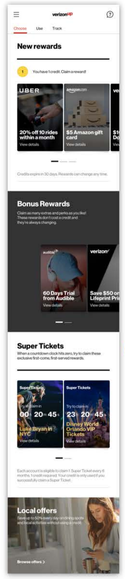
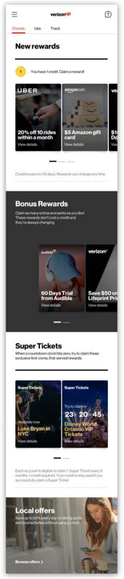
Super Tickets - flow (Updated)
Fedex

Key color
- Experience updated
- New Experience

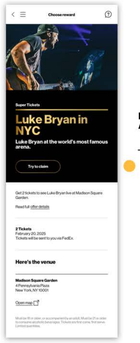
Choose Ticket - Countdown



Choose Ticket - Available



Choose Reward Details



Reward Available?

Yes

No

All Tickets Claimed

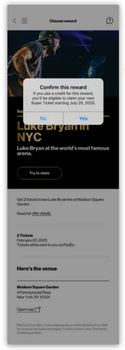
App Sign in*

*App Sign in

Authentification is triggered by the following if the user is not already authenticated:

> The phone is out of network
> The user is making account changes, plan changes
> The user claims a reward requiring a credit.

Use Credit Confirmation



Send Tickets via Fedex (not completed, pre-populated)

All fields completed in correct format?

YES

NO

Send Tickets via Fedex - (Completed)

Claim Reward?

YES

NO

Enough time to submit?

YES

NO

Send Tickets via Fedex -Time extension*

*At 00.30 seconds mark, a one-time extension of 4 mins is given to the user.

Send Tickets via Fedex: Time Out

Timer

Input error found

Inline error

Missing input

Send Tickets via Fedex: Missing input errors

Send Tickets via Fedex: Inline errors

Abandon

Address error found

Send Tickets via Fedex: Form Abandon*

*The pop-up message is displayed at any time in the form when the user doesn't submit the form and taps on either the [<] back, [||||] Menu or [?] Support button.

Manual input

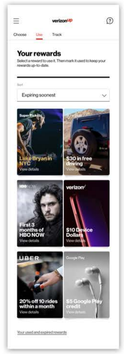
Auto-populated

Send Tickets via Fedex: Auto-populated errors

Send Tickets via Fedex: Manual input errors

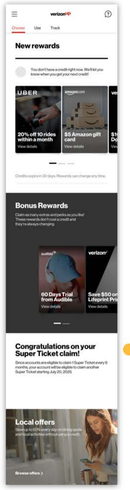
Claim Confirmation

Use Tab - Reward Available

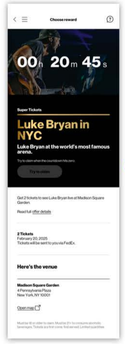


Use Tab - Reward Used / Expired*

Choose Tab - Super Tickets



Choose Detail - Reward Countdown



Choose Ticket - Reward Offer Details

Use Reward Detail: Mark as Used

Use Reward Detail: Used*

*Used state is triggered when customers are tapping on "Mark as used" CTA.
The reward used state is shown and the CTA is disabled.

Use Reward Detail: Expired*

*At 3am (EST) past the due date, used and unused cards are updated to Expired state and the CTA is disabled.