BULLETIN #92/21

DATE: June 3, 2021

TO: All Franchisees and Corporate Managers

FROM: Crystal Davies

RE: **MySmittys Rewards Troubleshooting Requirements**

Hello Everyone,

We have created a document to assist us in gathering information required to resolve technical issues that may arise with your guests, POS integration, and the mobile app. By sending the following information we will be able to resolve the issue more efficiently.

Please see the below information of requirements for different technology issues that can arise.

Guest Issues
(example: points not awarded properly, notifications sending incorrectly, rewards missing, etc.)

- Guest information (name and email address **or** phone number)
- Steps to reproduce issue
- Image of receipt (*preferred*)
  - If unavailable, please provide barcode or transaction date, order # & location
- Image of error message
  - If not available, provide <u>exact</u> error message
- Name of the redemption

Earn / Redeem / Check-In
(QR / Barcode scanning, redemption failures, POS freezes at check-in, incorrect amount discounting, etc.)

- Steps taken to reproduce issue
- Image of error message, if applicable
  - If not available, provide <u>exact</u> error message
- Number of locations impacted
- Image of receipt (*preferred*)
  - If unavailable, please provide barcode or transaction date, order # & location
- Squirrel locations will require a log in

Mobile App Issue
(Mobile app issues can vary from crashing, points displaying incorrectly, ordering inconsistencies, etc.)

- Image or screen recording of the failure
- Scope of impacted guests (Single user? Intermittent? Widely reported?)
- Steps taken to reproduce issue
- Device details from an impacted user

- o How do I find a guest's device details?
  - ▪ *If full device details are not available, please provide the impacted user's device type & OS version (example: iPhone Pro Max version 14.5.1)*

NOTE
- *If user is on an outdated version of app, updating to the most recent app may resolve their issue.*
- *Punchh does not support apps for jailbroken devices due to potential security risks.*

Failed POS Lookups

This issue will present to guests as *"We are looking for check, but it's taking longer than expected"*. This happens when guests scan a transaction that has yet to make it to Punchh from the POS.

Steps to check:

- Confirm there are no internet connectivity issues at the location

Details to capture for Punchh Support ticket:

- Receipt screenshot or transaction details (date, order # & location **or** barcode) from unsuccessful transaction
- Punchh logs for the date of the transaction

Integration Concerns

If there are features of Punchh and/or Squirrel that are not behaving correctly, please provide the following:

- Expected behavior / steps to reproduce problem
- Version of Posi in use at the location
- Please advise if this feature has ever worked before. If not, please let us know if this is a new feature being implemented
- A login to your system is required

If you have any questions or concerns, please do not hesitate to reach out at cdvaies@smittys.ca or 403-930-8749

Yours truly,
SMITTY'S CANADA INC.

Crystal Davies
Business Intelligence and Operations Manager