

## FAQ

### 1. How and where can I download the 'Tesco MY Scan&Shop' app?

The app can be downloaded from Google Playstore for Android users and Appstore for iOS users.

### 2. Does every store use the same QR code to start scanning?

No. The store QR code differs from store to store. You should only scan the QR code provided at that particular store to proceed further.

### 3. How do I start scanning my products?

First, scan the store QR code. Then, choose Clubcard or non-Clubcard user. Now, you can start scanning products.

### 4. Where and how do I make payments?

Once you have finished scanning all your items, select 'Finish shopping' on the top right corner of the app. This will generate a code to be scanned by a cashier. Then, payment can be made at a manned checkout using cash or credit/debit card.

### 5. Can I checkout and pay via online banking?

No. Payment can only be made at a manned checkout.

### 6. Can I collect my Clubcard points via this app? If yes, how?

The Clubcard points will be automatically captured into the system upon checkout.

### 7. What if I accidentally scanned the same product twice?

The product can be removed from your list of scanned products by scanning the product again.

### 8. Must I scan all over again should I want to make a last minute purchase, or want to remove one of the products, after I've clicked "Finish shopping"?

After the cashier has scanned the generated code from your app, you are still able to add to your purchase by letting the cashier scan your additional product manually. Also, the cashier can void an item manually for any products you wish to remove.

### 9. What if the item I want to purchase has a promotion? Will the app detect the promotional value?

The app will be able to capture the discounted prices of products. For promotions such as value buys, the app will show the promotional value and if the set criteria is met, the promotion price will be captured in the app.

### 10. Why are there random checks at the checkout before I make my payment?

As a part of our procedures, randomly-picked customers will have to go through checks on their scanned items.

**11. Why are my bags checked after I have made payment?**

The bags will be checked only if the operation team finds there is a need for it as a part of our procedures.

**12. Can I use my vouchers and coupons?**

They can be used at the checkouts during payment.

**13. Why is there a message prompt when I scan electrical products?**

The message is to prompt you to make payment at the right checkout for an easy product-testing process.

**14. Why is there a message prompt when I scan some products with security tags?**

It is to prompt you to separate those products in your cart for a smoother security deactivation or removal process at the checkout.

**15. Why is there a message prompt when I scan alcohol products?**

It is to inform you that the legal age to purchase alcohol is 21, and that alcohol is prohibited for Muslims.

**16. Why is there a message prompt when I scan pork or non-halal items?**

It is to prompt you to make payments at dedicated non-halal counters, and that it is prohibited for Muslims.

**17. Do I need to scan my Clubcard every time I make a purchase?**

No. You only need to scan it once and it will be captured for future purchases.

**18. Can I use the app at the self-service checkouts?**

Yes. Our upgraded self-service checkouts can accept payment for Tesco Scan & Shop. Other payment mode such as cash, cards, e-wallets & vouchers are accepted as well.

**19. Is Tesco Scan & Shop service available in all Tesco Stores?**

No. Currently Tesco Scan & Shop service in trial phase and is only available in Tesco Kepong, will be made available in Tesco Ampang on the 22 August 2019, then in Tesco Wangsa Walk upon Store launch.