**KAUST - DELIVERY: FREQUENTLY ASKED QUESTIONS**

**1. WEB APPLICATION**

Who owns the application and where does it live? University owns the App

What KAUST department is in charge? For Facilitating the logistics and building the app

Who will maintain the app? KAUST department based

Does it integrate with other applications and which ones?

Will it be a mobile application?

Does it know my specific address/location? Can it find me?

Can I ask for deliver at whatever location I want?

Does it know all addresses on KAUST?

Can I use it to take an order and track shipping?

Does it integrate or has interoperability with other shipping/delivery systems?

What are payment methods can be used?

**2. DELIVERY STORAGE**

Where will they be located on campus?

How many should there be?

Can I open with a code? Remotely?

Can I be notified by alert when a package is loaded for me?

Can they be used by all delivery services?

How big will the lockers be?

How long can I leave a package in the locker?

Who on campus will maintain and will they have access to the storage?

**3. DELIVERY SERVICE**

Can I order from any restaurant at KAUST?

Can we have reusable container system for restaurants?

What about reaching gate 3?

Can we ride bikes to Gate 3?

How does Aramex handover to UPS?

If I’m out of office can I request delivery to my neighbor?

Can I consolidate restaurant delivery?

How long can a package stay in a locker?

Will digital ID work for delivery or do I need KAUST ID?

How can I enter pickup location into the address field?

How can I book my order?

Where can I reach customer support?

How do I return the wrong package I received?

Can I cancel an order that hasn’t arrived?

Can I redirect an order to another address?

How can we deliver a missing item to meeting room when the user request it?

How we might help the user to use the autonomous shuttle to deliver packages/clothes/goods to houses?

How can we order coffee from specific coffee shop to meeting room when user request it?

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