



Scan&Go Trial Frequently Asked Questions

About the Scan&Go Trial

What is Scan&Go?

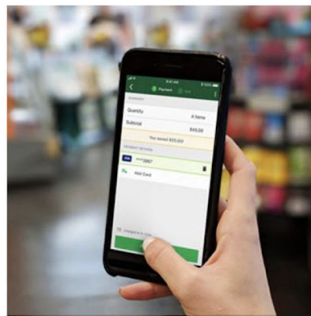
Woolworths Scan&Go is a new way to shop - use the Scan&Go app to scan and bag items as you walk through the store. Once you're done, pay via the app, scan your QR code at the Scan&Go Checkout, and you're on your way.

How does it work?



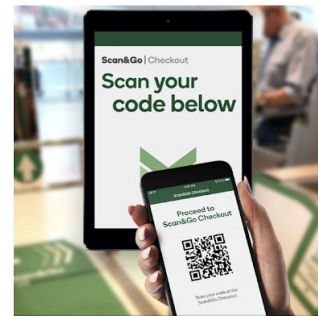
Step 1

Scan items using the Scan&Go app



Step 2

Pay in-app using your saved payment method



Step 3

Head to the new Scan&Go checkout, tap off and follow the prompts

Scanning

With Scan&Go, you use your smartphone to scan items. If an item has a barcode on its packaging, simply tap the scan button and centre the barcode in the camera frame: one (1) item will be added to your cart.

For produce and bakery items without packaging, scan the barcode on the shelf and follow the prompts.

How to pay

When you're ready, select the "Continue to Payment" button in the app, then go to the Scan&Go Checkout and hold the QR code on your smartphone screen under the reader.

From time to time we will conduct scan checks to test the accuracy and reliability of this new technology.

Where can I use Scan&Go?

Scan&Go is currently available at 6 different stores around Sydney; **Woolworths Double Bay** located at [Kiaora Ln & Kiaora Road, Double Bay NSW 2028](#), **Woolworths Metro George Street**, [333 George St, Sydney NSW 2000](#), **Woolworths Metcentre**, [60 Margaret St, Sydney NSW 2000](#), **Woolworths Mona Vale**, [25-29 Park St, Mona Vale NSW 2103](#), **Woolworths Metro York Street**, [65 York St, Sydney NSW 2000](#), **Woolworths Metro Pitt Street**, [185 Pitt St, Sydney NSW 2000](#), **Woolworths MetroGo Strawberry Hills**, 407 Elizabeth St, Surry Hills 2010, **Woolworths Metro Manly**, 29 The Corso, Manly NSW 2095, **Woolworths Chullora**, 355 Waterloo Rd, Chullora NSW 2190, **Woolworths Millers Junction**, 330 Millers Road, Altona North VIC 3025.

Having trouble logging in to Scan&Go?

Ensure you have logged in using your Woolworths Rewards credentials. For more information on Woolworths Rewards please visit <https://www.woolworthsrewards.com.au/>.

If you are an existing Scan&Go user and no longer able to login to the app, please contact us at 1300 10 1234.



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What kind of phone do I need?

You will need a recent-generation iPhone or Android phone to use Scan&Go. When you're in the store you will also need Bluetooth and location services enabled, as well as data - free wifi is available however we recommend using mobile data. .

REWARDS

Will I earn and redeem Rewards points for my shop using the Scan&Go app?

Yes - Rewards points will be accrued and redeemed on the Rewards card linked to your Woolworths online account.

Why can't I see my Rewards points as I shop?

Real-time Rewards points updates are currently not supported in-app. Your earned points (including any bonus points) will be updated at woolworthsrewards.com.au soon after your transaction.

Do I need to be a Rewards member to use Scan&Go?

Yes. A Rewards membership is required to use Scan&Go. You will also need to have your Rewards card linked to your Woolworths Online account.

How do I become a Rewards member?

You can sign up to Woolworths Rewards at woolworthsrewards.com.au.

How do I link my Rewards card to my Woolworths Online account?

Log in to your Online account at woolworths.com.au, click your profile icon, and look for 'Woolworths Rewards' in the menu.

SHOPPING

How do I start a shop?

Launch the app as you enter the store and login to the app using your Woolworths Online login details and follow the prompts to start shopping. You will need to add a payment method the first time you login to the Scan&Go app.

How do I add an item to the Scan&Go app?

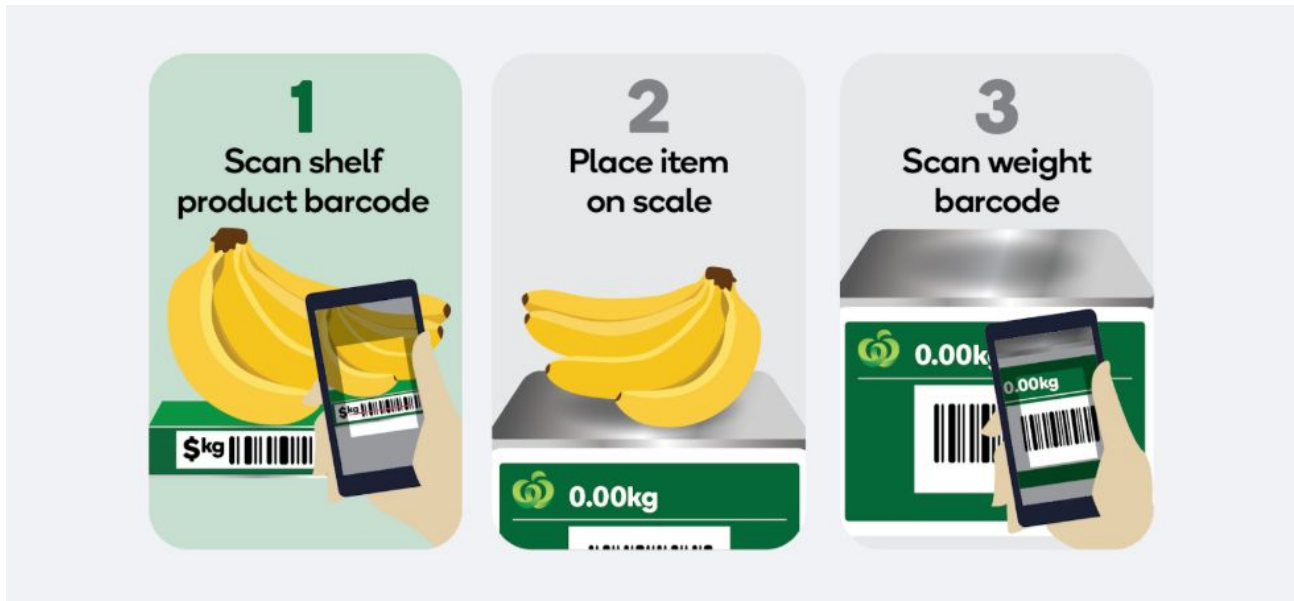
If an item has a barcode on its packaging, simply tap the scan button and centre the barcode in the camera frame: one (1) item will be added to your cart. From there you can change the quantity if required.

How do I scan bakery items?

Scan the item barcode on the shelf.

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How do I scan fresh produce items requiring a weight (eg: fruit & veg)?



What happens if I've scanned an item by mistake or no longer want an item?

Don't worry – select the item and remove it completely by pressing the trash icon.

What if I've accidentally assigned the weight to the wrong item?

If you've accidentally assigned weight to the wrong item, simply delete the item completely from your cart. You will need to rescan the shelf product barcode and weigh the item again.

What if an item won't scan?

If any item doesn't scan, you will be prompted to try again. Should this fail, the manual barcode entry option will appear where you can enter the products barcode number. Alternatively, just put it to one side, and mention it to the Team Member at the Scan&Go Checkout and they'll assist you.

Can a team member scan my items for me?

While we endeavour to provide the highest standards of service to all our customers, handling your personal mobile device may create a risk of damage. Our Team Members are more than happy to talk you through any queries you may have.

Is there anything I can't pay for in-app?

The following items can not be added to your basket, but can still be purchased at the Service Desk or coffee shop:

- Gift cards
- SIM cards
- Tobacco
- Purchases from the coffee shop, excluded MetroGo Strawberry Hills

The same quantity restrictions apply on certain product categories (including but not restricted to, baby formula and analgesics) as when purchasing at a register or online.

Can I purchase items requiring ID using the Scan&Go app?

To comply with Australian legislation, after scanning the following items (but not restricted to) you will need to go to the Scan&Go Checkout and a Team Member will help you complete your transaction:

- Alcohol



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- Knives and other sharp objects
- Matches and lighters

What about Gift Cards and Service Desk items (eg: SIM cards, phones, tobacco etc)

These items cannot be added to the Scan&Go app, you will need to purchase these items separately at the Service Desk.

Where do I bag my items?

We recommend you bag items as you shop, so after payment you can simply leave the store. If you require reusable bags, they are available for purchase near the front of the store.

Will my parking be validated if I use Scan&Go?

For purchases of \$30 or more using Scan&Go, simply present your proof of purchase and receive a parking validation voucher at the Scan&Go Checkout.

PAYMENT

How do I add a payment method?

You will need to add a payment method (credit or debit card) in the app when you first use Scan&Go. You can save to payment cards to the Scan&Go app.

What if my card fails when I try to pay? (expired cards, cancelled/blocked cards, insufficient funds)

If your payment fails, please follow the prompts in the app and complete your transaction with a Team Member at the Scan&Go Checkout. You may need to use an alternative payment method.

Why do I need to save a card when I register?

To allow for fast payment and exiting of the store, we require a valid payment method prior to starting a transaction.

Why do I have a \$0.01 charge on my card statement?

When registering a new card, a temporary authorisation hold for \$0.01 may be placed on your payment method to ensure your card is valid. Authorisations can take up to 30 days to be released depending on your financial institution.

Can I pay using a gift card?

Gift card payments are currently unsupported in the Scan&Go app. If you would like to use a gift card, you can save your card and complete your transaction with a Team Member at the Scan&Go checkout.

Why do I need to go the Scan&Go Checkout to complete some of my transactions?

In some cases we require an ID or item check to complete the transaction, so for this reason you will need to complete payment at the Scan&Go checkout. For shops over \$250 in supermarkets and \$50 in Metros, you will need a physical credit or debit card to complete your transaction.

What is the maximum transaction amount I can purchase using the Scan&Go app?

You can purchase items up to a total amount of \$250 (inclusive of GST) in supermarkets and \$50 (inclusive of GST) in Metros using the Scan&Go app in any one transaction. If your total cart amount exceeds \$250.00 in supermarkets and \$50 in Metros, you will need to pay for your items with a physical credit or debit card at the Scan&Go checkout (you will not need to re-scan your items).



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CHECKOUT

Why do I have to scan my QR code at the Scan&Go Checkout?

Scanning your QR code at the Scan&Go Checkout finalises your shop. Once you have scanned your QR code, a receipt will be emailed to the linked address on your Woolworths Online profile.

Why are my items being scan checked?

A key aim of this trial is to test the accuracy and reliability of this new technology. Accordingly, you can expect us to conduct scan checks from time to time to track how it is performing. We thank you for your patience and understanding as we conduct these.

Can I just walk out after I've paid?

No, as you leave you need to scan your QR code at the Scan&Go Checkout, much like you do on public transport

OTHER

What if I need help, or need a refund?

Please see a member of our store team who will be happy to assist you.

What if my battery dies in the middle of a shop?

We all get caught sometimes with a low battery - if you are unable to complete your shop please see a Team Member who can assist you. Your card will not be charged if you have not completed the transaction.

Why doesn't Scan&Go have the same features as Woolworths Online/Woolworths apps?

Part of the trial is to test the app and see how we can enhance our customer's shopping experience. If there are any specific features you would like to see in Scan&Go, please [let us know](#).

Will Scan&Go impact the manned checkouts, self checkouts and express checkouts??

No. This will not impact all other customers. The manned checkouts, self service checkouts and express checkouts will be operating as usual.