



QUICK START GUIDE

Download. Verify. Order. Pickup. Done.

Works with every VendraIS brand:

HERB N' GO™ • The Bodega™ • Kush N' Karry™

Welcome

This is the fastest way to get your cannabis. Order from anywhere, pick up in 60 seconds. Your phone is the only key you need.

This guide works no matter which brand you visit—HERB N' GO™, The Budega™, Kush N' Karry™. Same technology, same 60-second experience, your choice of vibe.

Getting Started

Step 1: Download the App

Find your brand in the App Store or Google Play:

Brand	Search For	Best For
HERB N' GO™	"HERB N' GO"	Premium experience, curated menus
The Budega™	"The Budega"	Neighborhood dispensary, culture-forward
Kush N' Karry™	"Kush N' Karry"	Value-first, quick grab-and-go

One account works across all brands. Download any app and your verified identity, order history, and loyalty points carry over to every VendraS brand.

Step 2: Create Your Account

- Open the app and tap “Get Started”
- Enter your email and create a password
- Enter your phone number (for pickup notifications)
- Verify your email

Step 3: Verify Your Identity (One Time, ~5 Minutes)

- Tap “Verify Identity”
- Take a clear photo of your government ID (driver’s license or passport)
- Take a selfie (face clearly visible, good lighting)
- Wait for verification (usually 1–2 minutes)
- Add your medical card if applicable (optional)

Why verify? Cannabis is a regulated product. We verify once so you never show your ID again. Your biometric data never leaves your phone—we only receive a cryptographic confirmation that you're you.

Step 4: Enable Face ID / Touch ID

- Go to Settings → Security in the app
- Enable “Use Face ID” or “Use Touch ID”
- Confirm with your biometric

This is how you'll unlock doors and lockers—fast and secure. No PIN codes, no staff interaction, no waiting.

Placing Your Order

Browse the Menu

- Tap “Shop” to see the full menu at your selected location
- Filter by category, effects, price, THC/CBD levels
- Tap any product for details, effects, and reviews
- Save favorites by tapping the heart icon

AI Budtender

Tap the chat icon for personalized recommendations. Tell it what you're looking for:

- “Something for relaxation after work”
- “A strong sativa for the weekend”
- “Good for beginners, nothing too intense”
- “What's popular at this location?”

The AI Budtender gets smarter the more you use it—across every brand. Your preferences at HERB N' GO inform recommendations at The Bodega and vice versa.

Checkout

- Review your cart
- Select pickup location (if multiple nearby)
- Choose pickup time: “ASAP” (ready in 15–30 min) or “Schedule” (pick a window)
- Add payment method (first time only)
- Tap “Place Order”

You'll get a push notification when your order is loaded and ready.

Picking Up Your Order

The 60-Second Experience

Step	What You Do	What Happens	Time
1. Arrive	Open the app at the store	App confirms your location	—
2. Enter	Tap “Enter Store” → Face ID	Door unlocks automatically	5 sec
3. Walk	Go to the locker wall	Your locker number is on screen	10 sec
4. Pickup	Tap “Pickup” → Face ID → scan	Your locker opens (look for the light)	15 sec
5. Done	Grab your order, walk out	Custody logged, receipt sent	10 sec

Total: about 60 seconds. No lines. No counter. No waiting.

No security line, no ID check at the door. You’re already verified. The system knows who you are the moment you authenticate with Face ID.

Reordering

Quick Reorder

- Tap “Reorder” on the home screen to repeat your last order
- Or tap “Orders” to find any past order and reorder it
- Modify items if needed before checkout

“Order My Usual”

Once you’ve ordered a few times, tell the AI Budtender “Order my usual” and it’ll know exactly what you want.

Cross-Brand Loyalty

Your account works across every VendraIS brand. One verified identity. One loyalty balance. Every brand.

Feature	How It Works
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Universal Points	Earn and redeem at any brand—HERB N' GO, The Bodega, Kush N' Karry
Cross-Brand Tiers	Your total spend across all brands determines your tier
AI Rewards	Personalized offers based on your history across every brand
Seamless Switch	Walk into any brand, open the app, shop—no new account needed

| *Think of it like airline miles—earn everywhere, redeem anywhere in the network.*

Troubleshooting

Door Won't Open

- Ensure Bluetooth and Location are enabled on your phone
- Confirm you've tapped "Enter Store" and verified with Face ID
- Hold your phone closer to the scanner (try both QR and NFC)
- Still stuck? Tap "Get Help" in the app—staff will assist

Locker Won't Open

- Check the locker number in the app—make sure you're at the right one
- Tap "Pickup" and verify with Face ID again
- Hold your phone to the scanner on the locker
- Tap "Get Help" if it persists

Order Not Ready Yet

- Check the app for real-time status
- You'll get a notification the moment it's loaded
- If it's been longer than expected, tap "Get Help"

Face ID Not Working

- Make sure Face ID is enabled in app Settings → Security
- Ensure nothing is covering your face
- Try Touch ID as backup
- Contact support if issues persist

Phone Died

Ask staff for manual verification. They can verify your identity and release your order. This is a backup—keep your phone charged.

Tips for the Best Experience

Tip	Why
Order ahead	Your order is ready when you arrive—no waiting
Enable notifications	Know the moment your order is loaded
Save your favorites	Find your go-to products instantly
Use the AI Budtender	It learns your preferences and gets smarter over time
Try different brands	Your account and loyalty points work everywhere
Check hours	Confirm the location is open before heading over

Your Privacy

What We Collect	What We DON'T Collect
Account info (email, phone, name)	Your biometric data (stays on your phone)
Order history	Your location history (checked only at pickup)
ID verification (one time)	Your browsing outside the app
Loyalty preferences	We never sell your data

All data encrypted. Biometrics never leave your device. PCI-compliant payments. CCPA/GDPR ready.

Need Help?

Channel	Details
In-App Support	Tap the “?” icon anywhere in the app
Email	support@vendrais.com
Phone	(888) 873-9998
FAQ	www.vendrais.com/help

That's It.

Download → Verify → Order → Pickup → Enjoy

Welcome to the future of cannabis retail.
HERB N' GO™ • The Budega™ • Kush N' Karry™

VENDRA INTELLIGENT SYSTEMS, INC.

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