

blubbeam™

App User Guide
Create and Cancel an Order | Mobile



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Thank you for using the BLUbeem app. This guide was created to walk you through the steps of creating and / or cancelling an order.

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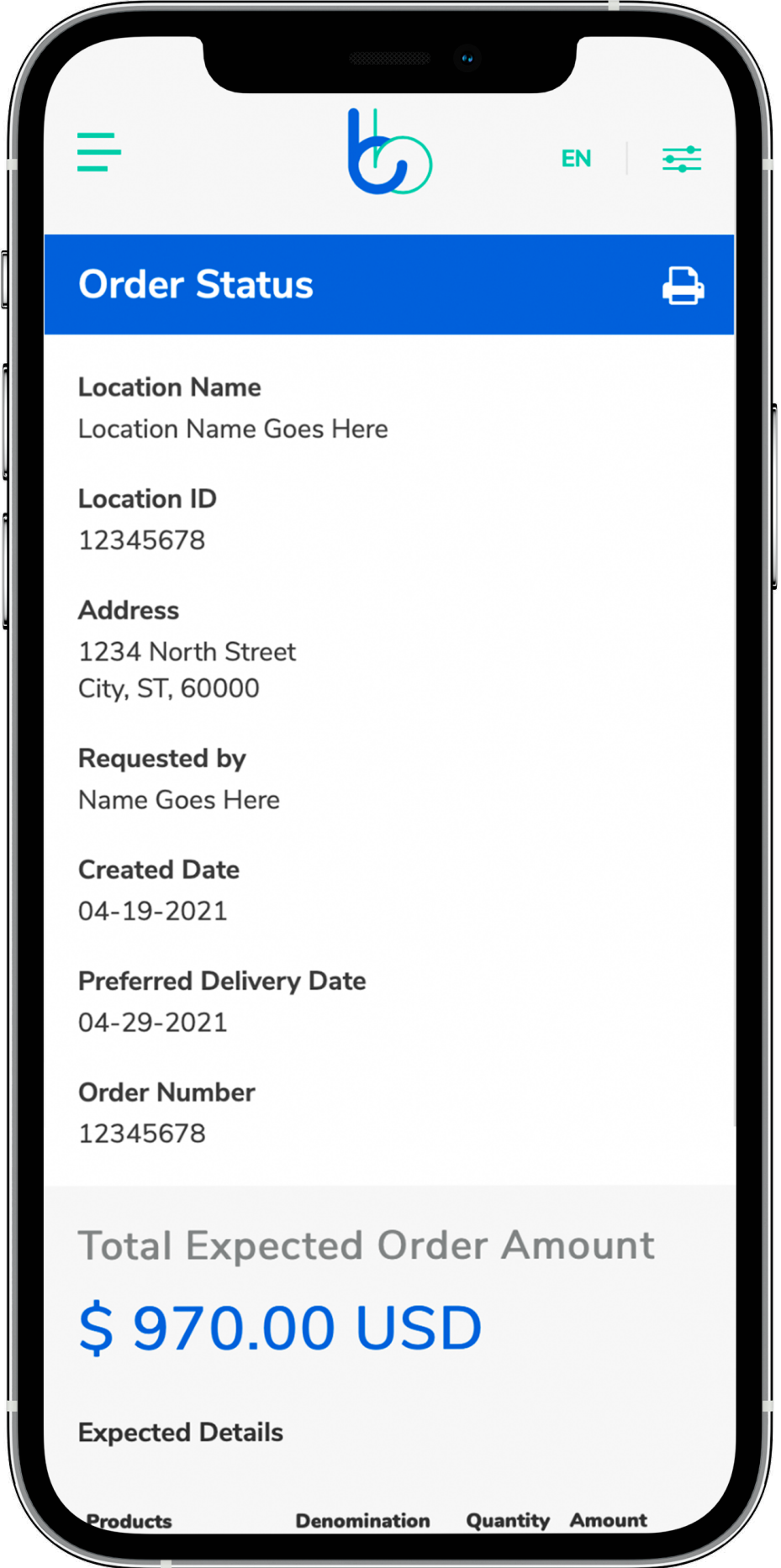
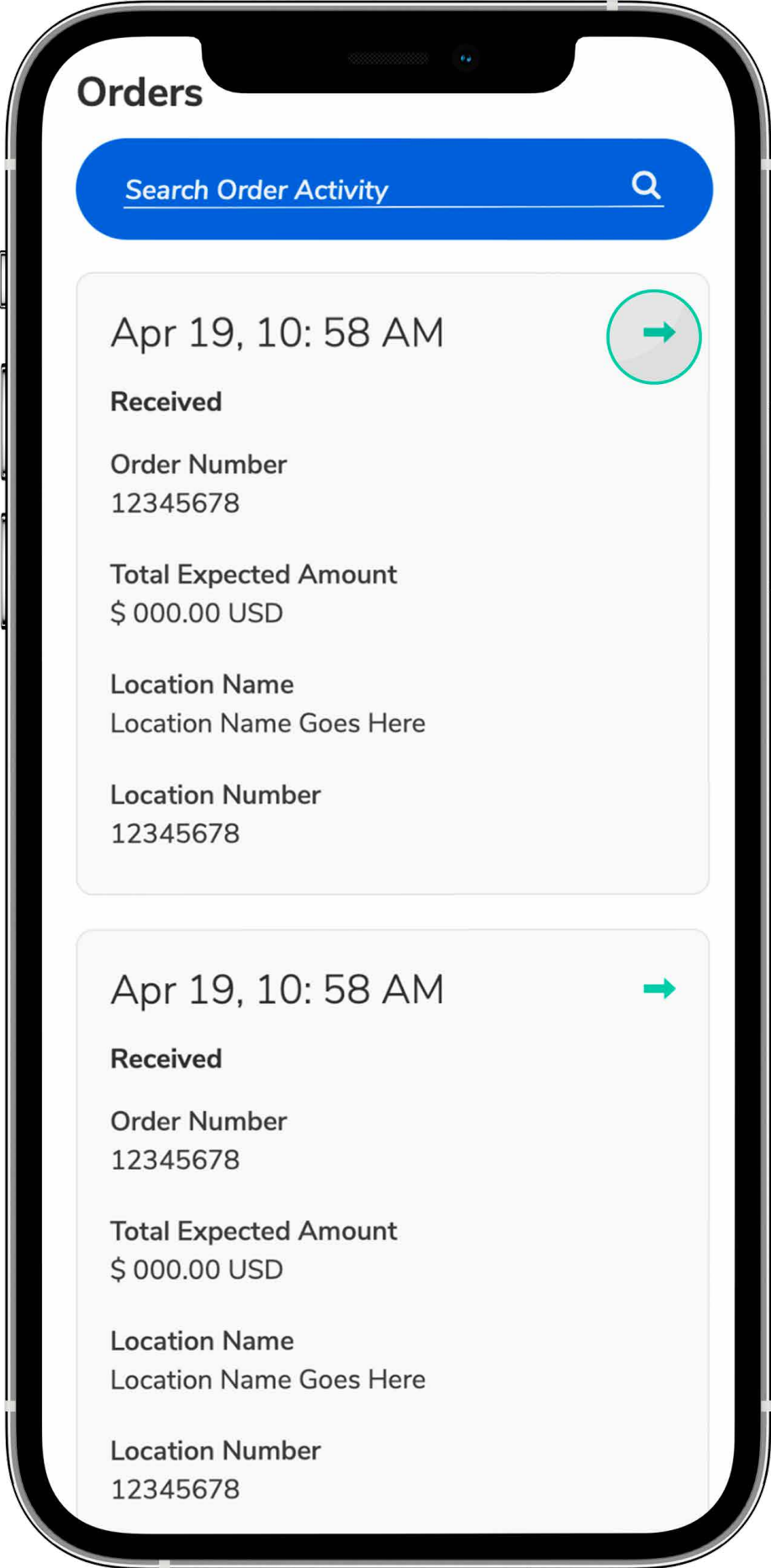
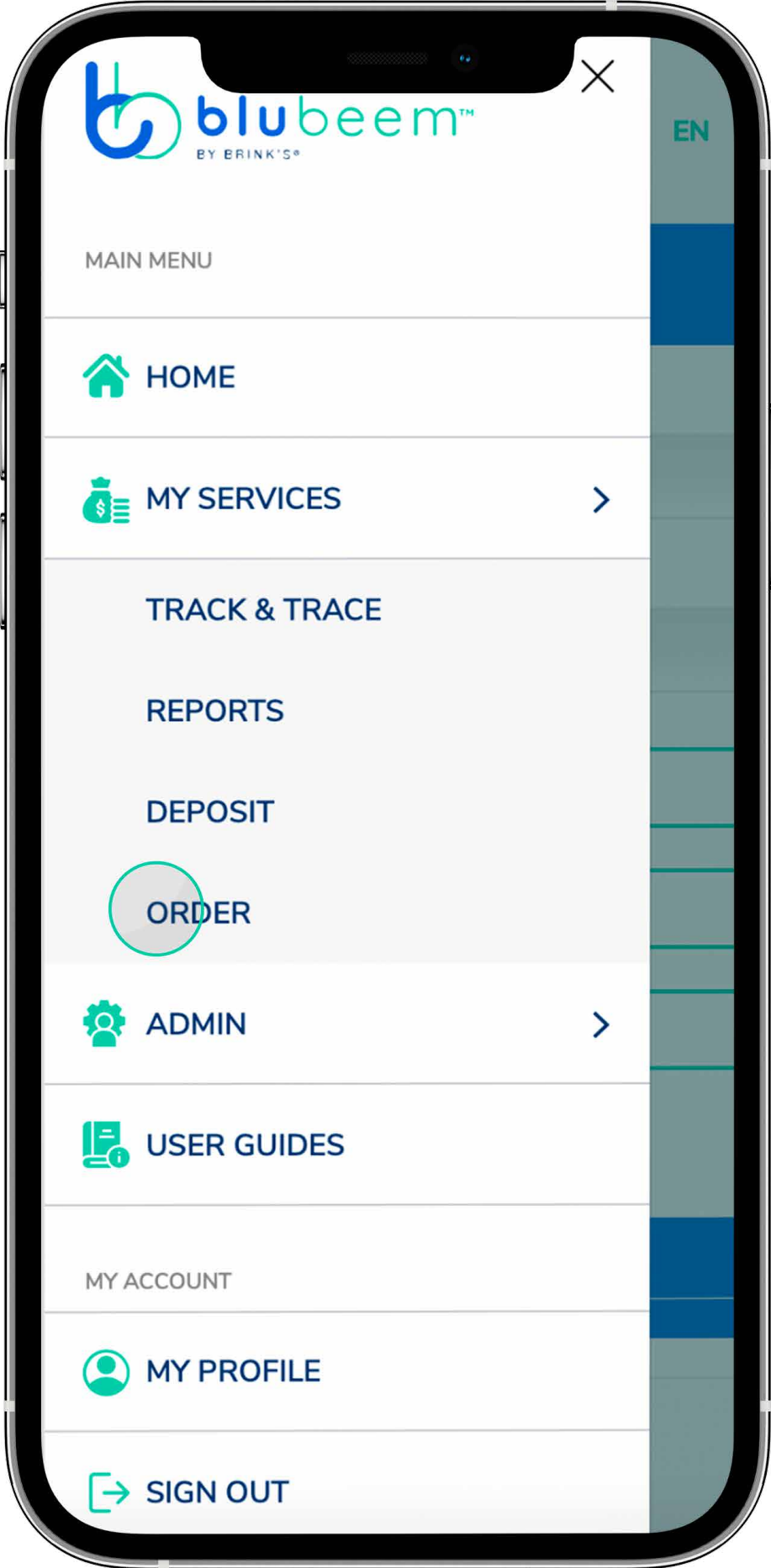
04 Canceling an Order

01 View Order History

Getting started

Before we get into how to a Create a New Order, let's take a quick look at viewing your order creation history. When you navigate to the Orders tile on your expanded menu, you are brought to your Orders Overview.

You are automatically shown the last 7 days of order activity. You can see a few orders that were previously created and their status. If you would like to see the details of one or more of those orders click the green arrow to the right of the order you would like to view.



02 Statuses and Meaning

Order statuses and their meaning

Created

Order has been received in the Brink's Systems, but have not yet been prepared.

Prepared

The funds have been retrieved from inventory and are packed for delivery.

Received

Brink's have received an order, from an external vault, for the purposes of delivery to our customer.

Ready for Delivery

Order preparation process is complete and it has been shipped out of our Money Processing room, for transportation to our customer.

On Truck

Order has been checked out from our CIT branch and the crew has to deliver it on their current route.

On Site

Brink's crew have arrived at the customer's location to complete the planned services.

Returned to the Branch

Order not delivered and it arrived back to the Brink's branch.

Undelivered

Unable to complete the delivery at the customer location the order is still on the route expected to be returned to the branch.

03 Creating an Order

How to create an order

01

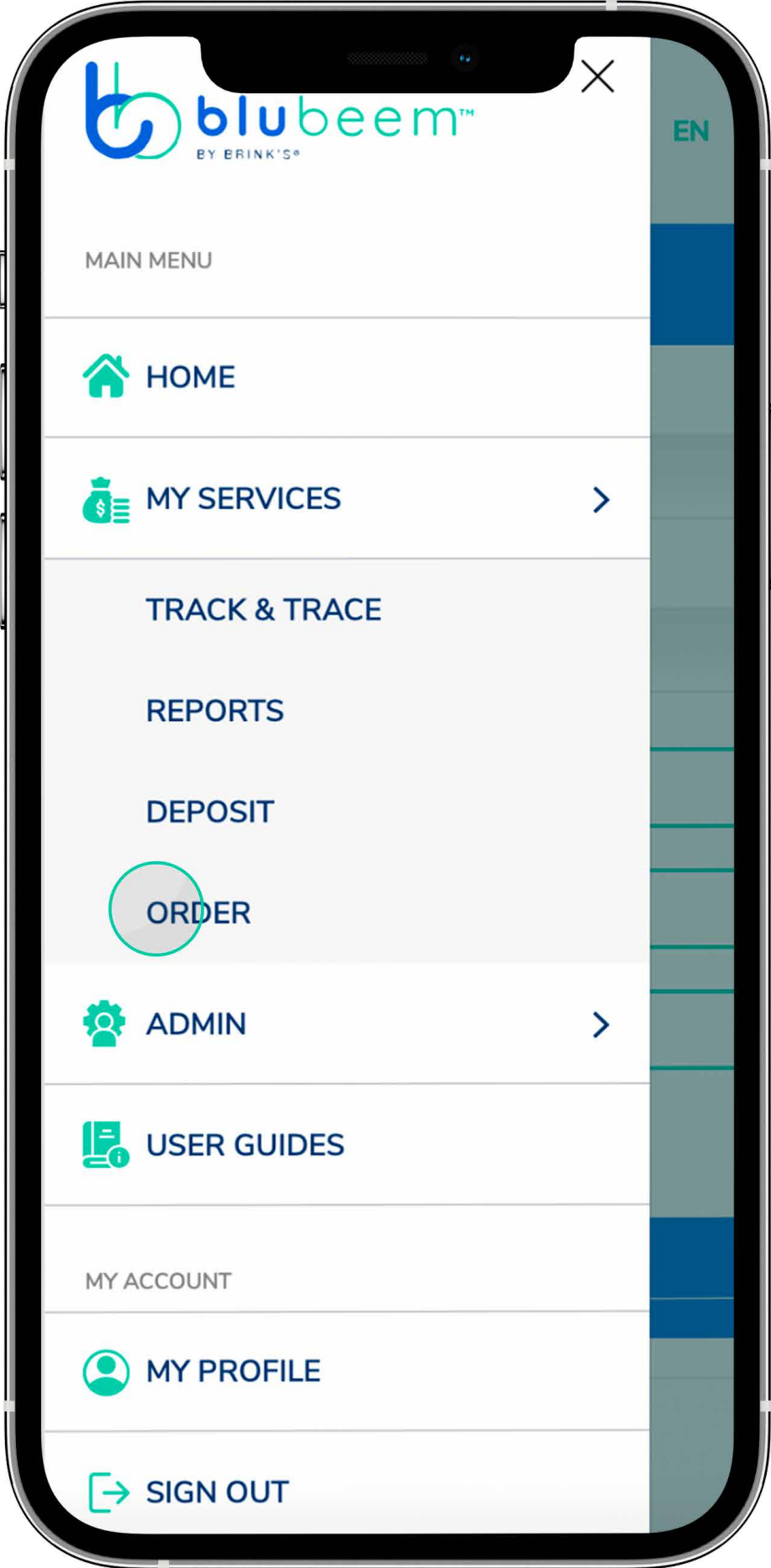
Navigate to the "Orders" tile on your expanded menu to view Orders Overview.

02

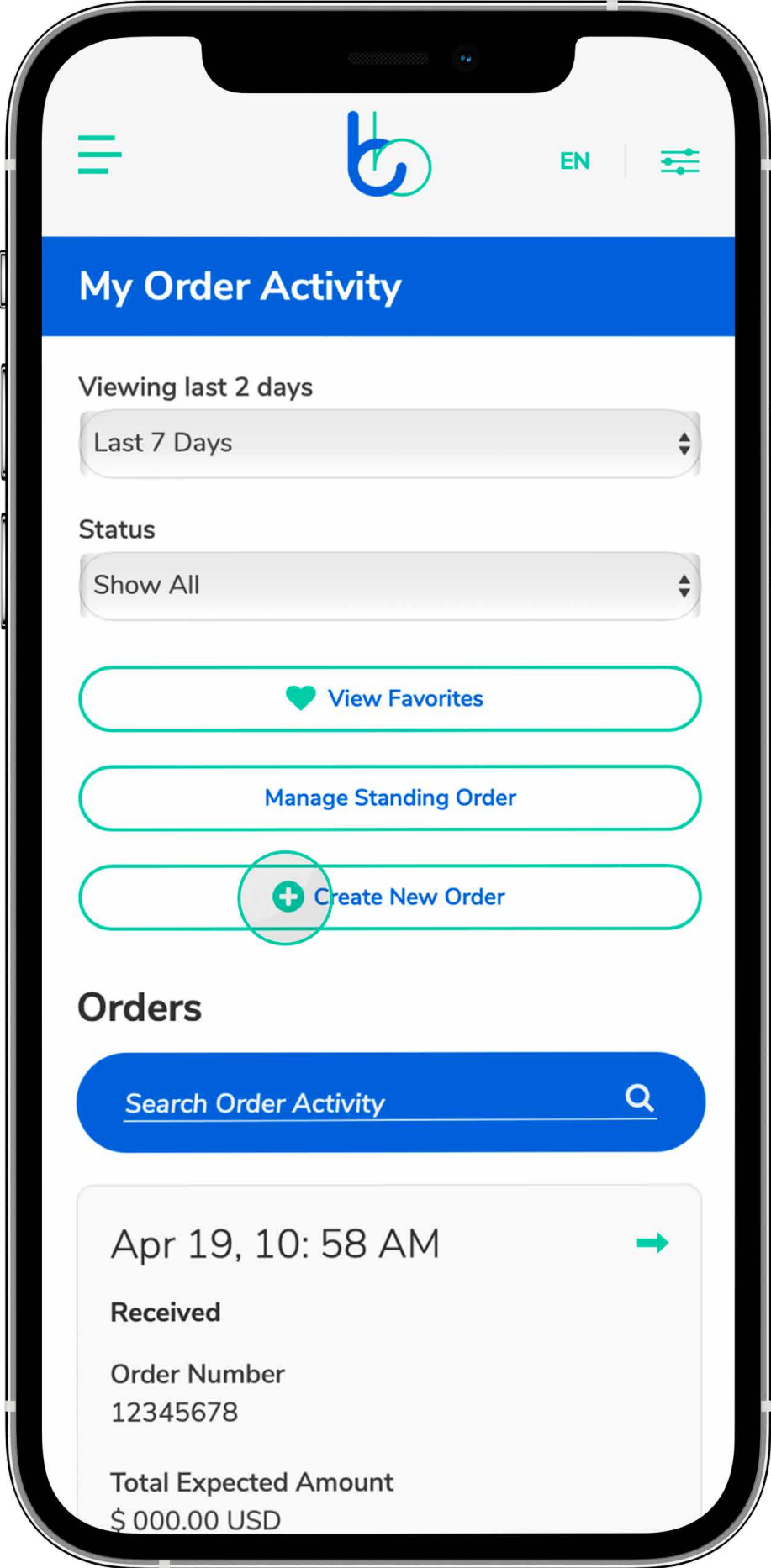
Tap "Create New Order."

03

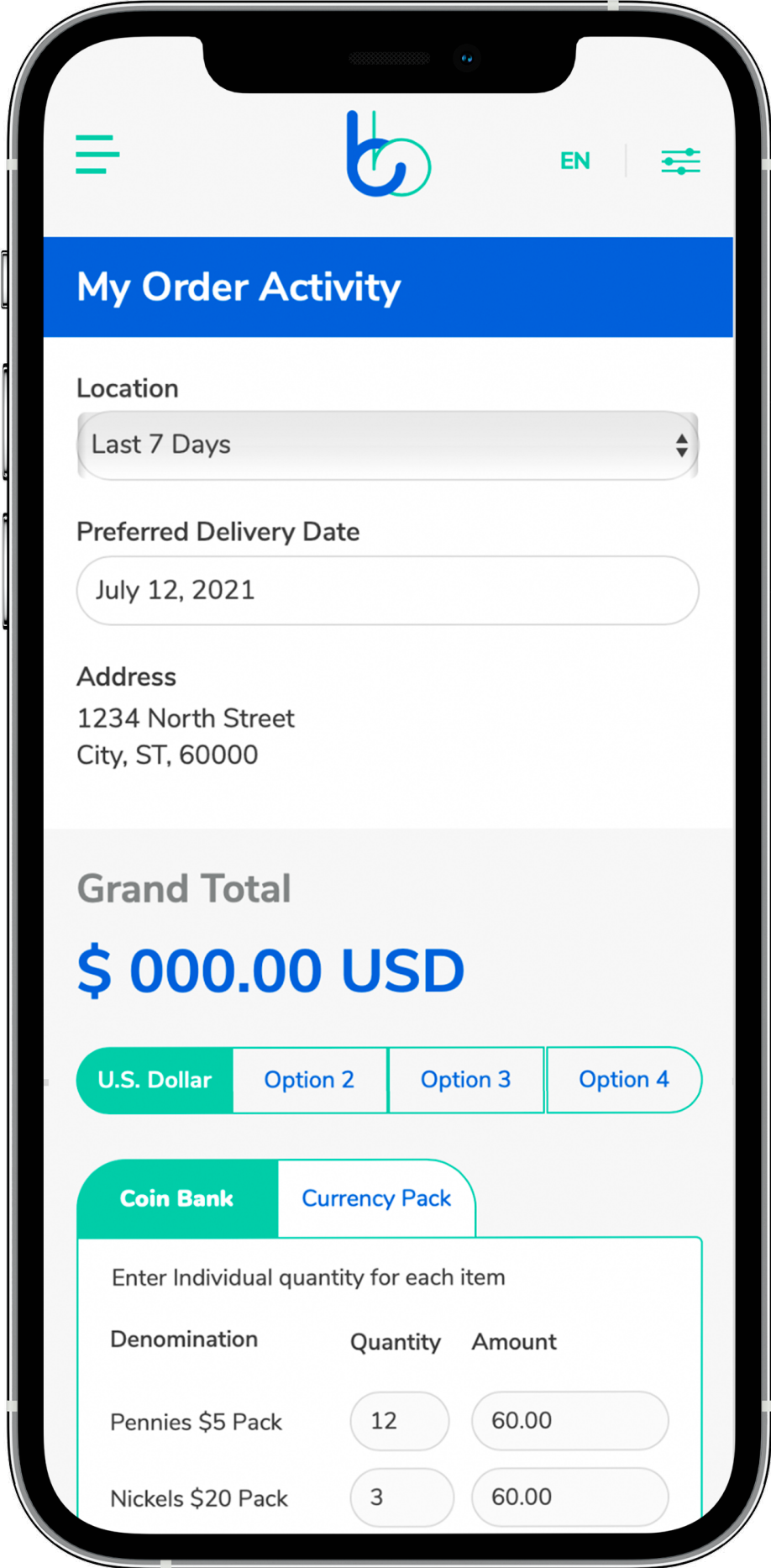
Enter a preferred delivery date and select a location.



01



02



03

How to create an order continued

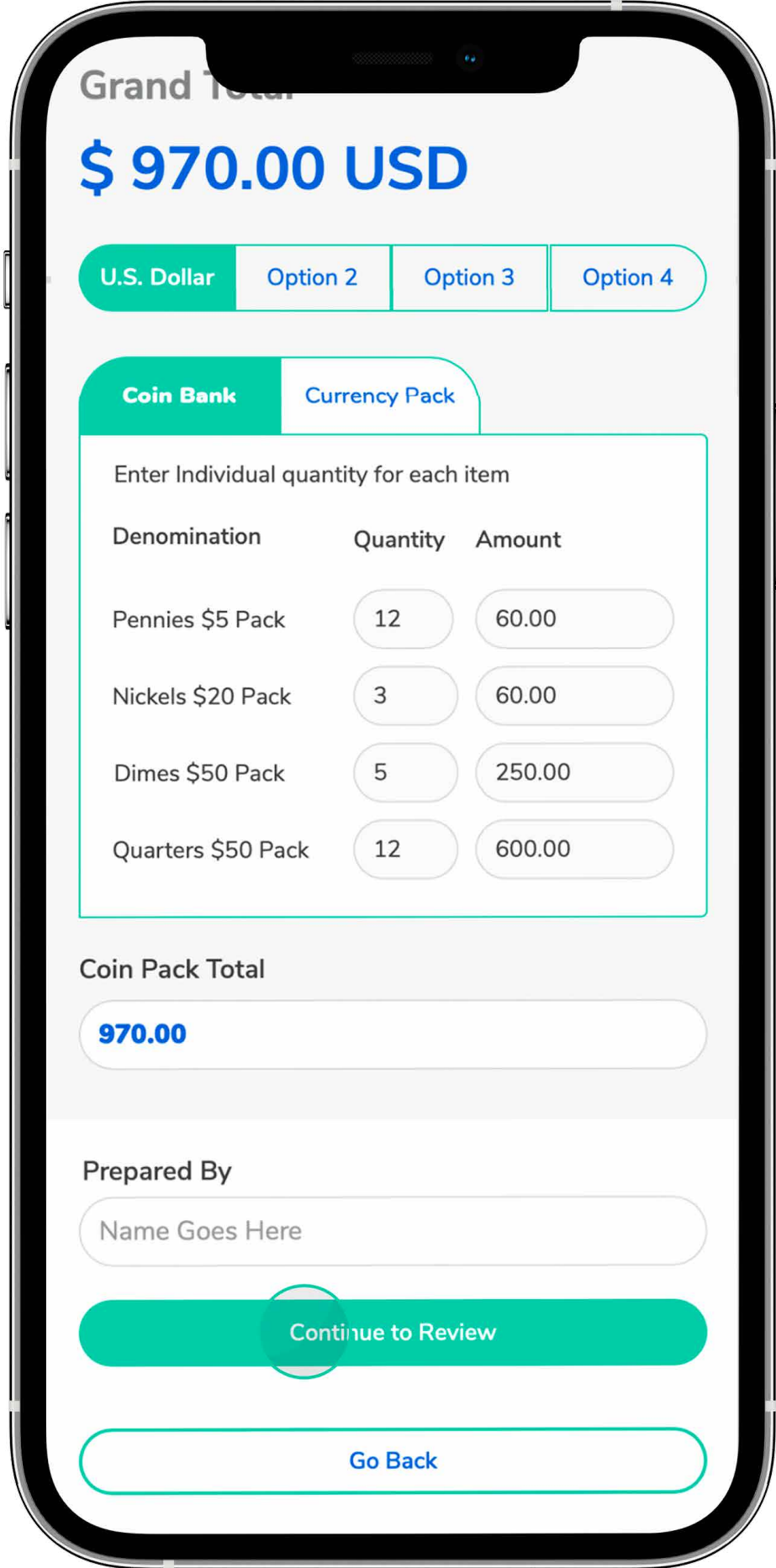
04

Enter your individual quantity amount and tap "Continue to Review." Note: You'll receive an error if your amount exceeds the weight limit of 70 lbs. To proceed, you'll have to adjust your quantities.

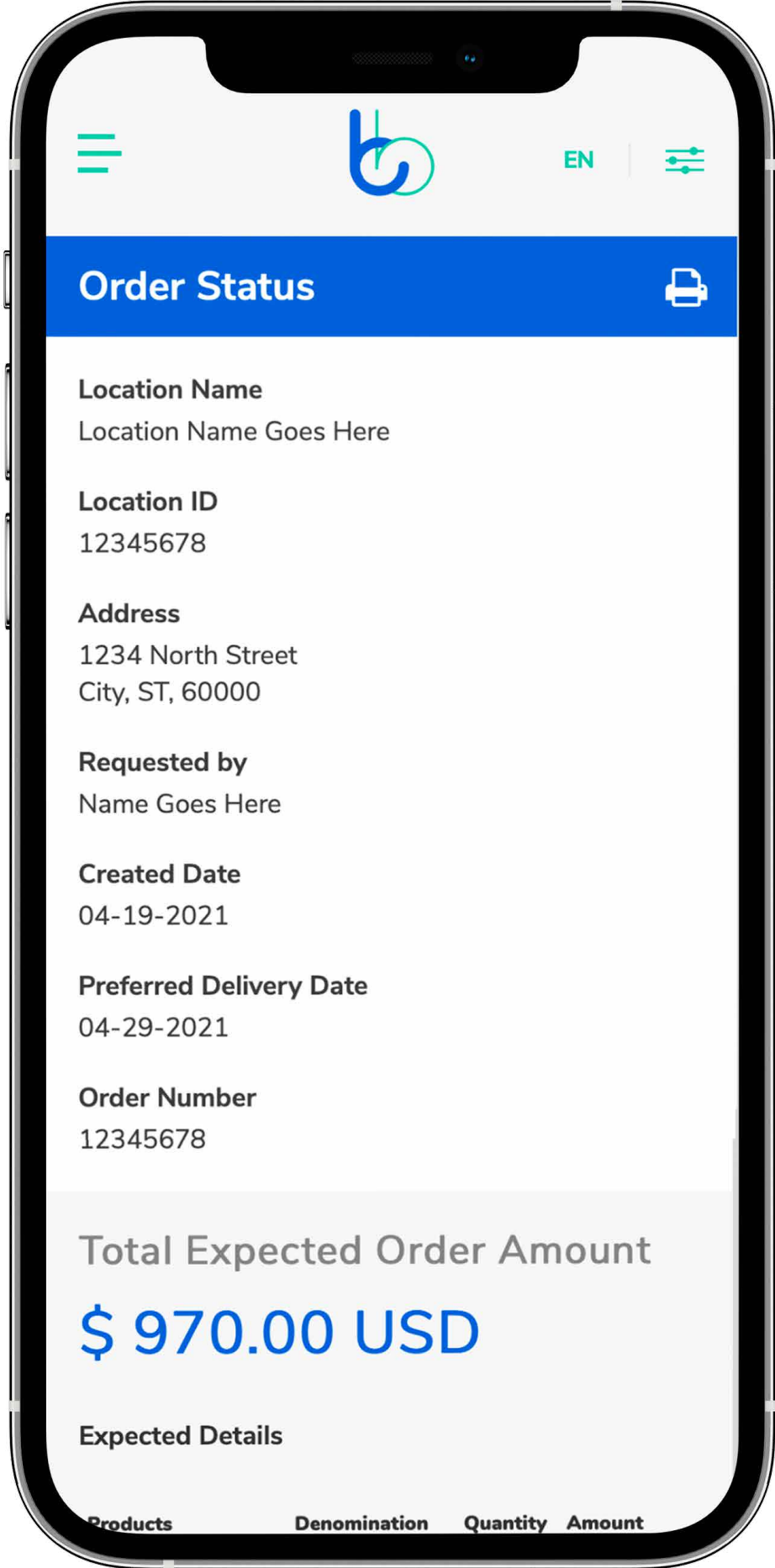
05

Once you confirm your order amount, you'll be taken to your Order Summary page where you can tap "Edit" at the top left of the screen to add or change details on your order summary. If the details are correct, tap "Submit Order."

You'll receive a confirmation dropdown that says, "Your order has been created." Tap OK, and you're done.



04



05

04 Canceling an Order

How to cancel an order

Please note that you can only cancel an order if its status has been "Received."

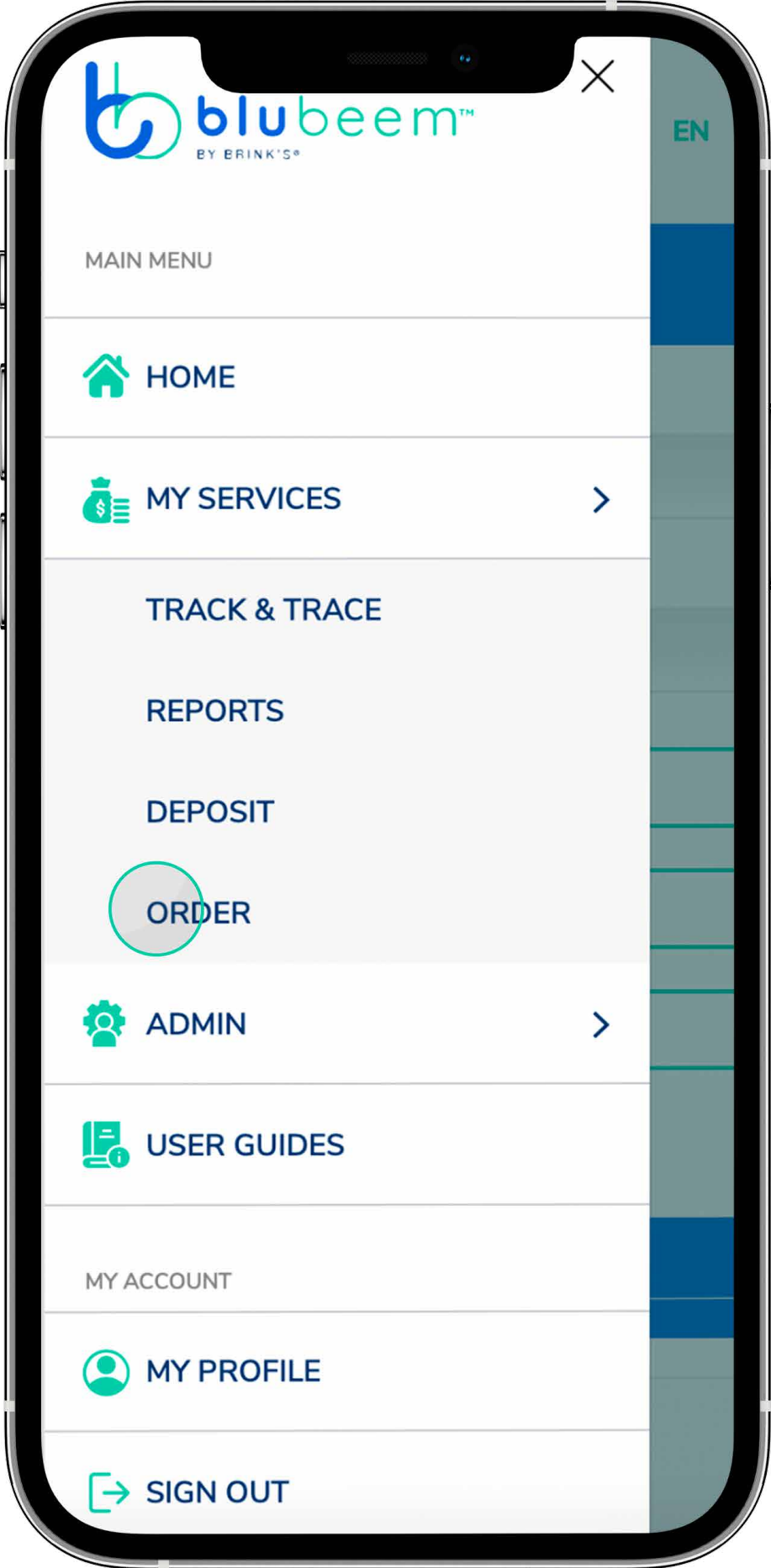
01

From the "Orders" screen, search for an order in "Received" status and tap the yellow arrow to the right of the order.

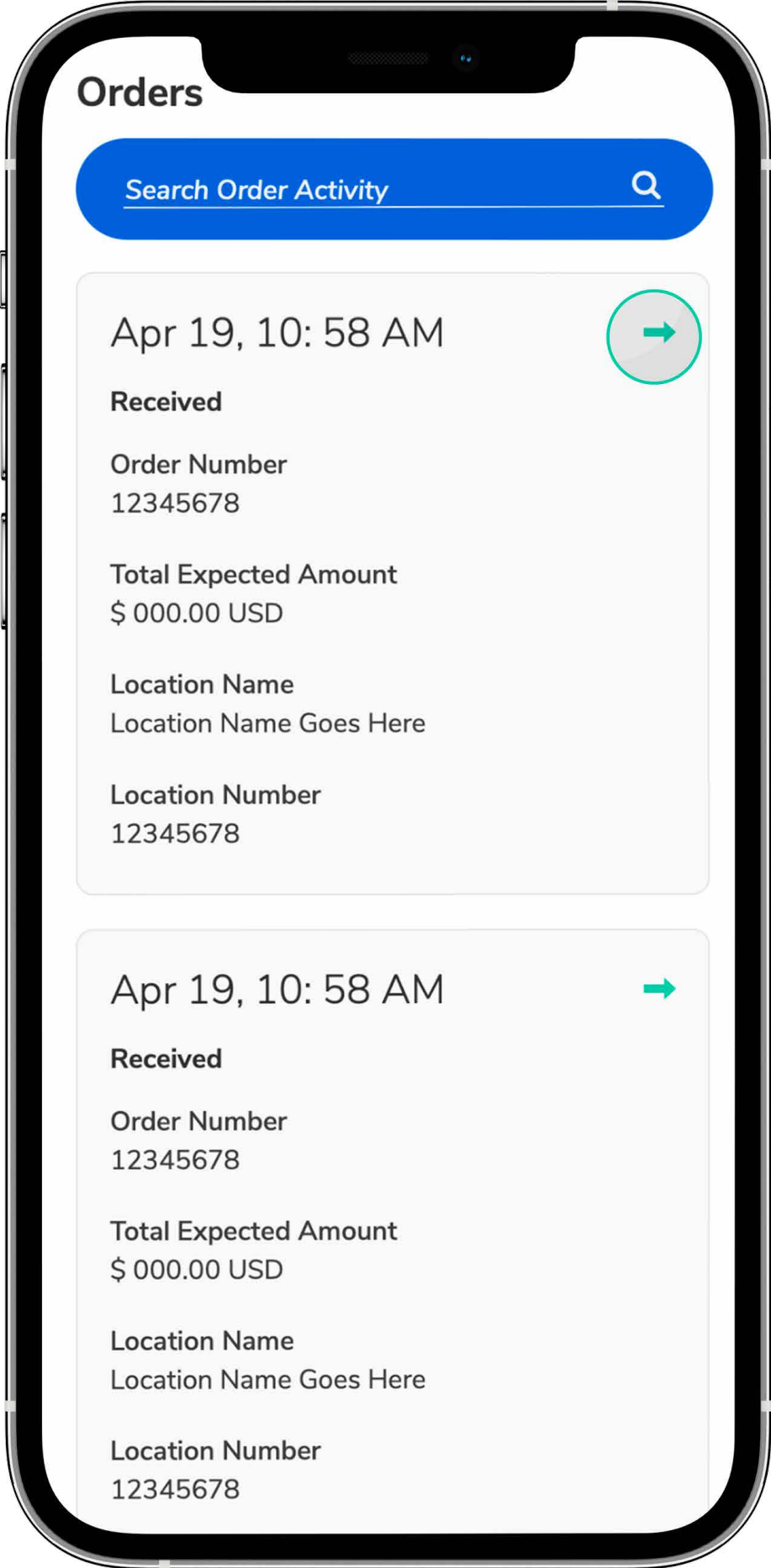
02

Tap "Cancel this Order" at the bottom of the screen.

Tap "Proceed" if you want to cancel the selected order.



01



02



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