



OPERATOR IMPLEMENTATION GUIDE

Deploying the VendraIS Customer App with VCAS Infrastructure
HERB N' GO™ | The Bodega™ | Kush N' Karry™ | White-Label

Overview

This guide covers implementation of the VendraS customer-facing mobile application that powers the VCAS automated pickup experience. The app is the interface between your customers and the VCAS locker system—available under any of the three licensed brands, white-label, or hybrid deployment.

What You'll Learn:

- Brand selection and deployment options
- App configuration and branding
- Menu and inventory integration
- Cross-brand loyalty setup
- Staff training and customer onboarding

Deployment Options

Option 1: Licensed Brand

Aspect	Details
App Name	HERB N' GO, The Budega, Kush N' Karry, or Bud Stop
Branding	Selected licensed brand identity
App Store	Multi-location within selected brand app
Best For	Operators wanting turnkey + brand recognition + cross-brand loyalty
Setup Time	1–2 weeks
Loyalty	Full cross-brand ecosystem participation

Option 2: White-Label

Aspect	Details
App Name	Your brand name
Branding	Your logo, colors, identity
App Store	Your own app listing
Best For	Operators with strong existing brand
Setup Time	4–6 weeks
Loyalty	Standalone program; contributes to shared intelligence

Option 3: Hybrid (“Powered by”)

Aspect	Details
App Name	Your brand name
Branding	Your primary + “Powered by HERB N’ GO” (or selected brand)
Best For	Brand ownership + ecosystem access
Setup Time	2–4 weeks
Loyalty	Full cross-brand ecosystem participation

Brand Configuration

Required Assets (White-Label / Hybrid)

Asset	Specifications
Logo (Primary)	SVG or PNG, min 1024×1024px
Logo (Icon)	PNG, 512×512px, square
App Icon	PNG, 1024×1024px, no transparency
Splash Screen	PNG, 2048×2048px
Brand Colors	Hex codes for primary, secondary, accent
Font (optional)	Google Fonts name or custom TTF

Location Setup (Per Location)

Field	Description
Location Name	Display name in app
Address	Full street address
Coordinates	Lat/long for geofencing
Hours	Operating hours by day
Pickup Instructions	Custom instructions for this location
Locker Count	Number of VCAS compartments
Brand	Which licensed brand this location operates under

Menu Integration

POS Sync (Treez)

Menu automatically syncs from your Treez POS: real-time inventory, pricing, categories mapped.

AI Budtender Training:

- Initial training on your product catalog
- Effect profiles for recommendations
- Custom prompts for your brand voice
- Cross-brand learning: AI improves from interactions across entire VendraIS network

Loyalty Program Setup

Licensed Brand Deployment

Cross-brand loyalty is automatically configured. Customers earn and redeem points across all VendraIS licensed brands. Tiers, birthday rewards, and referrals work network-wide.

White-Label Deployment

Standalone loyalty program configured per your specifications:

Setting	Options
Program Name	Custom (e.g., "Green Rewards")
Points Per Dollar	1, 2, 5, 10, or custom
Point Value	\$ value per point
Tiers	Up to 4 tiers with custom names and thresholds
Birthday Reward	\$ amount or % off
Referral Reward	Points or \$ for referrer/referee

VCAS Hardware Integration

Door Access

Customer taps "Enter Store" → Face ID/Touch ID → app generates encrypted token → presents to door scanner → door unlocks.

Locker Pickup

Customer taps “Pickup Order” → Face ID/Touch ID → encrypted token → scanner validates → assigned locker opens → custody transfer logged.

Staff Loading

Staff receives notification → picks from inventory → loads assigned locker → scans to confirm → system notifies customer “Ready.”

Staff Training

Module	Duration	Content
System Overview	30 min	What is VCAS, customer journey, staff role
Order Fulfillment	45 min	Notifications, picking, loading, confirming
Customer Support	30 min	Common questions, troubleshooting, manual backup
Hands-On Practice	60 min	Test orders, simulate issues, Q&A

Customer Onboarding

Pre-Launch (2–4 Weeks Before)

Week	Activity
-4	Announce coming soon (social, email, in-store)
-3	Explain the new experience (video, FAQ)
-2	Early access for VIP customers
-1	Final push, download instructions
Launch	Go live, in-store support

Goal: 80%+ app adoption within 90 days.

Support

Level	Response Time	Availability
Standard	4 business hours	Business hours
Premium	1 hour	24/7

Critical	15 minutes	24/7
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Contact: support@vendrais.com | (888) 873-9998 | In-app Help button

Implementation Timeline

Week	Milestone
1	Kickoff, brand selection, gather assets and credentials
2	Configuration, POS integration setup
3	Testing, staff training
4	Soft launch with select customers
5	Full launch
6+	Optimization, ongoing support

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VCAS™ | HERB N' GO™ | The Bodega™ | Kush N' Karry™
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