



A faster way to check out.

Scan & Go

Use your iPhone or Android to make the check out line quicker and easier than ever.

FAQs

What is Scan & Go?

Scan & Go is a new way to shop at Sam's Club that allows YOU to take control of your shopping experience. With Scan & Go, you can scan as you shop, then quickly pay at any register and you're out the door. And, Scan & Go helps you budget your shopping trip by keeping a running total of the items in your shopping cart. You will know how much money you'll spend before arriving at the register. It's a faster, easier way to shop, saving you time and money along the way!

Scan & Go is available for all general merchandise, including grocery. Scan & Go does not work for prescription pharmacy, photo center or café cups.

Is Scan & Go available on the smartphone I own?

Scan & Go is available on Android 2.1 or greater and Apple iPhones (3GS, 4, 4S & 5) running iOS 4.3 or greater.

How do I get Scan & Go on my phone?

Scan and Go is a feature within the Sam's Club mobile app. Download the Sam's Club app on iPhone or Android via the app store.

How do I access and launch Scan & Go on my phone?

Scan & Go is available in select Sam's Clubs. A full list of Clubs where you can use Scan & Go is available at Samsclub.com/scanandgo. While in a Sam's Club that offers Scan & Go, open the Sam's Club app on your phone. The app will recognize that you are located within a Sam's Club and will enter Club Mode. Tap the Scan & Go button to start. If you are not signed in, you will be prompted to sign into the app before starting Scan & Go.

How do I checkout using Scan & Go?

Once you are finished shopping, tap the checkout button and follow the instructions in the Sam's Club app. You will transfer your cart to the register and scan your Membership card. You will then pay and be on your way!

Why is Club Mode not appearing when I open the app in Club?

If Club Mode is not automatically appearing upon app launch, please check your phone settings to make sure the location services are enabled and ensure your device is connected to the internet.

Can I use an iPod touch or iPad?

No, Scan & Go is not available on the iPod touch or iPad.

What happens if the battery on my phone dies?

If your phone runs out of battery, you will need to re-scan all of your items at a register.



FAQs (cont.)

Can I answer a phone call or text message while using Scan & Go?

Yes, you can do either. If you answer a call while using Scan & Go, your phone should redirect you back to Scan & Go within the Sam's Club app when you are finished with your call. If you are not automatically redirected, simply click on the Sam's Club app icon on your phone and the app will re-open to Club mode.