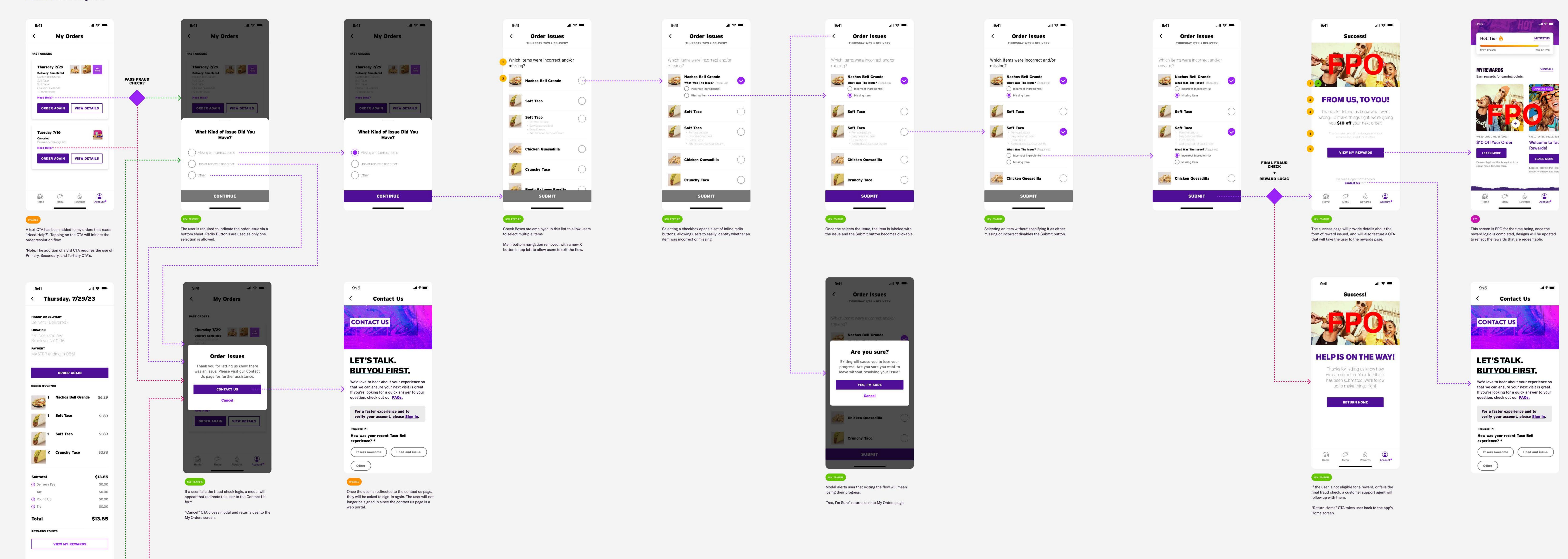
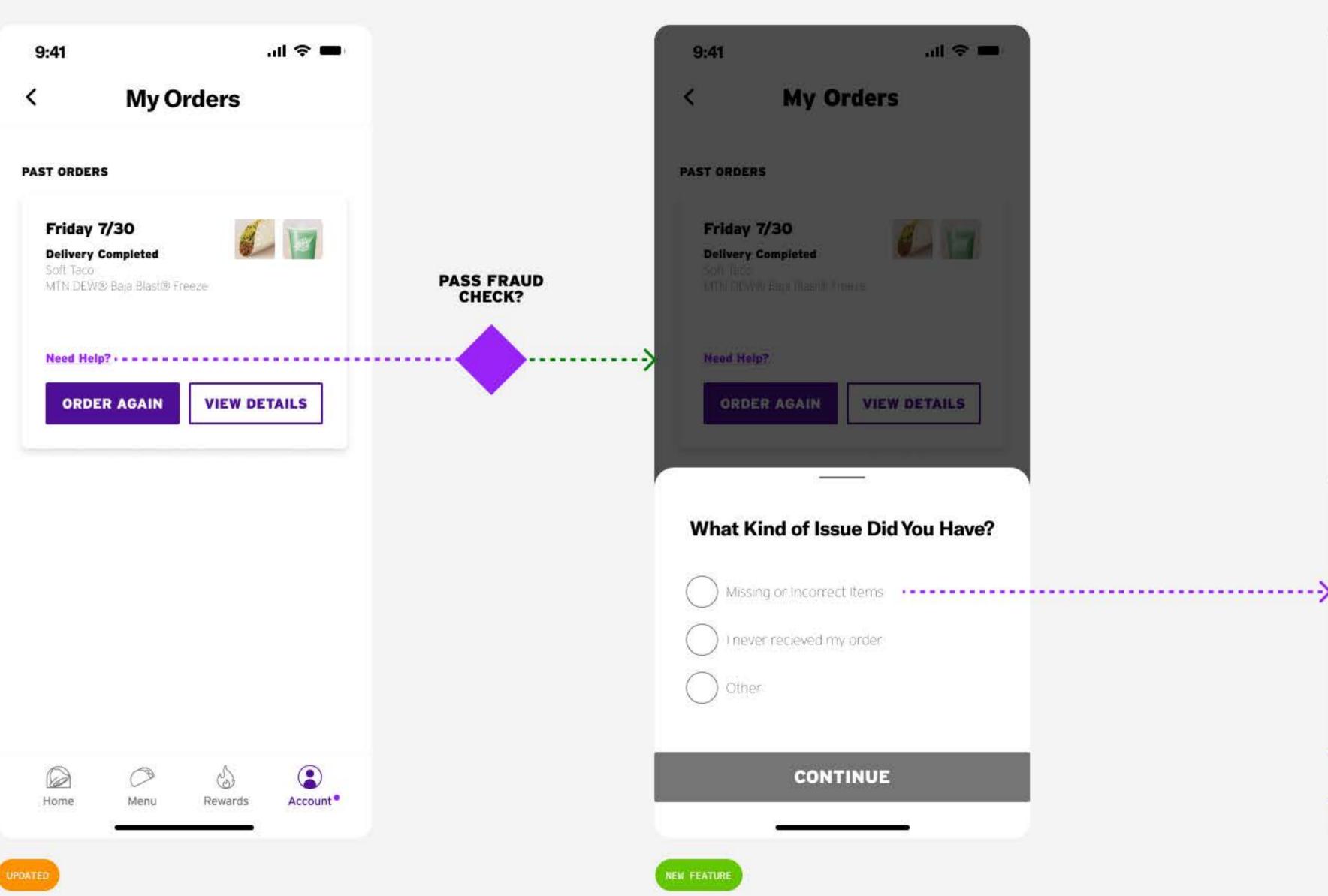
1-1. Incorrect or Missing Items



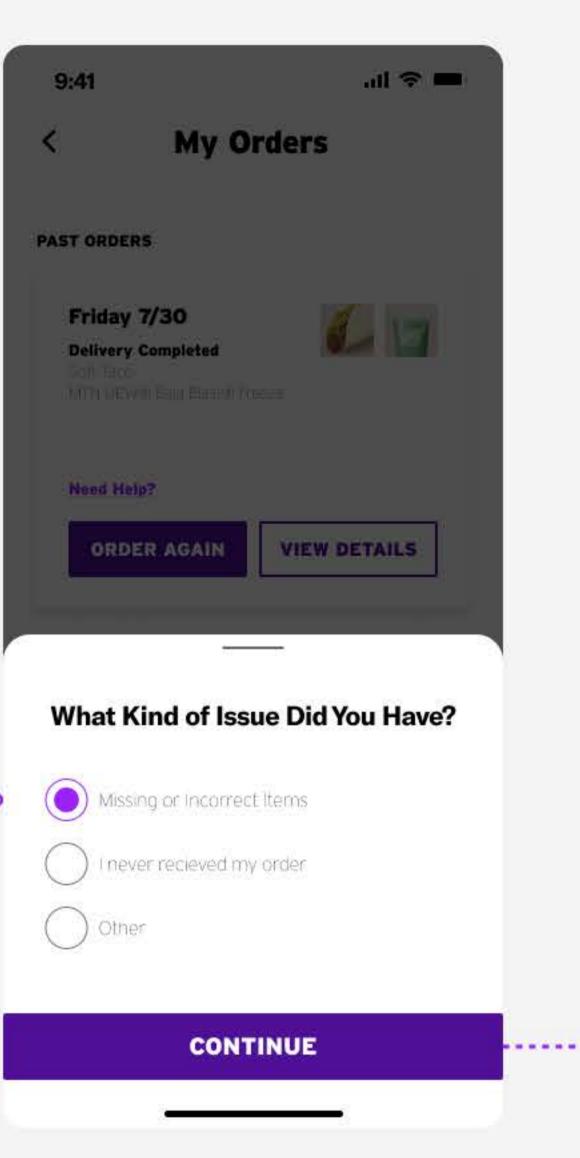
The "Need Help" CTA will now link to the order

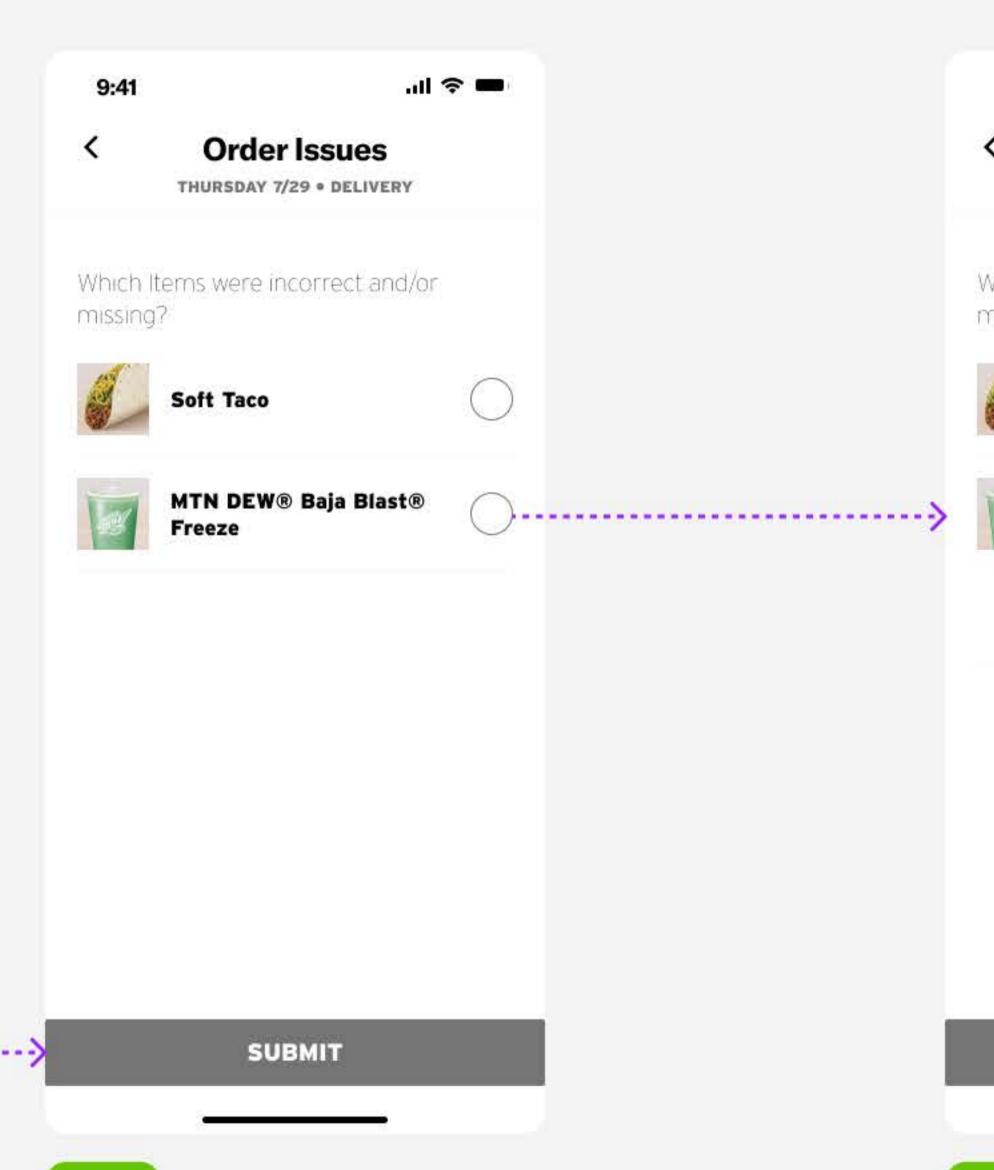
1-2. Free Drink



A text CTA has been added to my orders that reads "Need Help?". Tapping on the CTA will initiate the order resolution flow.

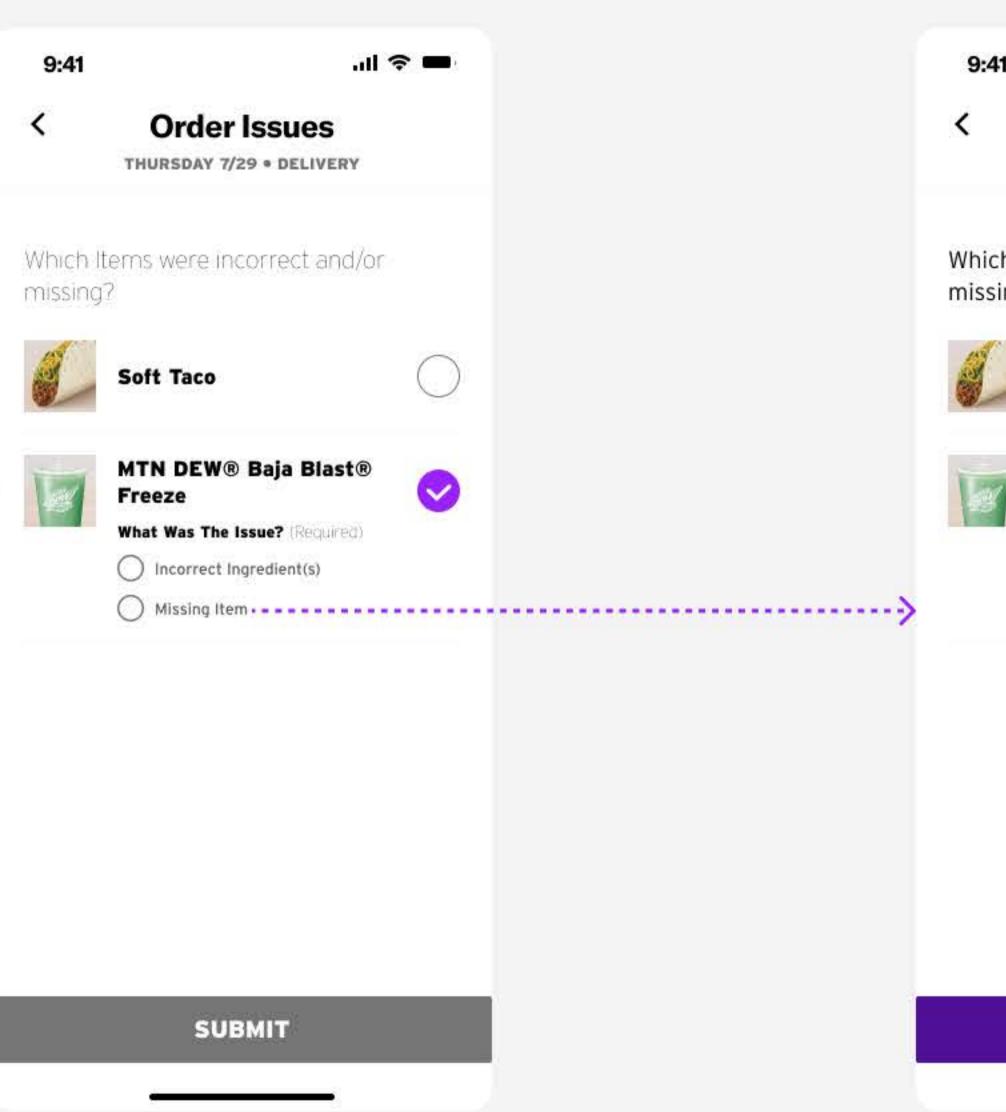
*Note: The addition of a 3rd CTA requires the use of Primary, Secondary, and Tertiary CTA's.

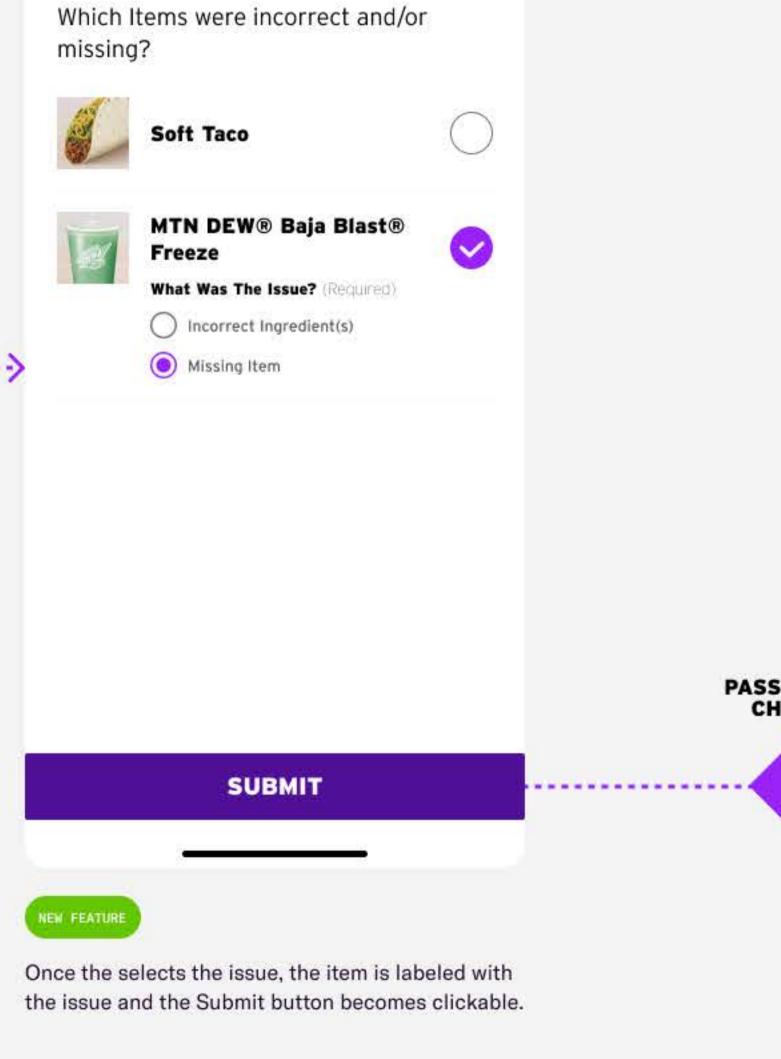




Check Boxes are employed in this list to allow users

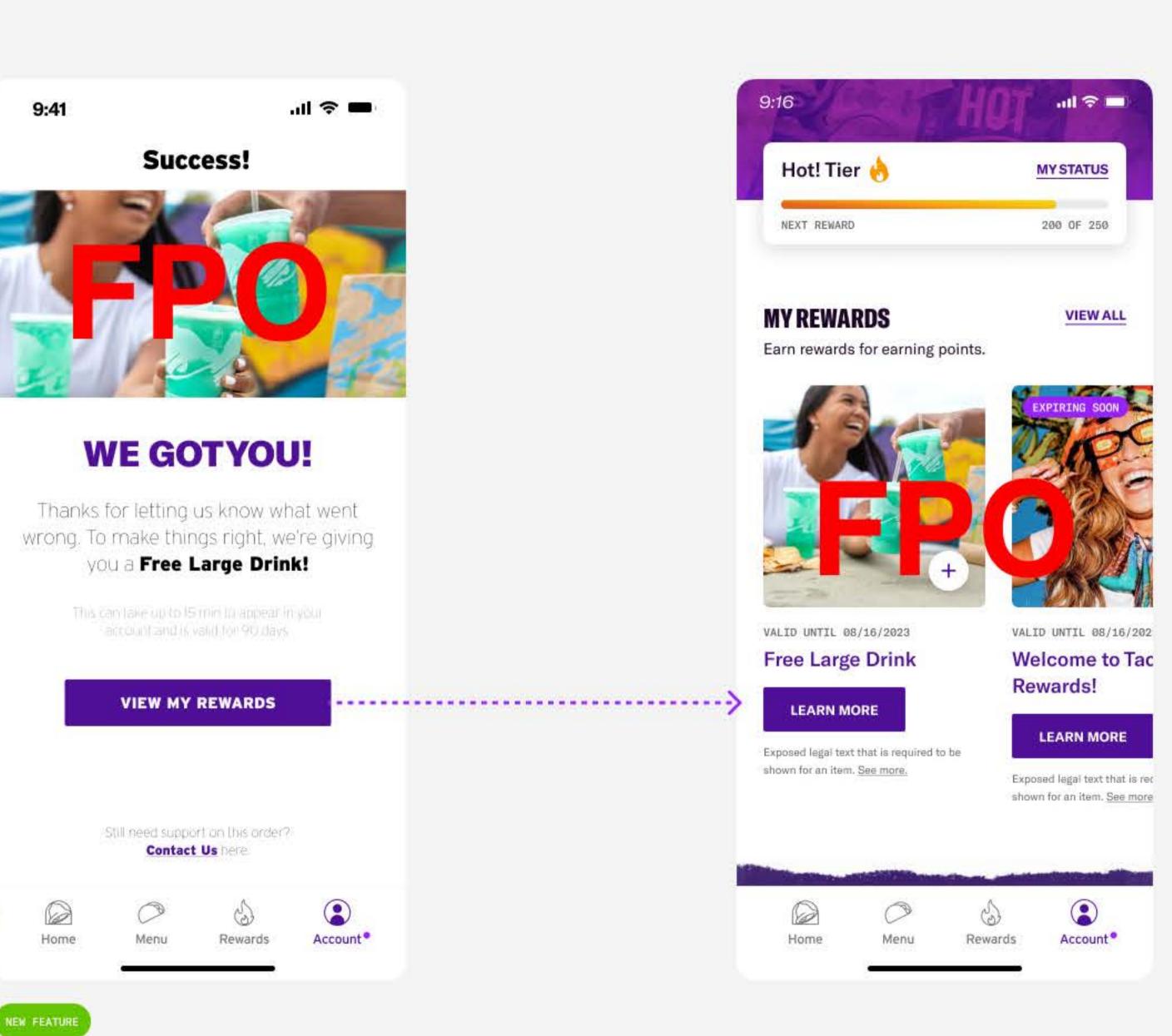
to select multiple items.





Order Issues

THURSDAY 7/29 . DELIVERY



The user is required to indicate the order issue via a bottom sheet. Radio Button's are used as only one selection is allowed.

Selecting a checkbox opens a set of inline radio buttons, allowing users to easily identify whether an item was incorrect or missing.

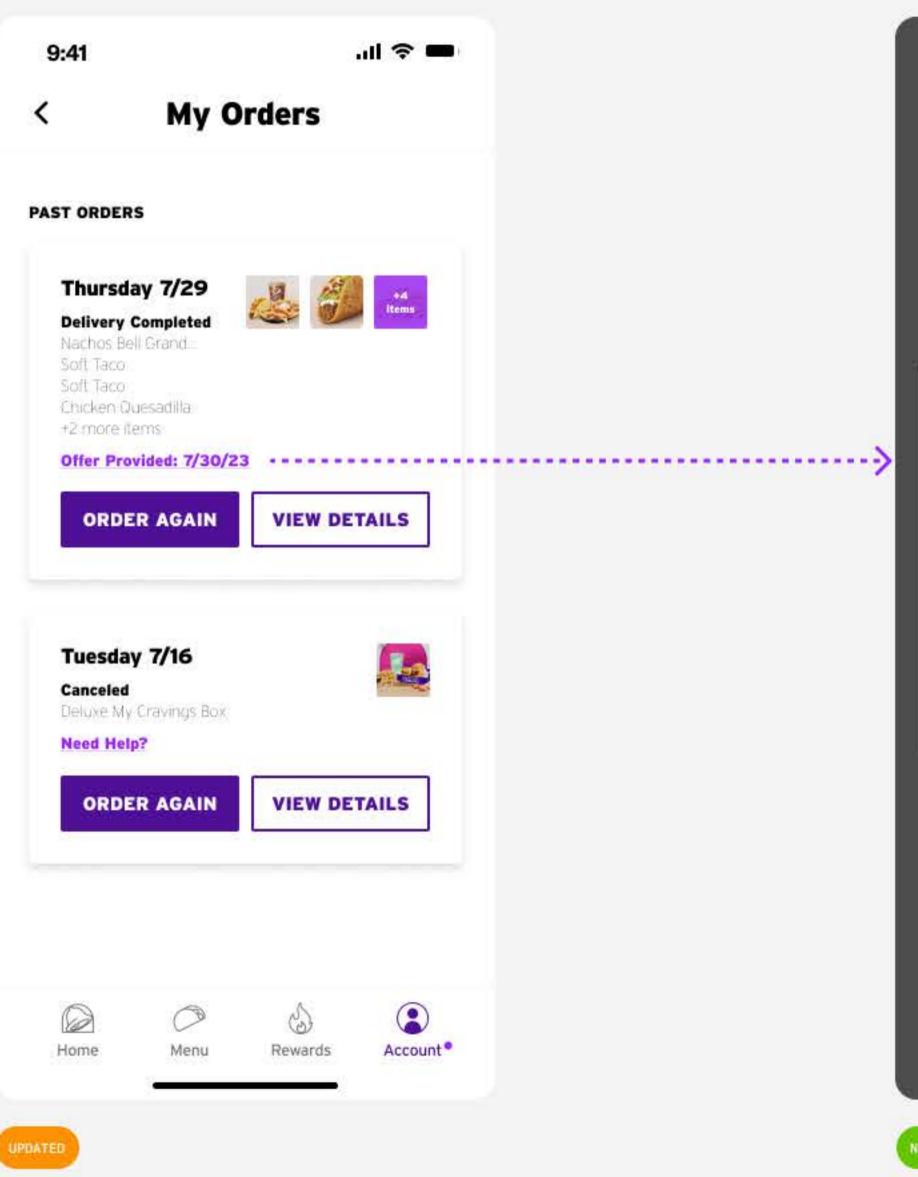
"Contact Us" CTA takes user to the Contact Us page

that will take the user to the rewards page.

The success page will provide details about the

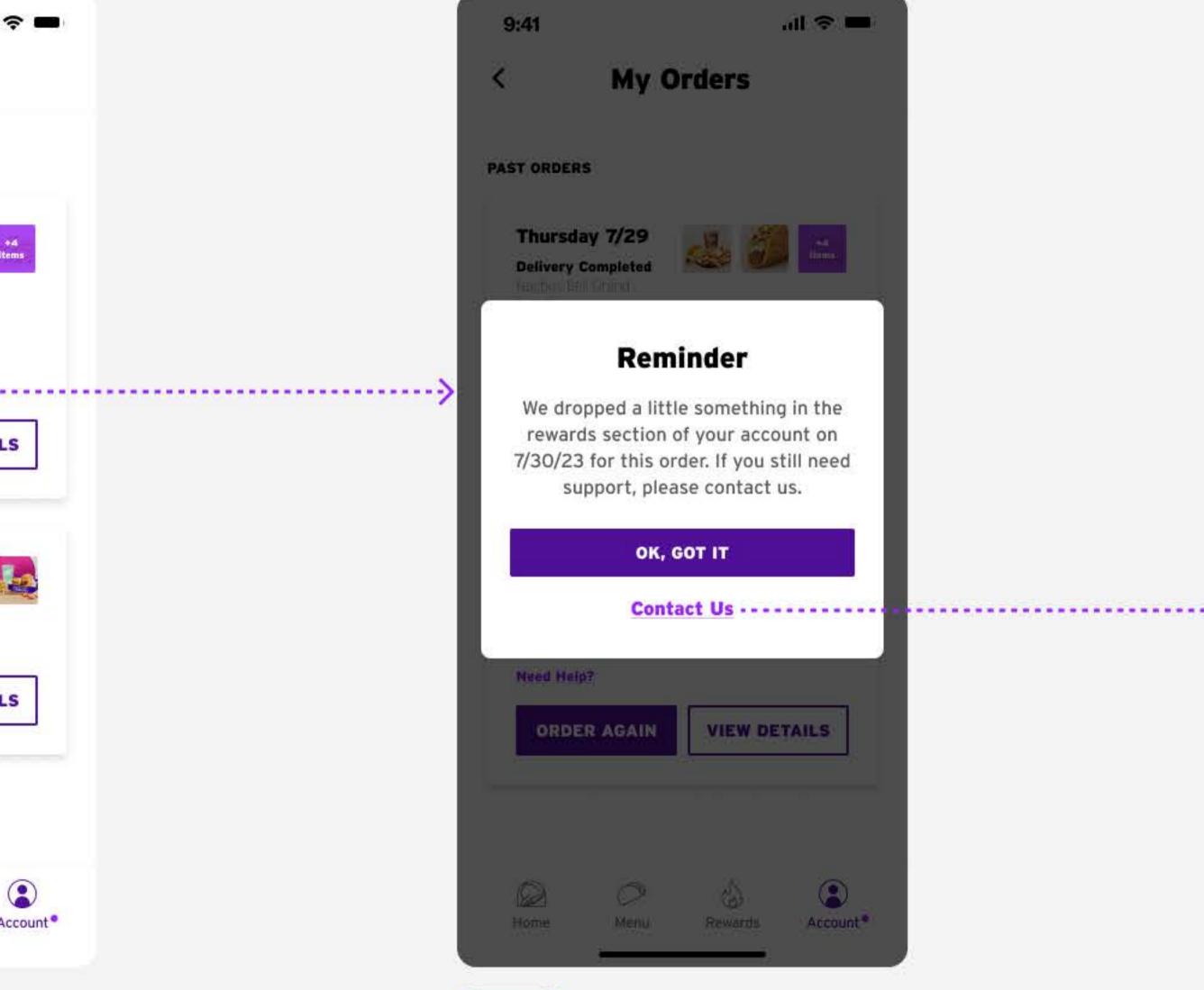
form of reward issued, and will also feature a CTA

1-3. Attempting to Resolve an Already Resolved Issue



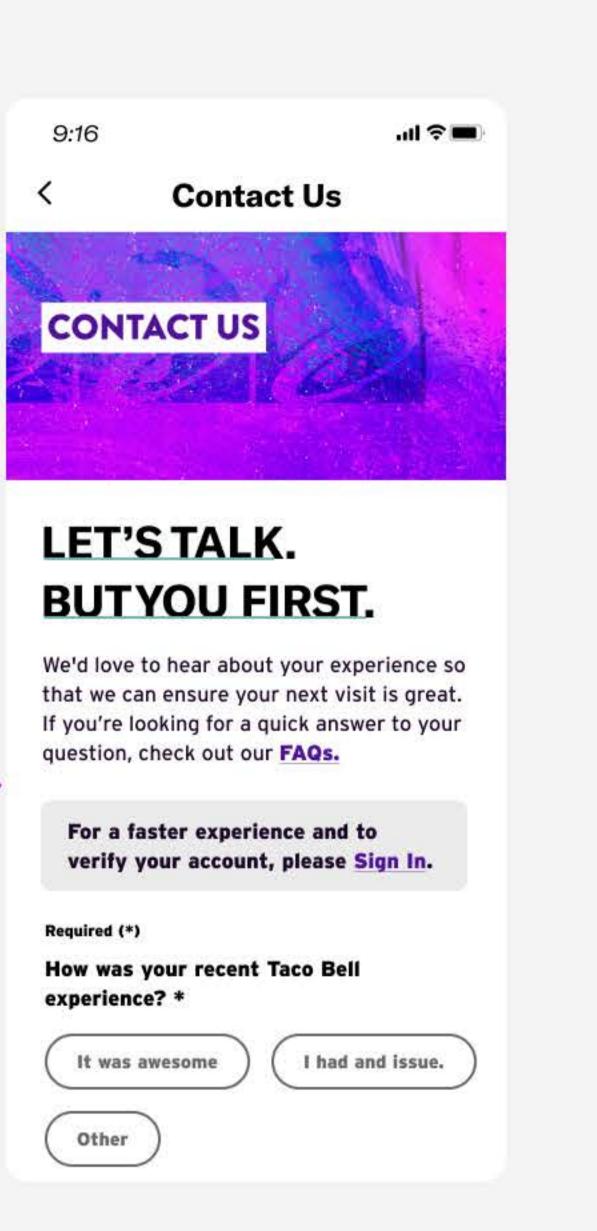
Once an issue has been resolved and a user has received a reward, that is called out on the My Orders page along with the date it was resolved.

That language also becomes a text link that opens a modal for further information.

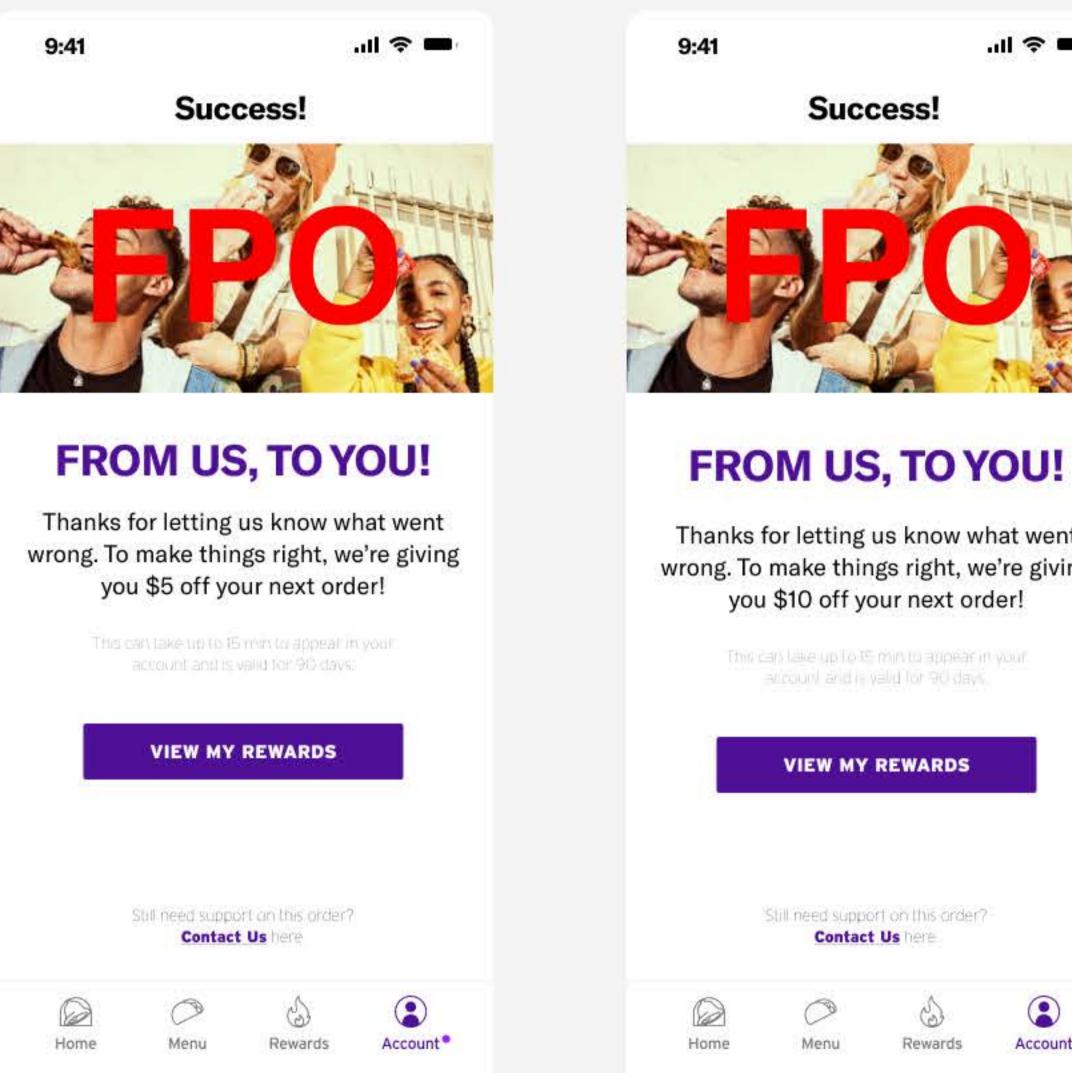


Modal alerts user that they already received compensation for their issues with the order, and directs them to Contact Us for further assistance.

"OK, got it" closes the modal.

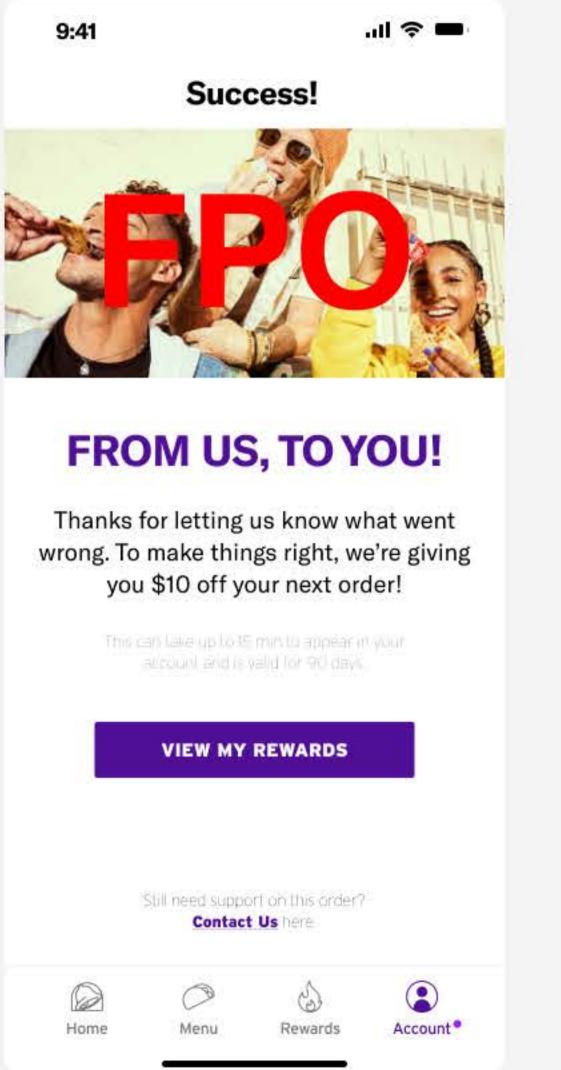


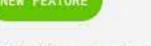
1-4. Supplementary Success Screens



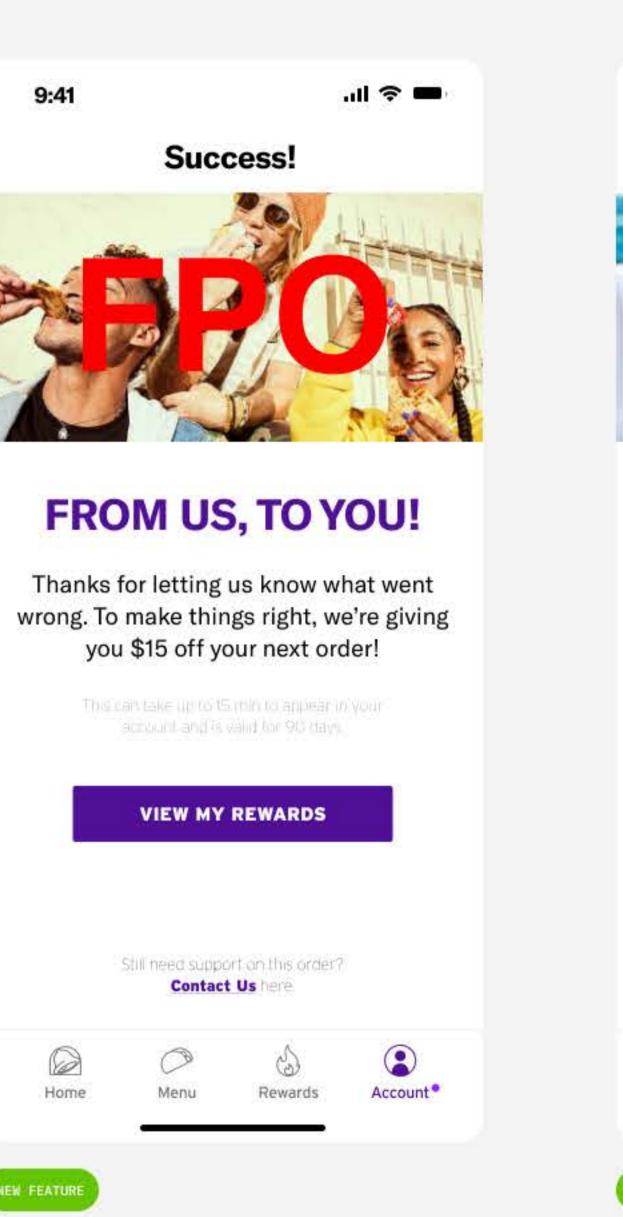


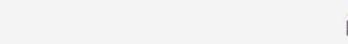
\$5 off reward screen.



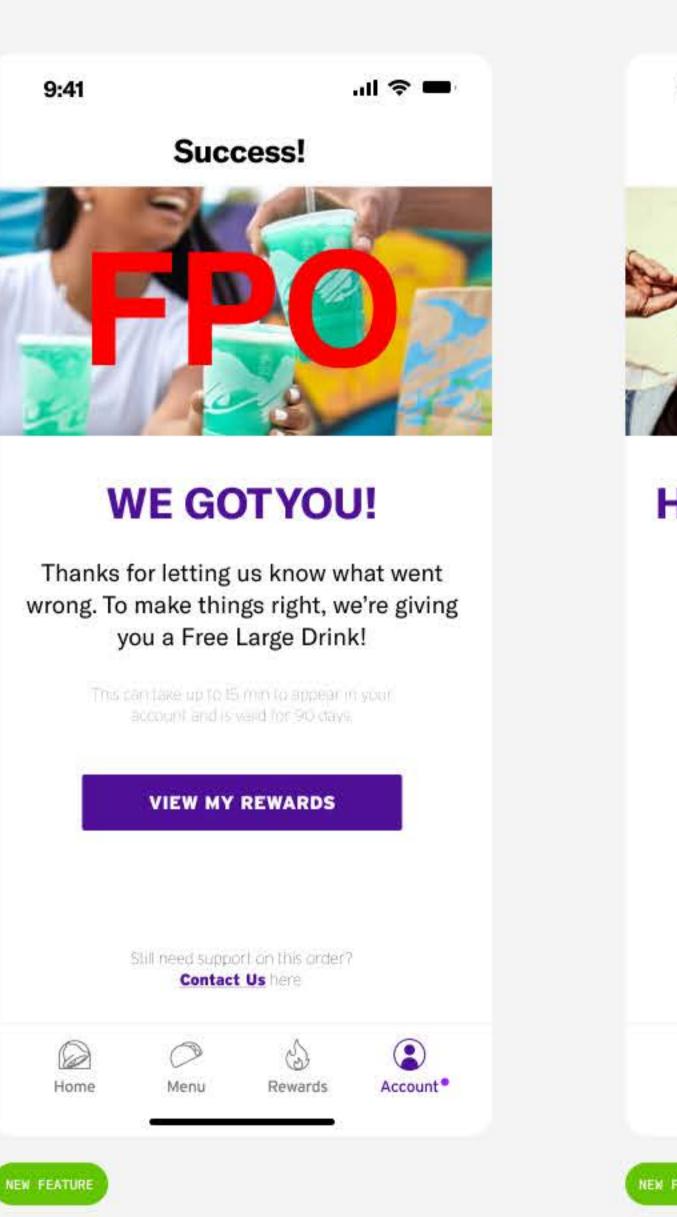


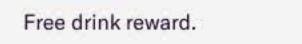
\$10 off reward screen.

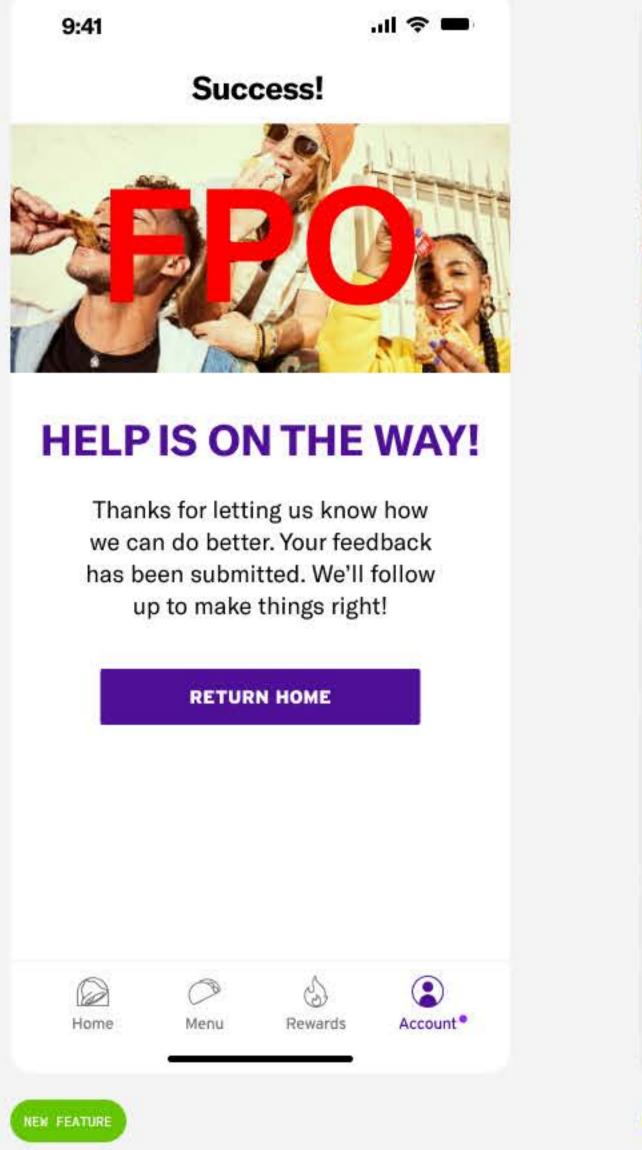


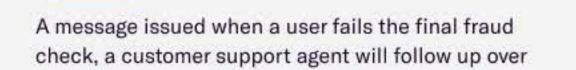


\$15 off reward screen.

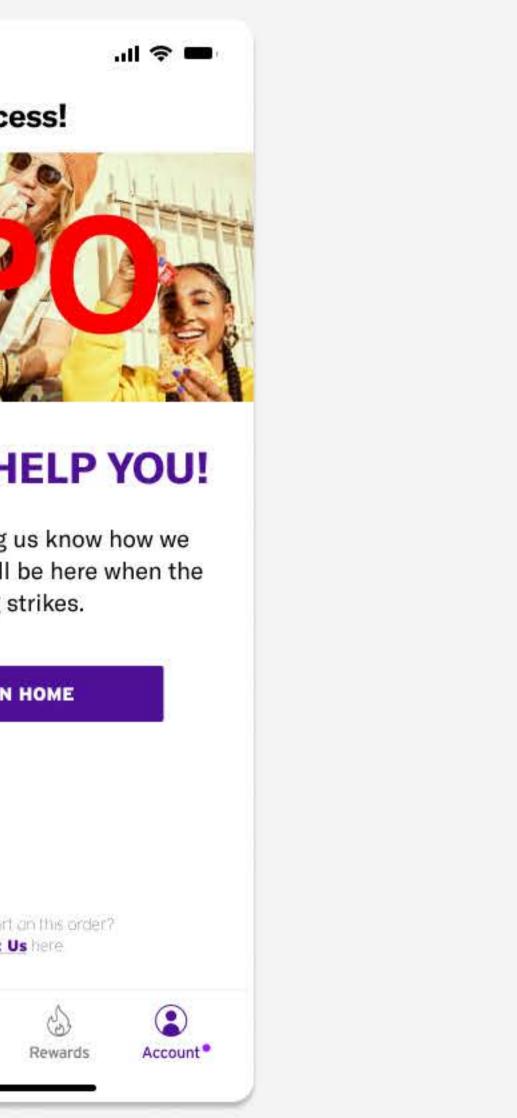


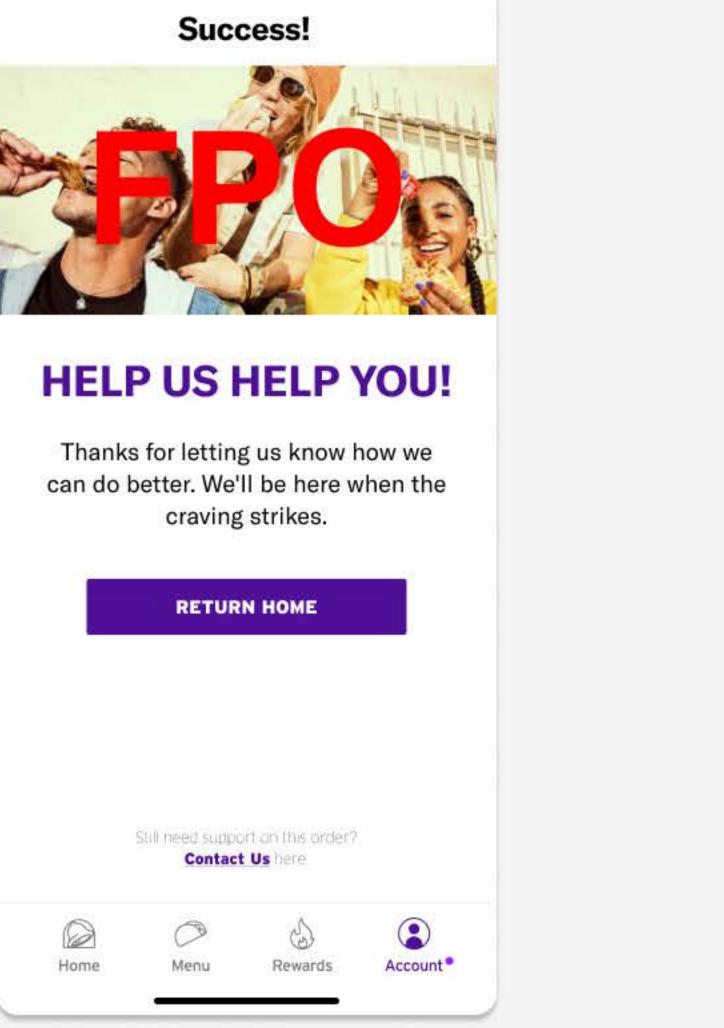


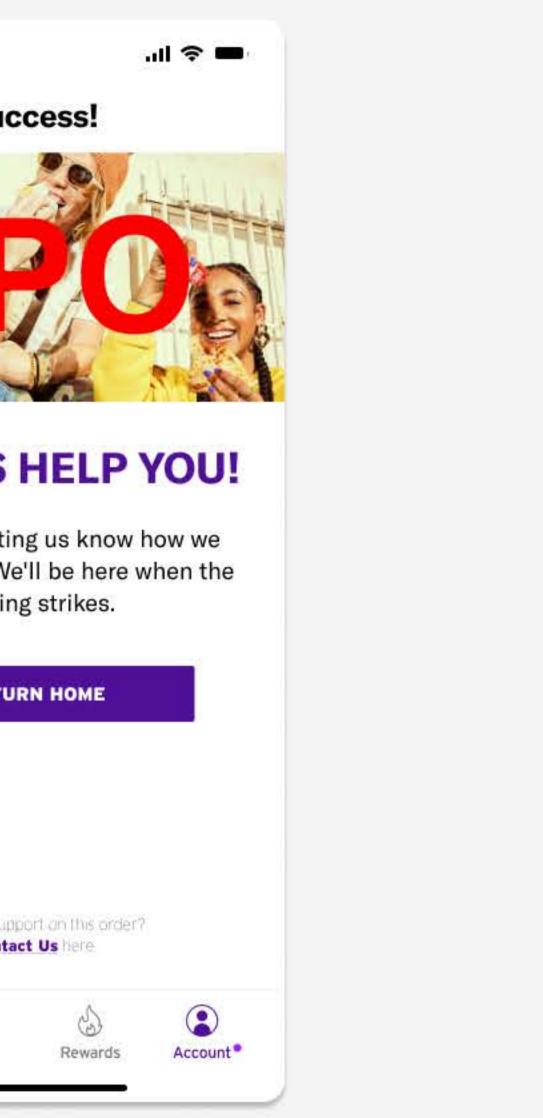


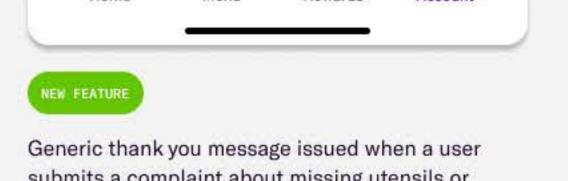


"Contact Us" CTA is hidden since a Customer Care agent will be following up with the user.



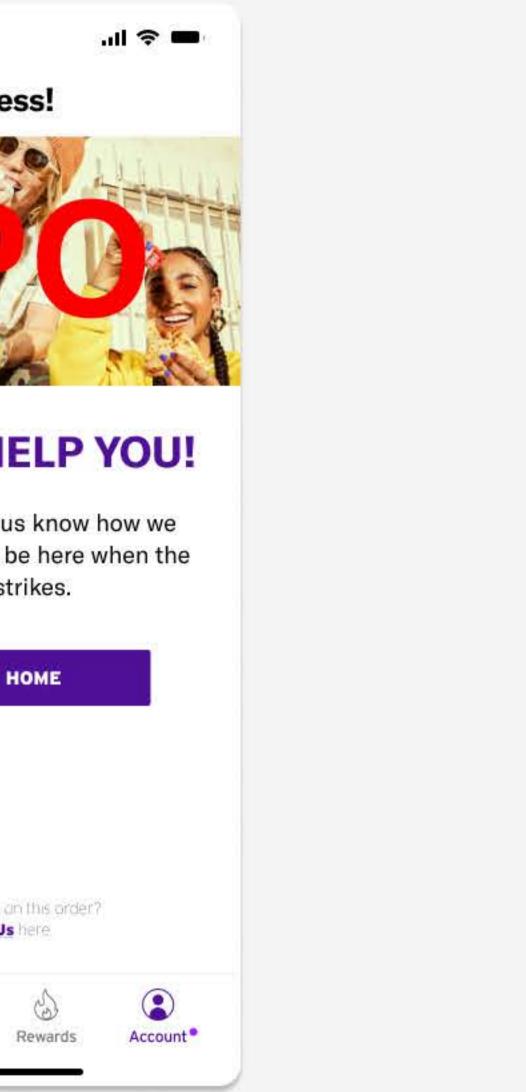






submits a complaint about missing utensils or

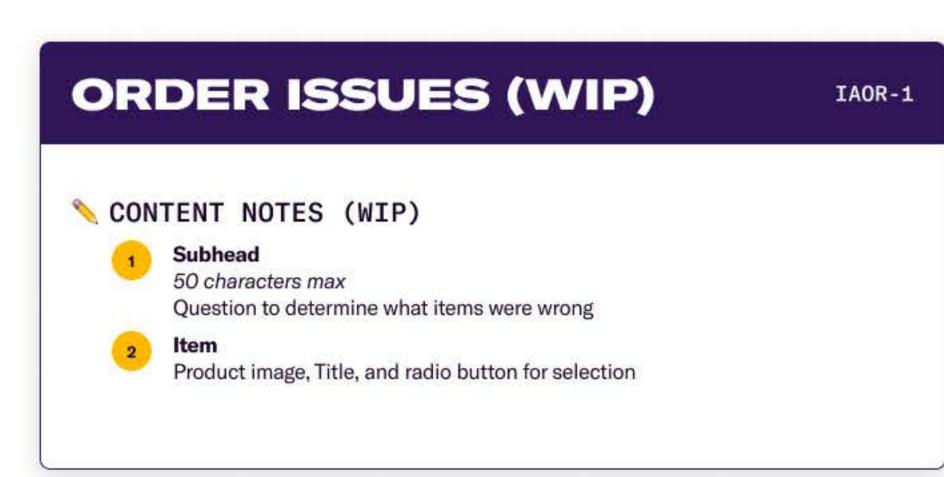
sauce packets.

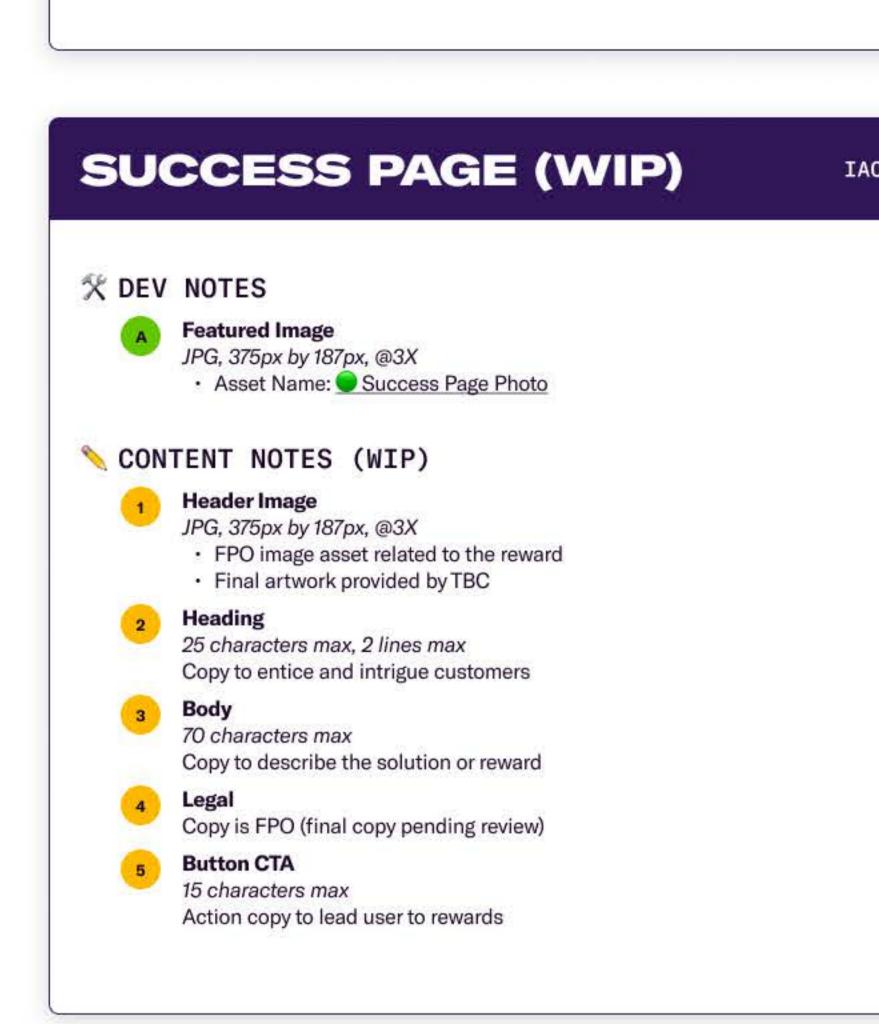


ARCHIVE (NO UPDATES FROM LEGAL) 08-30-23

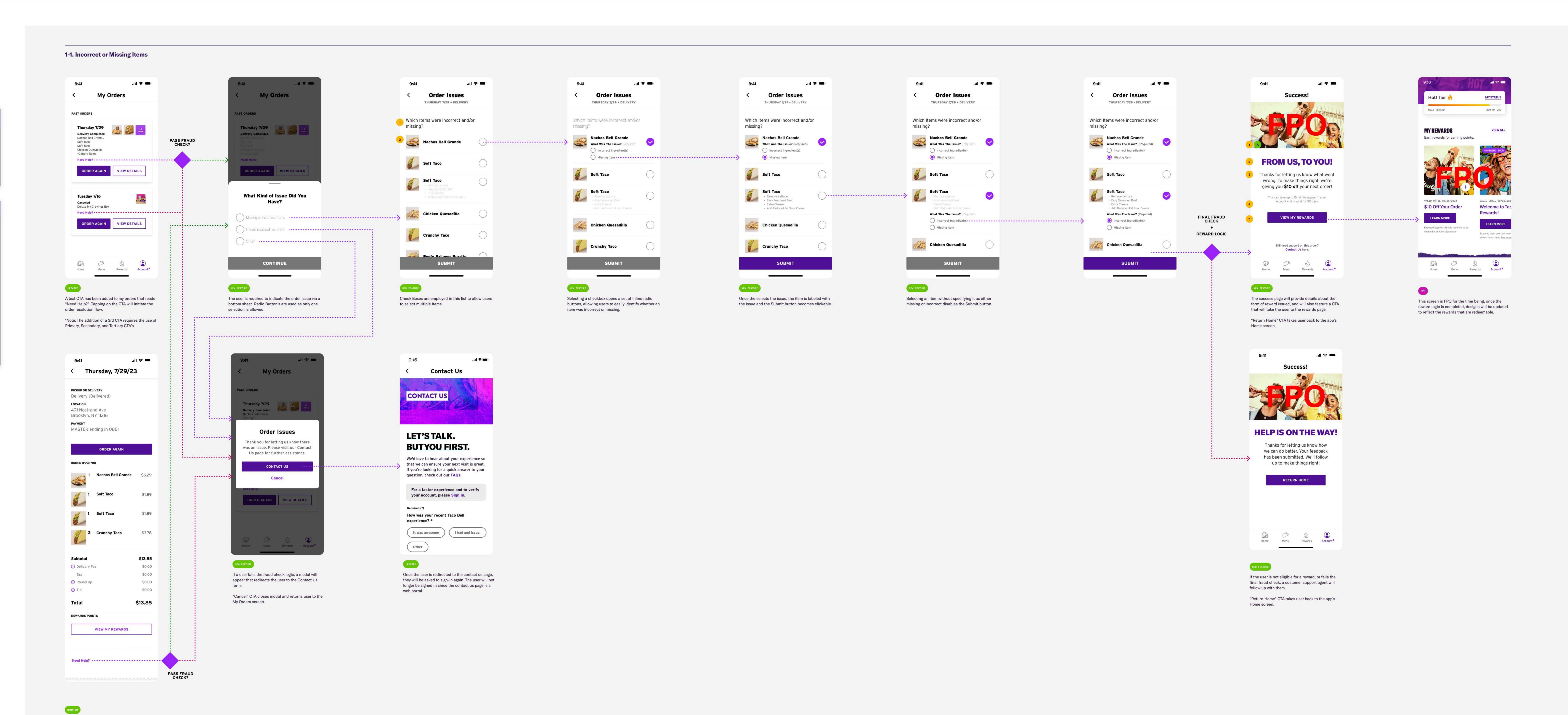
CHIDMFNT1

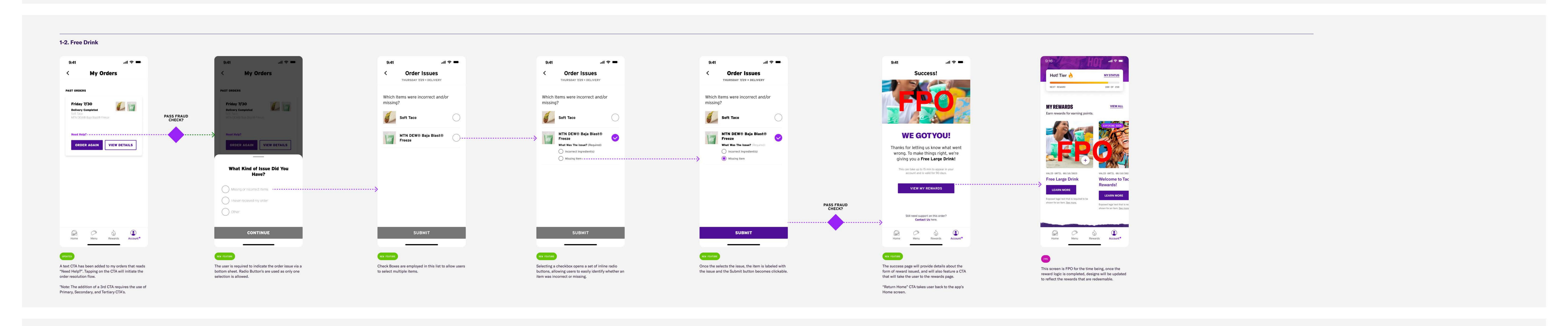
Automatic Rewards, Contact Us, Supplementary Screens

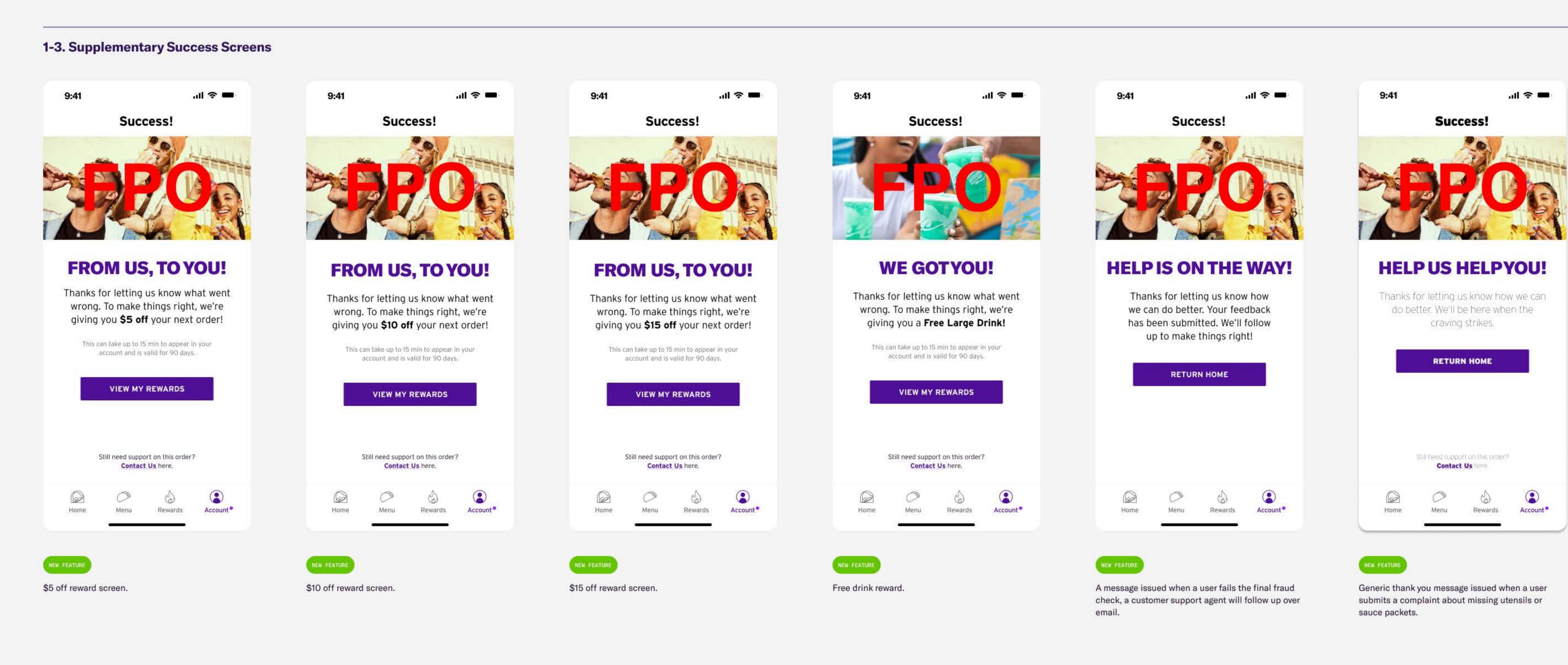




The "Need Help" CTA will now link to the order



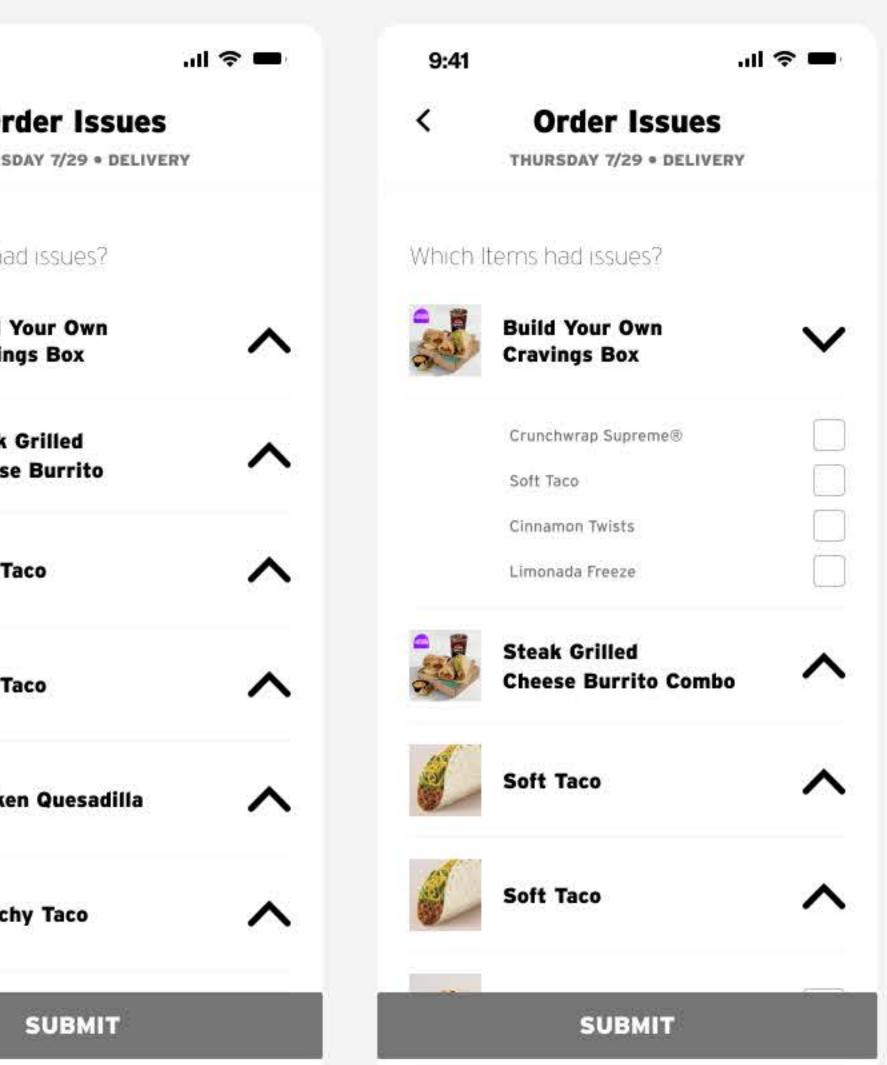


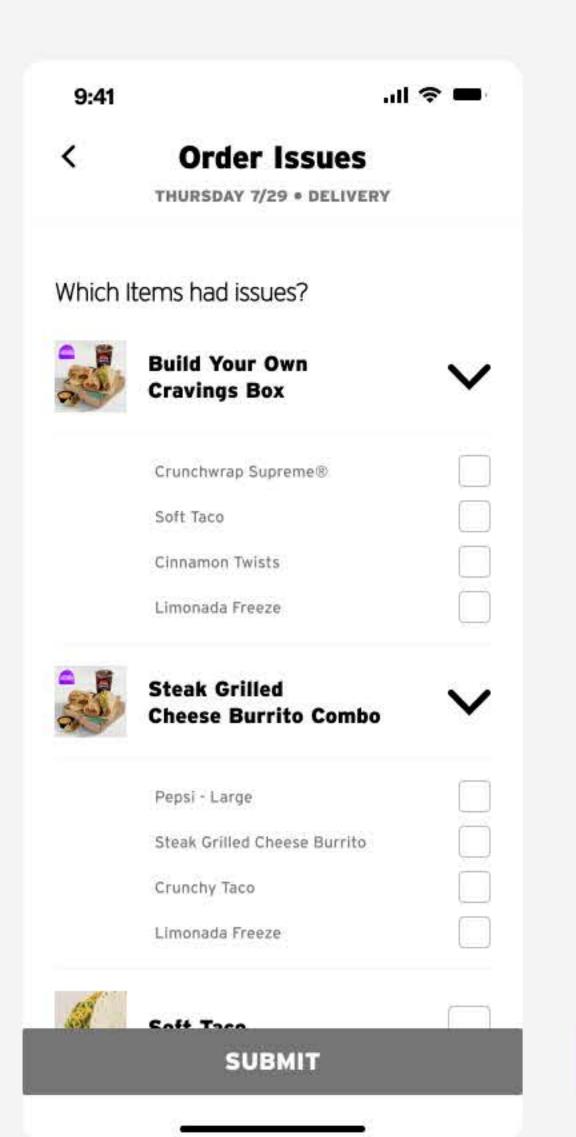


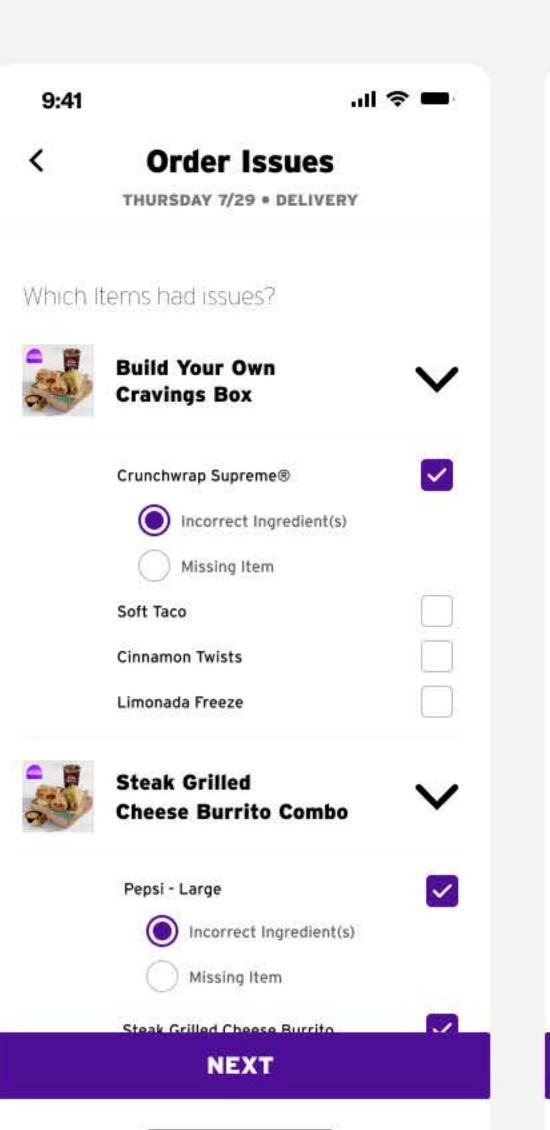
In App Resolution - Combo Type Product Child Item Selection

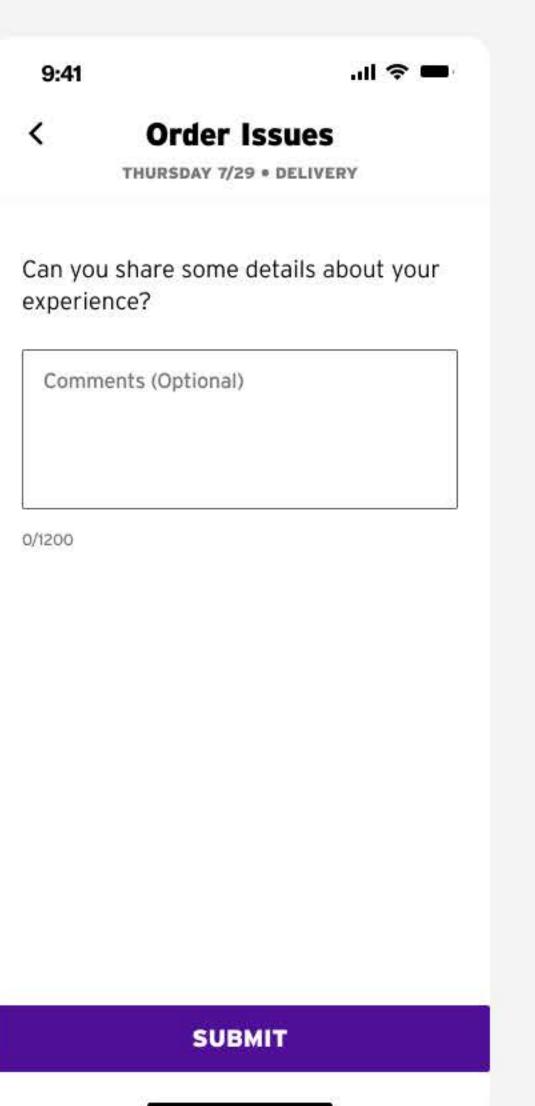
IN APP RESOLUTION - COMBO TYPE PRODUCT CHILD ITEM SELECTION

9:41		.ıl 令 —	9:41		.ıl ≎ =
<	Order Issues THURSDAY 7/29 • DELIVER	RY	<	Order Issues	20.00
Which I	tems had issues?		Which It	tems had issues?	
	Build Your Own Cravings Box	^		Build Your Own Cravings Box	^
	Steak Grilled Cheese Burrito	^		Steak Grilled Cheese Burrito	^
	Soft Taco	^		Soft Taco	^
	Soft Taco	^		Soft Taco	^
W.	Chicken Quesadilla	^		Chicken Quesadilla	^
	Crunchy Taco	^		Crunchy Taco	^
	SUBMIT			SUBMIT	
					ê e e e e e e e e e e e e e e e e e e e

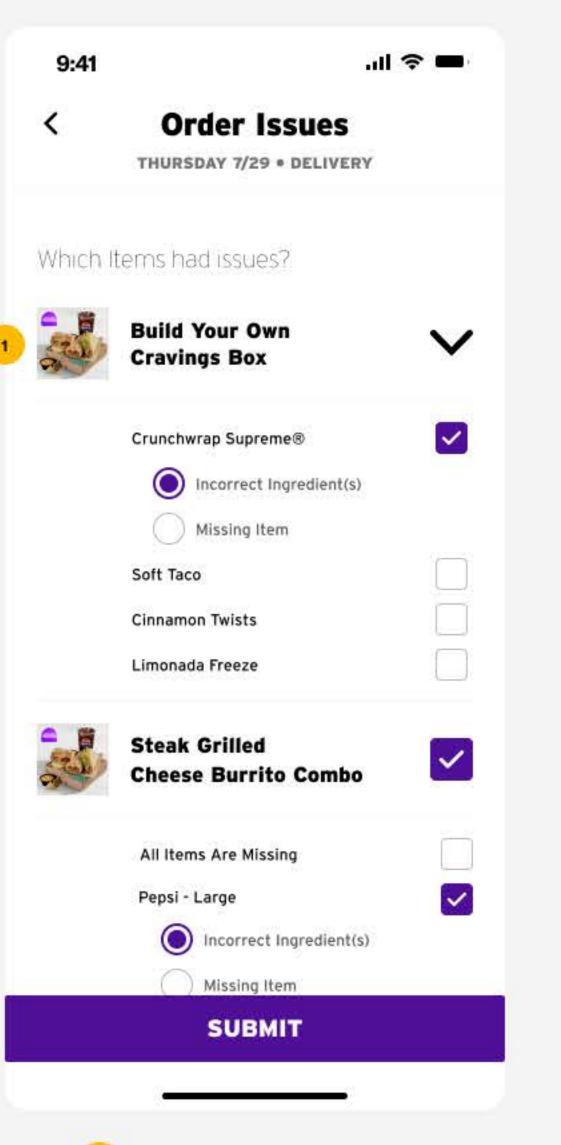


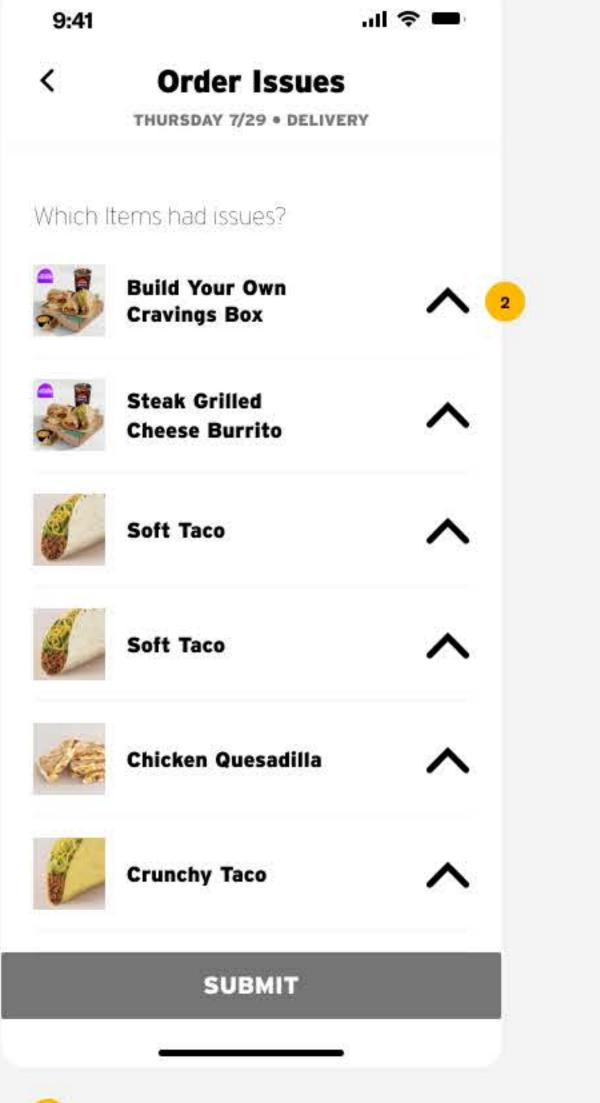


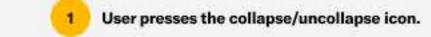




COLLAPSE/UNCOLLAPSE COMBO ITEM







2 Pressing the icon will collapse the combo.