











Pickup 101: how it works

Find out how Pickup works for partners

A basic introduction to how Pickup works, what makes us different, and what you can expect as a Pickup partner.

How do orders work on Pickup?

- Customers can order either on your website , our website or by using the Pickup app (coming soon) , available on iOS and Android. They simply add their location to find a nearby restaurant.
- Customers choose  what they want from your menu and place their order.
- You accept  the order, prepare the food , and then carefully package it.
- Once you set the order status to Ready, if it's a delivery order, the app will automatically hail a delivery rider  and if it's a pickup order, the app will notify the customer that their order is ready for pickup  at the store.
- For a delivery order, once it's picked up by the delivery rider, it will be delivered to the customer. The customer can track the progress of their order through the Pickup website or app and enjoy their meal with an amazing customer experience .

Why is Pickup the best online ordering and delivery platform to work with?

Put simply, we are a ZERO commission and FREE platform - how can you beat that?! Pickup was built by Retailers FOR Retailers and as such we're experts in understanding and solving challenges retailers face. As the leading online ordering and delivery app, we offer cutting-edge technology, deep logistics integration, analytics and access to a regional network of trained delivery riders. Every order is tracked, and our dynamic ordering technology means you can create the best customer experience and deliver your food hot, fresh and on time.

Who handles the deliveries?

As a Pickup partner you have access to our network of partner logistic companies and their rider networks. As a platform, we are delivery agnostic and partner with the largest, trusted logistics providers in the Philippines such as GrabExpress and Lalamove. Our platform is fully integrated with these delivery partners, so that your food arrives at the customer's doorstep in the fastest and most reliable manner.

How far do you deliver?

The absolute maximum delivery radiuses vary based on the logistics partner. Deliveries can be as far as 20km, but we recommend setting a delivery distance that ensures your food is never in transit for longer than it needs to be. Some cuisines travel better than others and this is something you should consider when selecting the right delivery distance. You can change your maximum delivery distance in the Delivery Settings of your Pickup App or by emailing support at support@pickup.ph.

How much does it cost?

Pickup.ph is ZERO commission and FREE. We are a freemium app which means that all of the standard features such as online ordering, delivery integration, payment integration + more, are free and will remain free. We also have enhanced premium features such as promo-codes, Pickup.ph Marketing Engine, SMS integration, Google Analytics, loyalty + more for a small subscription fee. Upgrading is always optional and never mandatory - for a full list of free and premium features, please visit [our website](#).

How much is the device?

Pickup.ph will run on any Android device but we highly recommend using the SunMi device for Pickup.ph as it's a much faster experience and has a thermal printer integrated. You can purchase the SunMi all-in-one tablet and printer device from our accredited distributor [Nfinite IT Solutions](#) (the device price and distributor contact information is listed below).

Please note: Pickup.ph is not affiliated with Nfinite IT Solutions and does not receive any commissions or kickbacks from purchases of SunMi Devices. We have instead negotiated for all devices to come with free support and an extended warranty provided by the Nfinite IT Solutions to all pickup.ph partners with SunMi devices purchased from Nfinite IT Solutions.


Php 9,500
Special price for Pickup.ph merchants
1 year warranty and service support by
Nfinite IT solutions



NFINITE IT SOLUTIONS SERVICES INC
Globe: 09278893576
Smart: 09081250030

Nfinite IT Solutions +63927 889 3576, +63908 125 0030

I already have a SunMi device, can I use that?

It depends whether your device already has a delivery app installed. Most SunMi devices are locked to the specific app because it is not recommended to share one SunMi device for multiple delivery apps as it will likely crash or impact the performance of both applications. If it has another app installed, you will need a new SunMi device, if not, please email us at support@pickup.ph.

Can you recommend any professional photographers and stylists?

Having amazing photos of your food is not only an asset but extremely important for the success of your pickup site because people make decisions with their eyes first. The best way to showcase your products is to use great photographers and stylists who can elevate your menu with mouthwatering photos. Some of the professional photography partners we recommend are listed below.

Please note - we are not affiliated with any photography partner and do not receive any commissions or kickbacks from any services provided.

Sonny Thakur +63917 531 7234

 @sonnythakur

Justin De Jesus +63917 507 3850

 @justin_dj

Chichi Tullao +63917 623 9313

 @happytummytravels

What kind of marketing does Pickup offer?

Pickup.ph is an online ordering site, not a marketplace. We are the platform that enables your business to sell online, promote to your customers, manage orders, deliveries and update the customer real-time. Because of the substantial savings gained with not paying commissions, we recommend setting aside a monthly budget to advertise and promote your business on social media platforms such as Instagram and Facebook. Investing in social media will not only increase brand awareness but also decrease the dependence on marketplaces as the only source of online sales.



Tip - always remember to include the YourBrand.pickup.ph URL in all social media posts so that customers know how to order from your store. If you don't have any marketing templates, you can access our free [Canva Marketing Templates](#).



Tip - we recommend putting up in-store signage promoting your pickup.ph store, and have your YourBrand.pickup.ph store URL clearly displayed in all promotional flyers, social media posts, on your Facebook page, in your Instagram Bio and on your website.



Tip - we also recommend creating flyers and inserting the flyers and promos in all delivery packaging for all platforms, so that every customers know how to order directly from your store via pickup.ph and avail a sweet discount for ordering direct.

How long does it take to go live with my pickup store?

Once you have signed up and completed the self-service onboarding, your store can begin selling to customers in as little as 24 hours. If you do not have a PayMongo account, you will need to apply. [Apply for a PayMongo Account here.](#) Approved applications are generally live within 7 days of applying online. You will be able to set up your store and accept orders from customers as soon as your PayMongo application has been approved and you have received your delivery API keys.

Who can I contact if I have more questions?

If you have any questions that were not answered in this FAQ, you can contact us on hello@pickup.ph and we will answer any questions you have.