



R365 Frequently Asked Questions

☐ How do I order?

- Use the 365Pay App
 - Download the app from the App Store or Google Play.
 - Place your order ahead of time and choose a pickup time that works for you.
 - When you arrive, just grab your order from the designated pickup area.
- Use a Café Kiosk
 - There are 4 self-service kiosks inside the café.
 - Browse the menu, place your order, and pay right at the kiosk.
 - Important: All non-weighed food (like burgers, pizza, or hot meals) must be ordered before you pick it up.

☐ What about the fruit and salad bar?

You will still be able to make your own fruit bowl or salad. Then, take it to a kiosk to weigh it. **Note: weighed items cannot be purchased in advance through the app**

- After filling your container, take it to any kiosk.
- Place it on the scale, follow the on-screen instructions, and pay based on the weight.

☐ What if I just want a grab and go item?

You've got options:

- **In-person:**
 - Grab your packaged item (like a sandwich or drink) before heading to a kiosk.
 - Then scan the barcode at any kiosk and pay.
- **Using the 365Pay app:**
 - If you're within 25 feet of the center kiosks and have Bluetooth turned on, you can scan and pay directly from your phone.
 - Or, order ahead in the app, select a pickup time, and simply walk in and grab your item—it's already paid for!



What if I want to pay with cash or use a voucher/punch card?

Cash and vouchers are only accepted at the cashier-assisted kiosk located at the Starbucks coffee station.



Where do I pick up my food?

- After placing your order, head to the correct pickup station:
- Grill items (like burgers): Pick up at the Grill
- Pizza or deli items: Pick up at the Deli/Pizza area
- App grab & go orders: After placing your order through the app, simply walk into the café, pick up your selected Grab & Go items, and head out—no need to stop at a kiosk. Your payment is already complete!



How do I get a receipt?

- **Kiosk orders:** You can choose to print your receipt or have it texted to your phone.
- **App orders:** Your receipt can be sent via text or email, depending on your app settings.

