Jane Doe >

SUV >

Black >

I'M ON MY WAY

Annotations

Pickup details
Confirm pickup details and method

Vehicle information
(for curbside orders)

- Vehicle Color
- Vehicle Type
- License Plate

> Collecting customer vehicle information can happen during the checkout process OR the curbside pickup process.

> Consider using the order confirmation screen to have the end-user input and/or verify vehicle information before indicating they are on their way.

We recommend having the customer kick off their journey, so that they feel in control of the experience. Based on your technical integration, the Flybuy team can make further suggestions.

2 Permissions: location sharing

The Flybuy SDK uses mobile location data to identify the location of a customer and requires location services consent from the end-user.

- **Allow Always**
- **Allow When in Use**
- **Allow Once**

The Flybuy SDK can operate at any of the available permission levels

We recommend advocating for **Allow When in Use** permissions, communicating to the customer that their location is only used during lifetime of their pickup order.

If you are already asking users for the required permissions, you must include usage descriptions. The usage description explains why the application requires the requested level of authorization.

Other key callouts:
- Prompting for location permission feels most natural during the onboarding process within your app. Once permissions are set, your app should know the permission level at all times and can handle use cases appropriately.
- Requesting **Always** permissions provides additional background flexibility, however, bear in mind Apple and Google policies are increasingly encouraging users to deny **Always** requests.
- iOS 14 offers a Precise Location toggle - we suggest advising your users to grant Precise Location.

Explain why you are requesting location permissions prior to asking.

The Market

Curbside pick-up works best with Background location on

Letting us temporarily use your location when the app is in the background helps us quickly respond to your arrival.

ENABLE LOCATION

Privacy Policy
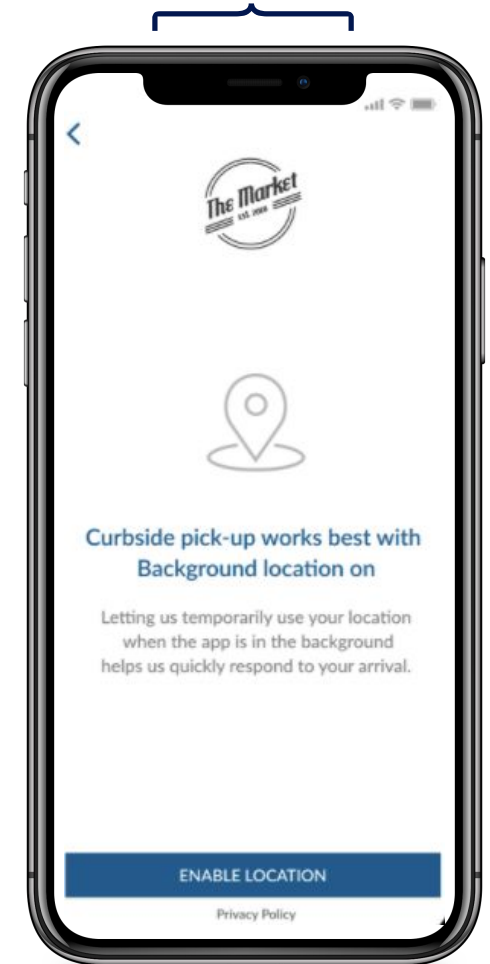
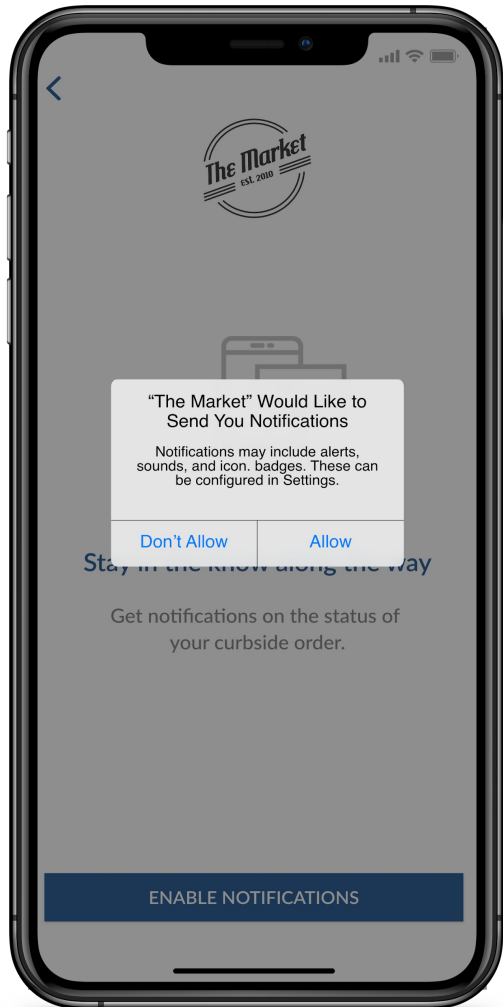## 2 Permissions: location sharing (cont.)

If users deny location sharing on first prompt, we can remind them the benefits of sharing location after checkout or upon kicking off their journey to pick up their order.

We advise against popping the OS location permissions dialog twice during the same pickup experience, but because the app knows about a user's location permissions, you are able to change the UI accordingly.

See this example of the "En Route" screen for a user who previously denied location sharing.

THE MARKET

We'll see you soon!

CURBSIDE PICK UP

Enable location for a faster pickup experience.

Your location is used to have your order ready the moment you arrive.

OPEN APP SETTINGS

Continue without sharing location.
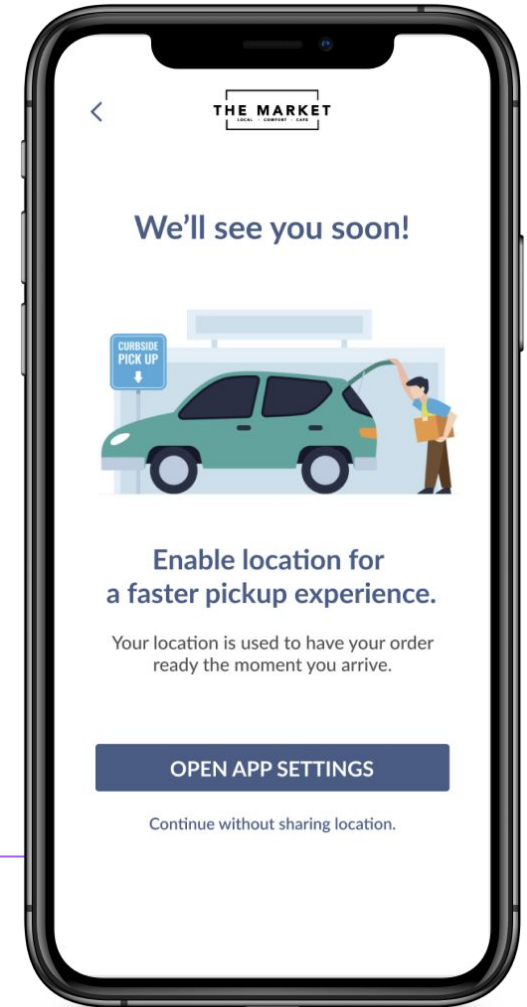
2 Permissions: push messages & customer notifications

The Flybuy SDK <u>needs push messages</u> to properly update order state, ETA, and stop location services for a given order.

We recommend your iOS app prompt for notifications permission, if it isn't already doing so (this is not necessary on your Android app). If notifications permission already exists, nothing further is needed.

Key functions of push messages:
- Receive silent pushes from Flybuy system with updates to order status
- Send user informative notifications from the store, configured to fire per event type

For the **best user experience** and assurance that order & customer states **remain in sync with Flybuy**, we recommend setting up a push service such as Firebase Cloud Messaging (FCM) and/or Apple's Push Notification Service (APNS).

Phone screen content:

"The Market" Would Like to Send You Notifications

Notifications may include alerts, sounds, and icon. badges. These can be configured in Settings.

Don't Allow   Allow

Stay in the know along the way

Get notifications on the status of your curbside order.

ENABLE NOTIFICATIONS

③ **Customer is En Route**

Once the customer has indicated they are on their way, it is helpful to include a few things to prepare them for their pickup:

- Special pickup instructions (where to go, what to expect)
- Store contact information
- Dynamic ETA based on current distance from store

Including a progress bar, tied to Flybuy's customer states, provides the customer a feeling of progression in their pickup journey. Example points of progress:
- **En Route/Nearby - "We'll see you soon!"**
- Arrived/Waiting - "Welcome"
- Completed - "Let us know how we did!"

Best practice:
Adding an "I'm here" button can serve as a failsafe once a customer has arrived, in the event we are not receiving location events. However, we suggest downplaying it (or even hiding it) until the customer state is close by or onsite.
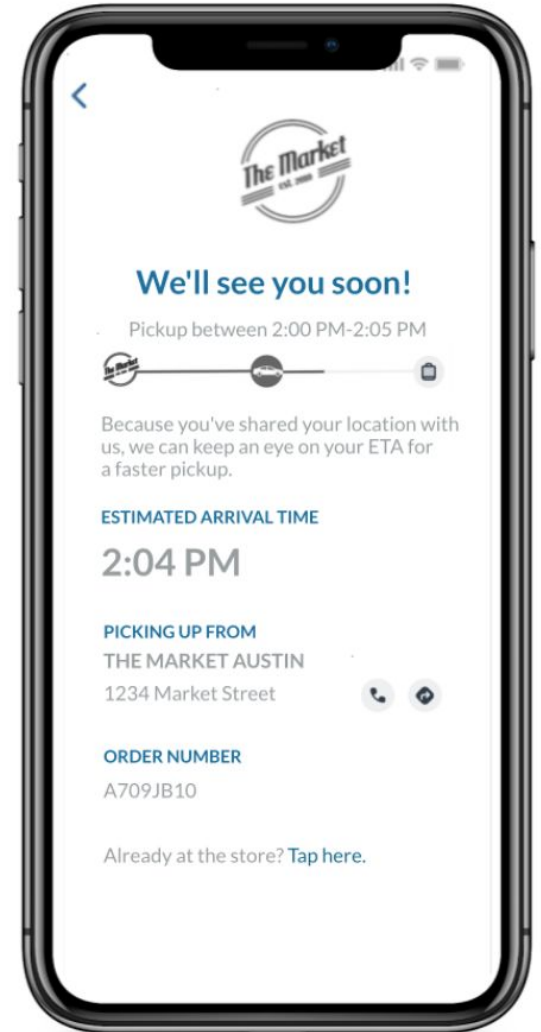
4 Customer has Arrived
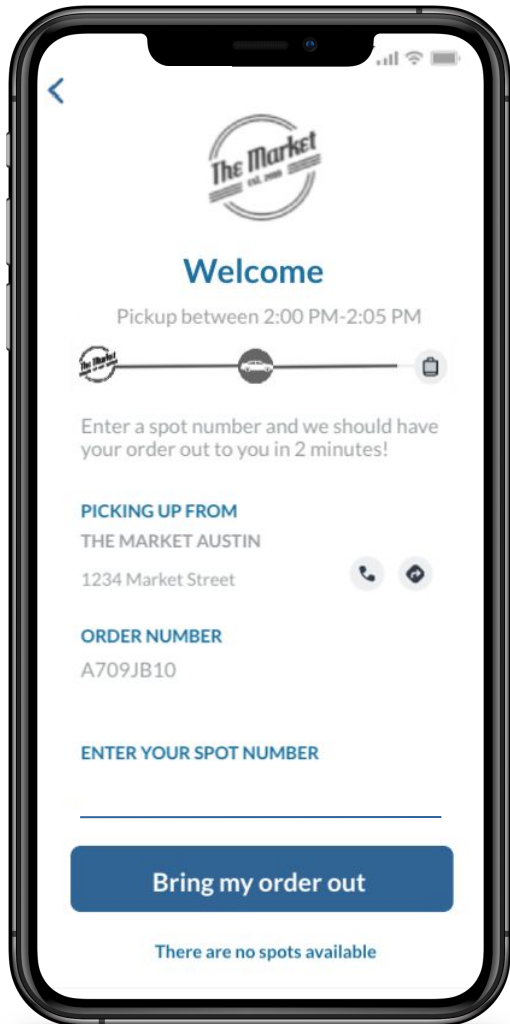
If the customer has enabled location permissions, once they have crossed the store premises, they will transition into the **Arrived** customer state. They will then transition into the **Waiting** customer state, once they pull into a designated pickup zone.

> 💡 For curbside orders, we offer brands the ability to collect a spot number from the customer upon arrival, which we can then display on the Flybuy Staff Dashboard.

It is helpful to include a couple things to prepare them for their pickup upon arrival:
- Estimated Pickup Time
- Special pickup instructions (leverage the push notification capability)
- Store contact information (name, address, quick link to call/text)

Including a progress bar, tied to customer states, provides the customer a feeling of progression in their pickup journey. Example points of progress:
- En Route/Nearby - "We'll see you soon!"
- **Arrived/Waiting - "Welcome"**
- Completed - "Let us know how we did!"

5 Pickup is Complete

At the end of a pickup experience, including an opportunity for customer ratings and reviews is a common best practice to collect on a per-order basis. Order ratings can be sent via the Flybuy SDK in values of 1-5 (*see star rating example*). The Flybuy SDK also accepts and stores comments tied to ratings.

Including a progress bar, tied to Flybuy's customer states, provides the customer a feeling of progression in their pickup journey. Example points of progress:
- En Route/Nearby - "We'll see you soon!"
- Arrived/Waiting - "Welcome"
- **Completed - "Let us know how we did!"**

Best practice:
Adding a way for the customer to let you know that they have their order in-hand can serve as an additional mechanism in stopping the customer's "wait time clock" and prompting their final piece of the journey.

The Market

Welcome
Pickup between 2:00 PM-2:05 PM

Head to the designated pickup area and you'll have your order in a jiffy!

PICKING UP FROM
THE MARKET AUSTIN
1234 Market Street

ORDER NUMBER
A709JB10

I picked up my order

Once your pickup experience is complete you'll have an opportunity to leave us a review!

The Market

Let us know how we did!
Thank you for your order. We hope to see you again soon. Please consider leaving us a review.

★★★★★

We look at feedback regularly. Drop comments about your experience here.

PICKING UP FROM
THE MARKET AUSTIN
1234 Market Street

ORDER NUMBER
A709JB10

Examples

Retail Partner
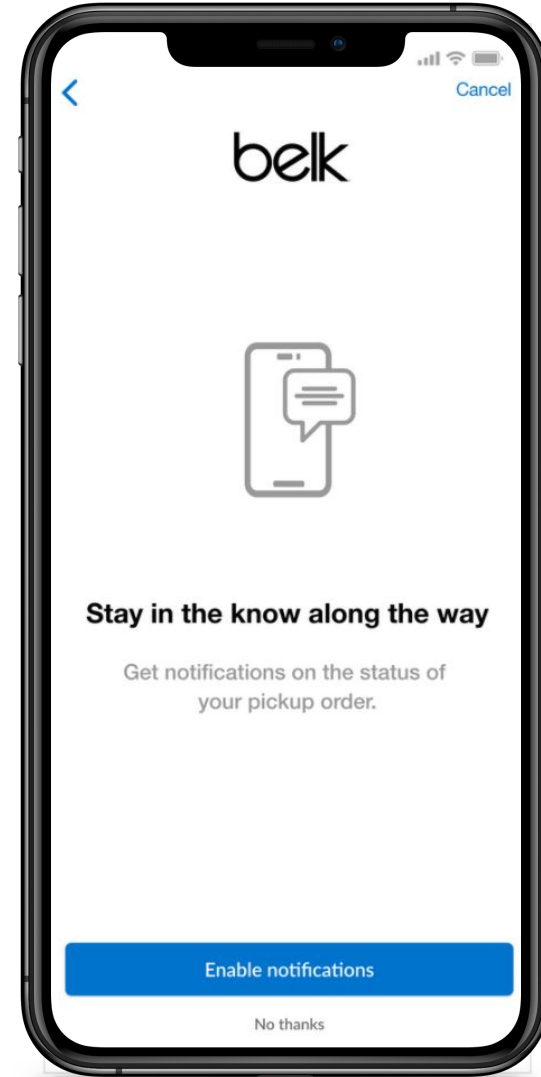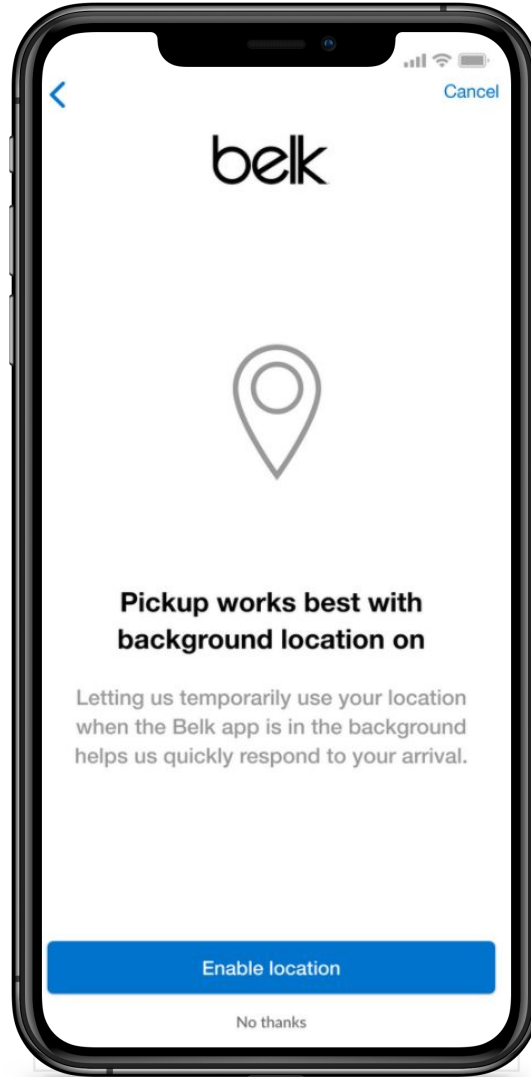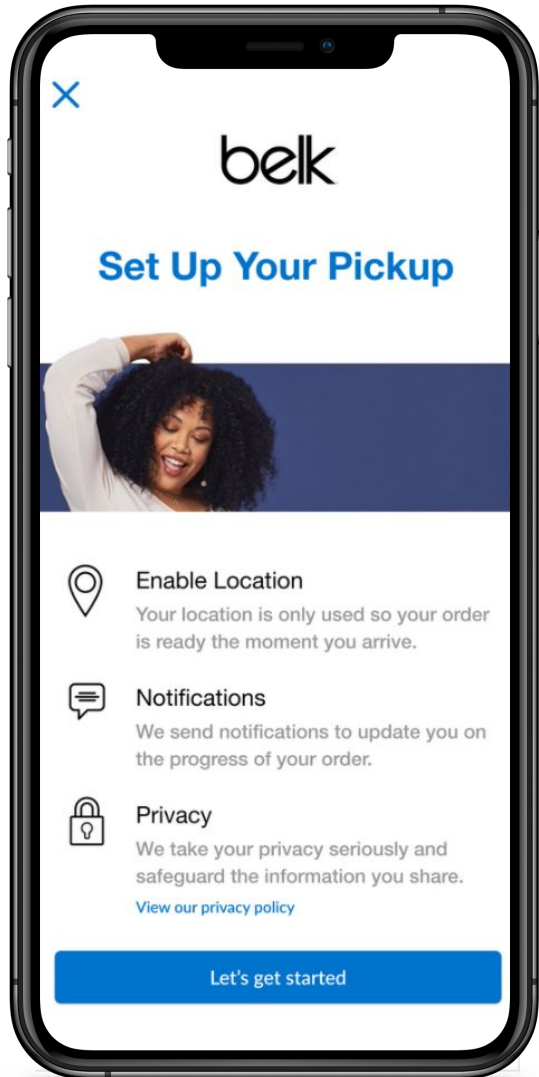
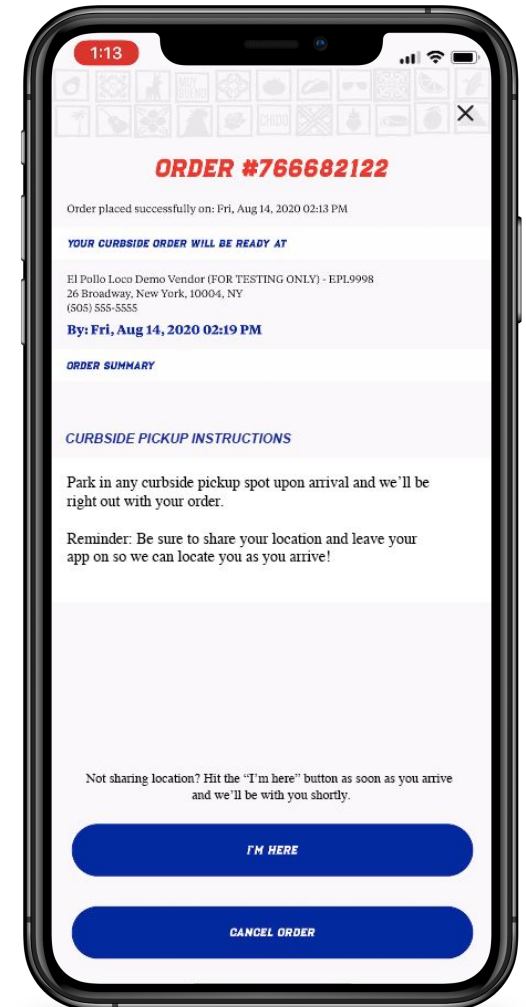# Retail Partner
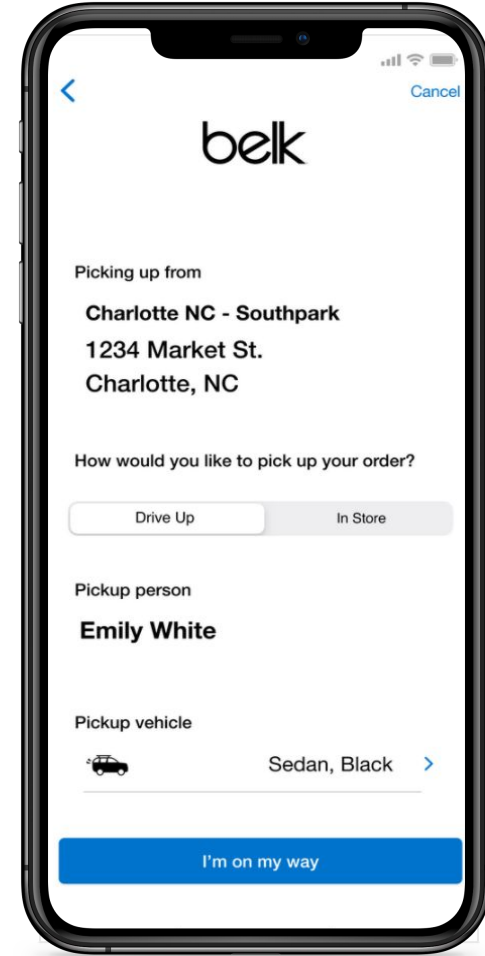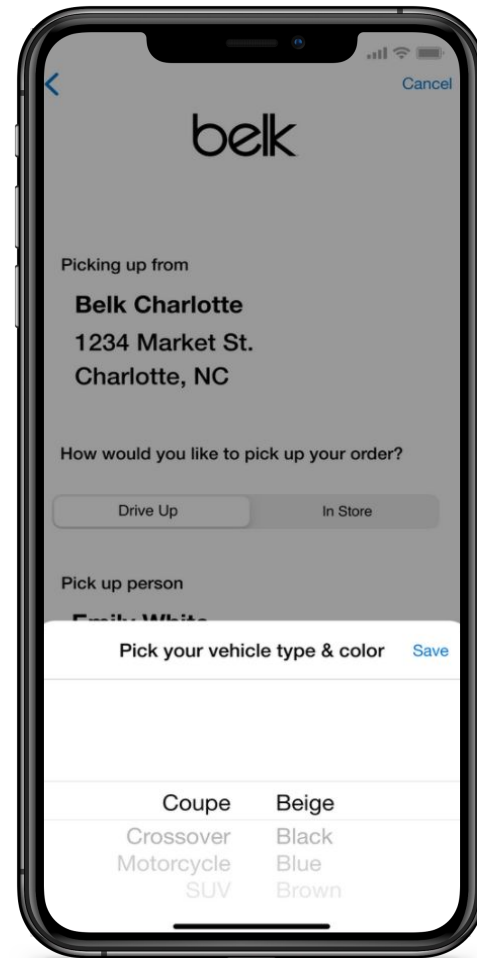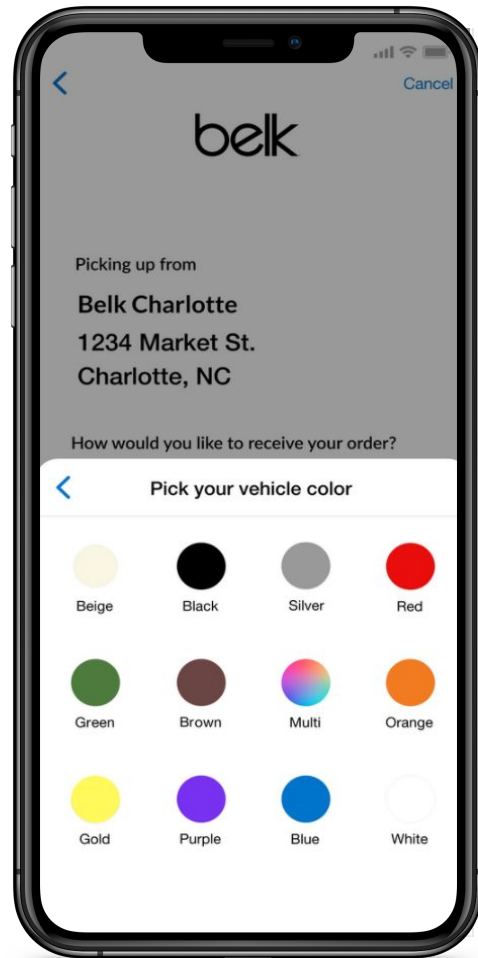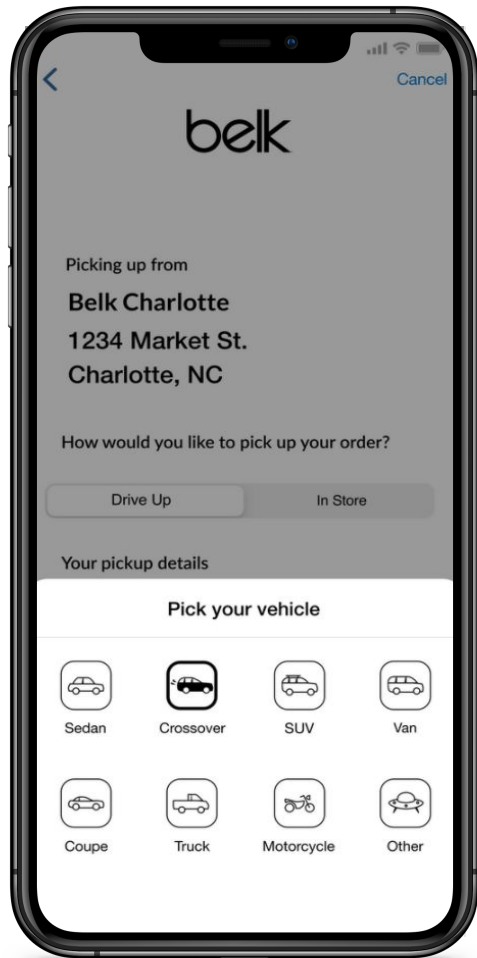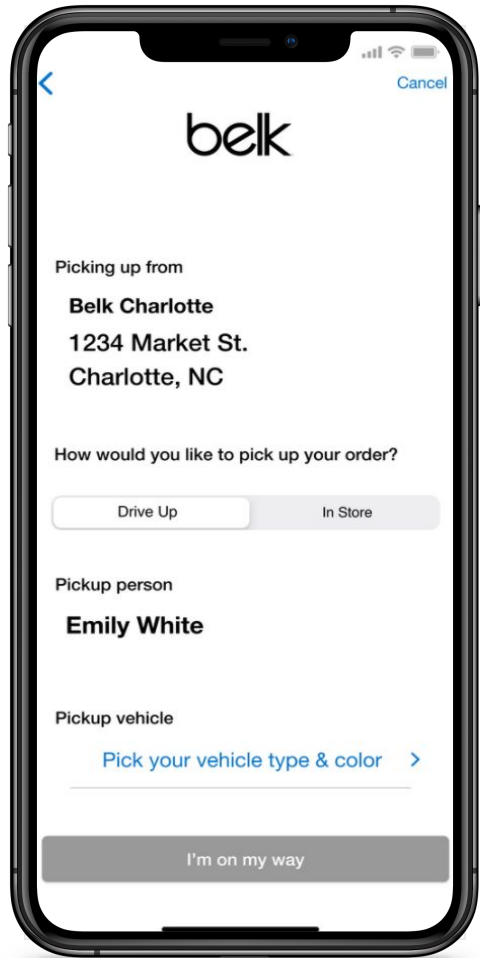
Grocery Partner
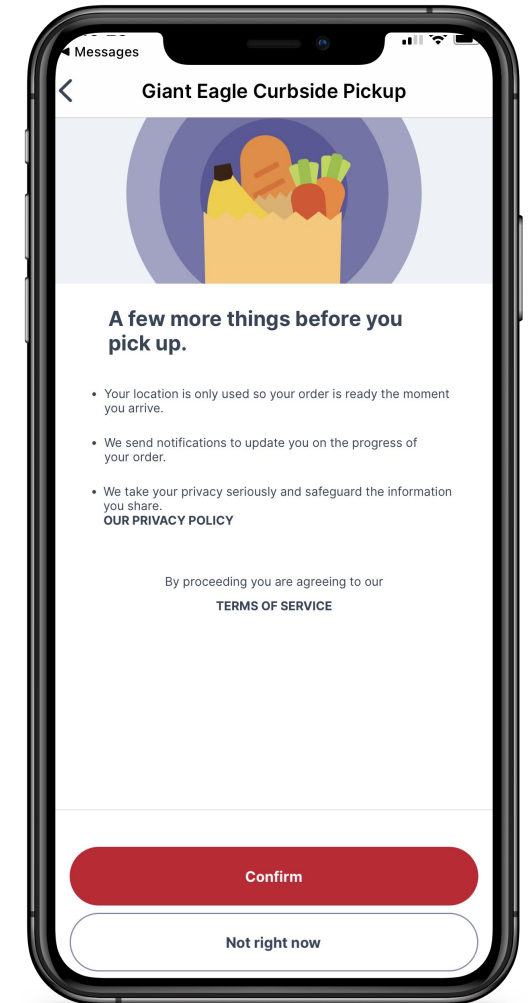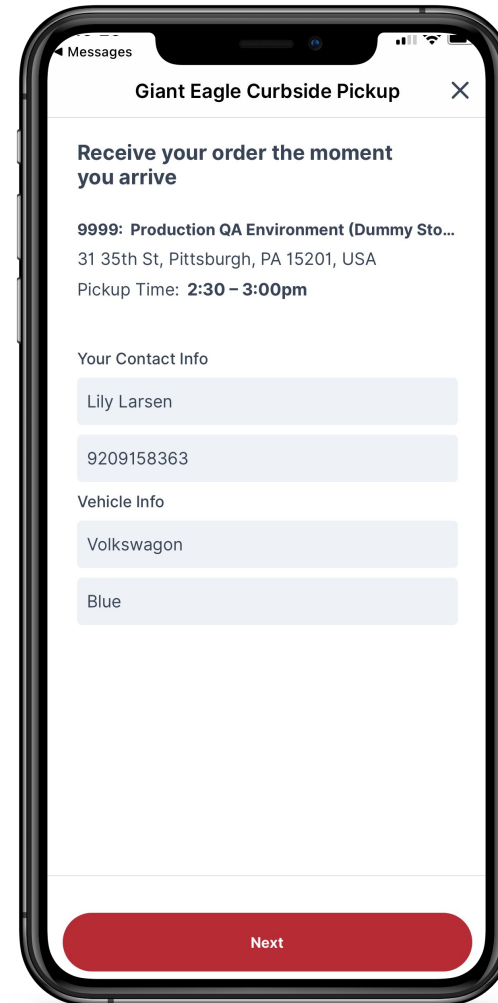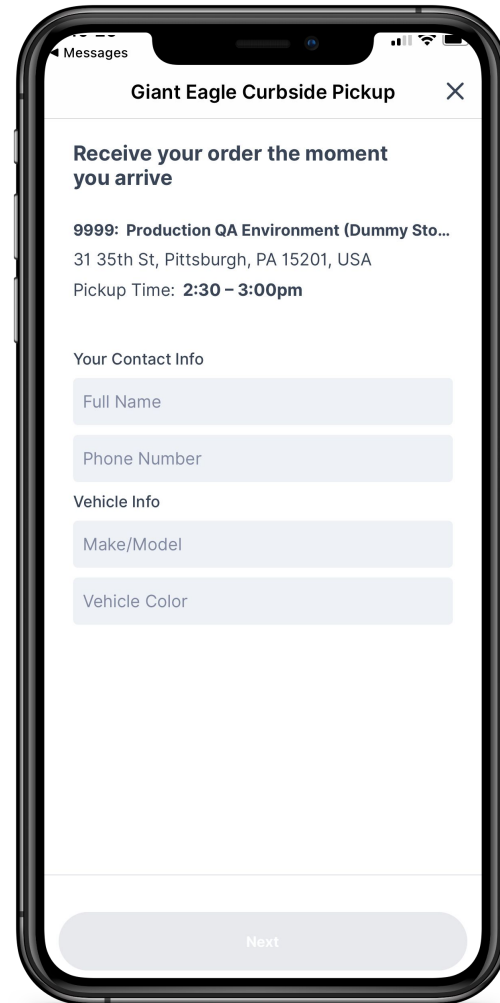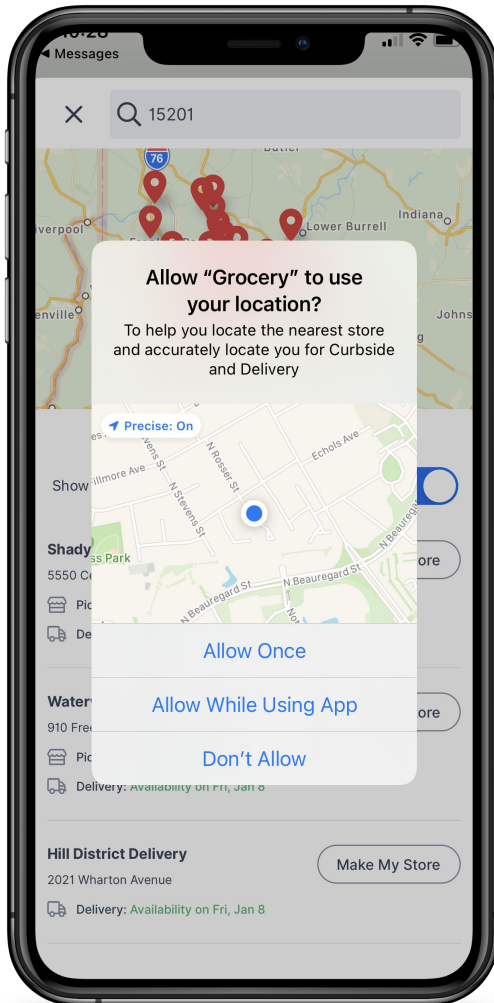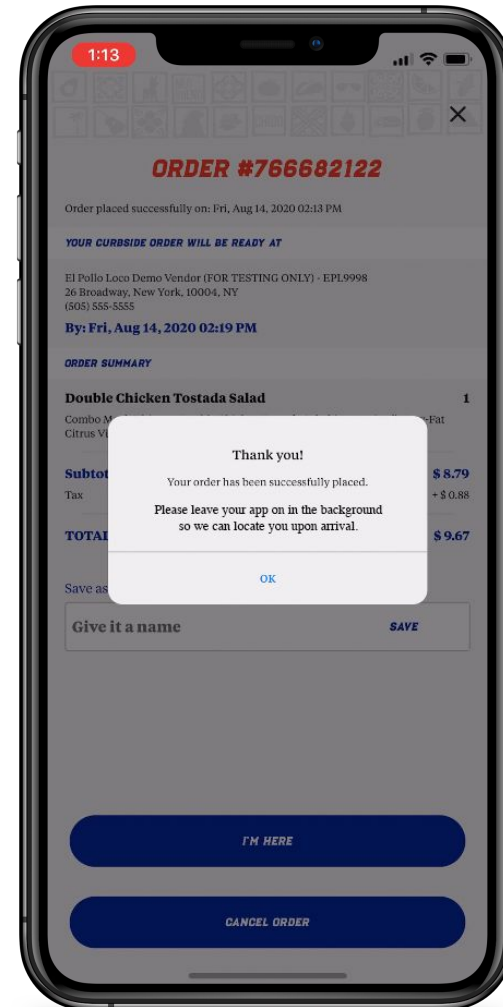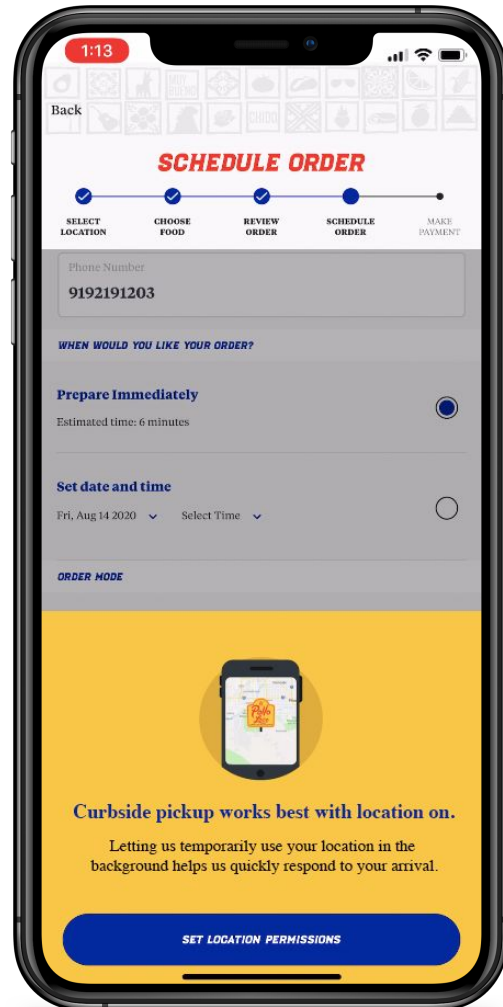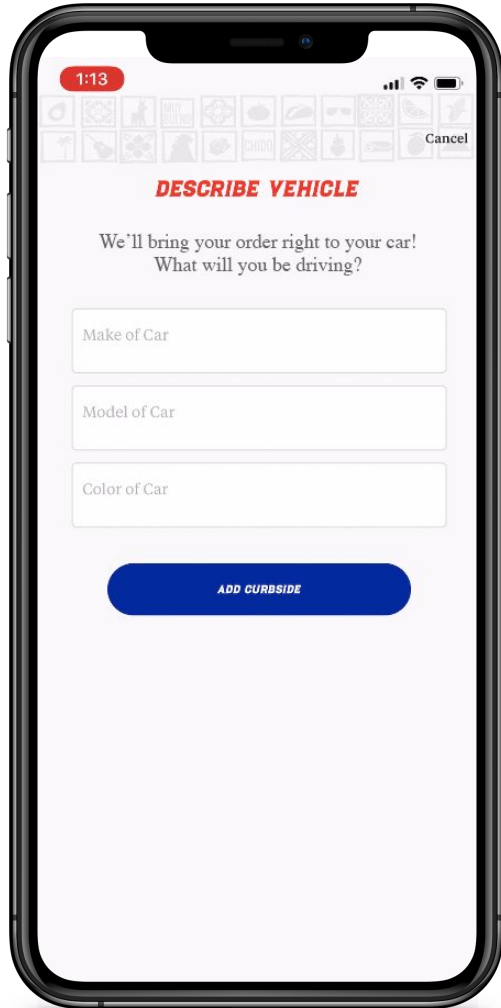
Grocery Partner
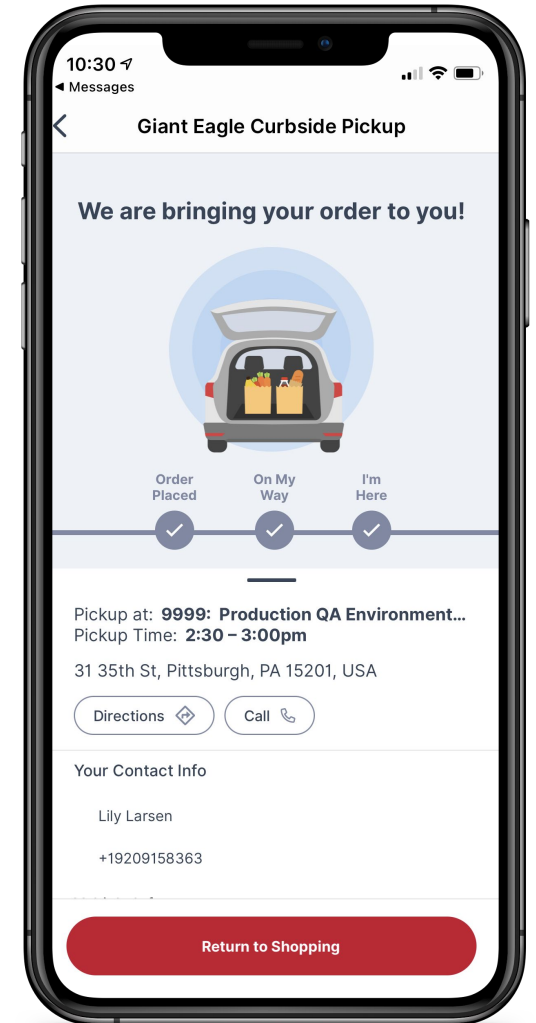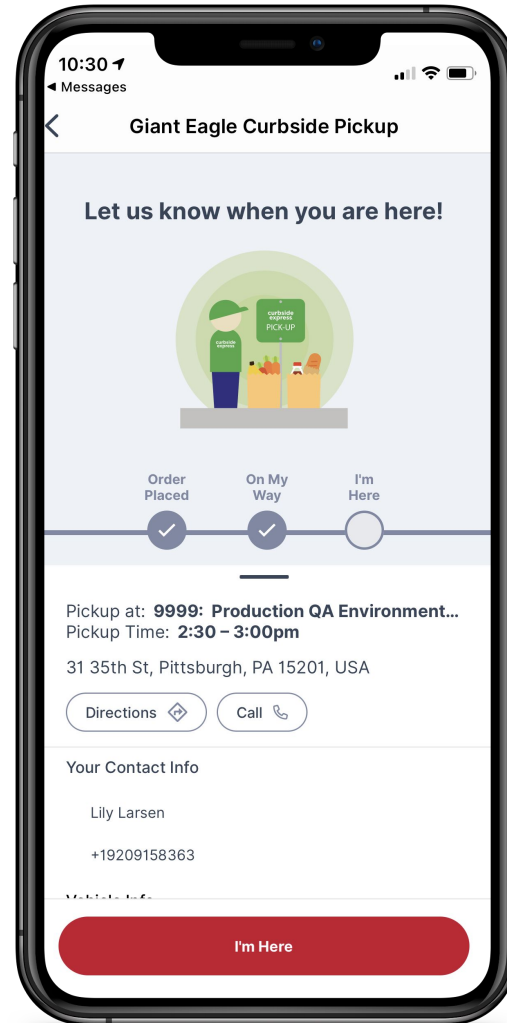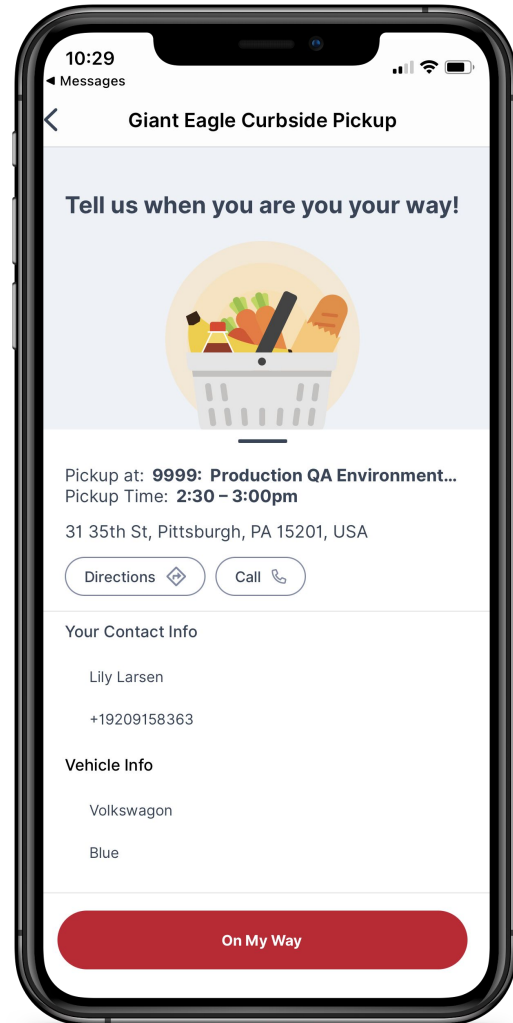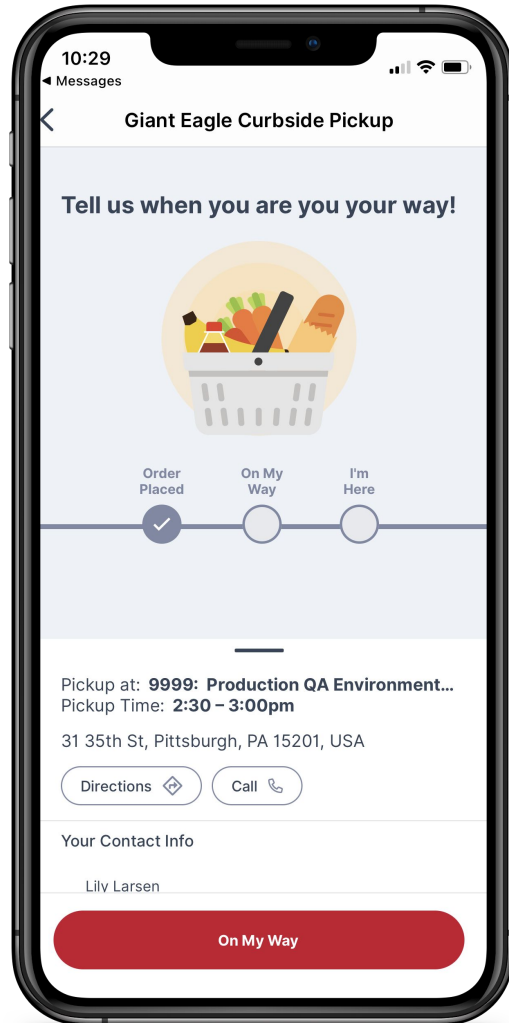
Restaurant Partner
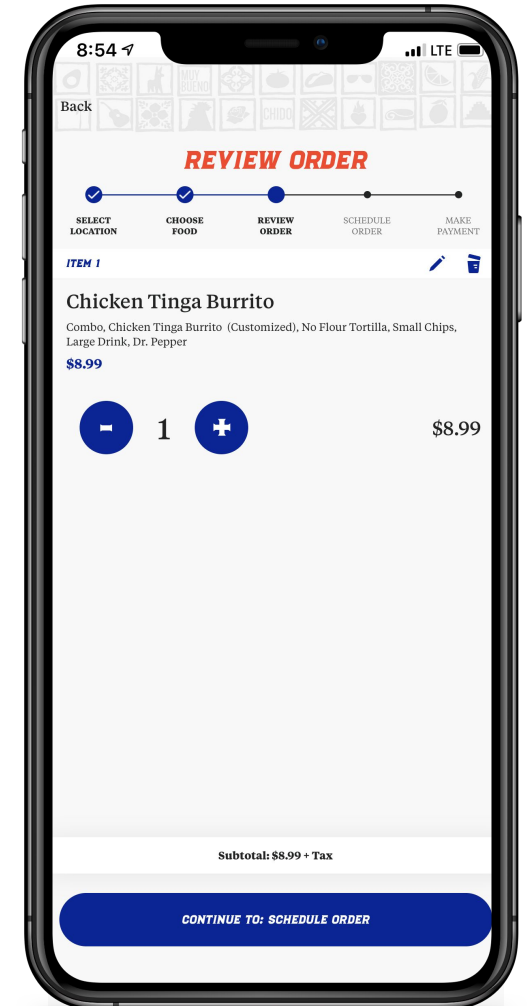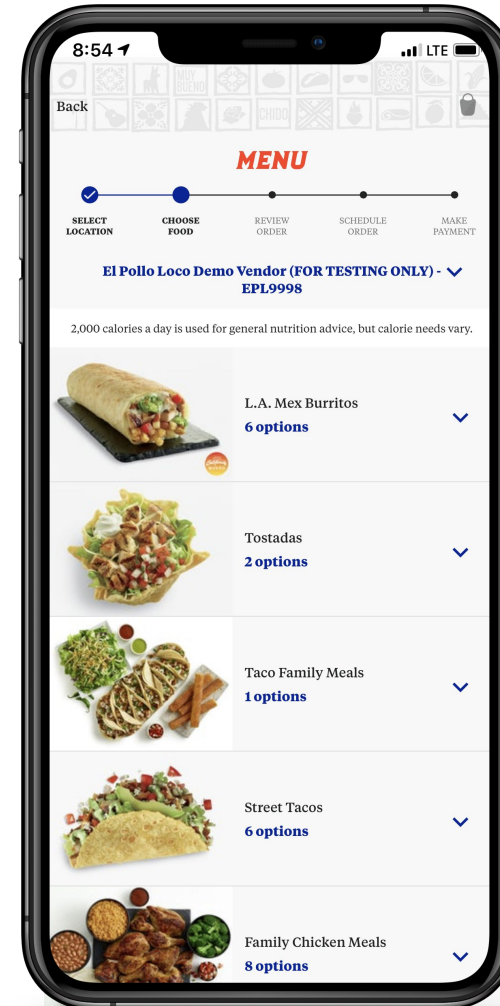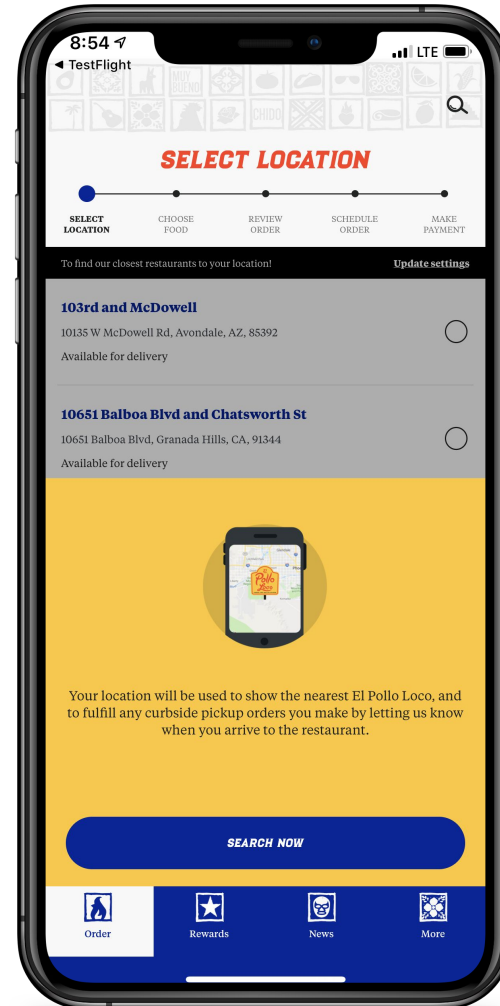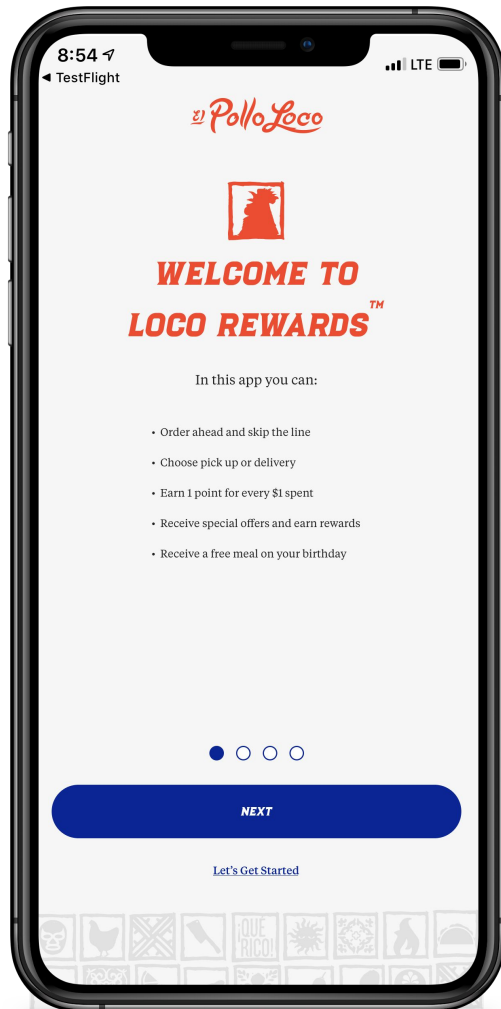
Restaurant Partner

Resources

Flybuy SDK Info & Resources

The Flybuy cloud service and Flybuy® Software Development Kit (SDK) from Radius Networks enables developers to integrate Flybuy functionality directly, streamlining customer pickup and staff tooling with other systems.

Version 2.0 of our SDK provides partners with the following advantages:

> Less overhead and faster feature development for partner's developer teams

> Manages location tracking (including frequency of updates, accuracy, battery usage, etc.)

> Manages API calls and optimizations on behalf of the partner

> With a push integration, the SDK assures data synchronization with Flybuy system

> Handles customer state management, including changes from API responses

> Handles parsing of certain data formats (example: push messages)

Flybuy SDK V2.0 Integration Overview Documentation
Detailed integration guides for iOS and Android are available via Flybuy's Developer Documentation
 https://www.radiusnetworks.com/developers/flybuy/

Note: SDK V1.0 is now deprecated.