



# Frequently Asked Questions

**Q What is Tops SHOP+SCAN?**

**A** Tops SHOP+SCAN is a new, free mobile app that allows you to scan and bag your groceries while you shop. After shopping the store, you can quickly and easily pay for your groceries at a designated pay station or any other open register.

**Q Where is Tops SHOP+SCAN available?**

**A** Tops SHOP+SCAN is available at select stores. For our complete list visit [TopsMarkets.com/ShopScan](https://TopsMarkets.com/ShopScan).

**Q Who is eligible to use Tops SHOP+SCAN?**

**A** Anyone shopping at the stores where SHOP+SCAN is available with a Tops BonusPlus account can download and use the app. You will need to link your account to the Tops SHOP+SCAN app the first time you use it by scanning your BonusPlus card or entering the phone number on your account.

**Q What do I do if I experience a problem while using the app?**

**A** Please make sure your phone is connected to the Tops Guest WiFi before using the app. If you are not able to register your BonusPlus account in the app, we may need to update information on your account. Stop by the Customer Service desk or call our Consumer Affairs line at 1-800-522-2522.

**Q What happens to my scanned items if I close the app, lose WiFi connection, or if there is a period of inactivity?**

**A** All scanned items will remain in your cart. You can continue adding items to your list if you disconnect from the Tops Guest WiFi. Item description, price, and other item details will not appear but will be automatically updated once your connection is restored.

**Q Can I apply eCoupons to my Tops SHOP+SCAN order?**

**A** Yes, all sale prices and any eCoupons that you have loaded to your Tops BonusPlus account will be automatically applied to your order.

**Q Can I pay through the Tops SHOP+SCAN app?**

**A** Not at this time. Currently, you must visit a pay station checkout and scan the barcode provided on the screen or go through any open register to pay.

For more information visit  
[TopsMarkets.com/ShopScan](https://TopsMarkets.com/ShopScan)