

Checkout App V3 — Quick Reference for Staff

Effective August 3, 2026 · Print and keep at the station

Overview

Checkout runs on the **phone** on the stand. The phone has **two separate readers** attached — it helps to know which is which:

[PHOTO: Checkout phone on the stand, with the Payment Card Reader and the Student Card Reader labeled]

The core checkout is two steps, and covers most transactions:

1. **Scan the container.**
2. **Tap the Payment Card Reader** with a card or phone.

Everything after that is automatic. Other ways to identify a reuser, and less-common situations, are in their own sections near the end.

Glossary

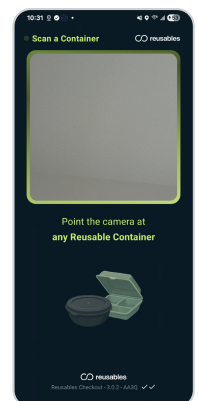
- **Reuser** — the customer checking out or returning a container.
- **Container** — a Reusables container being checked out or returned.
- **Payment Card Reader** — the reader a reuser taps a **credit/debit card or phone** on. The main way to identify a reuser.
- **Student Card Reader** — a separate reader (at sites that have one) for tapping a **student ID card**.
- **Reuser ID** — a reuser's personal **QR pass**, scanned with the phone camera.
- **Member number** — a reuser's ~5-digit number, typed in via **Lookup**.

Core checkout flow

STEP 1

Scan the container

On the idle screen, point the camera at any Reusables container. Once it's scanned, the identify window opens automatically.

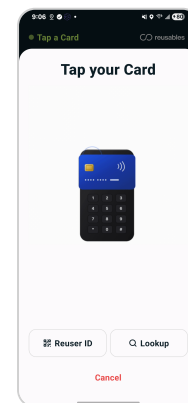


Idle "Scan a Container"

STEP 2

Tap the Payment Card Reader

The reuser taps a **credit/debit card or phone** on the **Payment Card Reader**. The first tap links that card to their account; after that, a single tap identifies them — no card details are stored on the device.

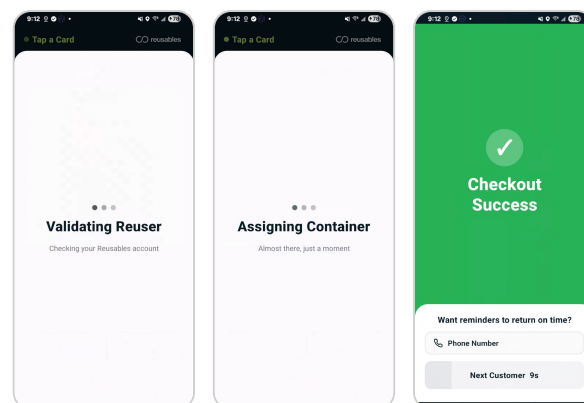


Tap the Payment Card Reader

STEP 3

What you'll see after

Once the reuser is identified, the window moves through these states on its own — no action needed. **Success** may ask for the reuser's phone number (for return reminders) and closes after a few seconds; tap **Next Customer** to close it right away.



1. Validating

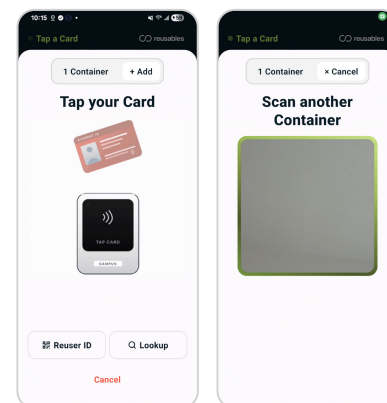
2. Assigning

3. Success

Other situations

Multi-container scan

To check out more than one container to the same reuser, use the **container counter** at the top of the window (e.g. "1 Container"). Tap **+ Add** and scan the next container — repeat as many times as needed. They all go to the same reuser. Tap **× Cancel** to start over.

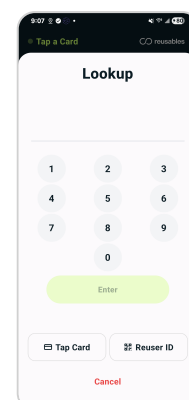


Counter with "+ Add"

"Scan another Container"

Member number lookup

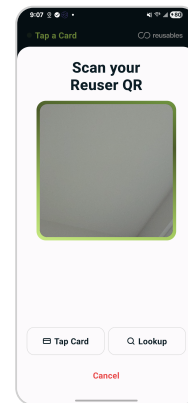
If a reuser doesn't have a card to tap, tap the **Lookup** footer button to open a **number pad**. Type their **member number** (about 5 digits) and press **Enter**. A preview of the matching account appears — confirm it to continue.



Lookup number pad

Scanning Reuser ID

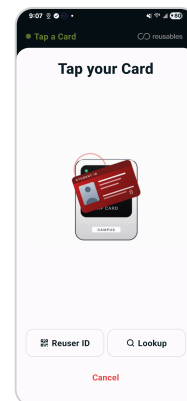
If a reuser has a **QR pass**, tap the **Reuser ID** footer button to switch the window to the **camera**. The reuser holds up their pass and it's scanned automatically.



"Scan your Reuser QR"

When Student Card and Payment Card readers are both enabled

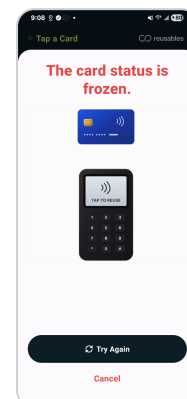
At sites with both readers, the identify window cycles between the **Payment Card** and **Student Card** prompts. Either works at any time — the reuser can tap a **student ID** on the **Student Card Reader** just as they'd tap a card on the Payment Card Reader.



Tap a student card

If it can't identify the reuser

A short message appears right in the window (for example, a card that's frozen). Tap **Try Again**, or switch to another method.



Example error → "Try Again"

Good to know

- **Your site's rules haven't changed.** Container limits and any charges (e.g. for extra containers) still apply exactly as before.
- If nothing happens for about 2 minutes, the window closes by itself and the phone returns to the idle screen — just start again.
- **Wi-Fi quick-fix:** if a device seems disconnected, tap the serial number in the footer to open Wi-Fi settings. If that doesn't help, contact your Reusables representative.

Return Station (SRS) — on the tablet

Return a container

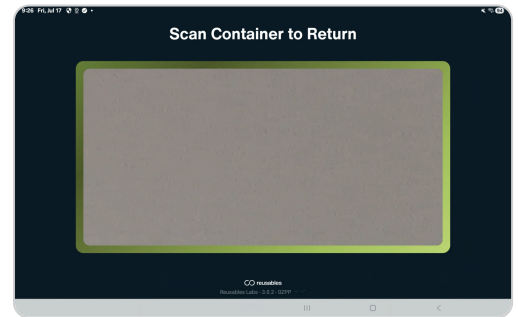
Scan the container with the camera, or **tap** it if the station has a reader attached. You'll see **"Container returned successfully"** right away.

New in V3 — Offline mode

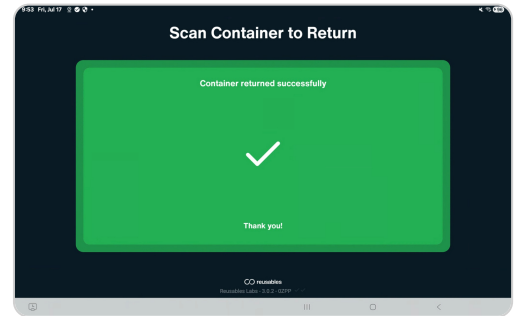
The return station keeps working even when the internet is down.

- Returns still register instantly — the success confirmation shows as normal.
- Each return is saved on the tablet; a **"N pending"** badge (top-right) shows how many are waiting to upload.
- When the connection is back, pending returns **upload automatically** — or tap the badge to upload now.
- Restarting the tablet won't lose anything pending.

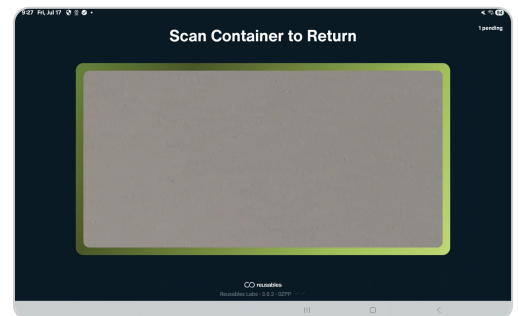
If the pending count doesn't clear after the tablet has been back online a while, let your Reusables rep know.



"Scan Container to Return"



Returned successfully



"1 pending" (offline)

Questions? Reach out to your Reusables contact. This sheet is kept up to date online — ask for the latest link.