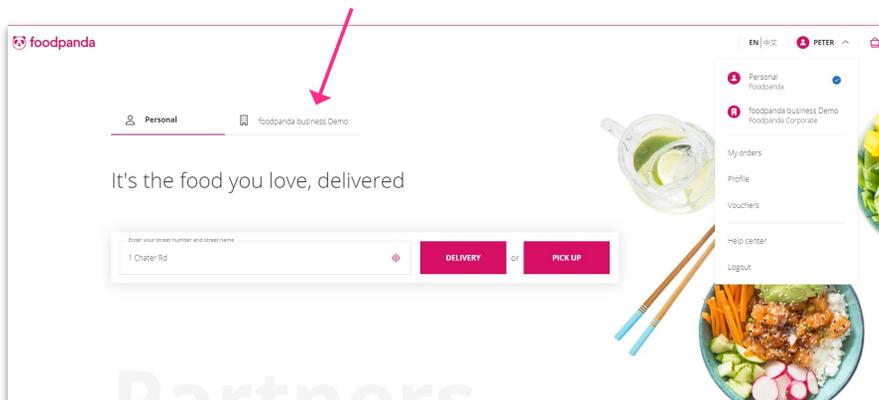




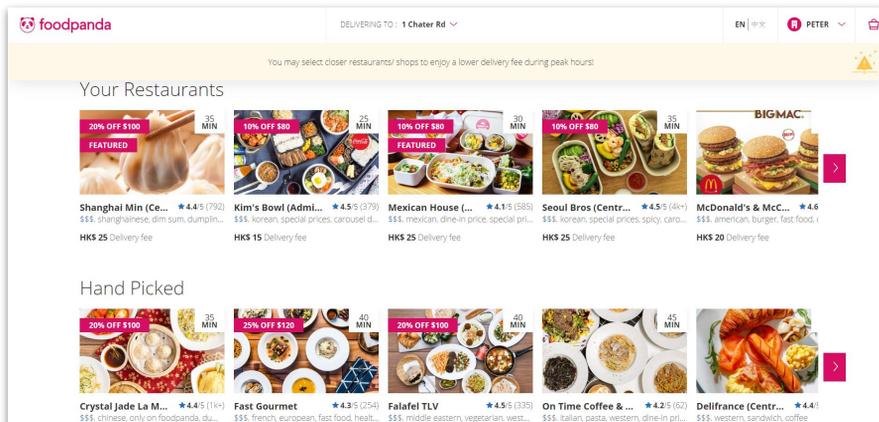
Allowance Ordering Platform Guide

Part I: Ordering Process

- 1 Login to your user account (<https://www.foodpanda.hk>) and select “company name” portal.
- 2 Choose “**Default Delivery Location**” and select “**Delivery**”.



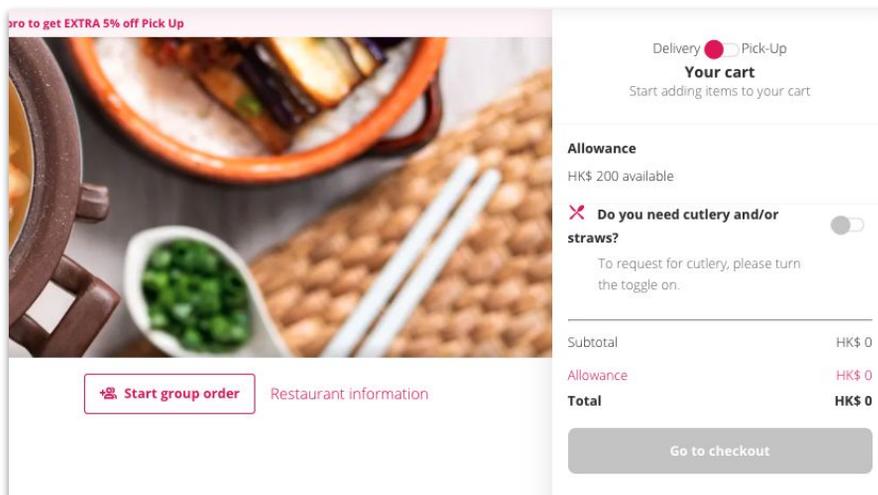
- 3 Choose vendor or use search and filter bar for quick searching.





4

Select your delivery date and time. If you would like to pre-order your meal, please be aware that if your chosen delivery time doesn't meet the allowance criteria, the allowance will not be shown.



5

Clicking on the item in your Basket will give you the option to add a note for that meal (e.g. No onion in salad etc)

6

Click **“CHECKOUT”**

7

Review the order details as follows before placing the order.



1

Expense Reporting

“Are you ordering for someone?”

- Notes here can be seen by the vendor

“Are you planning to book your expense on a project?”

- Matter Number to be filled in this box. You are required to enter a matter number before checking out. If you would like to revise the matter number after the order is submitted (before every month end) , please send the request to [“corporates@foodpanda.hk”](mailto:corporates@foodpanda.hk).





7

2

Payment

If an account has been set with an allowance for its users, there will be no payment options (unless outside of allowance time period OR user has ordered over their allowance amount and must pay the remainder).

3

Do you have a voucher?

Vouchers can be added and redeemed.

Note: the mechanics of the voucher you are using will depend on some variables, for example some vouchers cannot be used in conjunction with other vouchers, some vouchers are only valid at certain times etc.

The screenshot shows the 'Expense Reporting' section of the foodpanda business demo interface. It includes a form for 'Are you ordering for someone?' with a text input for 'Beneficiary name (optional)'. Below that is a section for 'Are you planning to book your expense on a project?' with a text input for 'Please add or choose below.'. The 'Payment' section below offers several options: 'Credit / Debit Card' (with Visa, Mastercard, and American Express logos), 'Google Pay', 'Cash on Delivery', and 'PayPal'.

8

A confirmation page will load to reassure the user that their order has been placed and a confirmation email will automatically be sent to the user's email address.





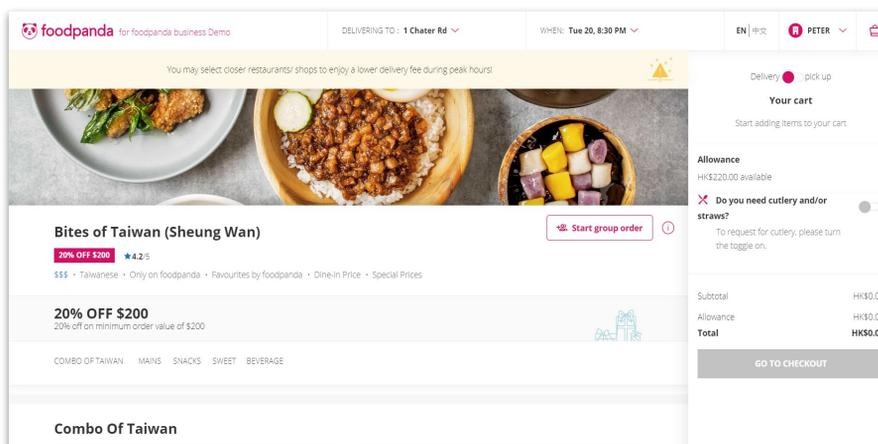
Part II: Group Order

(Only applied to website version)

Group ordering allows anyone to start a group order cart and have people add their selected items directly, making it simpler and easier for people organising big group orders.

Why would a user combine their allowance?

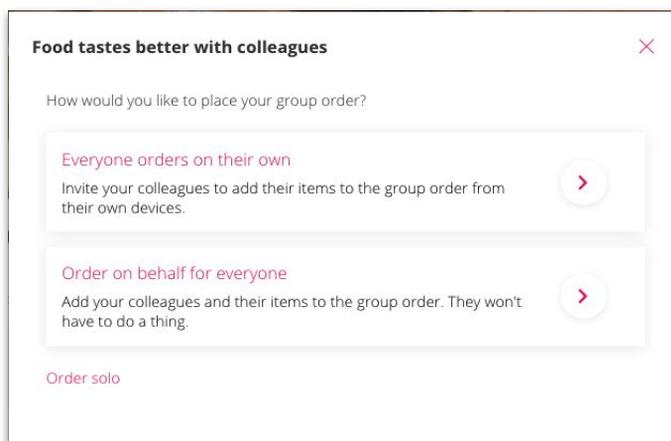
When there is a set meal that the user would like to share with a colleague but the cost of the meal is over his/her allowance, by combining their allowances in a group order they can afford the meal to share. **AWESOME!**



Create Group Order

1 Tap on **“Start group order”** button to initiate group order.

2 Select either one method to create group order – **“Everyone orders on their own”** / **“Order on behalf for everyone”**





Method A: “Everyone orders on their own”

1

When Guest opens the **invite URL**, the user will be directed to the foodpanda website on the default internet browser. They can preview the order information and **opt to join the group order**.

2

When Guest has joined the group order, the host will see the Guest's **initials avatar** in the group cart.

3

Click '**Checkout**'. Checkout will consist of items from both Host and Guest(s). Host will not be able to edit any items from the checkout.

Method B :”Order on behalf for everyone”

1

Add colleagues to group order.

2

Click “Invite colleagues” on the cart.

3

Click “Add” in the popup.

4

Find colleagues in the search bar by email, first or last name.

5

Select products.

6

Click Confirm to confirm selection of users in the invitation popup to create a group.

7

Place order in your own expanded cart (all guest carts minimized).

8

Click Options to clear cart or remove user from cart



A Confirmation page will load to reassure the user that their order has been placed and confirmation email will automatically be sent to every group order member's email address.

Invited group order staff can enter their own project code via the confirmation email.



Part 2: Corporate Customer Service

Need support?

Reach out to our Corporate Customer Service team via:

1

2456 5306

This hotline operates from 8:00 AM to 9:30 PM, Monday to Friday and 10:30 AM - 2:30 PM, Saturday to Sunday, and for public holidays.

2

Email corporates@foodpanda.hk, in case the hotline is busy.

3

LiveChat if the hotline is not in operating hours.

