

Super Tickets - flow (Live) Fedex

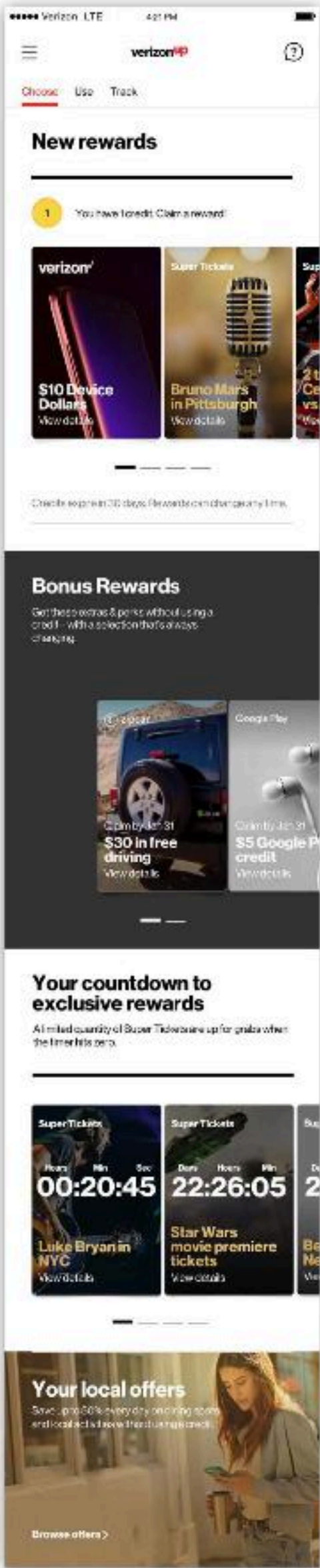
Super Tickets Section

Super Tickets Reward

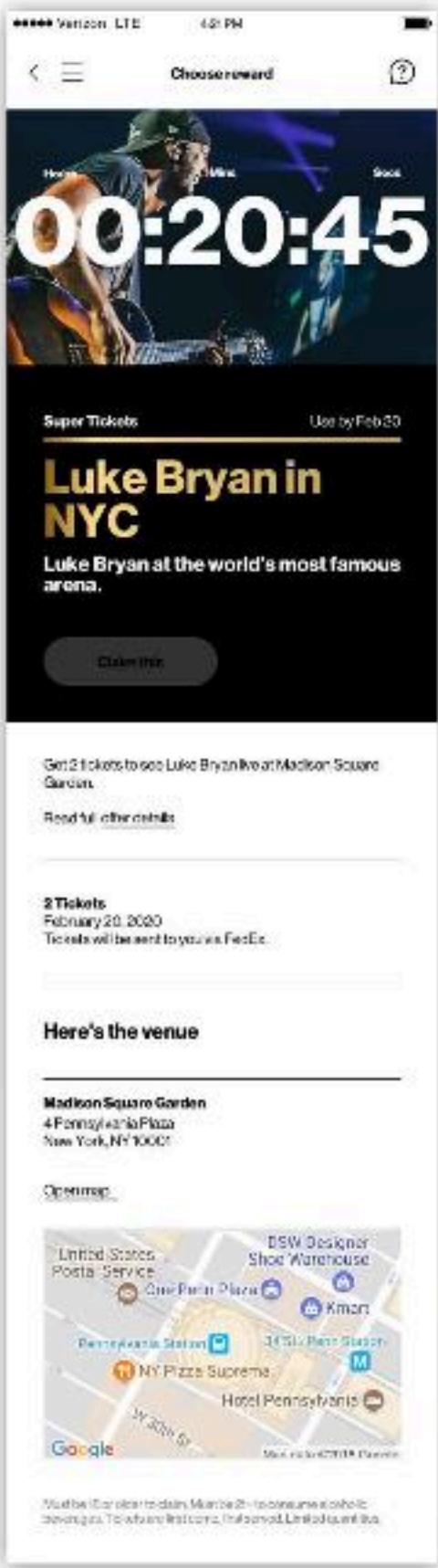
Super Tickets Claim

Super Tickets Post-Claim

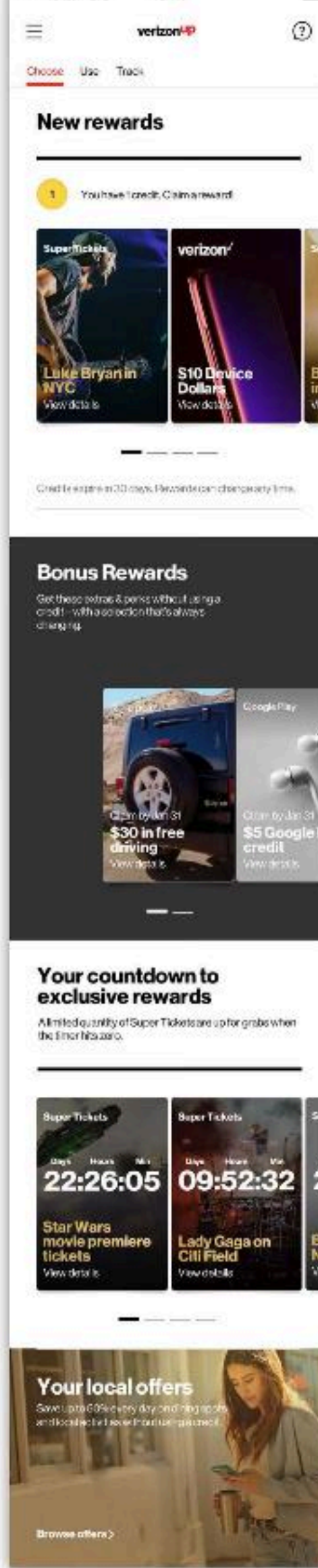
Choose Ticket - Countdown



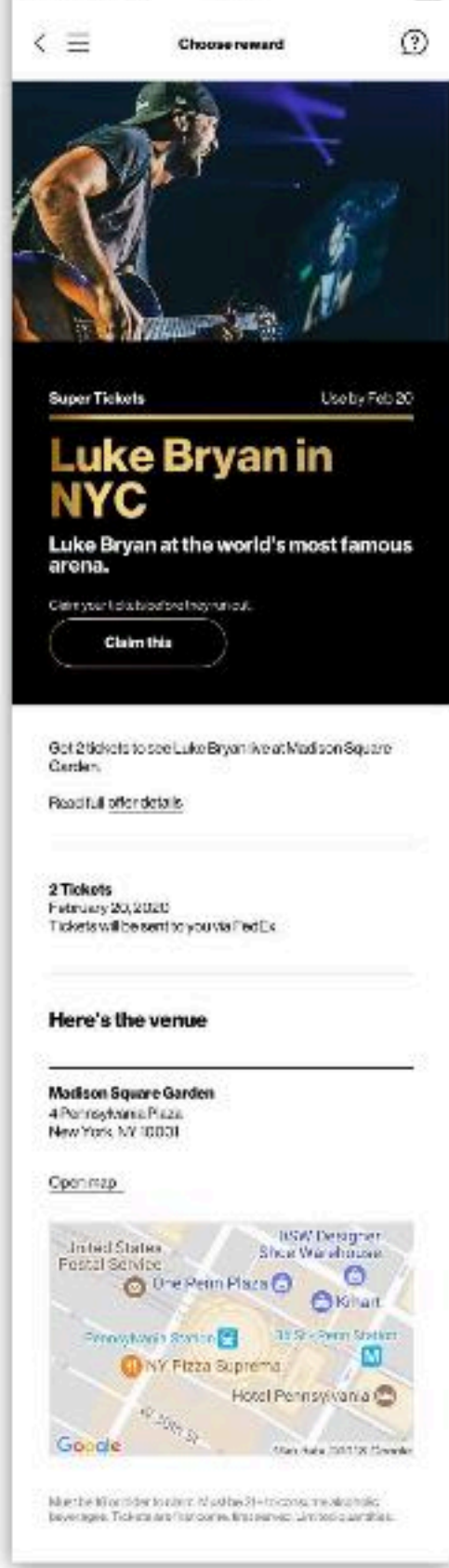
Choose Detail - Reward Countdown



Choose Ticket - Available



Choose Reward Details



Choose Ticket - Reward Offer Details

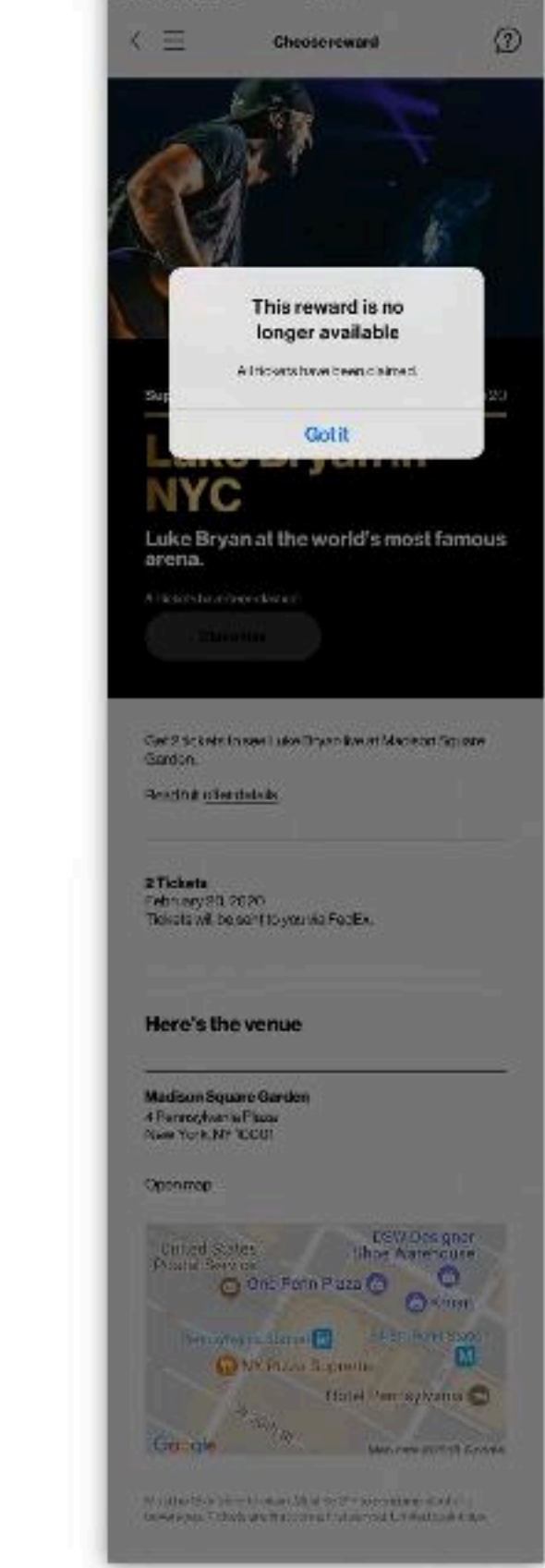


Reward Available?

Yes

No

All Tickets Claimed



App Sign in*



*App Sign in

Authentication 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

Input error found

Missing input

Send Tickets via FedEx - (Completed)

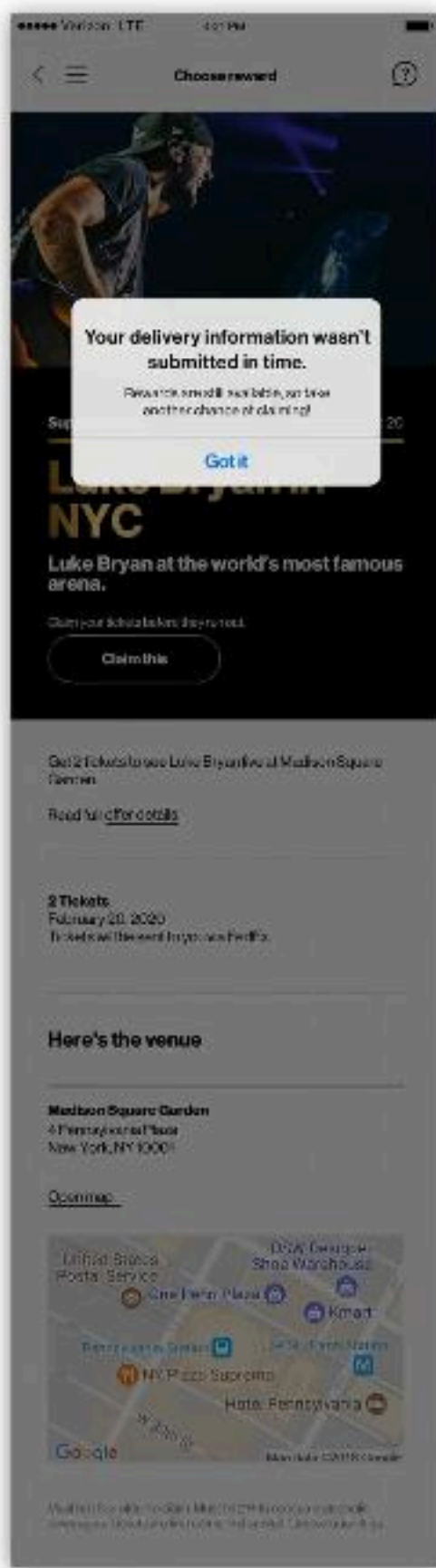


Enough time to submit?

YES

NO

Send Tickets via FedEx: Time Out



Send Tickets via FedEx: Inline errors



Send Tickets via FedEx: Missing input errors



Claim Reward?

YES

NO

Address error found

Manual input

Auto-populated

Send Tickets via FedEx: Auto-populated errors



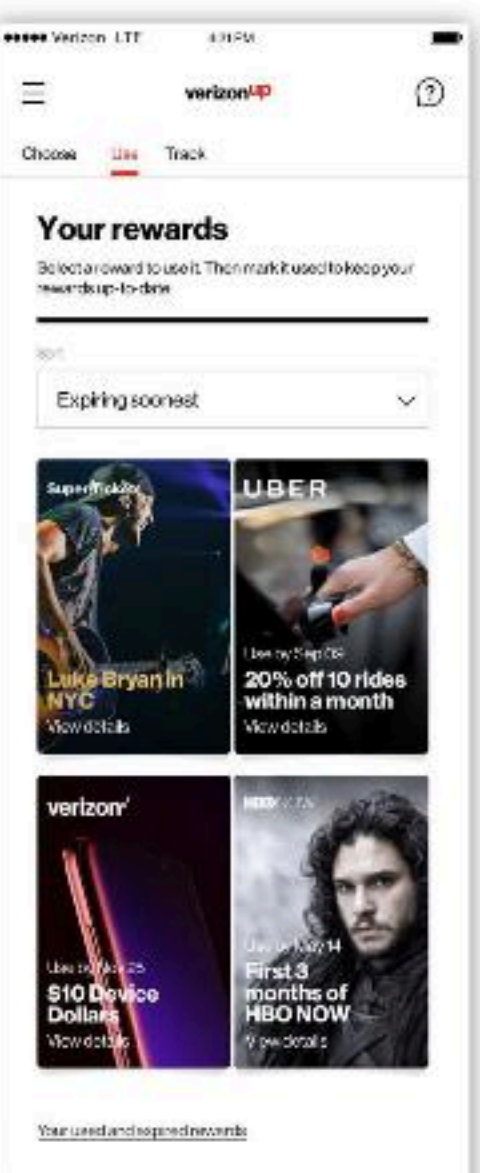
Send Tickets via FedEx: Manual input errors



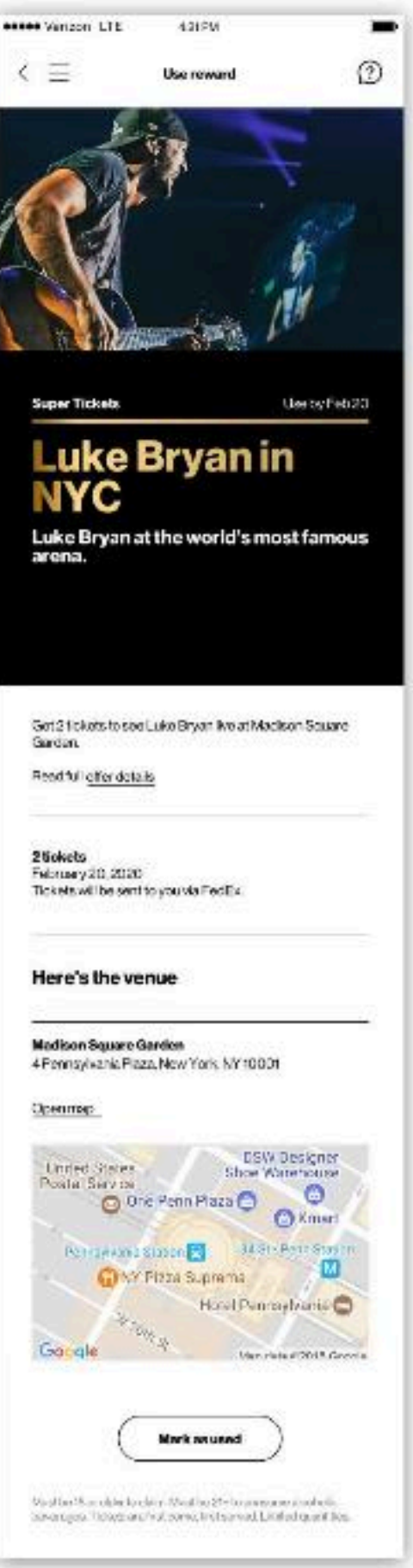
Claim Confirmation



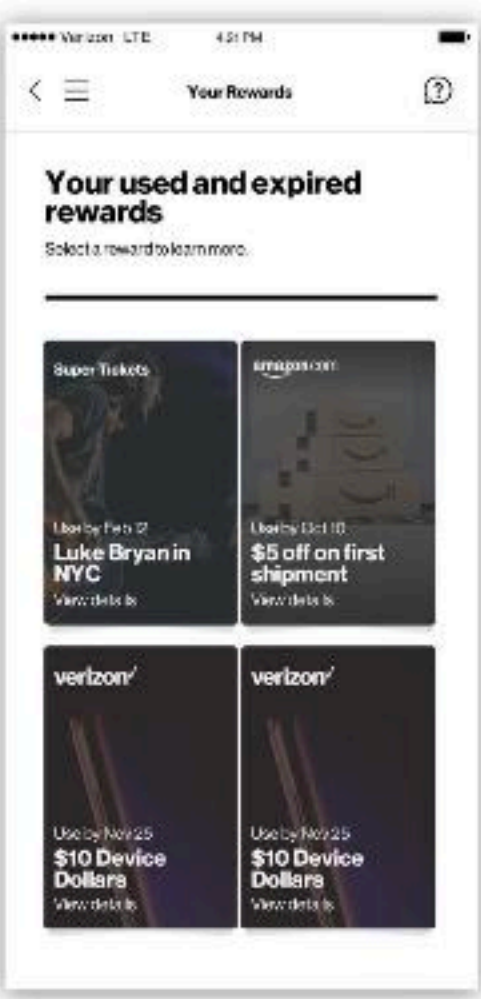
Use Tab - Reward Available



Use Reward Detail: Mark as used*



Use Tab - Reward Used / Expired*



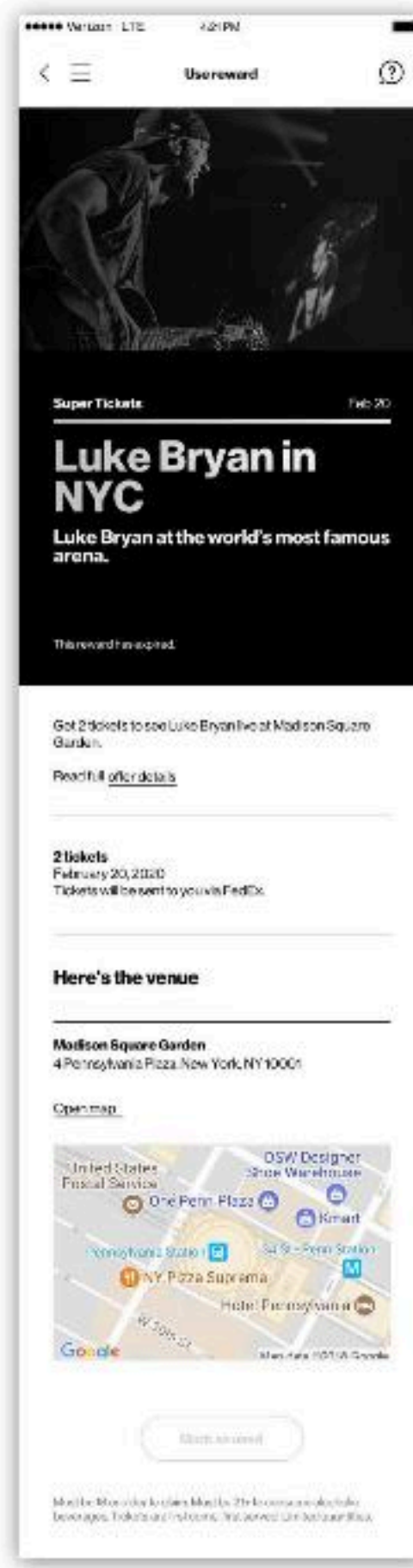
Use Reward Detail: Used*



Choose Tab - Super Tickets



Use Reward Detail: Expired*



Key code

Selected focus area in the case study