



Find Me Coffee FAQ

What is Find Me Coffee?

FindMeCoffee is a brand new website and mobile app that is revolutionizing how coffee shops connect with coffee lovers. The free, still-in-beta-testing service detects a user's location and serves up a map featuring every great coffee shop in the area. Everything from store hours and amenities (WIFI, a drive thru, late hours and more) to user-generated ratings and reviews, FindMeCoffee enables those in search of the perfect cup to find the perfect café location and share it with the world.

Who made FindMeCoffee?

FindMeCoffee is built by Triple Data - a crew of fun Toronto-based developers with a love for coffee and creating buzz. It is a Canadian made program that we really think you're going to enjoy!

How can I get FindMeCoffee?

FindMeCoffee is available for download in beta only. You can find it in the AppStore, Google Play as well as online and mobile browser. Below are all the vital URLs.

Website: <http://www.findmecoffee.com>

App Store: <http://itunes.apple.com/app/find-me-coffee-app/id544355193?mt=8>

Google Play: <https://play.google.com/store/apps/details?id=org.grexen.findmecoffee&hl=en>

What if I'm having trouble downloading the app?

You can always check out <http://www.findmecoffee.com> the website is also optimized for all mobile devices. Finding that caffeine fix shouldn't come with any trouble!

What if I have multiple devices?

Well aren't you a lucky one! Not to worry, the app can be downloaded on multiple devices and you can simply log in to your account as you would if you were in a single mobile device household.

I need free WIFI, can I search by amenity?

Absolutely! Besides searching the area, users can specify which features are important to them. Like free WIFI for travellers and folks looking to do work or comfortable seats for a cozy date for two. Users can also search for locations with parking, at an airport, serve food, drive thru and open 24 hours.

If you have a suggestion for an amenity that you would like to see listed, let us know

Info@findmecoffee.com

I noticed my favorite coffee shop isn't listed, can I add it from my phone?

Right now, if your search came up with zero results you'll need to head over to

<http://www.findmecoffee.com/en/AddListings> and fill in the form to add your favorite coffee shop to

our directory. In the future, we will update the app with more functionality, so if you have other ideas of what would make the app even better, contact us! Info@findmecoffee.com.

Can I place an order directly through the app?

Woah! Slow down there, High Roller! At this moment, if you want to place an order for pick-up, we suggest pulling up the listing for your favorite local coffee shop, call them using the phone number listed and, of course, ask if they provide the service. If they do, write a review and let others know!

Tip: If you're looking for extra perks with your local coffee shop, having a solid relationship always helps! Write a review, rate the shop, share maps with friends or other businesses and of course strike up conversations with the staff, and ask if they offer any special services like pre-ordering, delivery or catering - if they do, put it in their listing!

COFFEE HOUSE OWNER FAQ

Who is using FindMeCoffee?

Coffee lovers and coffee shop owners. With coffee being such a major part of our lives "coffee runs" is a daily ritual for many people whether they are travelling or looking for reliable coffee shop as their office. Google estimates over 20,000,000 average searches for coffee take place per month in Canada and 50,000,000 searches in the USA. This is a coffee hungry marketplace with a growing number of options and an ever increasing amount of noise generated by disconnected websites, blog posts, tweets, directory listing and more - FindMeCoffee cuts through that noise and simply connects coffee lovers with the perfect coffee shop.

FindMeCoffee's services cater to both coffee lovers and the coffee shops owners looking to connect with their perfect customer. FindMeCoffee is built to help that tucked away mom and pop spread the word about their comfortable seating and special espresso blend to the audience that's searching for that very thing!

Why is it important for my coffee shop to be listed?

In a fast paced, Internet-savvy world, conversations about your coffee shop are going on without you. Word of mouth marketing has always been the most effective way to build a strong customer base. However, with a business to run, you can't spend hours on Twitter or Facebook managing conversations.

FindMeCoffee connects you to coffee lovers looking for coffee in your area. By providing a place for loyal customers to share and find store information with friends and FindMeCoffee users, you are creating a community. This builds a strong word-of-mouth recommendation for you that makes FindMeCoffee like having a whole digital marketing team working for you 24/7.

Plus, it's free to get started.

How can I see if my coffee shop is in the database?

First, start out by typing the name and location of your coffee shop in the search form below. We'll try to match it with the coffee shops on our list, just to make sure we don't already have it. The search results will appear below on the right hand side.

If your coffee shop appears in the search results, click on the listing and then click the link that says “Is this your company? CLAIM THIS LISTING”.

My Coffee Shop is missing from the search. How can I get listed?

If your coffee shop does not appear in the search results, that means it’s new to us. Click on the “Continue” button and follow the instructions to add it. You’ll need a business account on Find Me Coffee to add or claim a listing.

Creating a business account to claim listing is free, but we recommend upgrading your listing to access our premium marketing features. These features were built to create loyalty!

Do I have to pay to get a review written?

No, we don’t provide paid reviews. Sure, locations with active profiles are considered highly recommended and will fare better in attracting new customers. However, we feel the best way to get reviews is by inviting your customers to write one for you. FindMeCoffee can provide listed coffee shops with convenient QR code signs to let people know you want their opinion. You can also encourage new reviews by providing incentives to reviewers like entries into free draws or buy one get one deals.

Is there a fee to be include?

It is free to create a basic listings on FindMeCoffee. Services such as push notifications and loyalty program management are premium features that we definitely can provide! Reach out to us and we would be happy to give you more information: sales@findmecoffee.com.

Are there any other advertising opportunities beyond the app?

Yes. We have many different options to reach your target audience including programs that concentrate on our website. Reach out to us and lets create an advertising solution that works for you!
sales@findmecoffee.com

It looks like I got a lot of negative reviews/ratings or someone created a listing with wrong data, can this get fixed?

If you suspect that you’re being “trolled” (aka - unfairly targeted by some malicious bad juju), let us know, asap. We will look into the claim and see what’s going on. Keep in mind that FindMeCoffee is not responsible for negative reviews or ratings. With that being said we will not tolerate any malicious language, hateful posts or obscenities.

Was using FindMeCoffee supposed to be fun and easy?

Yes. It wasn’t an error and that functionality won’t be phased out after the beta phase. If you have ideas on how to make it more fun and easy, you really need to contact us: info@findmecoffee.com