

# Frequently Asked Questions

## How do I start shopping online?

Download the My Suki app on your smartphone from Google Play Store or Apple App Store. Enter LOPUE in the Suki Vendor code to start shopping

## Can I shop online thru my PC?

No, at the moment you can only shop using your smartphone

## Can I shop for clothes or houseware in the app?

No, they are currently not available yet.

## How long should I expect my order to be processed?

Orders placed on or before 4:00pm will be delivered the next day. Same day delivery is available for pick up orders placed before 2:00pm.

## Is the price in the store different from the price in the MySuki App?

The price in the app and in-store is the same. Just make sure your app is updated. However, there would be a difference for items priced by weight (e.g. fresh chicken) as we will charge you for the actual weight of the item.

## Is there a minimum amount for online orders?

Yes, your final total price must be at least Php 1,000.00

## Why most of the items I am looking for are not listed?

The items shown in the categories are only the top 1000 items. You can use the search bar to type the item barcode or description of the product you are looking for. We have over 7,000 items in our online store.

## How much do you charge for delivery?

Free delivery for Final Total worth Php 5,000 and up (within 15Km only), Php 99.00 for the first 5Km and Php 13 for each succeeding Km. If your location is beyond our delivery area, please call 09519563318 for separate pricing.

## What are the payment options for delivery?

COD (Cash on Delivery) or Bank transfer via Instapay. GCash, Credit or Debit Card will also soon be available upon delivery but since the machine is dependent on the cell signal, we cannot guarantee that all transactions can push thru so kindly prepare cash just in case.

## Can I earn Great Rewards points with my purchase?

During check out, please add a note and indicate your Great Rewards Card Number using this format: Great Rewards <Great Rewards Number>

Please make sure the name in your account matches the name in your Great Rewards card. The points you earned will be shown in your receipt upon delivery or pick up.

## Which branches is Lopue's My Suki available now?

MySuki is currently available at Lopue's San Sebastian branch only.