

Checkout & Return App V3 — Quick Reference for Staff

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

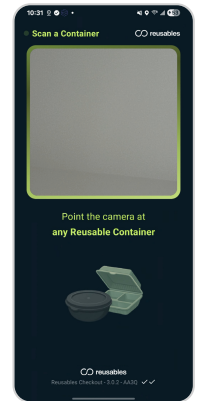
Version 3 has two modes: **Checkout** runs on the **phones** staff use to check containers out to users; **Return** runs on the **tablet** at the return station (new in V3: it works **offline**). Checkout is the same two steps — **scan the container**, **then identify the user** — but the identify window is clearer. This sheet walks through both.

Checkout (on the phone)

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.

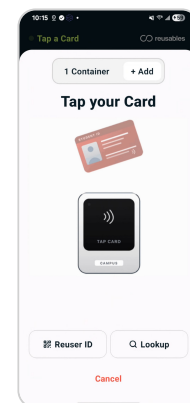


Idle "Scan a Container"

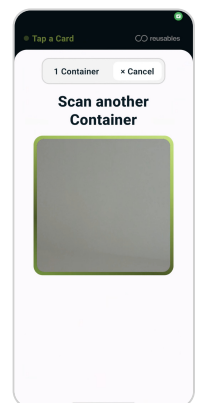
OPTIONAL

Check out more than one container

The window shows a **container counter** at the top (e.g. "1 Container"). To add another before identifying the user, tap **+ Add** and scan the next container — repeat as many times as needed. They all get checked out to the same user. Tap **× Cancel** to start over.



Counter with "+ Add"



"Scan another Container"

Step 2 — Identify the user

The window offers a few ways to identify the user. **Which options appear depends on the site and the phone's hardware.**

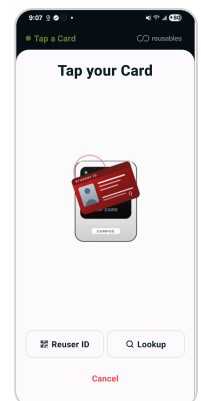
Tap — card reader MAIN

The card reader is **enabled for taps**. The user taps a **credit/debit card or phone** on the 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.

If your phone also supports **student cards**, the prompt cycles between the card-reader and student-card images; a student card works the same way.



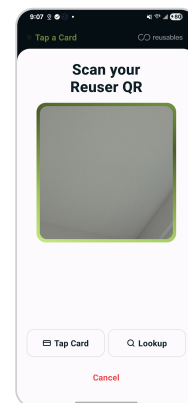
Tap a credit/debit card



Tap a student card

Reuser ID — scan a QR pass

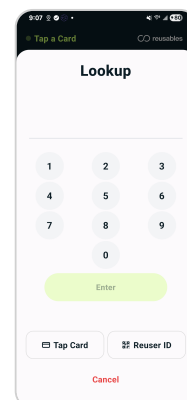
The **Reuser ID** footer button switches the window to the **camera**. The user holds up their **Reuser QR pass** and it's scanned automatically.



"Scan your Reuser QR"

Lookup — type a member number

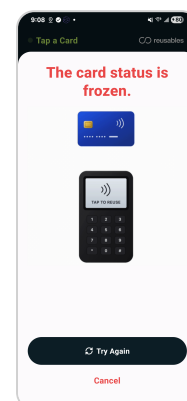
The **Lookup** footer button opens a **number pad**. Type the user's **member number** (about 5 digits) and press **Enter**. A preview of the matching account appears — confirm it to continue.



Lookup number pad

If it can't identify the user

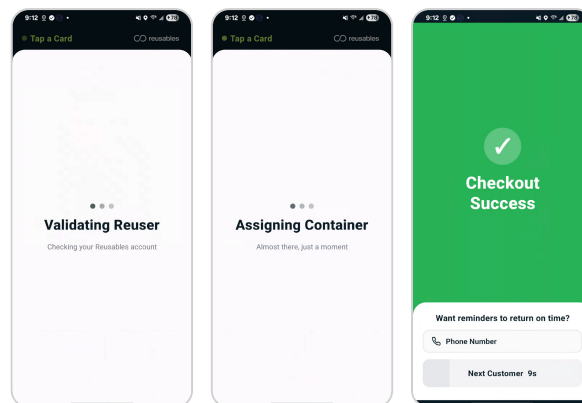
A short message appears right in the window (for example, a card that's frozen). Tap **Try Again**, or switch to another method.



Example error → "Try Again"

Step 3 — After identifying

Once a user is identified, the window moves through these states on its own — no action needed. **Success** may ask for the user'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

Return mode (on the tablet)

Return a container

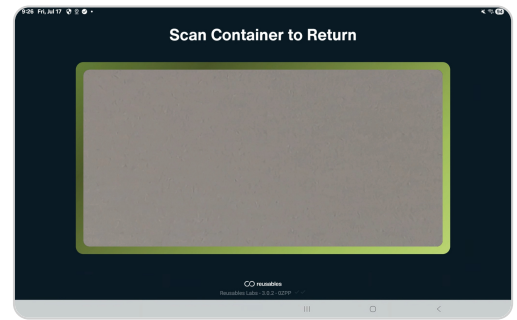
Scan the container with the camera, or **tap** it if the station has a reader attached. You'll see **"Container returned successfully"** right away.

New in V3 — Offline mode

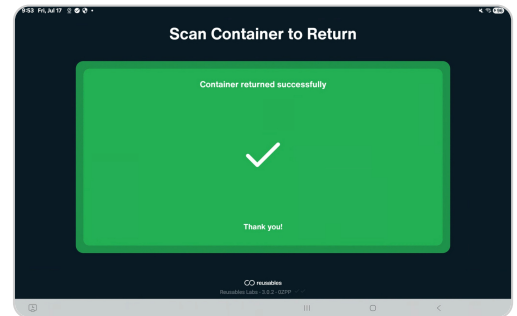
The return station keeps working even when the internet is down.

- 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.

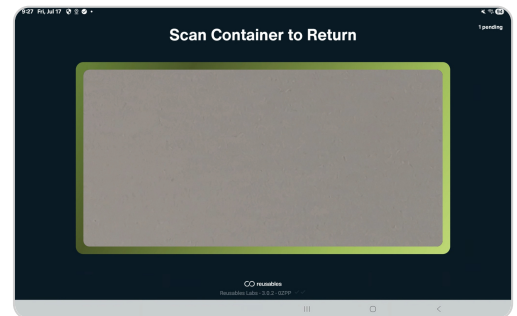
If the pending count doesn't clear after the tablet has been back online a while, let your Reusables rep know.



"Scan Container to Return"



Returned successfully



"1 pending" (offline)

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.
- On checkout, 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.

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