



FAQ FOR OUR NEW PRESS CLUB APP

WHAT'S THE PRESS CLUB?

Here's a list of features that you'll get when you download our new Hot Table app and become a member of our Press Club:

- Our new app lets us more easily deliver rewards and allows you to order right on your phone!
- Automatically receive a punch for each panini, wrap, and salad.
- Earn 12 punches, and your next panini is on us!
- Get access to more rewards and discounts.
- Get notified of new menu items and specials.
- AND you get a free small panini when you download.
(Free small panini available through in-app purchases only)

I WILL MISS THE PUNCH CARD

We understand! However, here are some great perks through our new app that we couldn't provide otherwise:

- You'll never have to worry about misplacing your punch card.
- Punches are automatic for all in-house and in-app purchases.
- You'll have access to more rewards & discounts.

I DON'T HAVE A SMARTPHONE

- Unfortunately, our loyalty program only works with the app. However, follow us on Facebook for deals and giveaways – OR we can email you a receipt to include you on our mailing list for future offers!

I DON'T LOVE THIS CHANGE!

- We're sorry. We know that going digital isn't ideal for everyone. Please give us a call at 844-4-PANINI to speak with a manager; we'd like to make this right!

I HAVE A CARD I HAVEN'T FINISHED YET

- No worries! We will have a grace period for punching cards after the app is launched.

I'VE BEEN SAVING FULL CARDS, WILL I LOSE THOSE PUNCHES?

- Absolutely not! We will have a grace period for accepting fully punched cards after the app is launched.

I HAVE PARTIALLY PUNCHED CARDS THAT EQUAL A FULL CARD

- You can either turn them in together as a full card or continue to collect punches during the grace period after the app is launched.

HOW DO I EARN PUNCHES?

- **IN-STORE:** Simply select your "Loyalty Card" in the app and present your phone to the cashier to scan.
- **IN-APP:** Punches will automatically be rewarded with each purchase.
- **WEBSITE:** Punches will automatically be rewarded with each purchase.
Please note, it may take up to 24 hours for punches to appear.

HOW DO I REDEEM AN OFFER?

- **IN-STORE:** Select an offer and click "Redeem" at checkout, then present your phone to the cashier to scan.
- **IN-APP:** Click "Apply Offers" at the checkout screen and select an offer to apply.
- **WEBSITE:** Offers cannot be redeemed on the website.

WHY CAN'T I REDEEM MY OFFER ON THE WEBSITE?

- Unfortunately, offers cannot be redeemed via web ordering. Offers can only be applied to in-store or in-app purchases.

I MADE A PURCHASE, BUT I DON'T SEE MY PUNCHES.

- Punches may take up to 24 hours to appear.
- If they don't appear in that time, contact support@incentivio.com, and provide the following information:

Item(s) purchased

Location

Date & Time

Name and/or email of account

I HAVE TWELVE PUNCHES, BUT I DON'T SEE MY LOYALTY REWARDS OFFER.

- Recurring offers may take up to 24 hours to regenerate.
- If it does not appear in that time, contact support@incentivio.com, and provide the following information:

Item(s) attempting to purchase

Location

Date & time

Name and/or email of account

I SEE THE LOYALTY REWARD OFFER; WHY CAN'T I REDEEM IT?

- This offer is always available. However, you need to have twelve punches to redeem it.
- If you have enough punches but still can't redeem the offer, contact support@incentivio.com, and provide the following information:

Item(s) attempting to purchase

Location

Date & Time

Name and/or email of account



IF I HAVE ENOUGH PUNCHES, CAN I RECEIVE MORE THAN ONE FREE ITEM IN A SINGLE VISIT?

- We're sorry. Unfortunately, you can only redeem one offer per person, per visit.

WHY CAN'T I SELECT WHICH ITEM TO RECEIVE FOR FREE WITH MY LOYALTY REWARD OFFER?

- The most expensive item will be automatically discounted, up to an \$11 value.

WHY CAN'T I REDEEM MY OFFER?

- Make sure you are not logged-in on multiple devices at once.
- If you continue to have an issue with offer redemption, please contact support@incentivio.com, and provide the following information:

Item(s) attempting to purchase

Location

Date & Time

Name and/or email of account

OOPS, I DELETED MY OFFER!

- No worries. Recurring offers, such as the loyalty rewards offer, will regenerate within 24 hours.
- If it does not appear, or for one time offers, contact support@incentivio.com, and provide the following information:

Date & Time

Name and/or email of account

I DOWNLOADED THE APP, BUT I DON'T SEE MY FREE SMALL PANINI OFFER.

- From home screen, click "Inbox;" the offer should appear there.
- If the offer does not exist, contact support@incentivio.com, and provide the following information:

Date & Time of sign-up

Name and/or email of account

CAN I USE MY FREE SMALL PANINI OFFER TO PURCHASE A LARGER SIZE?

- Absolutely! However, you will need to pay the difference in cost.

I'M TRYING TO USE THE APP, BUT I GET AN ERROR MESSAGE.

- Try restarting your app.
- If you continue to have any issue with the app, please contact support@incentivio.com, and provide the following information:

Date & Time

Phone model and OS version

Name and/or email of account

WHY DO I HAVE TO ENTER OR SELECT A CREDIT CARD WHEN USING AN FREE OFFER AND MY BALANCE IS ZERO?

- A credit card is required to process all orders, even if the balance is zero. You will not be charged.

I SEE THE BREAKFAST MENU, CAN I ORDER BREAKFAST ANYTIME?

- Breakfast is only available at the following times: Monday - Friday 7:30am - 10:00am, and Saturday 8:00am - 11:00am.

CAN I ORDER FROM THE REGULAR MENU FOR BREAKFAST?

- Our regular menu is available at the following times: Monday - Friday 10:30AM - Close, and Saturday 11:00am - Close.

I ORDER THE SAME THING EVERY TIME; IS THERE A WAY TO QUICKLY RE-ORDER?

- Absolutely! You can re-submit from your order history. From the app home screen, click "More" then "Past Orders". Feel free to submit exactly the same order, or make modifications.

CAN I ORDER CATERING THROUGH THE PRESS CLUB APP?

- Unfortunately, you cannot. However, we do have a Hot Table Catering app that can be downloaded from the Apple or Google app stores.