

# BLUE TOKAI APP MANUAL



PRODUCTS, POINTS, PERKS  
— ALL IN ONE PLACE



Hi, Guest

#### EASY POUR

Brew without  
equipment,  
anytime, anywhere.

HASSLE-FREE. REAL COFFEE.



DISCOVER PRODUCTS

[VIEW ALL >](#)



Attikan Estate | Coffee...  
Coffee Capsules

₹400

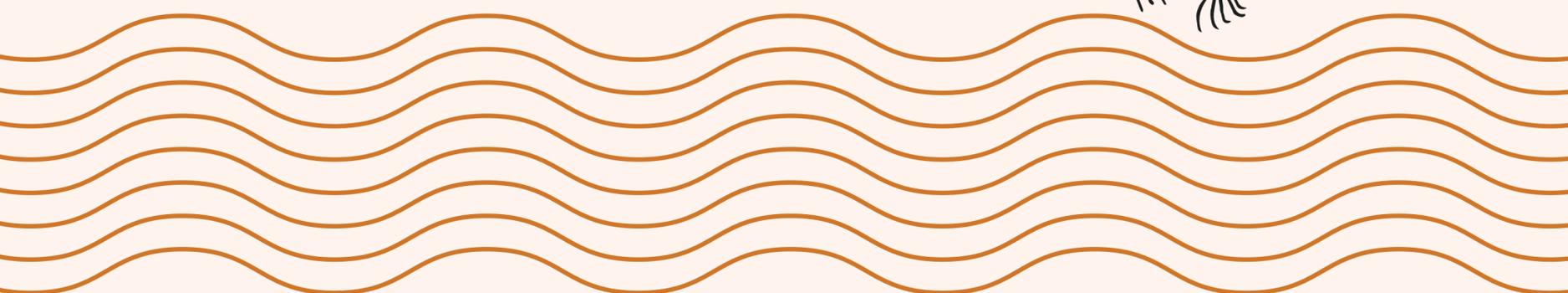
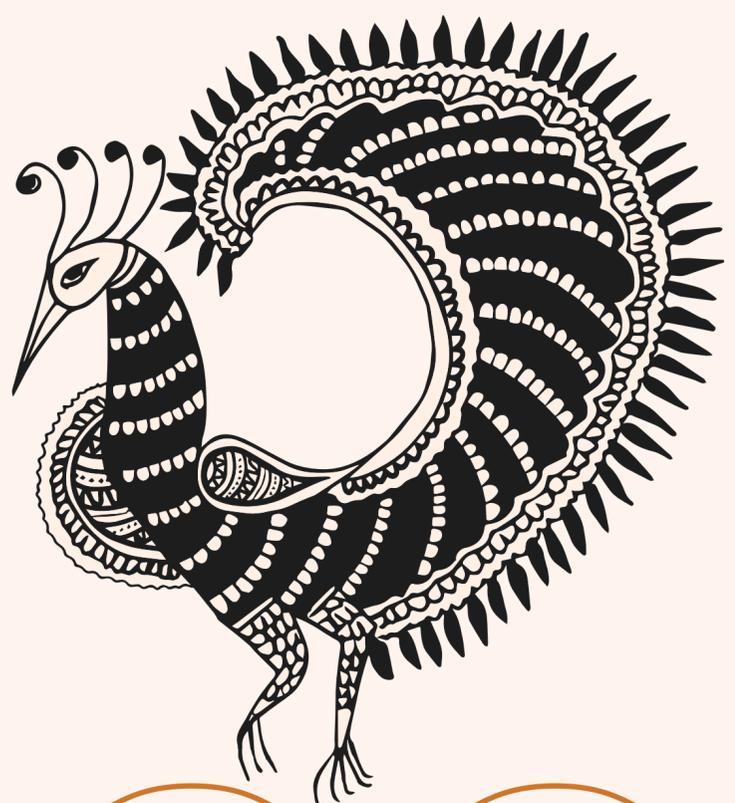
Sweet with fruity overtones and  
balanced acidity, Attikan Estate is  
the darkest of our standard medi...



**Your go-to for all things Blue Tokai:**  
Order, earn rewards, track your level,  
get special customised offers &  
be updated about our events!



AVAILABLE ON THE  
**GOOGLE PLAY STORE &  
APPLE APP STORE**



Start by signing up using your contact number, allow location access to the app, and then proceed to order.



7:21 2.00 KB/S VoLTE 4G+ 37%

# Welcome to Blue Tokai

Finish signing up to get your first free cup and more rewards.

**LOGIN / REGISTER**

SKIP

2:13 70%

STEP 1 OF 5

## Enter Phone Number

We will send you an OTP on this number.

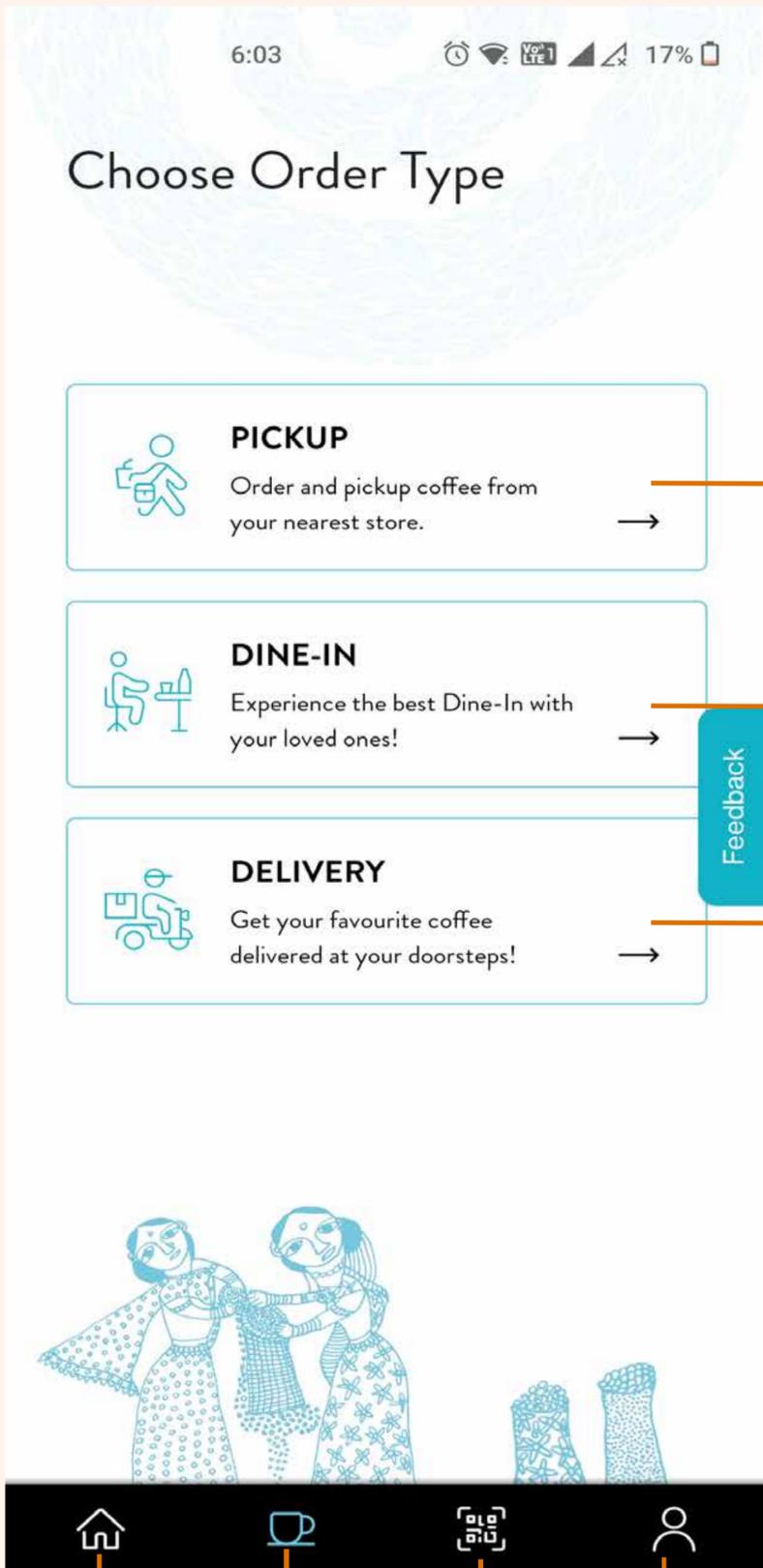
+91 |XXXXXXXXXX

**NEXT**

By continuing, you agree to our **Terms & Conditions** and **Privacy Policy**



# ORDER IN 3 WAYS



Choose order and pick up from cafes near you.

Skip the queue by ordering on app when at cafe.

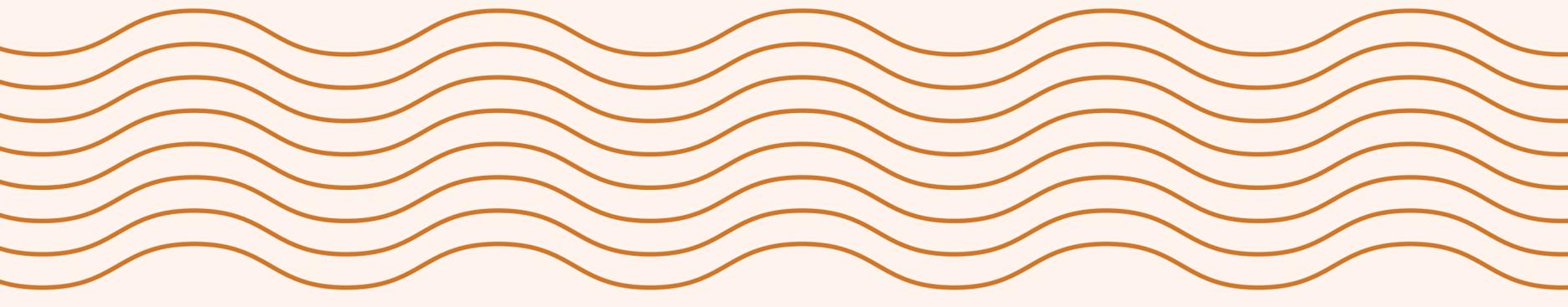
Select to order products at home.

Profile

Scan

Products

Home

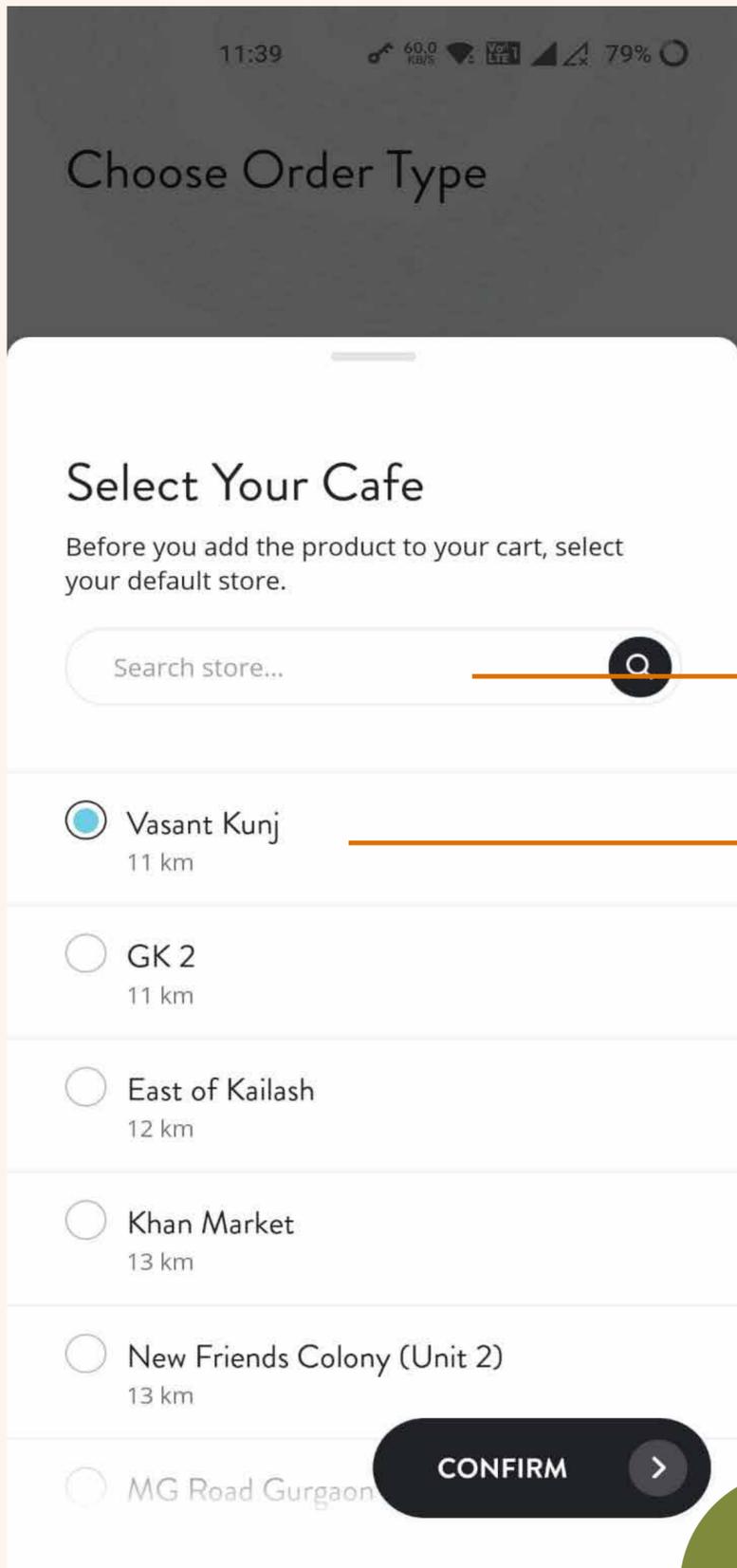


# HOW TO ORDER PICK-UP



# PICK UP ORDER

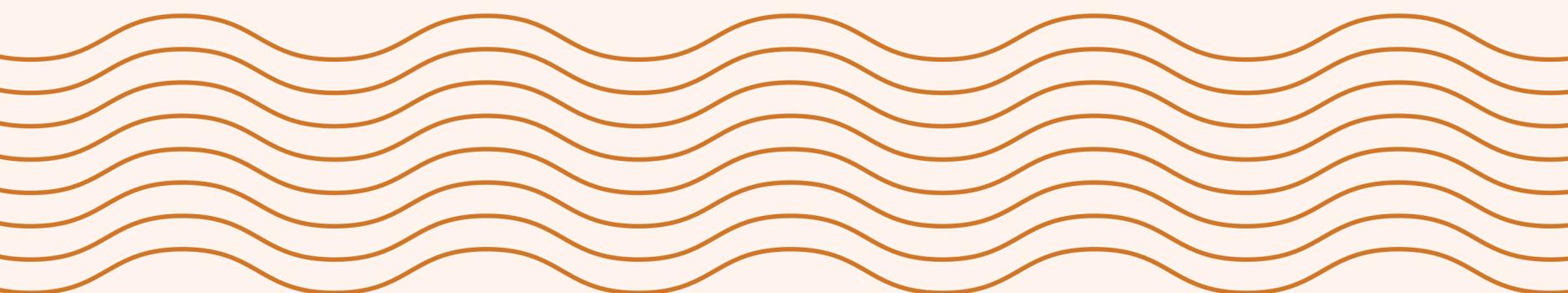
Now you can pick-up orders from any of our cafes in India!



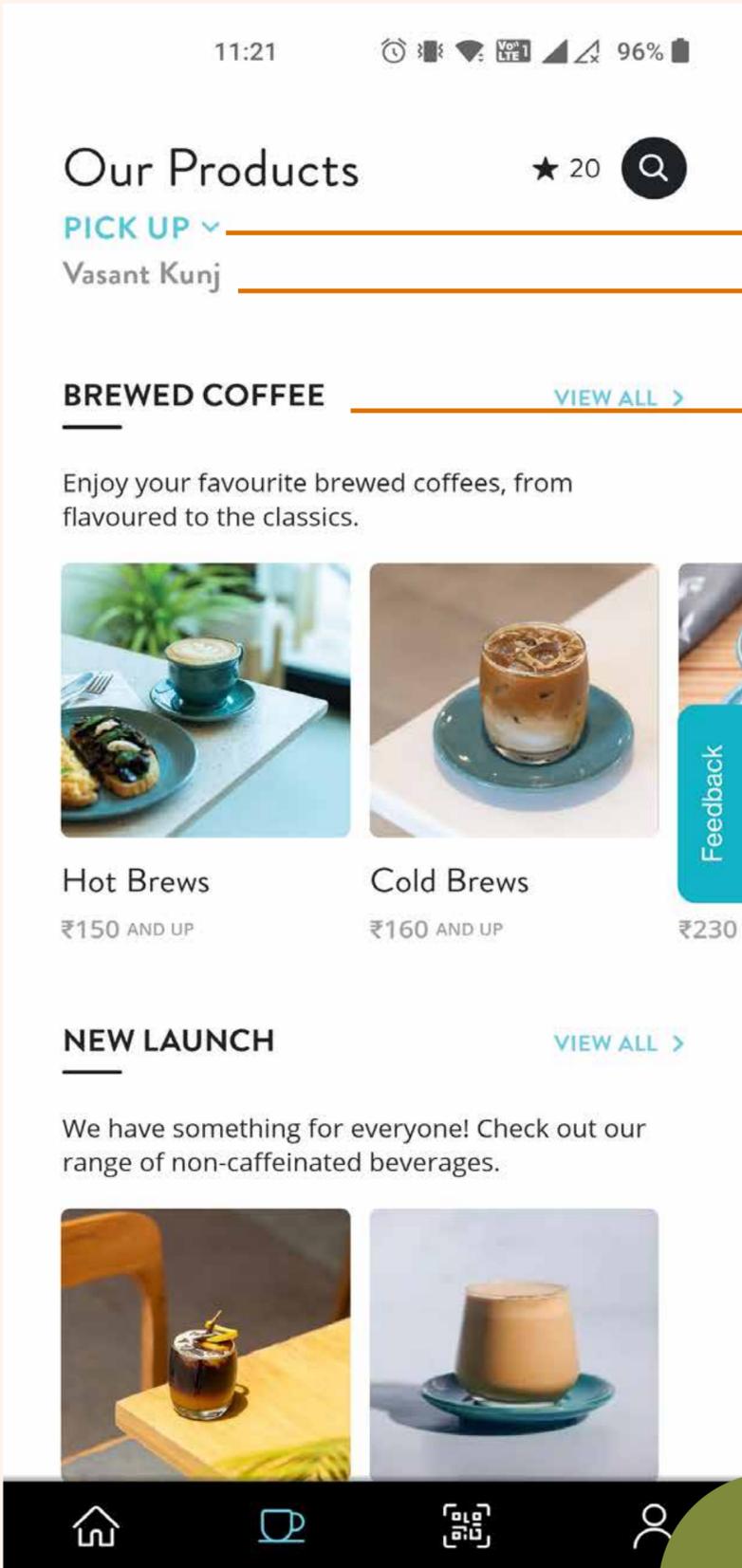
Search for your preferred cafe (only listed cafes).

Check nearby cafes.

1



# PICK UP ORDER

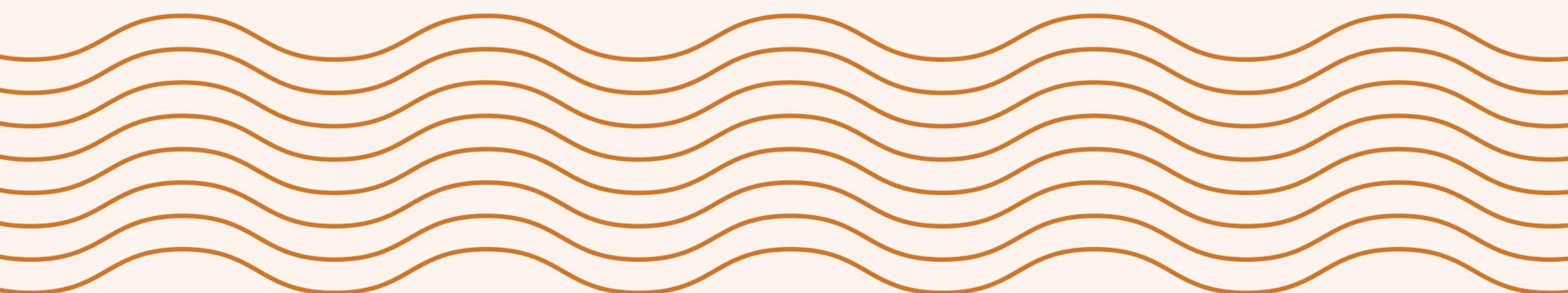


Order mode  
Cafe Name

## Buy from these categories:

- Brewed coffee
- Other beverages
- Blue Tokai food
- Suchali's food
- Roasted and ground Coffee
- Equipment
- Merchandise

2



# PICK UP ORDER

3

2:25

🕒 📶 VoLTE 1 📶 68% 🔋

< Explore the menu



Hot Brews (9) ^

Cold Brews (8) ^

Mocha (6) v



Chilli Cinnamon Mocha

₹240+

ADD +



Coffee Tonic

₹260+

ADD +



Hot Chocolate

₹230+

ADD +



Peppermint Mocha (with sweet nibs)

₹240+

ADD +



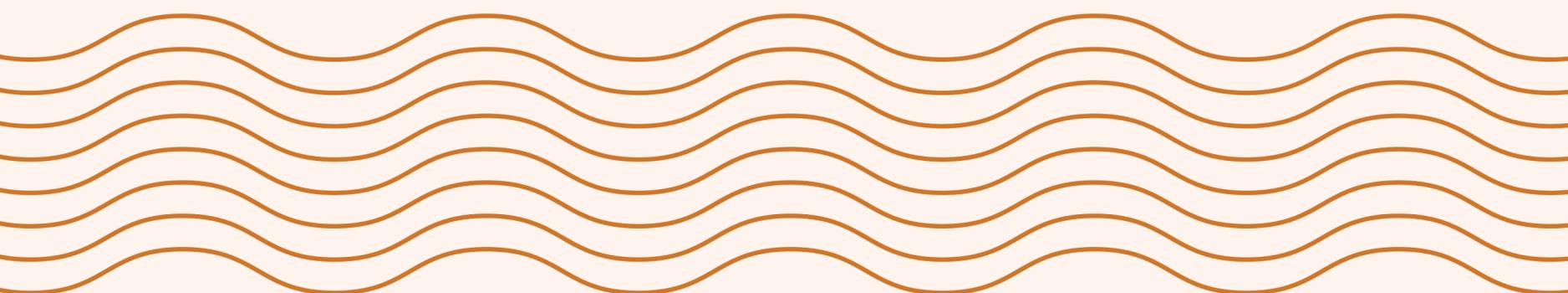
Regular Mocha

₹240



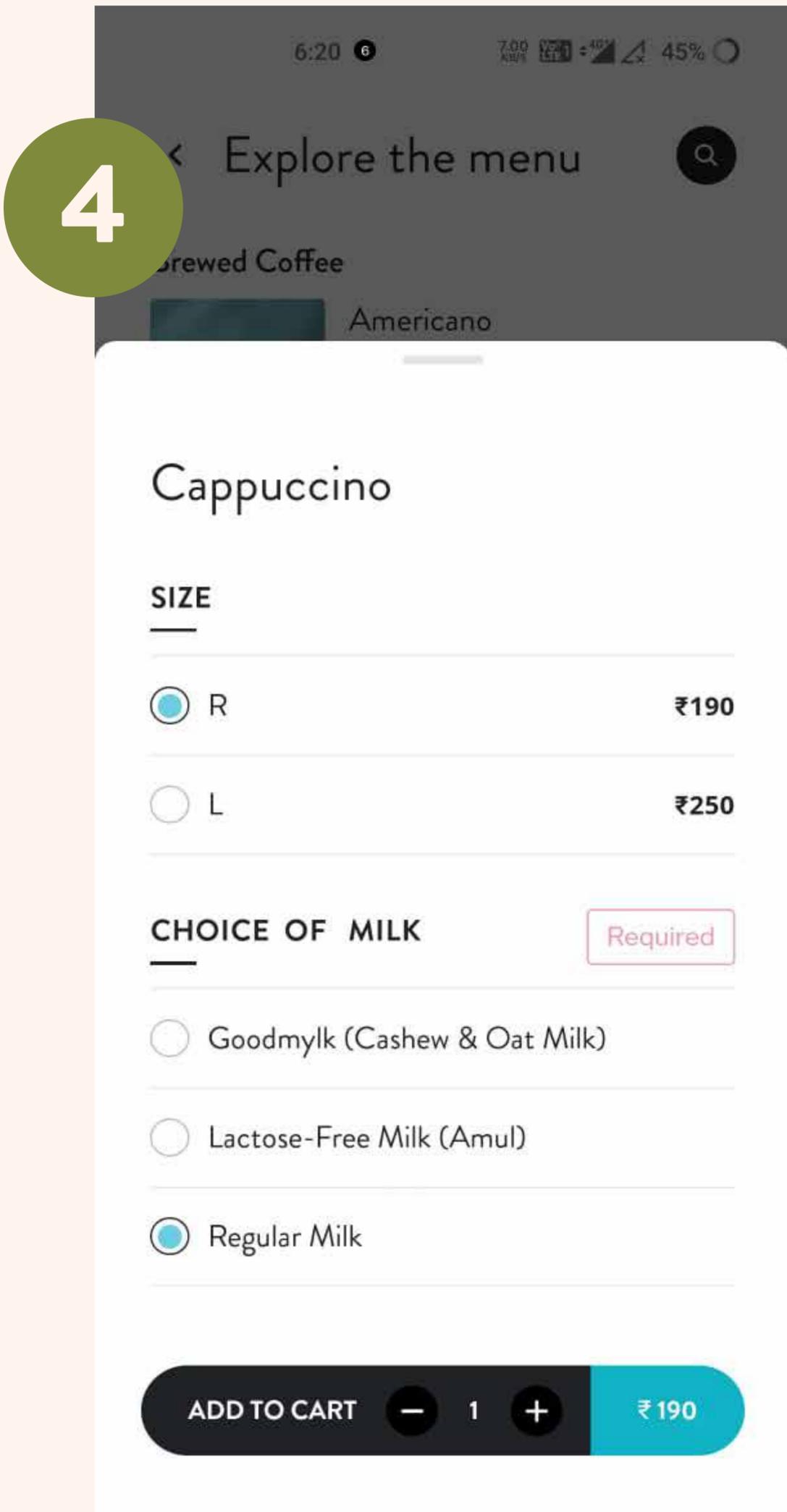
ADD +

Feedback

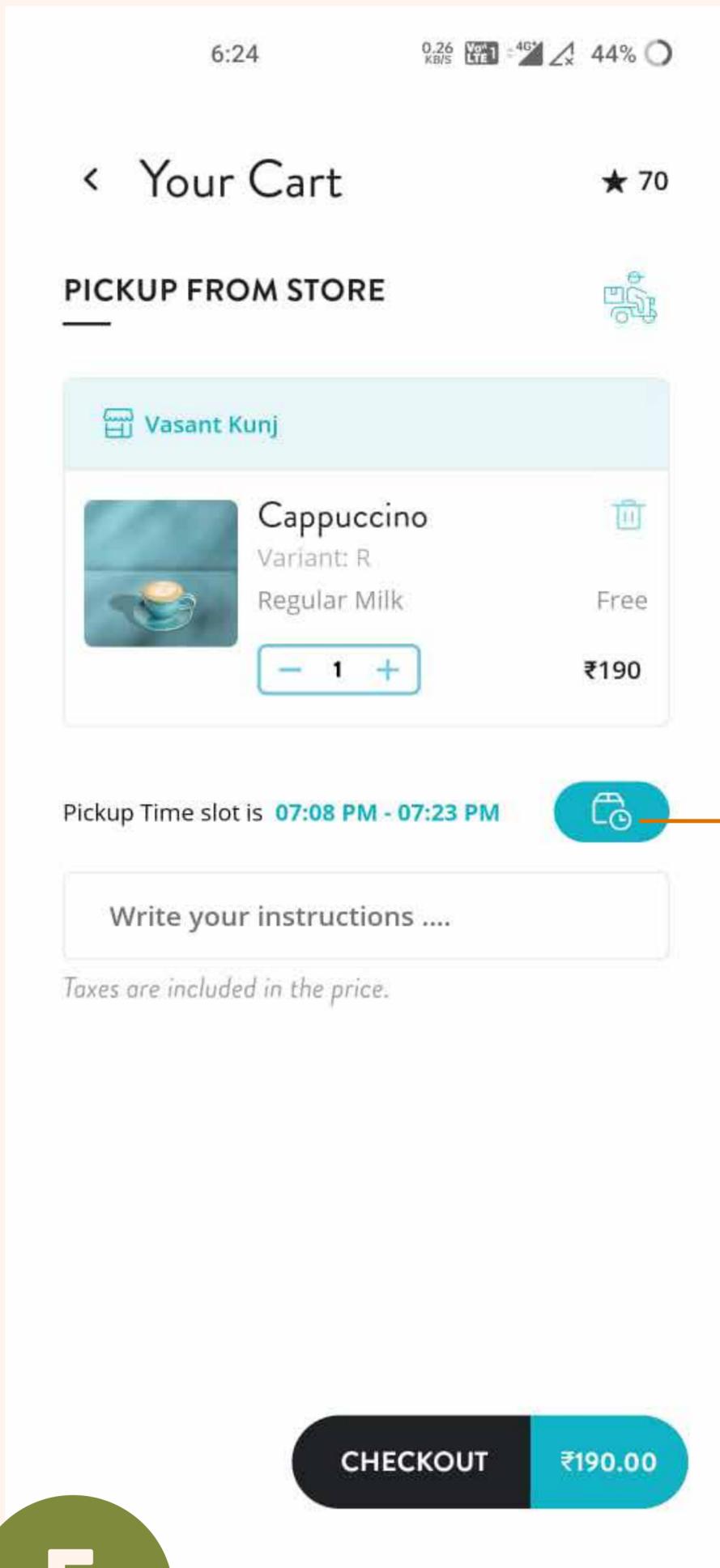


# PICK UP ORDER

Select your product, size, any add-ons and add to the cart.

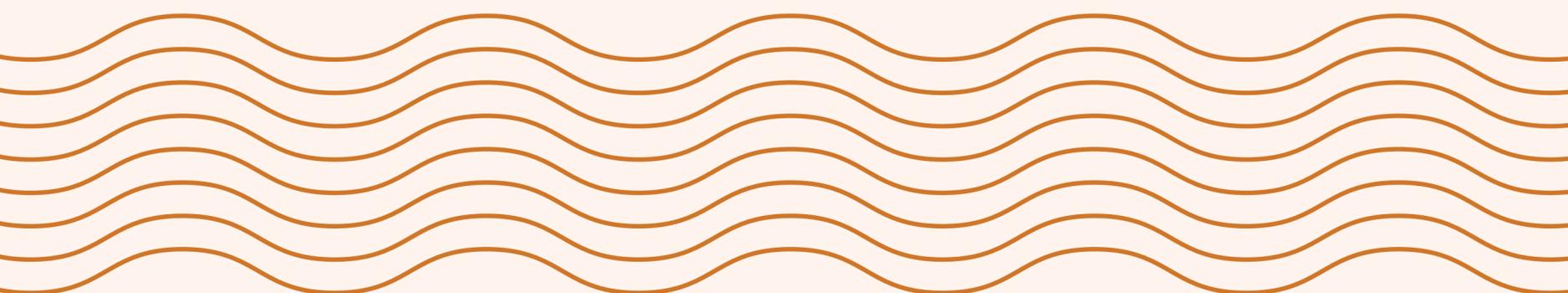


# PICK UP ORDER



- Choose a pick up slot.
- Your slot will be after a minimum of 30 mins.
- The slot duration will be 15 mins.

5



# PICK UP ORDER

6:27 0.68 KB/S VoLTE 4G 43%

< Checkout

**PICKUP FROM STORE**

Vasant Kunj  
C-9 Pawa Residential Business Park,  
near Cult Fit Vasant Kunj,  
NEW DELHI 110070

[GET DIRECTIONS](#)

**CHOOSE DISCOUNT TYPE**

Promo Code **Loyalty Points**

**REDEEM WITH LOYALTY POINTS**

Used Loyalty Points : 51 [Reset](#)

Available Loyalty Points : 70

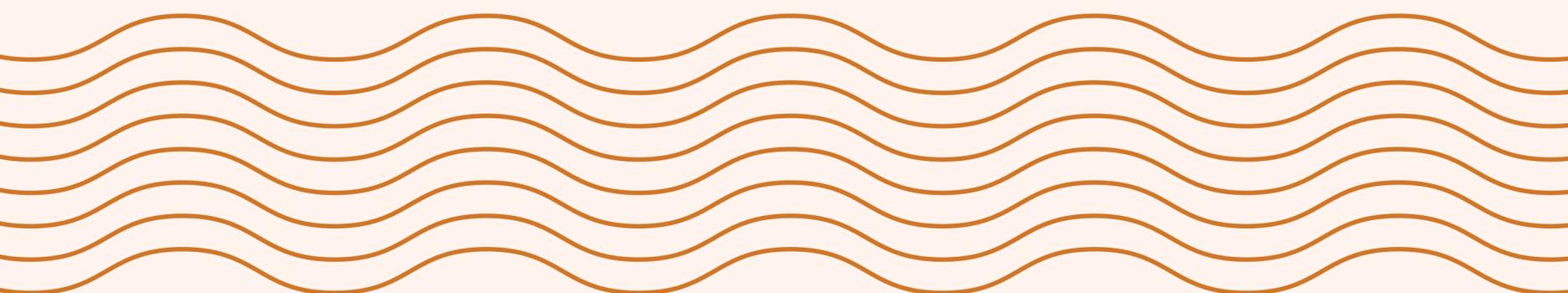
**BILLING DETAILS**

Total Amount	₹190
Loyalty points used	- 51
<b>Total Payable</b>	<b>₹139</b>

**CHECKOUT ₹139.00**

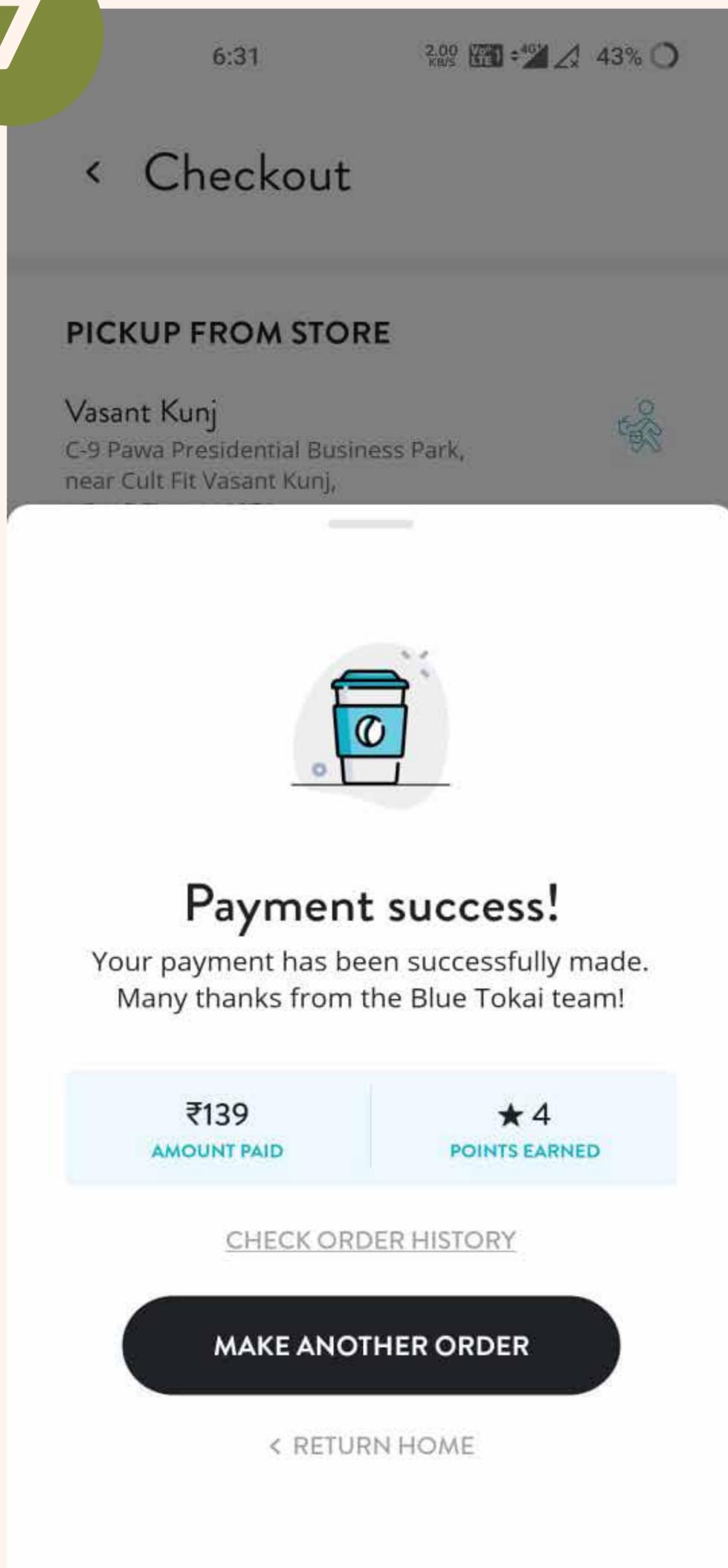
Select loyalty points to redeem for the order and pay remaining amount.

6

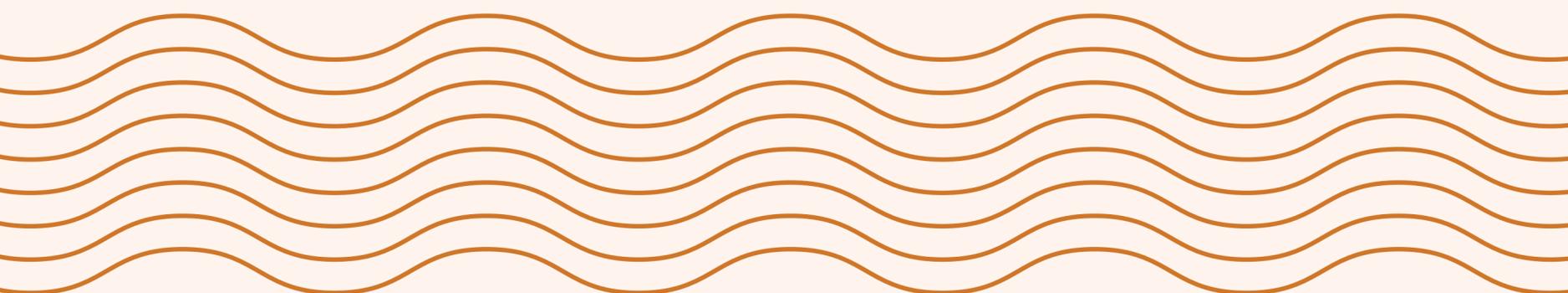


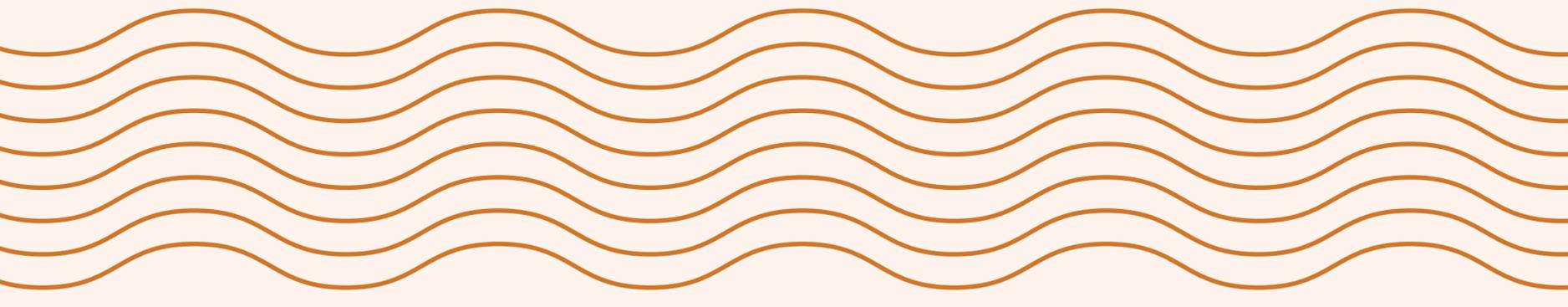
# PICK UP ORDER

7



Order confirmed! Be ready to pickup your order at your slot.





# HOW TO ORDER DINE-IN



# DINE-IN STEPS

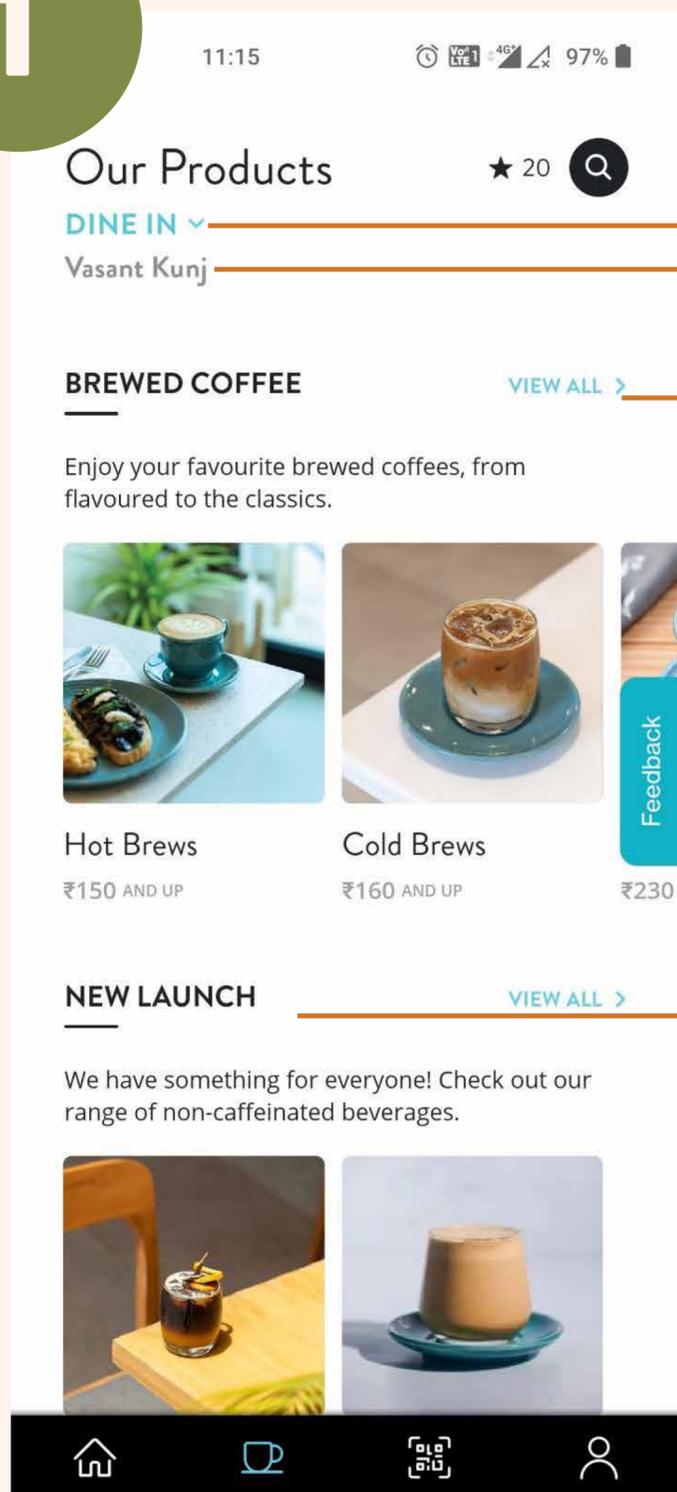


## Dine-in steps:

- Open app
- Sign-up
- Select dine-in on the order type selection screen
- Post selecting dine-in, you will be redirected to QR scan screen.
- Scan the QR code placed on the table at the cafe to place an order.

# DINE-IN [FOR IN-CAFÉ ORDERS]

1

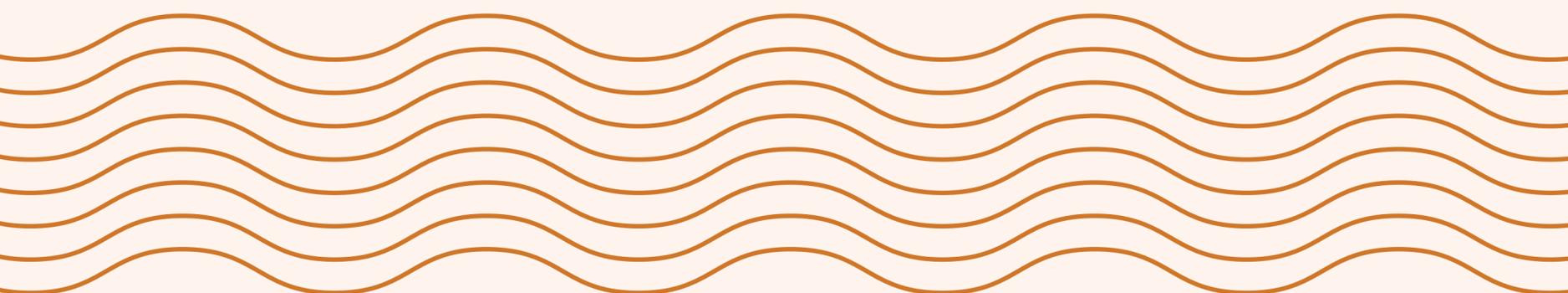


Order mode  
Cafe Name

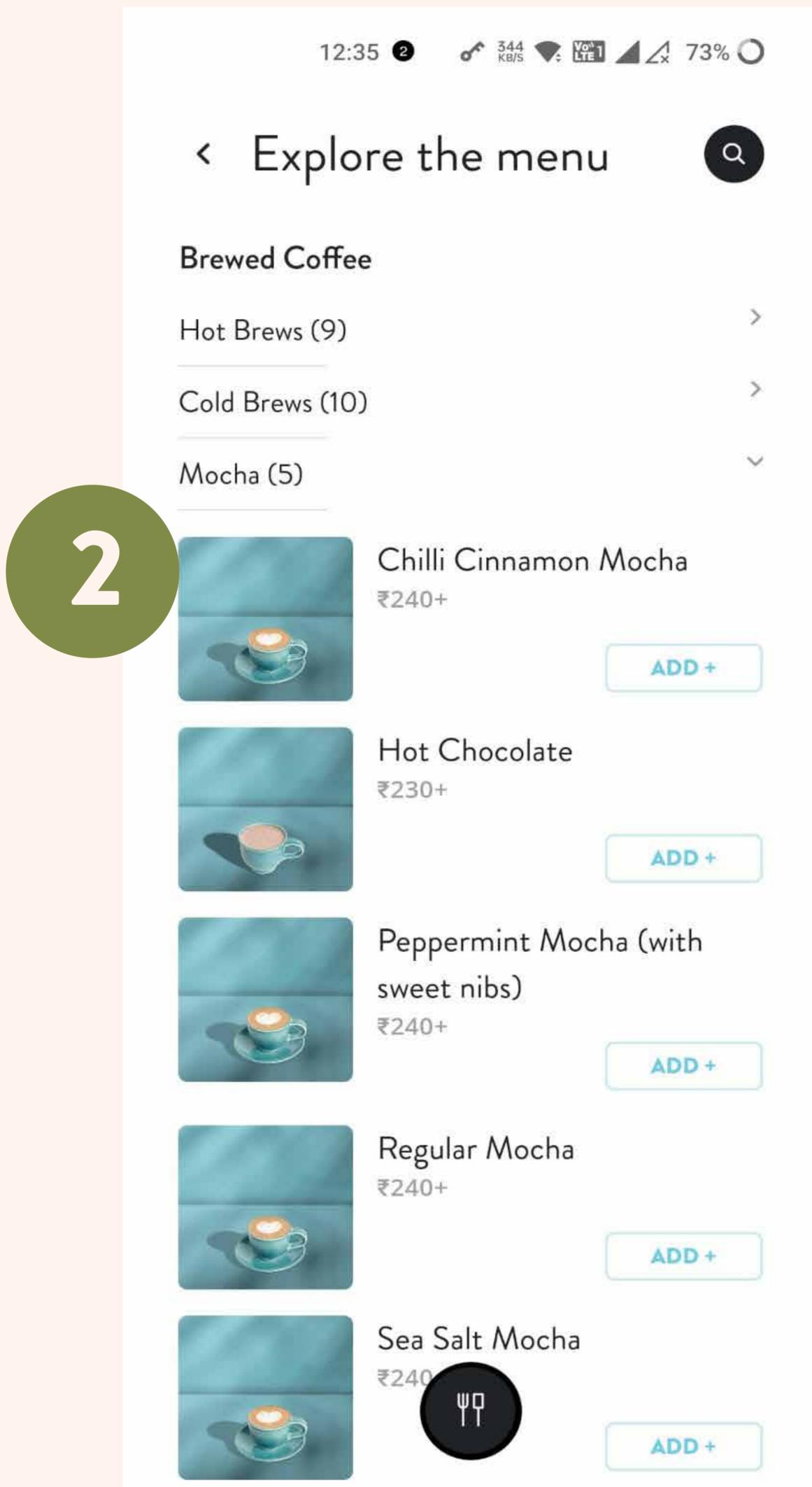
Buy from these categories:

- Brewed coffee
- Other beverages
- Blue Tokai food
- Suchali's food
- Roasted and ground Coffee
- Equipment
- Merchandise

New product launches

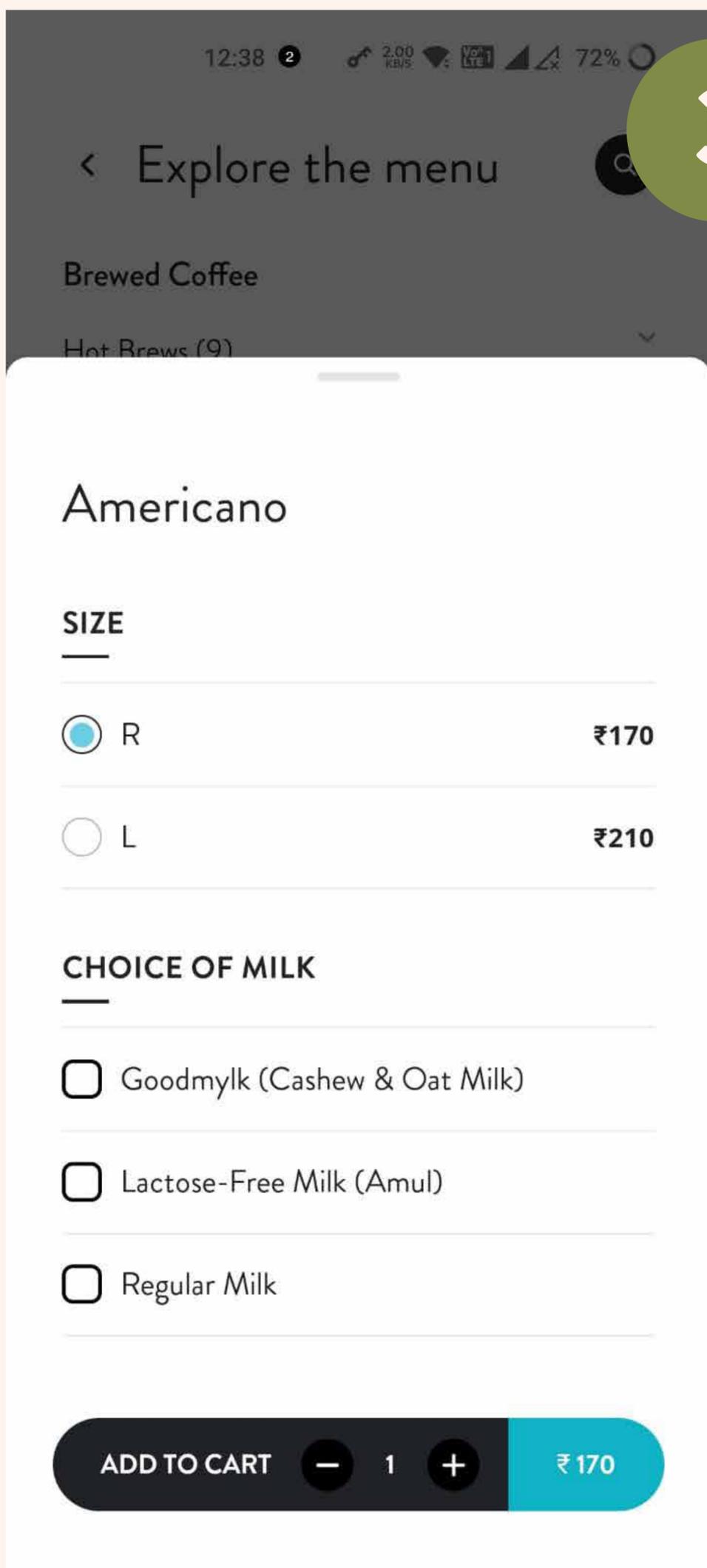


# DINE-IN [FOR IN-CAFÉ ORDERS]

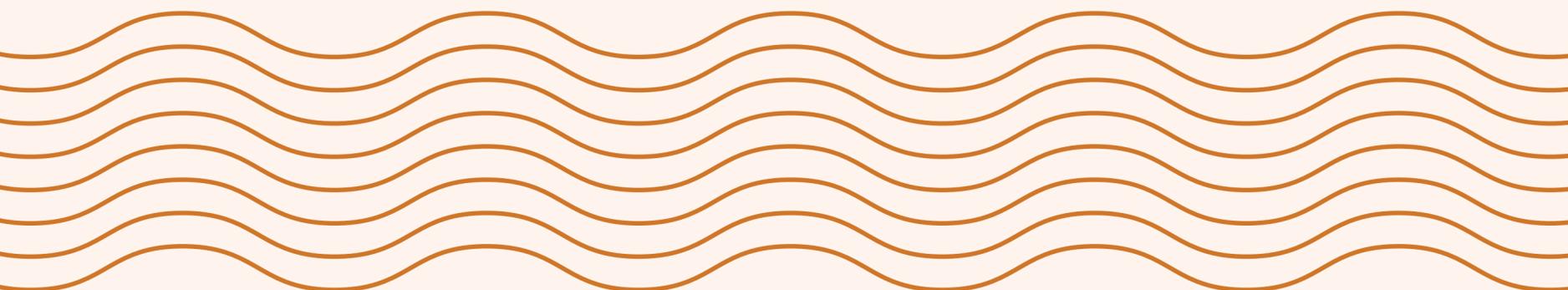


Explore and select from our wide range of products.

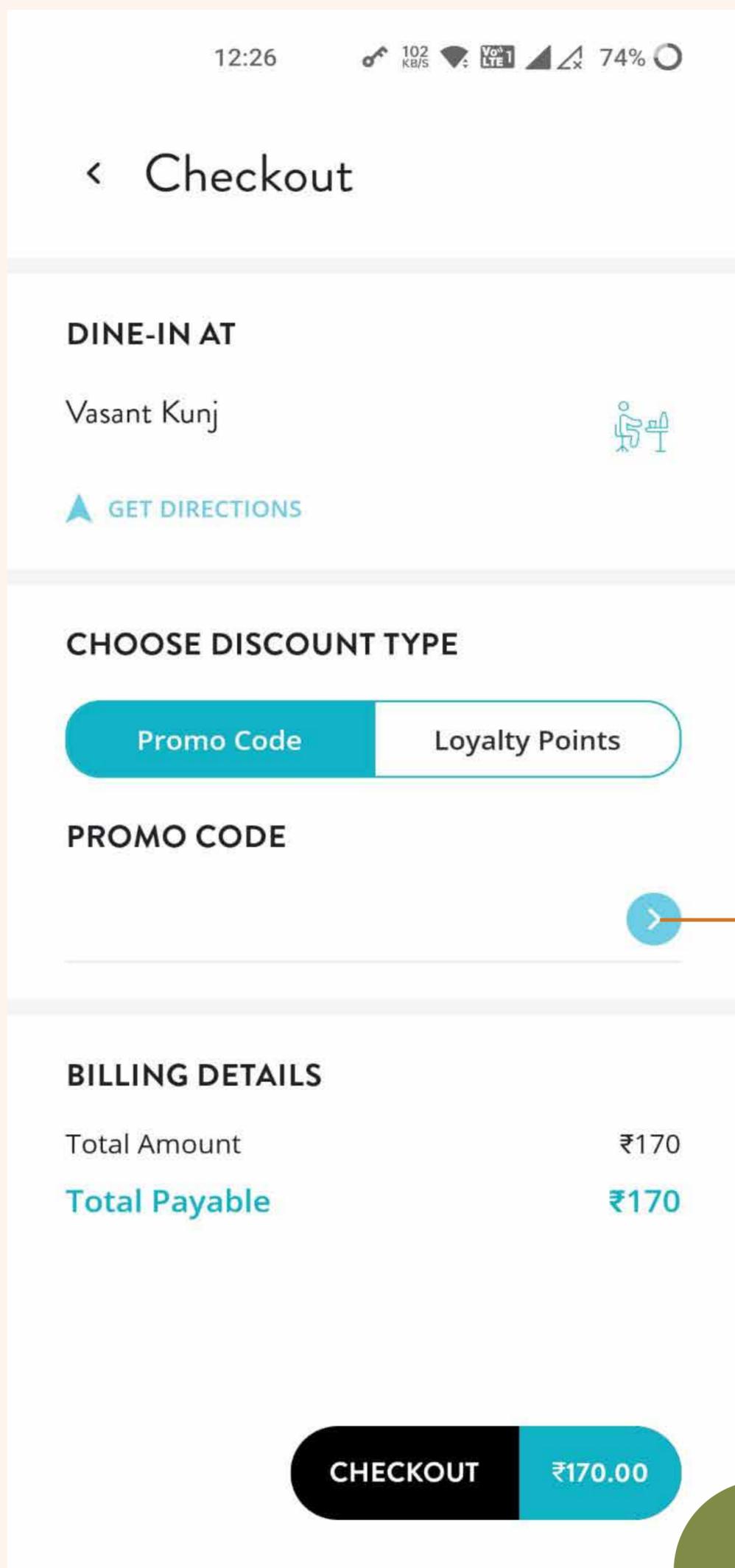
# DINE-IN [FOR IN-CAFÉ ORDERS]



Select your product, size, any add-ons and add to the cart.



# DINE-IN [FOR IN-CAFÉ ORDERS]



Select promo code for applying promotional offers.

4

# DINE-IN [FOR IN-CAFÉ ORDERS]

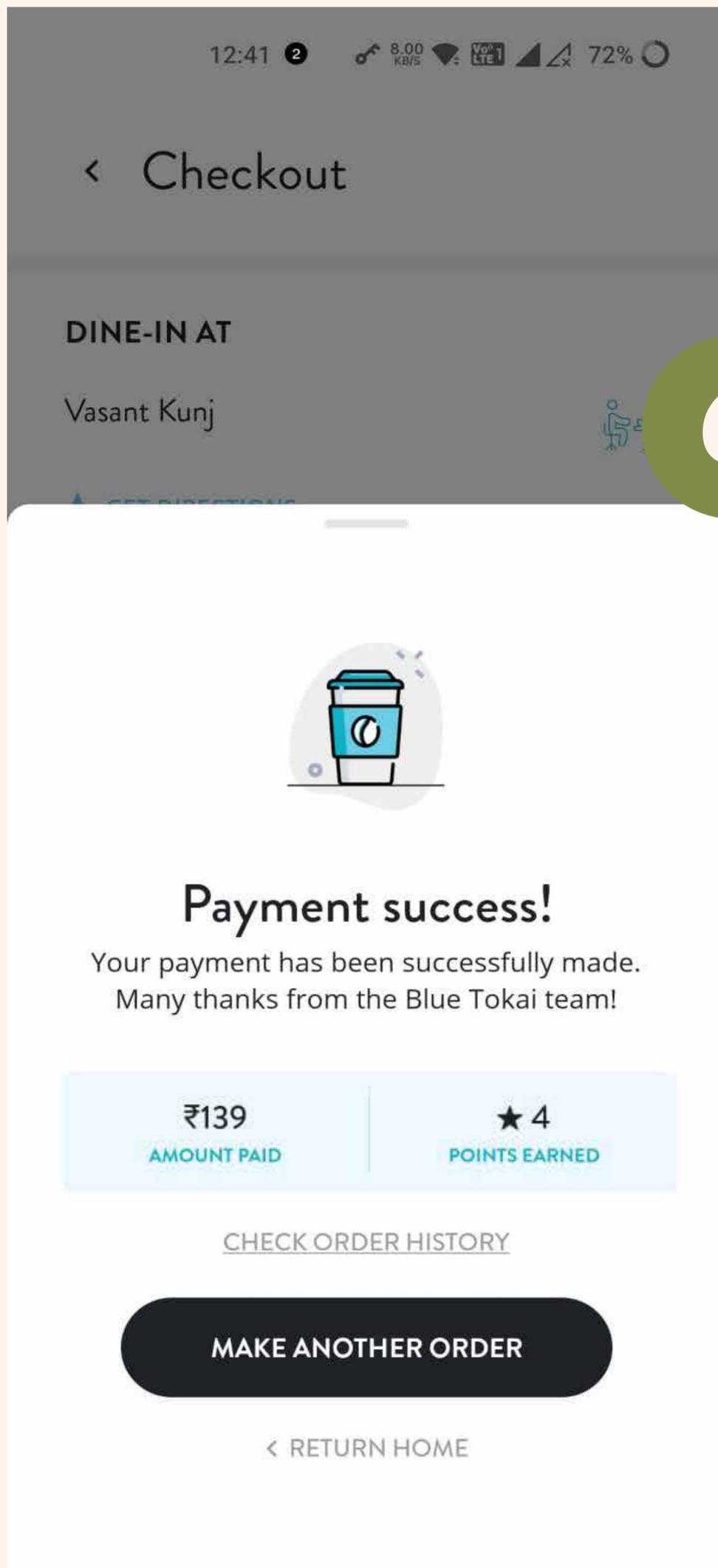


APPLY

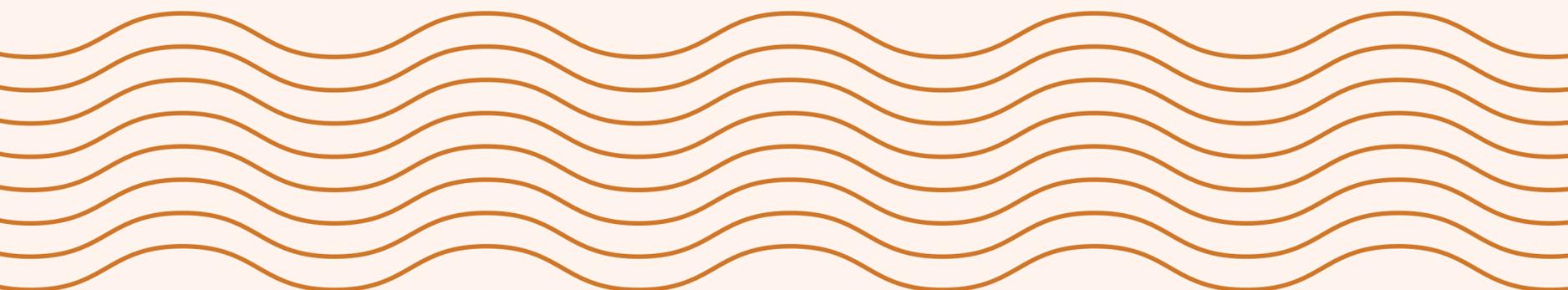
Tap here to apply the offer.

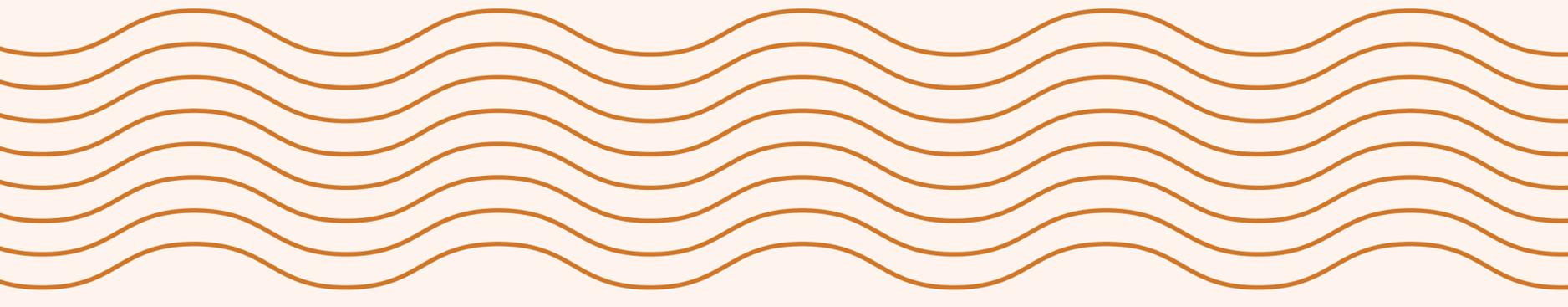
5

# DINE-IN [FOR IN-CAFÉ ORDERS]



Order confirmed: Sit tight and be ready to enjoy your order!

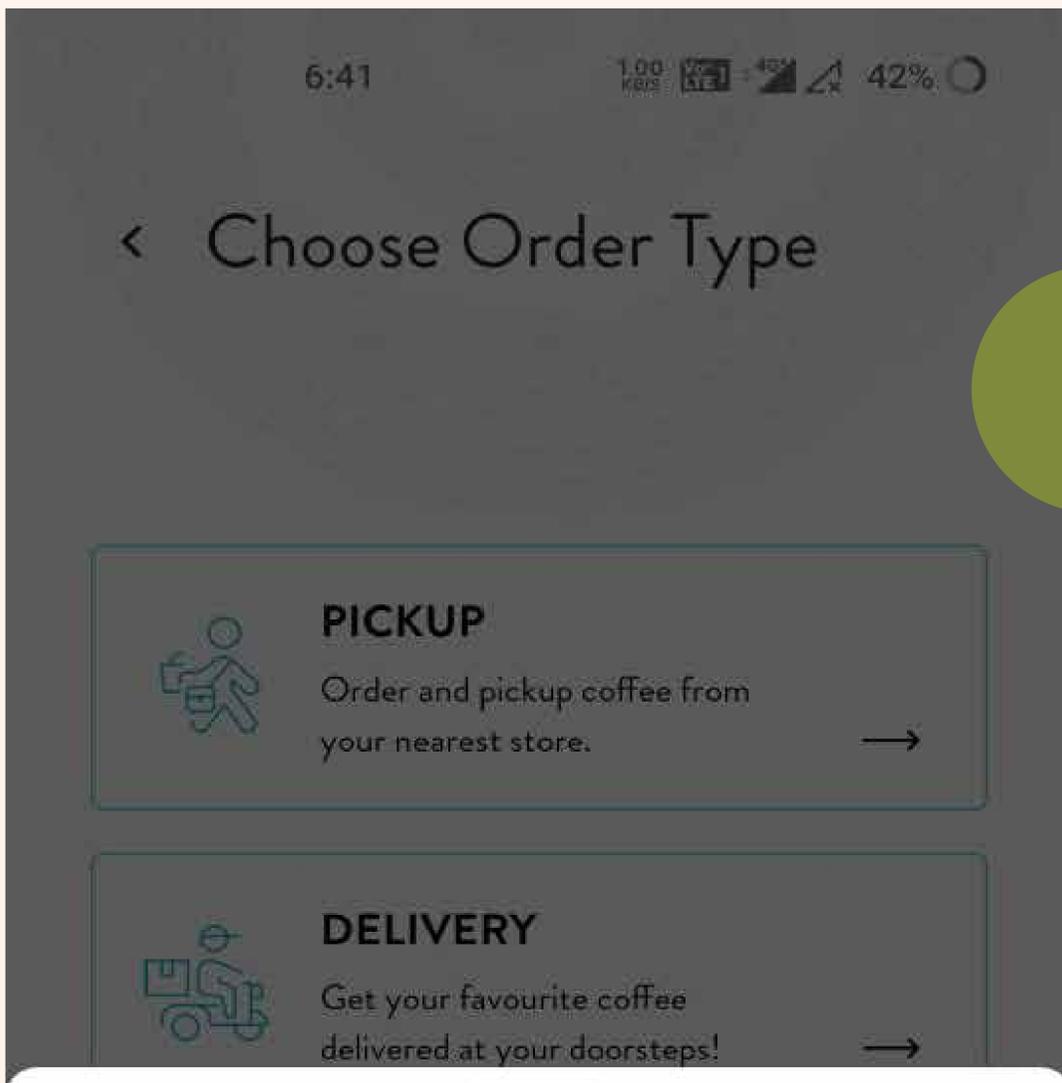




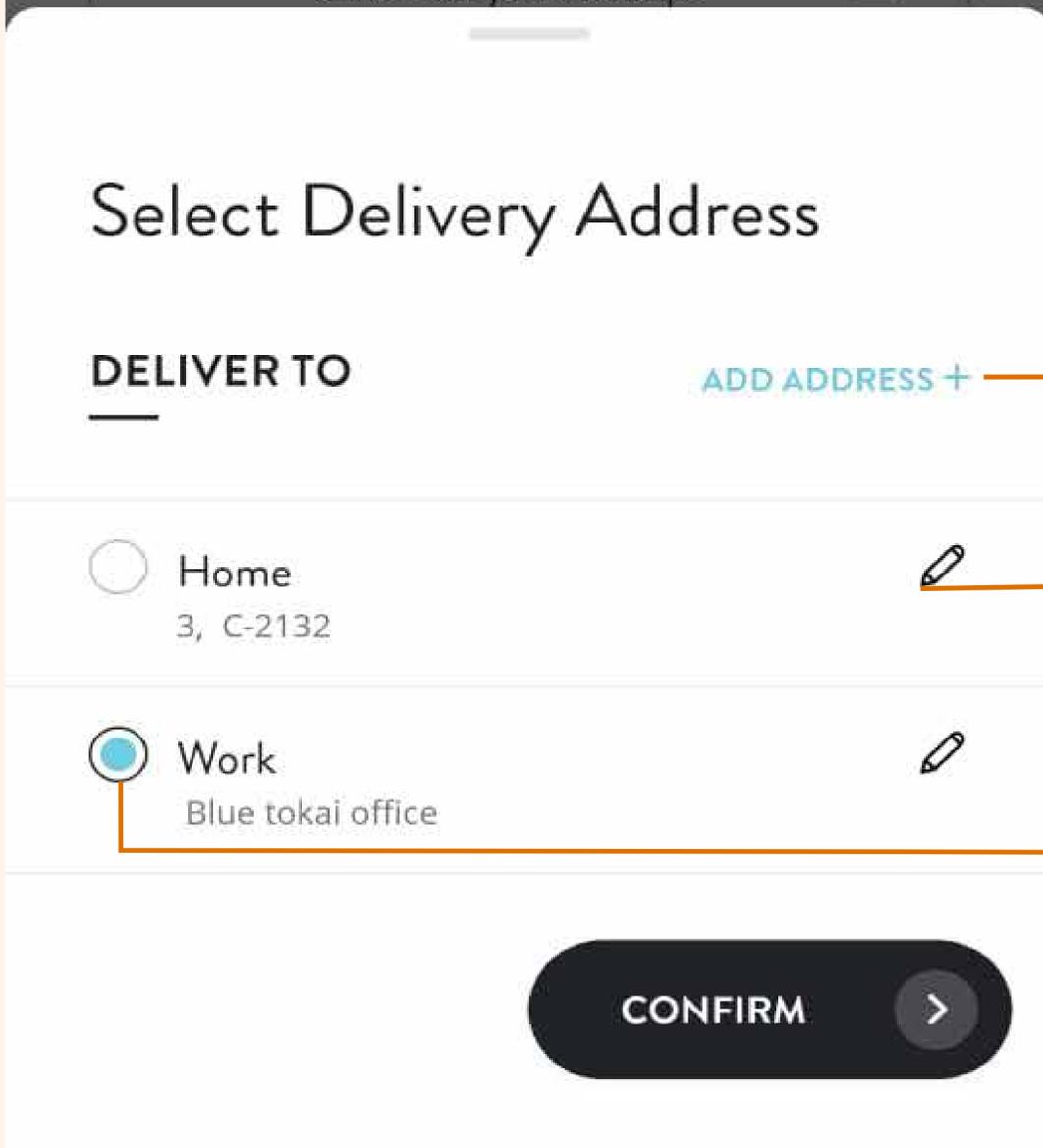
# HOW TO ORDER DELIVERY



# DELIVERY [FOR WEBSITE PRODUCTS ONLY]



1



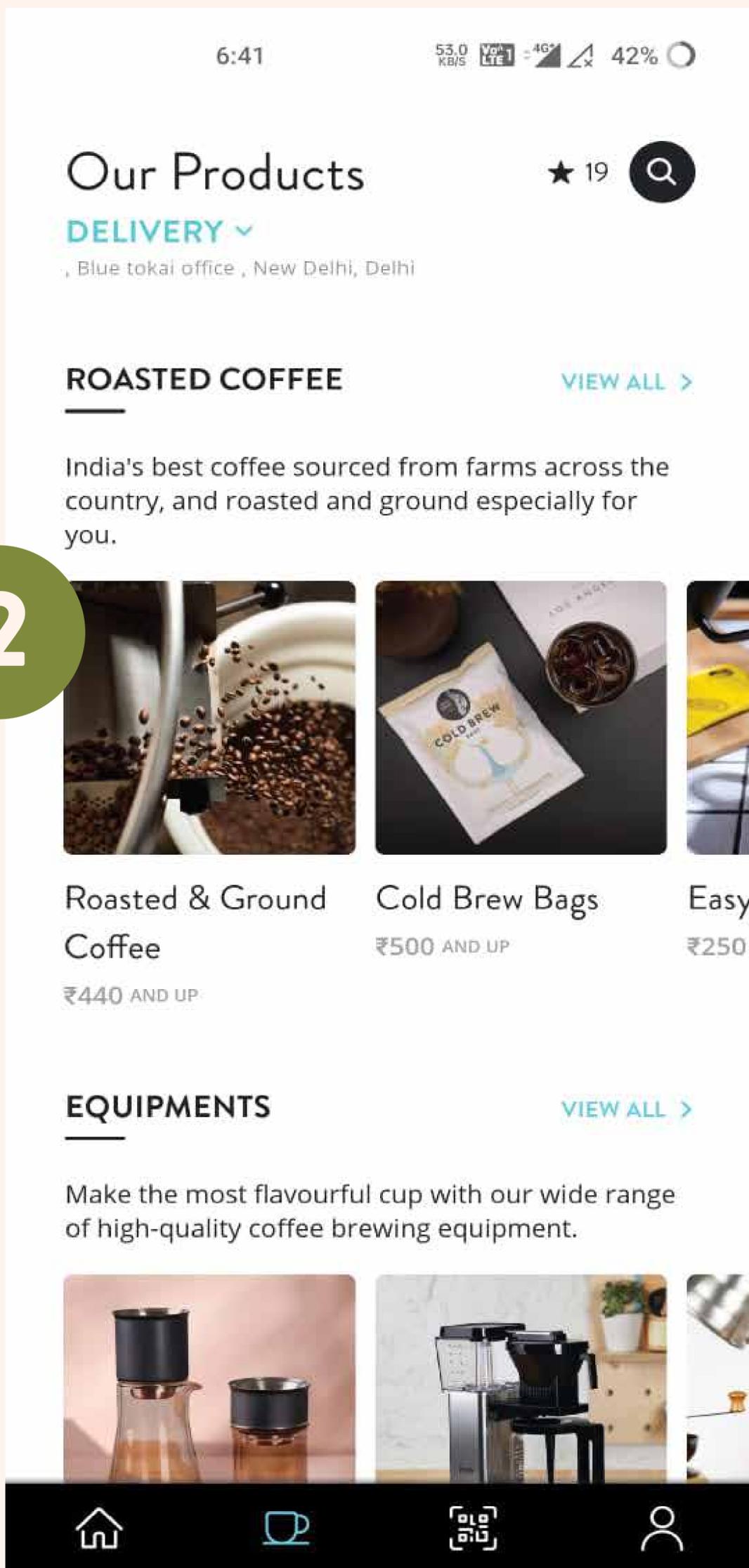
● Add new address.

● Edit address.

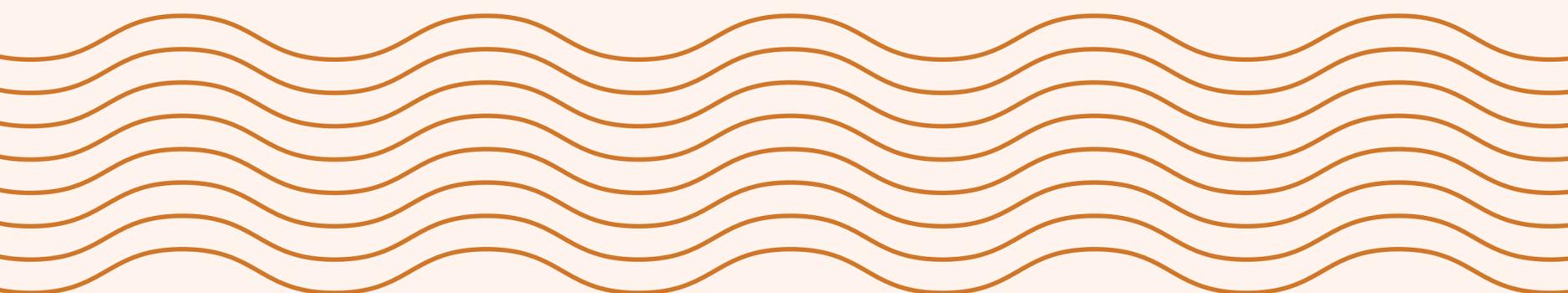
● Select your address.



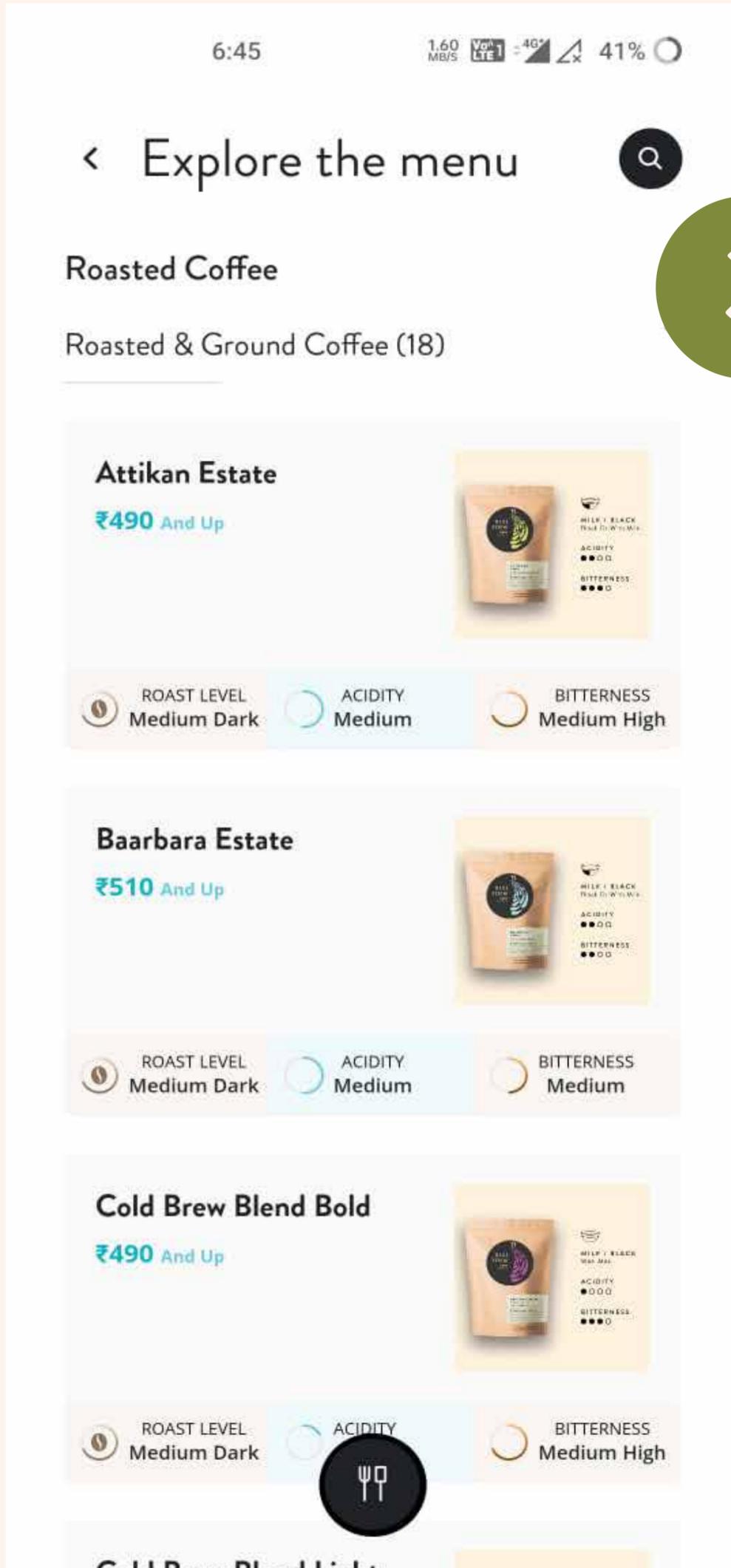
# DELIVERY [FOR WEBSITE PRODUCTS ONLY]



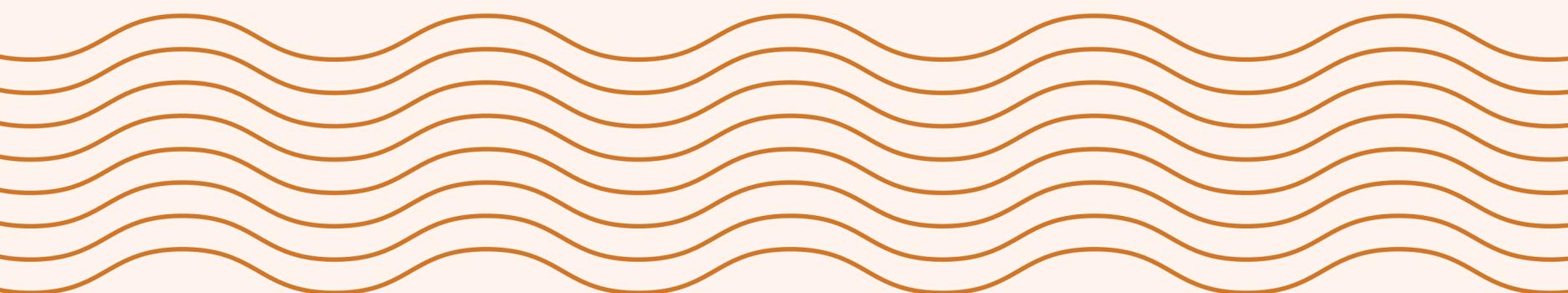
Order from a wide range of categories.



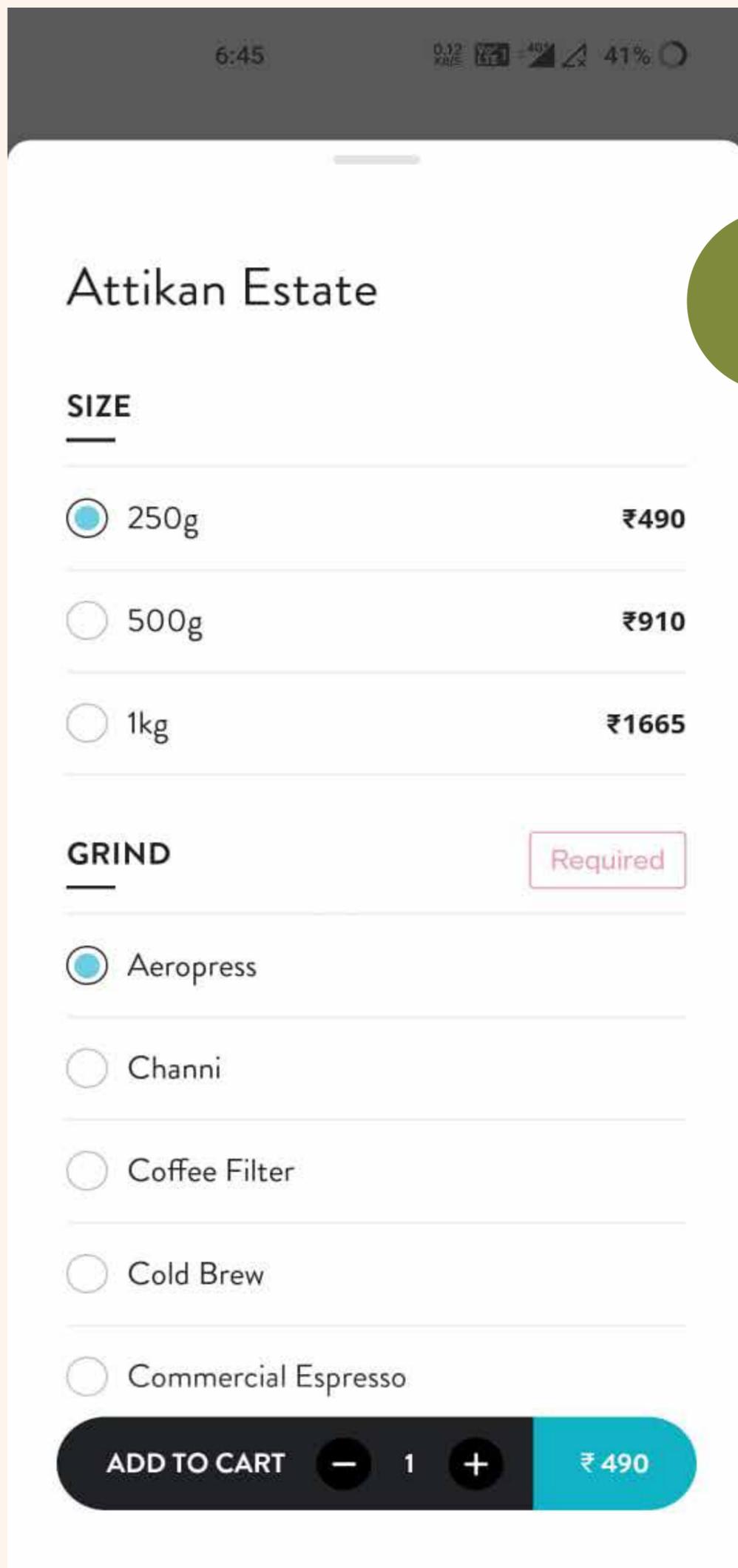
# DELIVERY [FOR WEBSITE PRODUCTS ONLY]



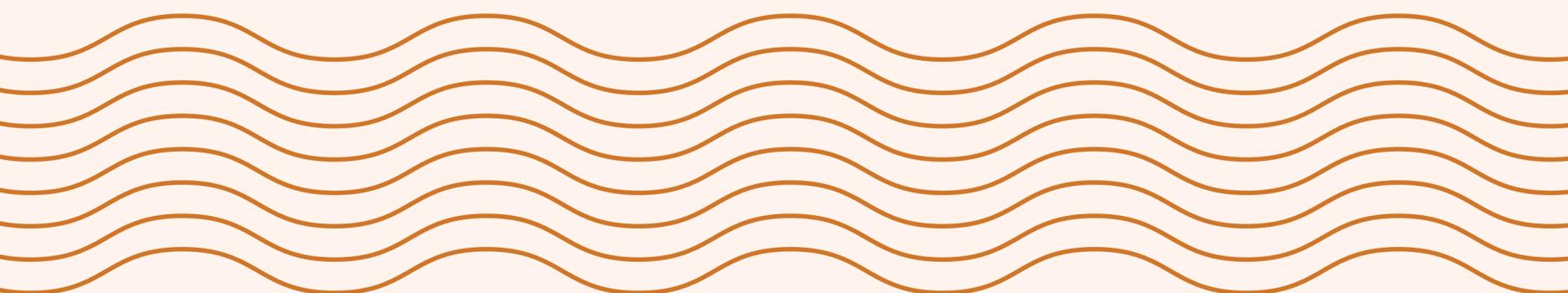
Explore and select from our range of products.



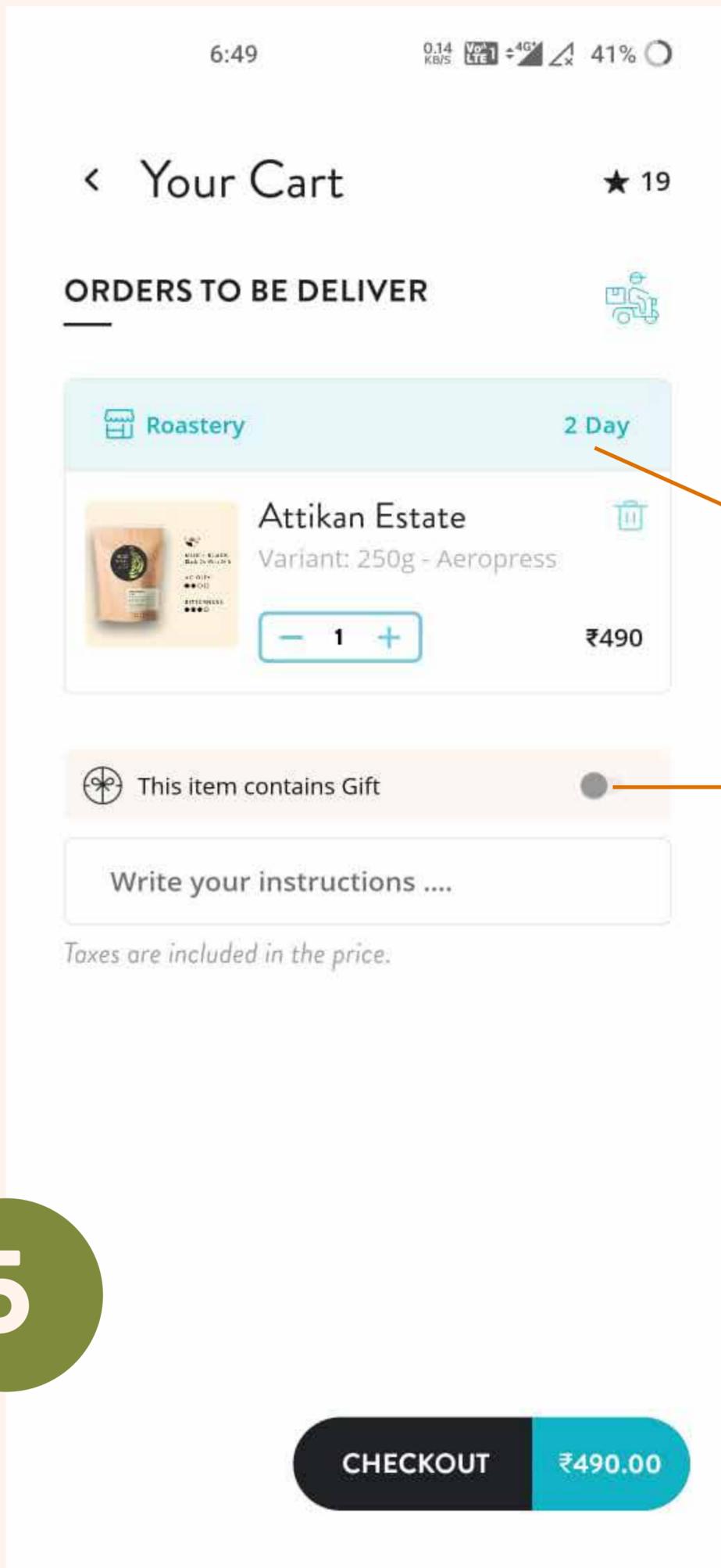
# DELIVERY [FOR WEBSITE PRODUCTS ONLY]



Select your product, quantity, other preferences and add to cart.



# DELIVERY [FOR WEBSITE PRODUCTS ONLY]

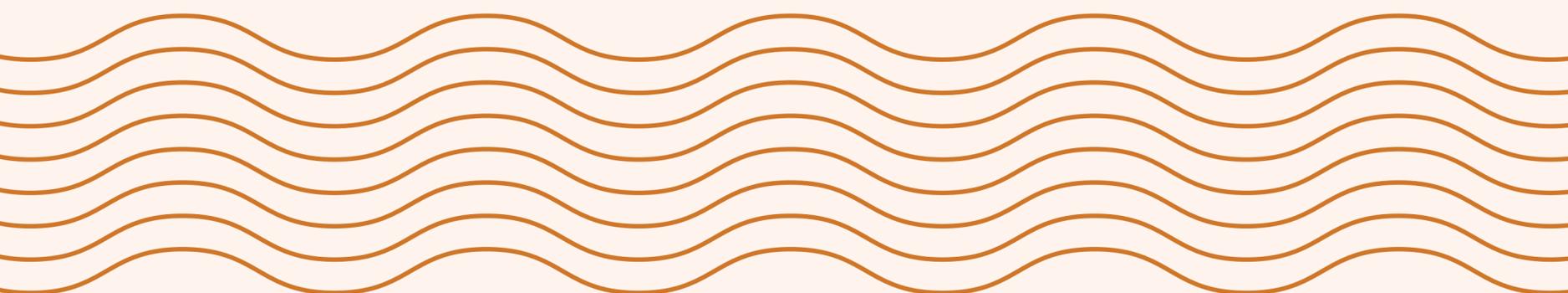


Delivery timeline

Packaged as a gift

5

You can also choose to gift pack your order.



# DELIVERY [FOR WEBSITE PRODUCTS ONLY]

6:54 0.53 KB/S VoLTE 4G 40%

< Checkout

**DELIVER TO**

Work  
Blue tokai office 

**CHOOSE DISCOUNT TYPE**

Promo Code **Loyalty Points**

**REDEEM WITH LOYALTY POINTS**

Used Loyalty Points : 16  Reset

Available Loyalty Points : 19

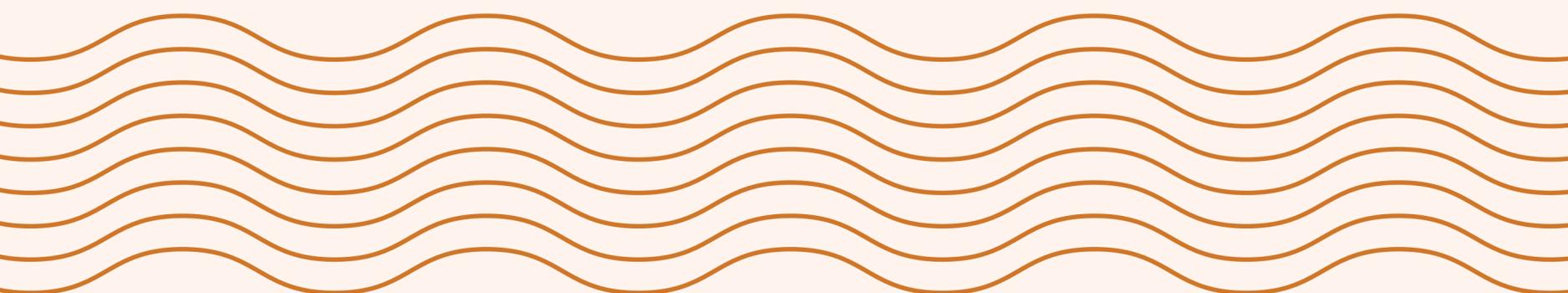
**BILLING DETAILS**

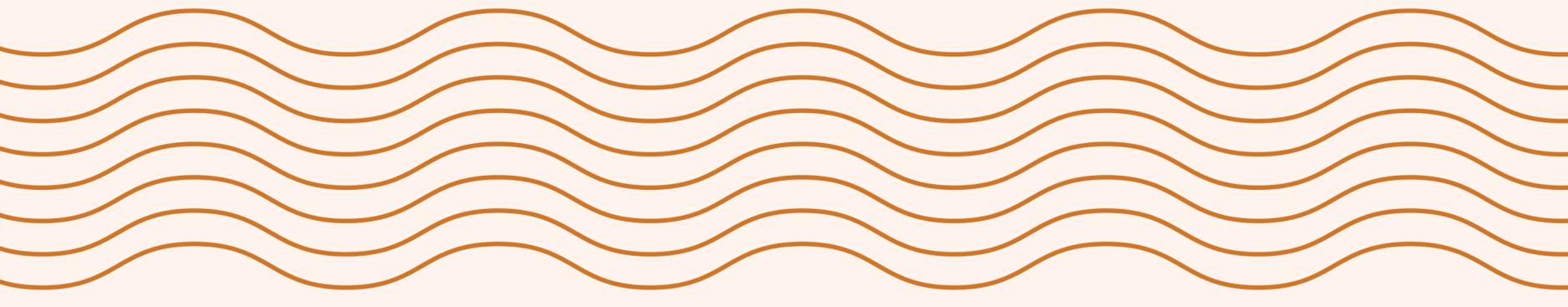
Total Amount	₹490
Loyalty points used	-16
<b>Total Payable</b>	<b>₹474</b>

**CHECKOUT** ₹474.00

Select loyalty points to redeem for the order and pay the remaining amount.

6

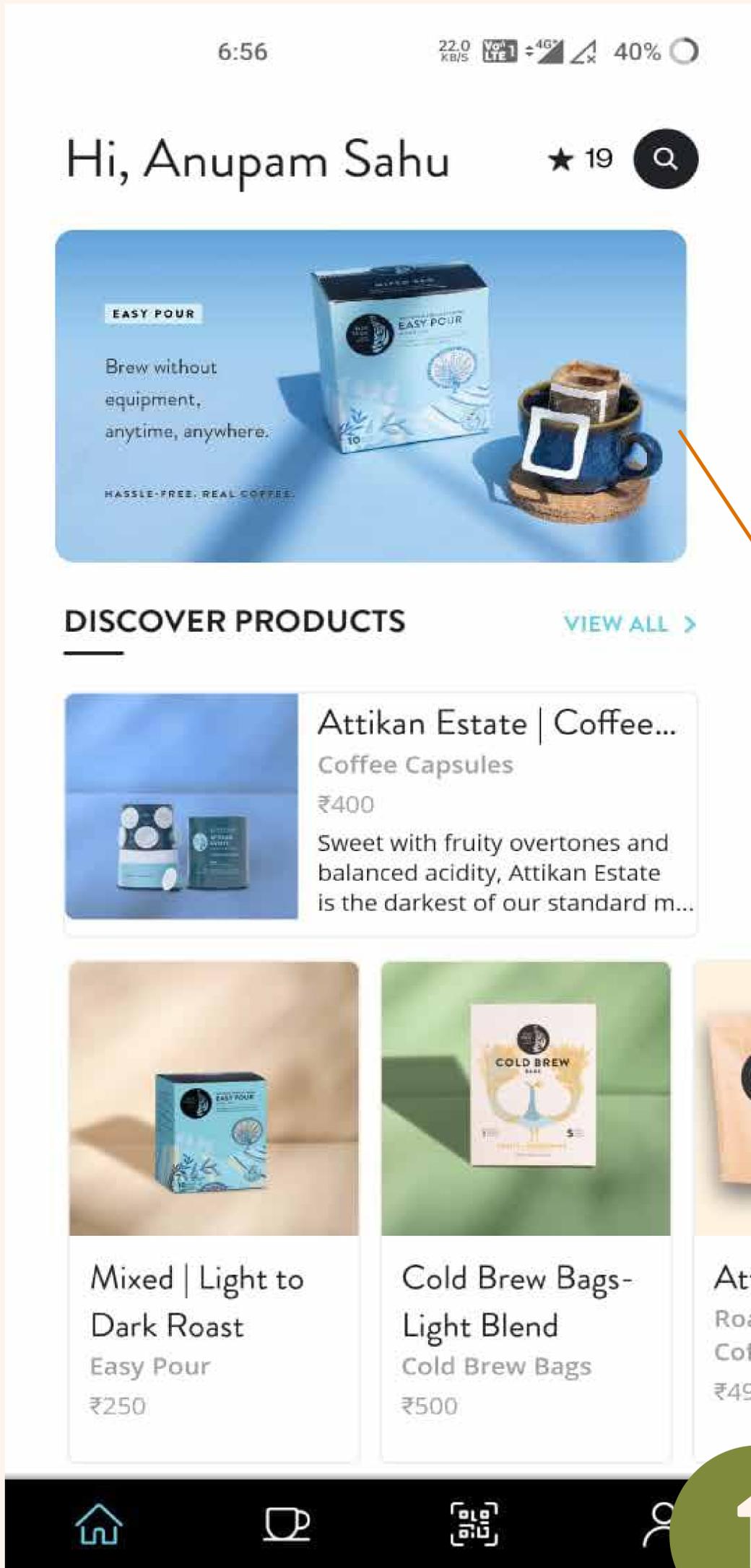




# APP NAVIGATION



# AI HOME SCREEN



Promoted products, offers, and app-only products.

1

# AI HOME SCREEN

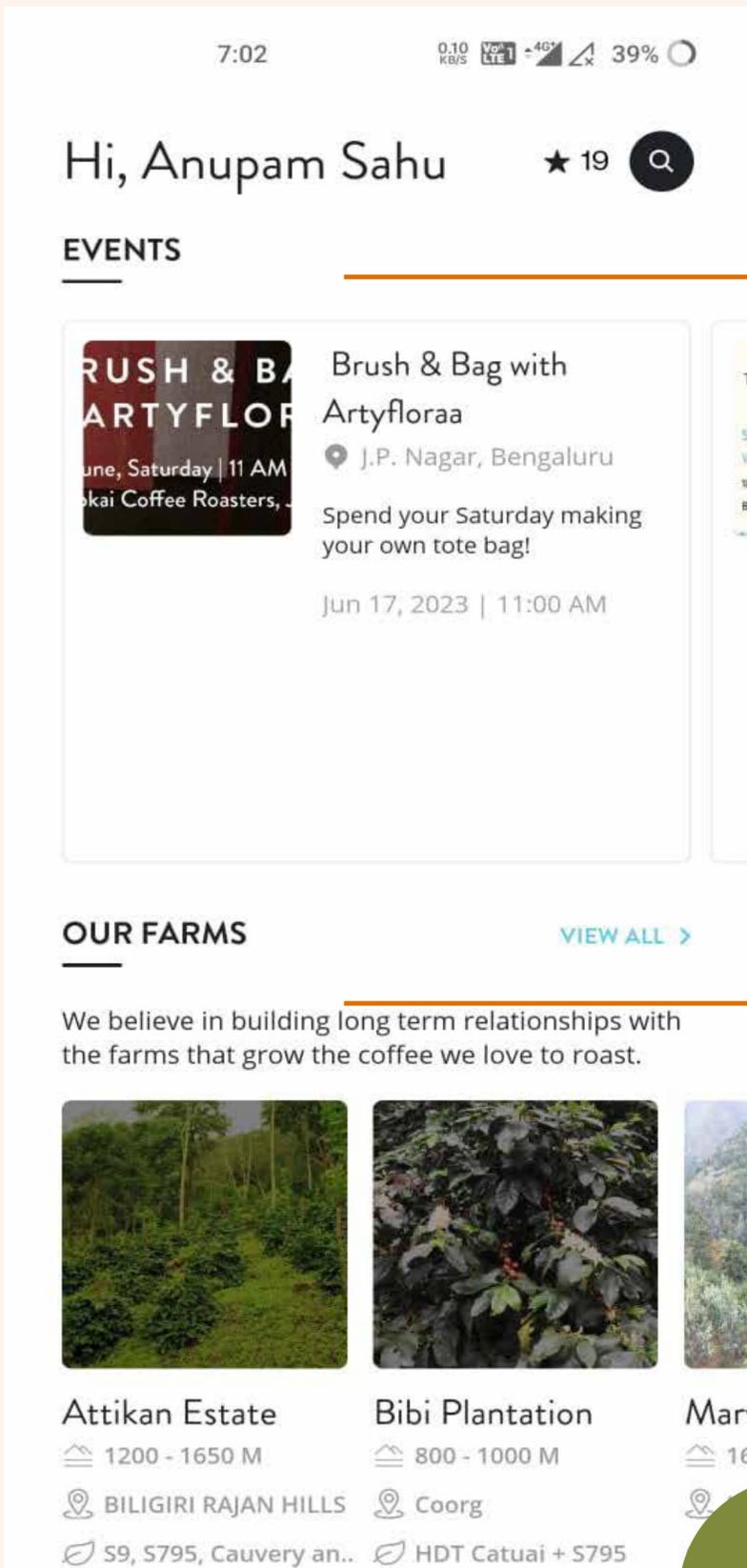


Explore our cafés near you.

Navigate to your nearest Blue Tokai café.

2

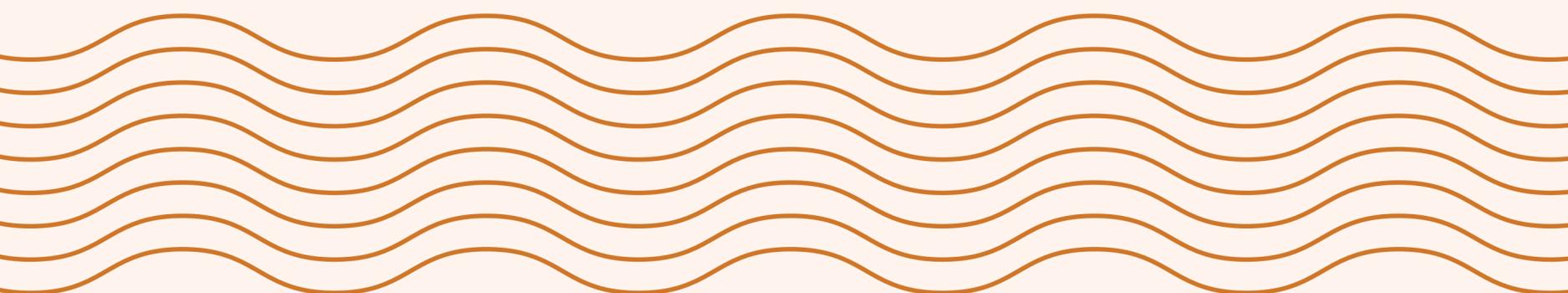
# AI HOME SCREEN



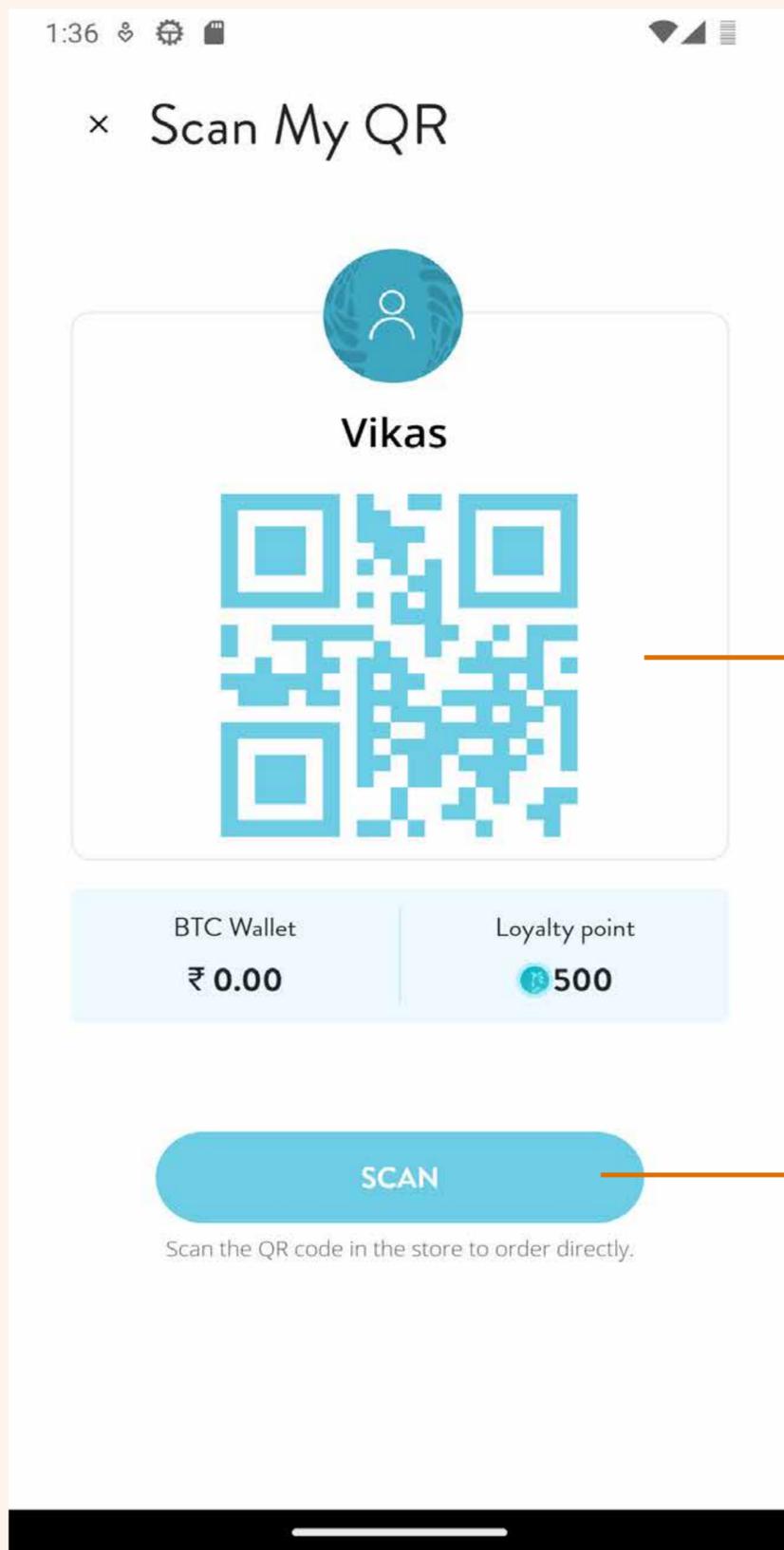
Stay up-to-date with our community events.

Learn about our partner estates.

3

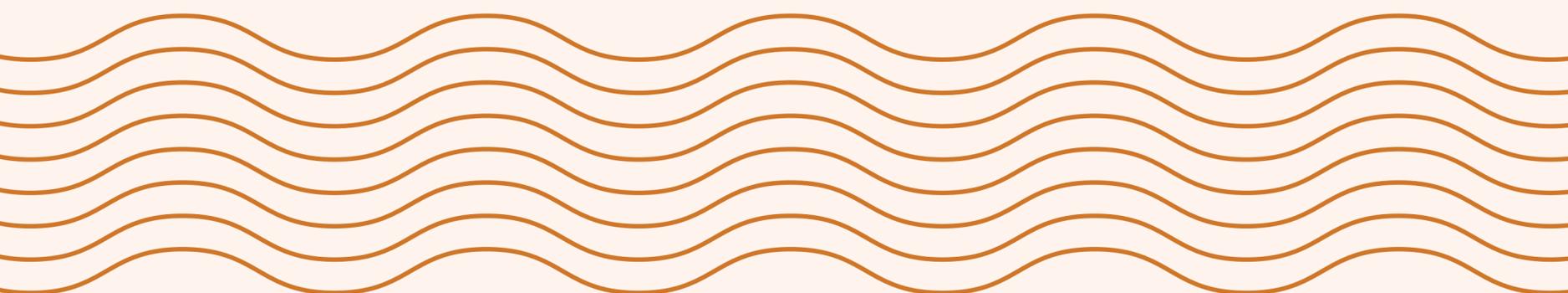


# B/ SCAN TO ORDER & PAY

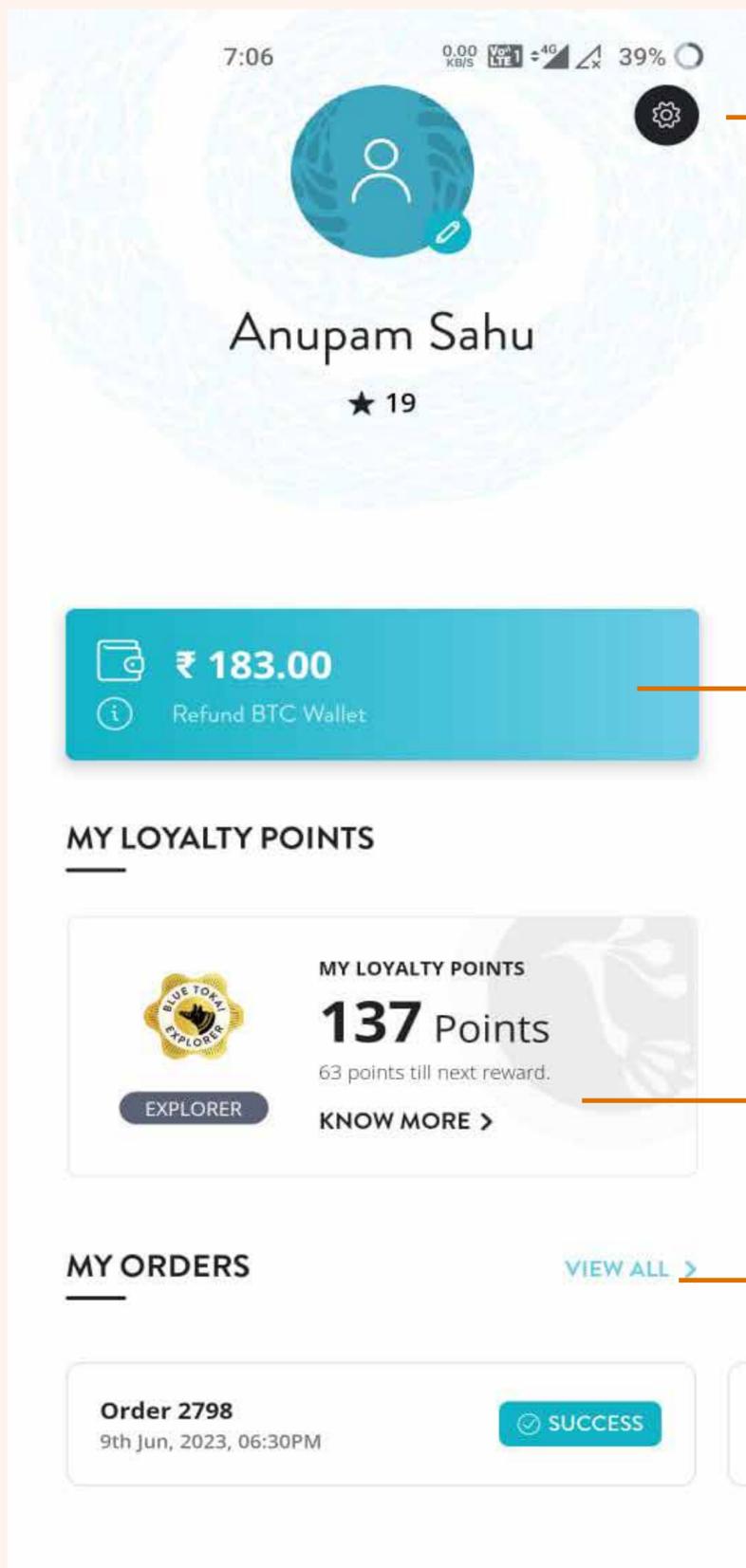


● Show this to the barista to order on your behalf.

● You can scan to access the menu and order in-café.



# C/ USER PROFILE & LOYALTY POINTS

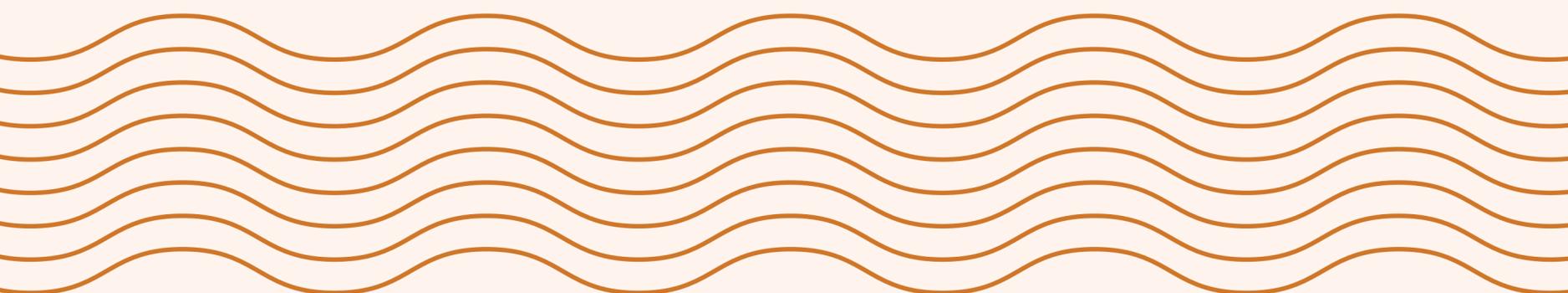


Settings

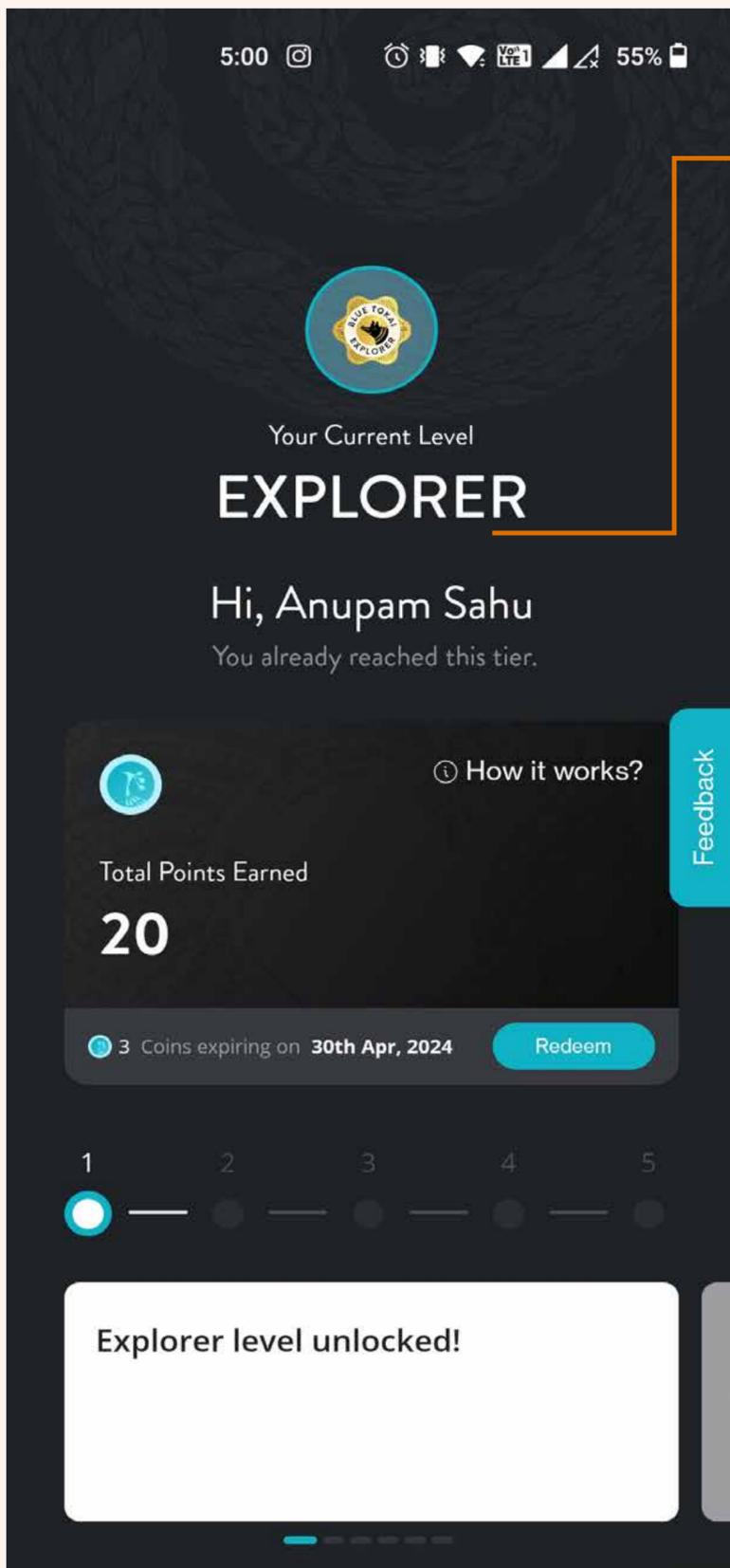
Refund BTC Wallet

Loyalty Points

Your order history



# D/ PROFILE PAGE & LOYALTY POINTS



Your current loyalty tier

## Blue Tokai Circle ®

**Level 0 - BT Explorer**  
4 coins for every Rs.100 spent

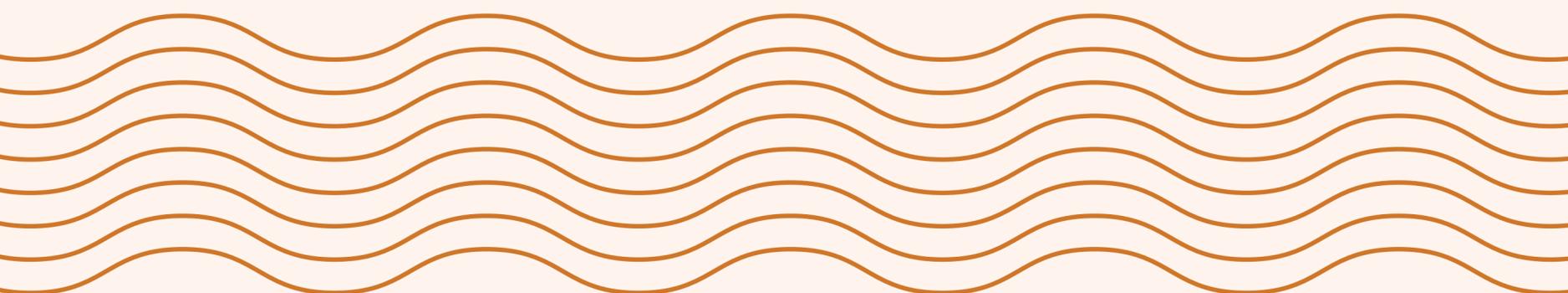
**Level 1 - BT Insider**  
5 coins for every Rs.100 spent

**Level 2 - BT Patron**  
6 coins for every Rs.100 spent

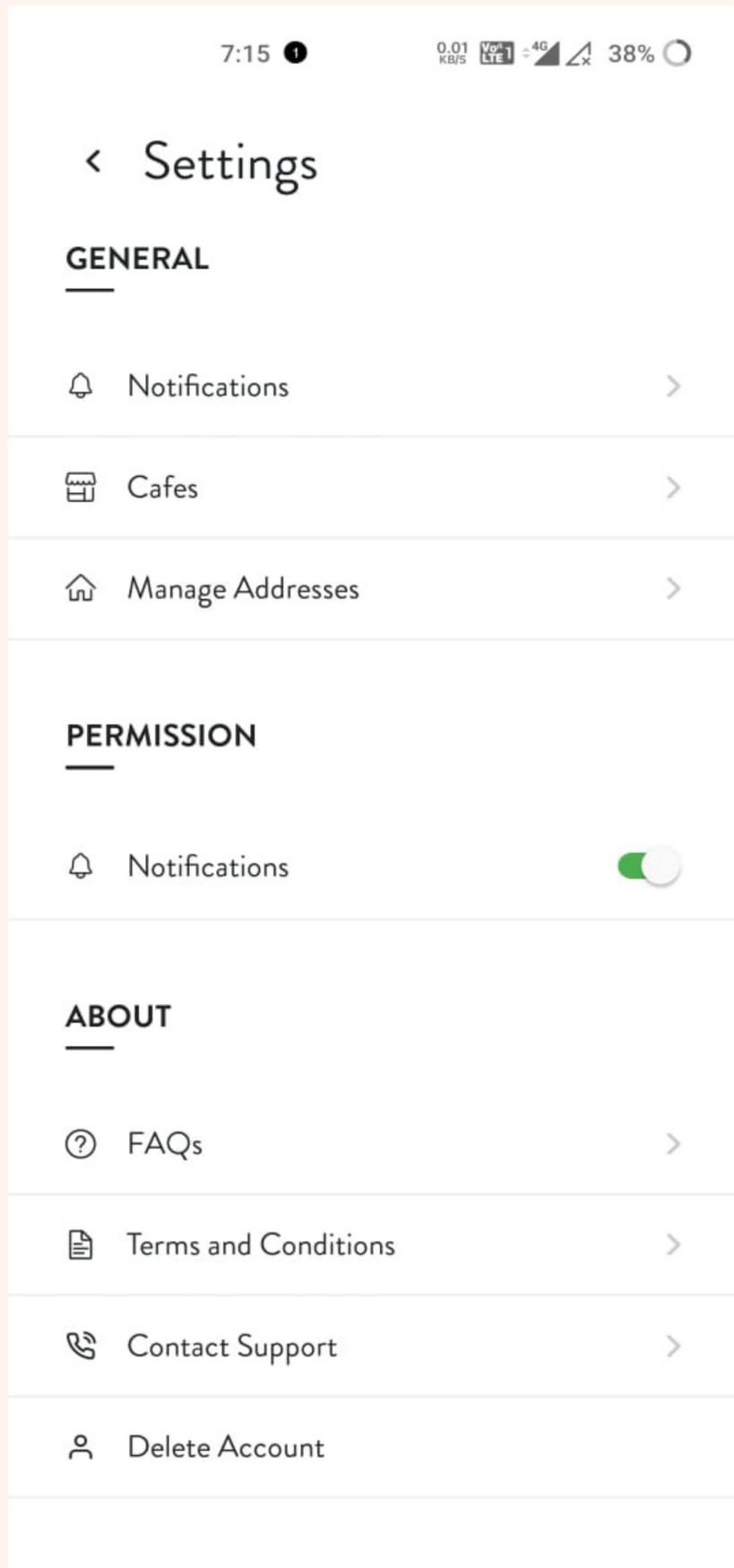
**Level 3 - BT Ambassador**  
8 coins for every Rs.100 spent

**Level 4 - BT Epicure**  
• 10 coins for every Rs.100 spent  
• A personal brewing workshop  
• Special offers

**Level 5 - BT Connoisseur**  
• 15 coins for every Rs.100 spent  
• Special offers  
• Exclusive pre-access to new launches  
• Exclusive experiences

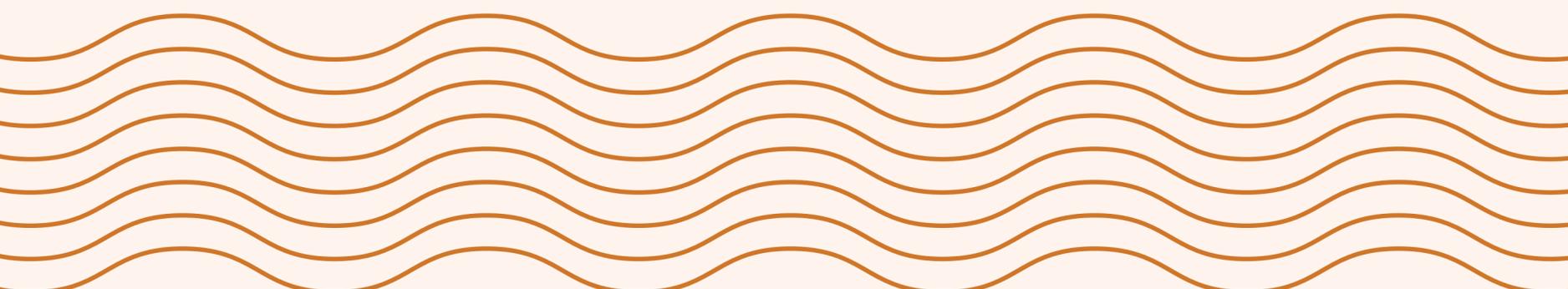


# E/ CUSTOMER SUPPORT

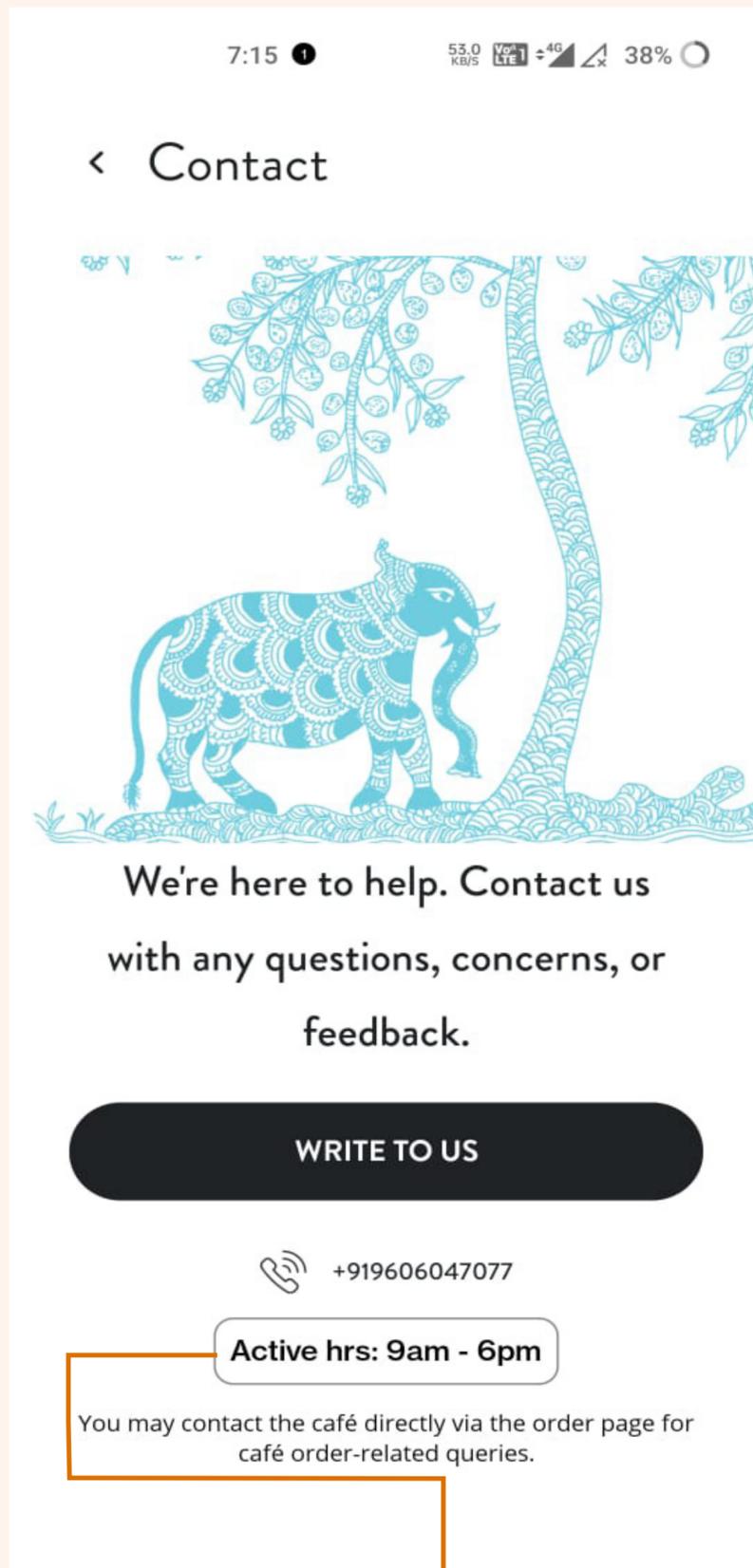


**You can contact helpline in two ways:**

1. Go to Profile > Settings > Contact support
2. Go to Profile > Order History > Support

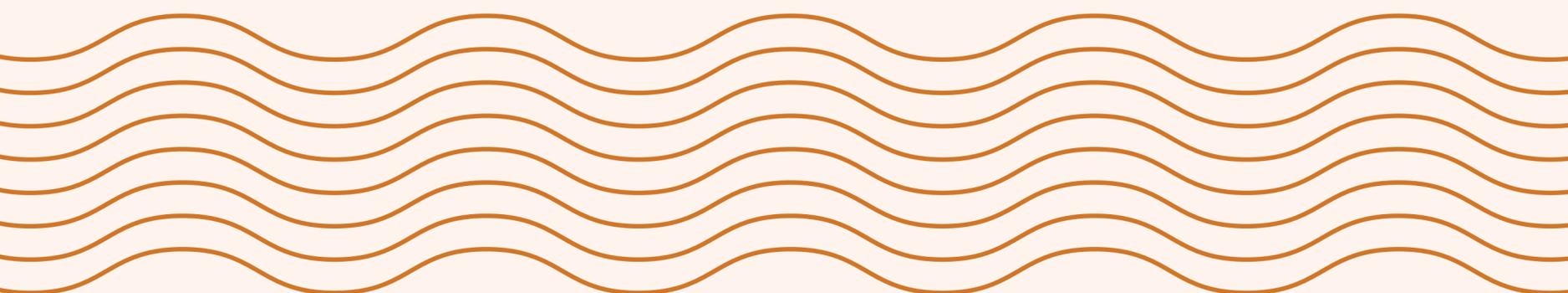


# F/ CUSTOMER SUPPORT



**We have two support channels for you:**

- Chat on WhatsApp
- Call Customer Care



# G/ ORDER HISTORY

7:17 58.0 KB/S VoLTE 4G 37%

## < Order History

**Order 2798** SUCCESS  
9th Jun, 2023, 06:30PM

VASANT KUNJ

 Cappuccino (R) ₹190.00 X1  
Regular Milk FREE

**Order 2225** CANCELLED  
29th May, 2023, 06:34PM

ROASTERY

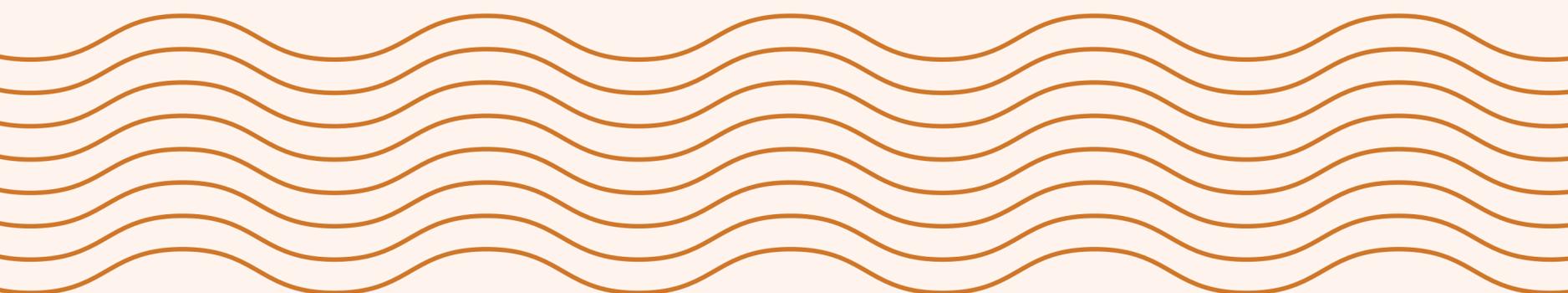
 Attikan Estate | Medium- Dark Roast ₹250.00 X1  
(Pack Of 5 Sachets)

**Order 2220** COMPLETED  
29th May, 2023, 06:23PM

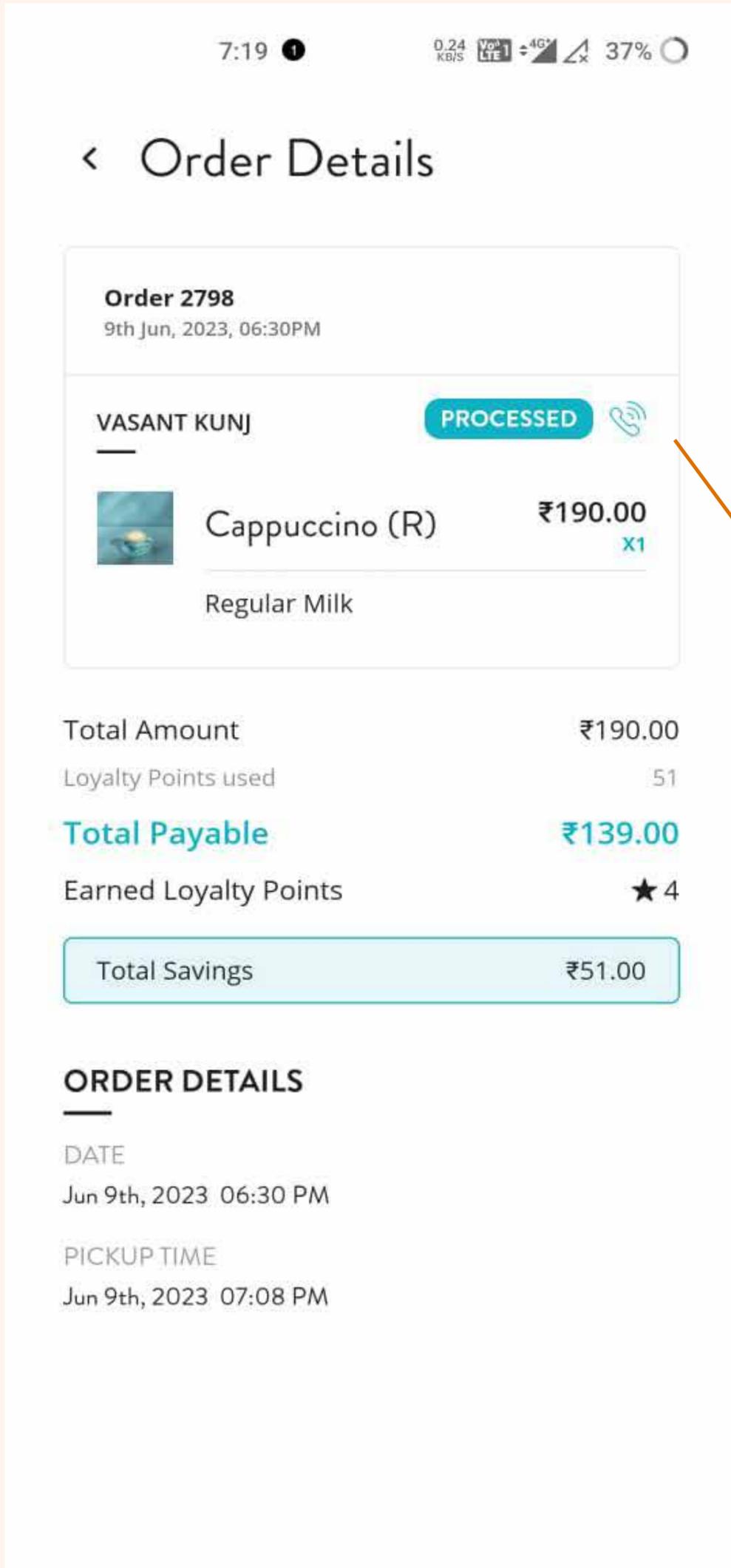
MEHRAULI 1AQ

 Americano (R) ₹170.00 X1  
Regular Milk FREE

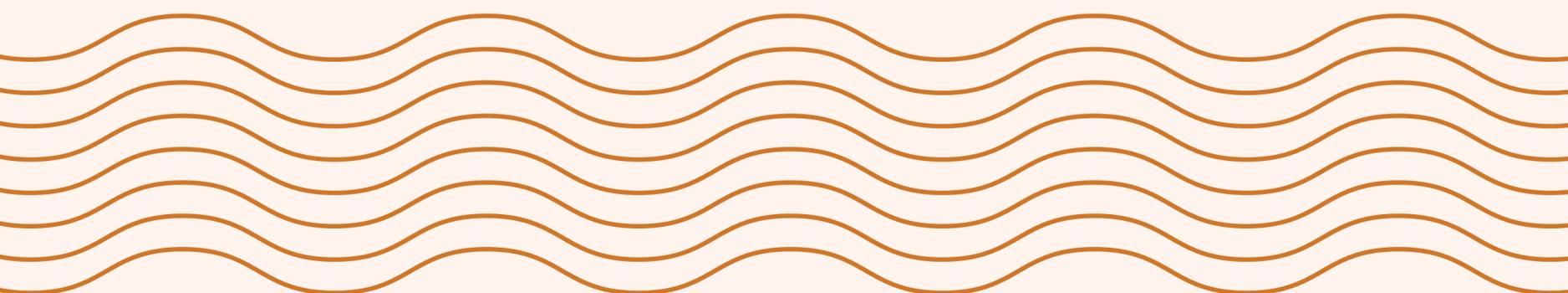
For order related query, click on 'Order'.

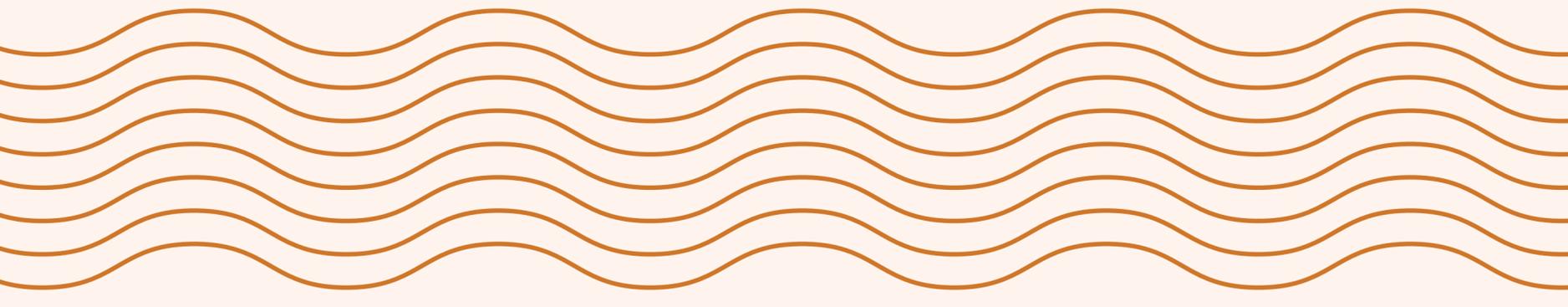


# H/ CUSTOMER SUPPORT



Call the cafe for order query.





# FAQ



# A/ REFUND BTC WALLET

## **What is Refund BTC Wallet?**

Incase of any order cancellation, the order amount would be refunded in your refund wallet. You can use this amount to place any future orders.

## **Where can I redeem refunded amounts? Can I redeem the wallet balance at all Blue Tokai cafés?**

Yes, you can redeem your balance for all orders at any of our cafes.

## **How do I pay using the wallet at the cafés?**

You can pay using your wallet balance only for the orders placed via the app.

- Select the "Dine-In" option after logging in or click on the "Cup" icon.
- Place your order.
- Select the option of "Pay using Wallet" at the time of the checkout.

Note: This option will only show if you have enough balance in the wallet to pay for the entire order. Our app doesn't allow partial payments using the wallet balance at this time.

## **Is there an expiry on the wallet balance?**

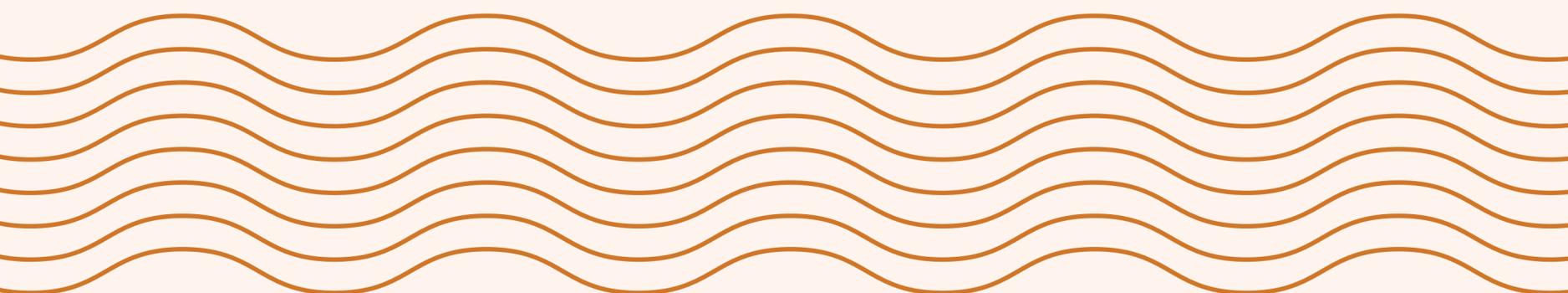
Money added to the wallet has no expiry date.

## **Where can I see my wallet transactions/redemptions?**

All transactions, including wallet redemptions, will show up under "Order History" when you click on the profile icon.

## **Is my money safe in the wallet?**

Yes, your money is safe in the app wallet. These are designed to provide a secure and convenient way to store and manage your money. We use a reliable wallet partner that uses the best practices and security features such as encryption and authentication.



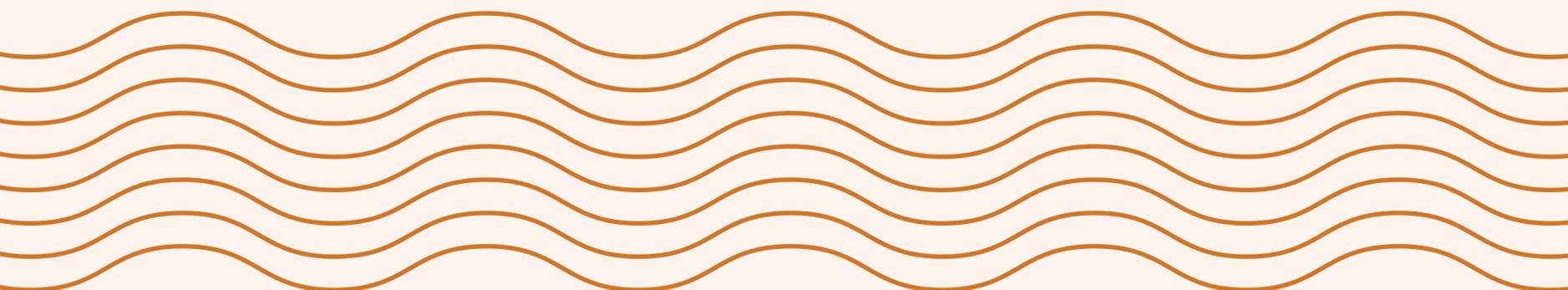
# A/ REFUND BTC WALLET

**Can I use the wallet balance to pay for orders placed on Zomato/Swiggy?**

No, you can redeem the wallet balance only on purchases and payments made via the app.

**How do I pay for the additional amount when the bill value is higher than the balance in the wallet?**

Our app doesn't allow partial payments using the wallet balance at this time. However, we're working on this feature and expect it to be available soon.



# B/ PICK-UP ORDER FAQs

## **What is a pick-up order?**

A pick-up order is a take away order that you can place in advance, and then collect from the café.

## **Which cafés can I place a pick-up order for via the app? I don't see the café I want to order from, what should I do?**

You can place pick-up orders from all cafes across locations. If you do not see the café closest to you, we apologise for the inconvenience as the café might be facing issues. You can order from the next available café.

## **Can I place a pick-up order and dine-in at the café?**

Yes, as long as there's seating available at the café, you're welcome to dine-in!

## **How much time will it take for my pick-up order to be ready?**

You can select a time-slot at the time of placing and we'll prepare your food accordingly. Beverages in the order will be prepared on arrival so the coffee doesn't go cold.

## **How can I add special instructions for my order?**

You may add special instructions to your order on the checkout screen. If this is missed, you can contact the café and let our team know - they'll be happy to accommodate the request as long as the order is not prepared already.

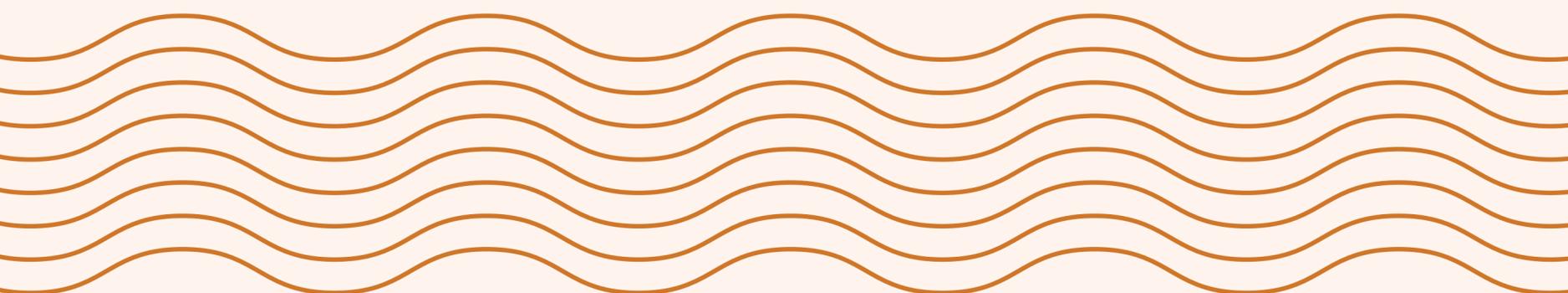
## **How do I contact the café regarding my order?**

- Click on the profile icon at the bottom-left corner of the app.
- Go through your order history and select the preferred order.
- Click on "Contact Café" at the bottom-right corner.

## **How do I check the status of my pick-up order?**

- Click on the profile icon at the bottom-left corner of the app.
- Go through your order history and select the preferred order.
- The current status will be displayed next to the café name.

Note: If your order includes a beverage, its status will not change to "completed" as beverages will be prepared on your arrival.



# B/ PICK-UP ORDER FAQs

## **Can I change my order after it is placed?**

No, but we can cancel your order as long as the order is not prepared already - you can then place a new order. Please call the café and they'll be happy to assist.

Related Article: [How do I contact the café regarding my order.](#)

## **How do I cancel my order?**

We can cancel the order as long as it is not prepared already. Please contact the café and our team will be happy to assist. We're unable to cancel the orders that are already prepared.

## **How will I get the refund for a cancelled order? How long will it take for the amount to be reversed?**

The refund will be credited immediately (upon cancellation) to your wallet balance which can be redeemed towards your future orders or payments made via the app.

## **What are the payment methods I can use?**

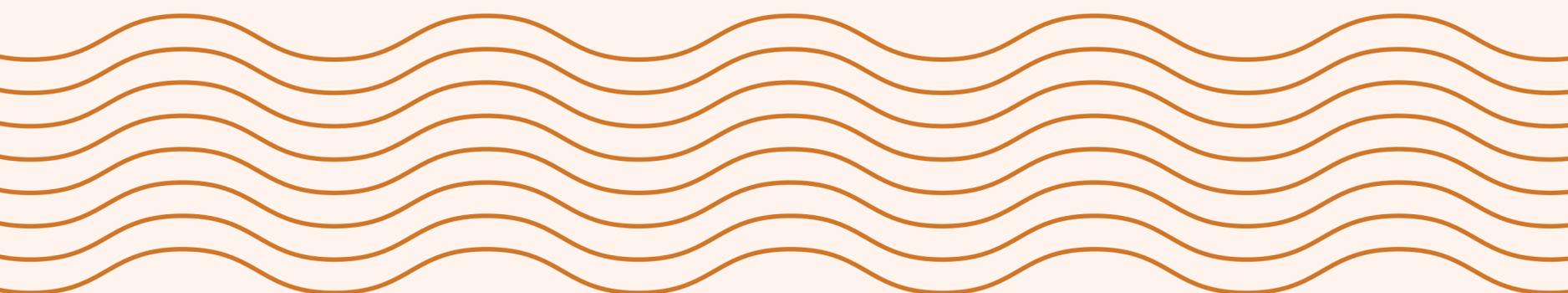
You can pay using your wallet, or one of the multiple online payment methods. Currently, you cannot split the amount between wallet redemption and another payment option. We're working on this feature and expect it to be available soon; we apologise for the inconvenience.

## **Can I pay for the pick-up order at the café in cash?**

No, we do not offer pay-at-the-café for pickup orders placed via the app at this time.

## **Can I place the order in advance and request a pick-up for a specific time later?**

Yes, you can select the preferred pick-up time slot at the time of placing the order.



# C/ DELIVERY ORDER FAQs

## **What is a delivery order?**

A delivery order is similar to one placed on our website. We will ship it from the closest facility using a courier partner.

## **Can I order brewed coffee at home?**

No, you cannot order brewed coffee at home via the app yet. You may use a food delivery app like Zomato/Swiggy and enjoy brewed coffee at home.

## **How do I track my delivery order?**

Once the order is shipped, you will receive the shipping details and the tracking link via email.

## **How much time will it take for the order to arrive?**

This depends on the delivery location, but most orders within India are delivered within 2-5 working days, provided there are no unexpected delays.

Related Article: [How do I track my order?](#)

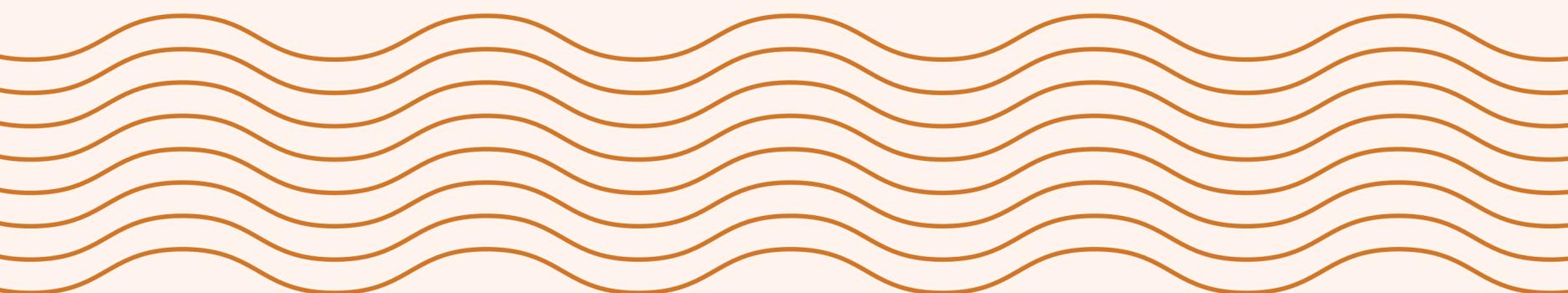
## **The tracker shows my order is delivered, but I haven't received it. What should I do?**

At times, courier partners deliver the order to the security team at the gate, or to neighbors/other family members. We request you check and see if the package was received by someone else on your behalf. If you're still unable to locate it, please contact our support team so we can look into it.

Related Article: [Can I contact customer service through app?](#)

## **Can I modify/change the order once it is placed?**

We can accommodate the changes as long as the order is not processed. Please email us at [getcoffee@bluetokaicoffee.com](mailto:getcoffee@bluetokaicoffee.com) about the preferred changes. Unfortunately, we will be unable to change the order once it is processed or shipped.



# C/ DELIVERY ORDER FAQs

## **How do I cancel my order? Will I be charged any cancellation fee?**

We allow cancellations as long as the order is not processed. Unfortunately, we cannot cancel or refund an order after it has been processed or shipped. To cancel an order, please send an email to [getcoffee@bluetokaicoffee.com](mailto:getcoffee@bluetokaicoffee.com) with the order details and the reason for cancellation. And no, we don't charge any cancellation fee.

## **How can I check the status of my refund?**

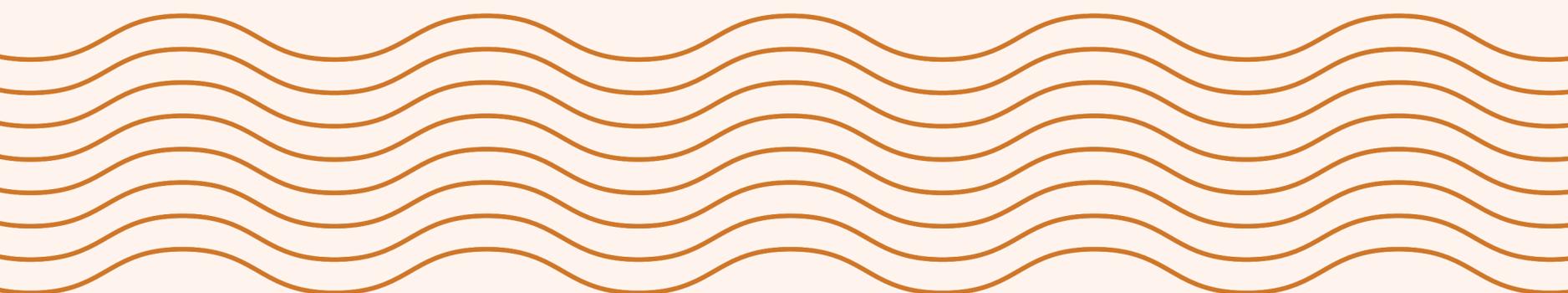
The refunded amount is credited to the wallet immediately after the order is cancelled. You may check the balance by clicking on the "wallet" icon in the app.

## **How long will it take for me to receive a refund?**

The amount will reflect in your wallet immediately after the refund is issued.

## **Can I place an order for a location outside of India?**

Yes, we accept international orders; however, if you don't see the destination country in the list at the time of checkout, you can email us the order details with the complete delivery address. We can then get back to you with the final order amount including the shipping charges.



# D/ APP/ACCOUNT FAQS

## **How can I contact customer service via the app?**

You can contact us via the app:

- Click on the profile icon at the bottom-right corner of the app.
- Click on the cog wheel icon at the top-right corner and select 'Contact Support' in the About section.
- Alternatively, you can call us at +919606047077 (9am - 6pm) or email us at [getcoffee@bluetokaicoffee.com](mailto:getcoffee@bluetokaicoffee.com).

Note: For any pickup / dine-in order related queries / requests, you may contact the café directly.

Related Articles: [How do I contact the café regarding my order?](#)

## **Are there any special promotions or discounts available through the app?**

Yes, we offer the Blue Tokai Circle loyalty program on the app; you can log into your account and open your profile to see more details. Also, if you have the notifications enabled, we'll keep you posted on spot offers and discounts.

## **I tried logging in, but didn't receive the OTP.**

Please check your SMS inbox / blocked messages or restart your phone and try again. If you still don't receive it, please let us know, so we can look into this.

Related Article: [How can I contact customer service via the app?](#)

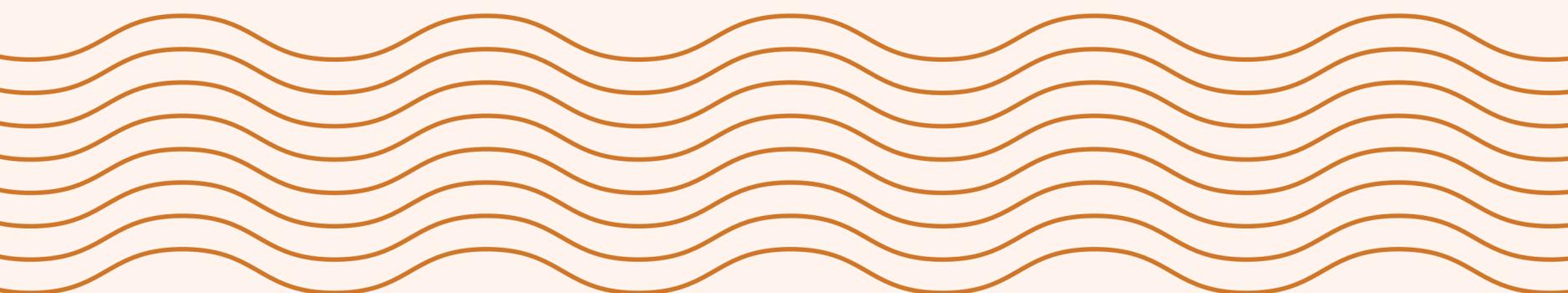
## **How do I disable notifications for the app?**

You can go to your profile, click on settings, and disable notifications from the permission tab.

## **Do I need to create an account or can I sign in as a guest?**

You can either create an account by entering your name, email id, and phone number or simply browse through our app as a guest.

Note: You will need to sign up / login to place orders via the app.



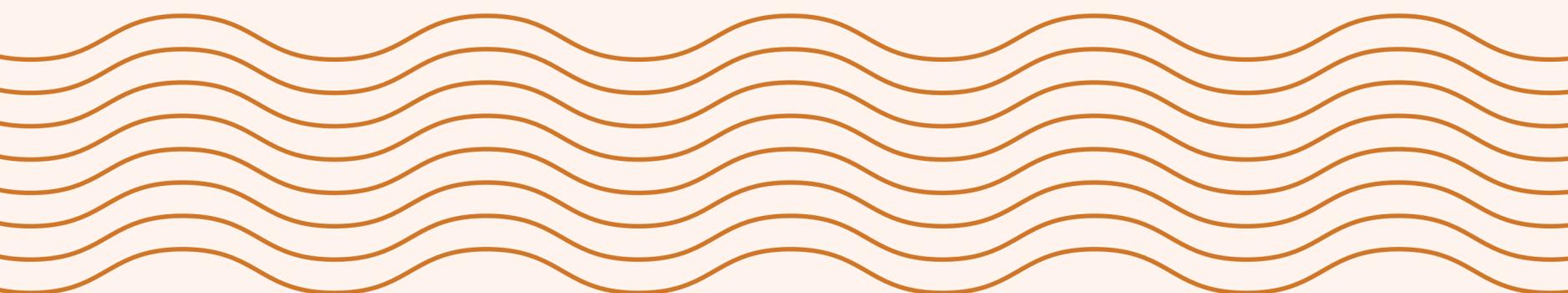
# D/ APP/ACCOUNT FAQS

## **How do I delete my account?**

Please go to “Settings”, scroll down to the “About” section, click on “Delete The Account”, and select “yes” on the pop-up.

## **I deleted my account, but am unable to register again. What should I do?**

For security reasons, we have a hold time of 24 hours after an account is deleted. You can register again using the same phone number after 24 hours.



Please reach out to  
[getcoffee@bluetokaicoffee.com](mailto:getcoffee@bluetokaicoffee.com) in case of  
any other questions

