

Super Tickets - flow (Live)

Fedex

Super Tickets Section

Super Tickets Reward

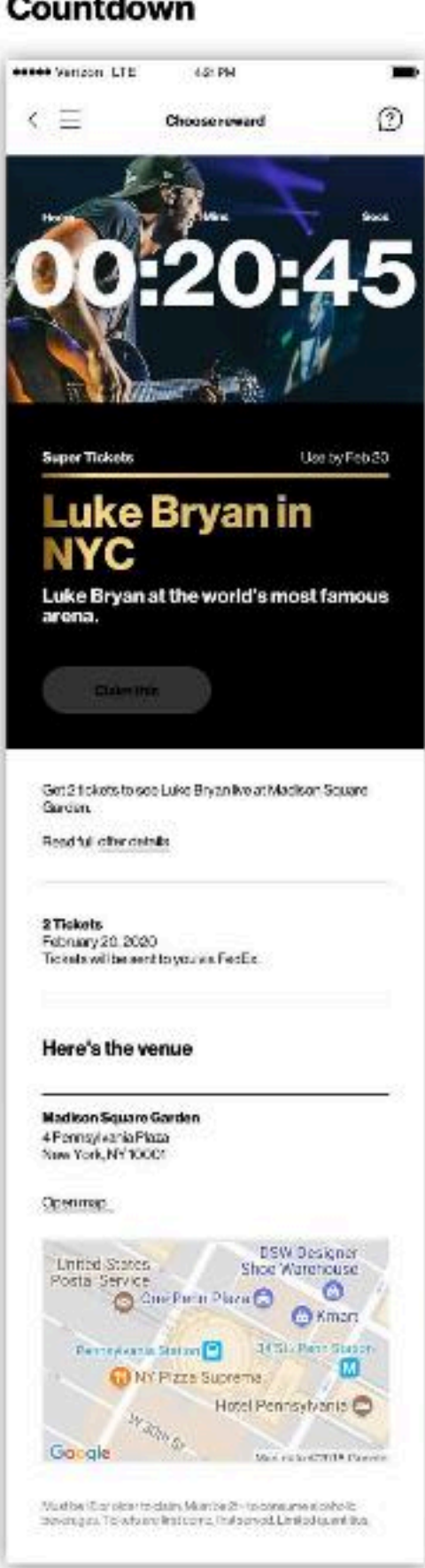
Super Tickets Claim

Super Tickets Post-Claim

Choose Ticket -



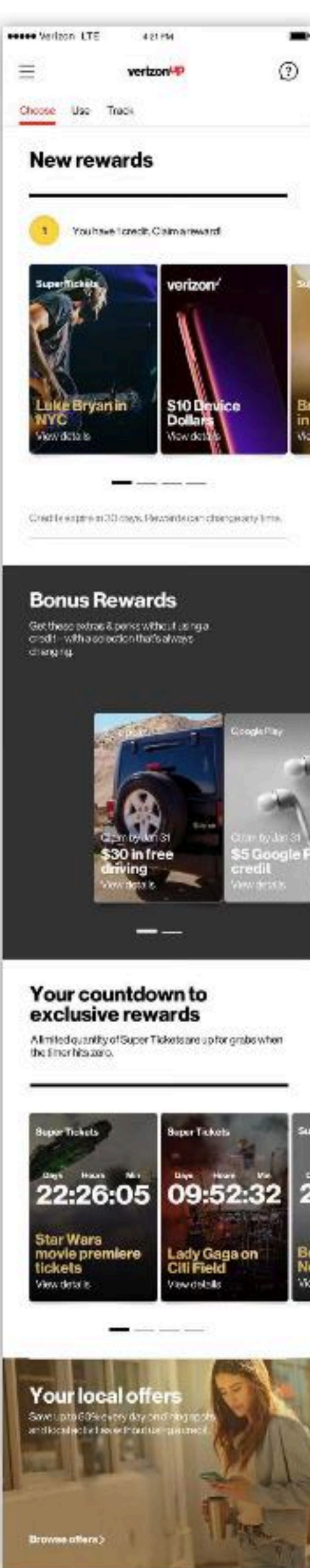
Choose Detail - Reward



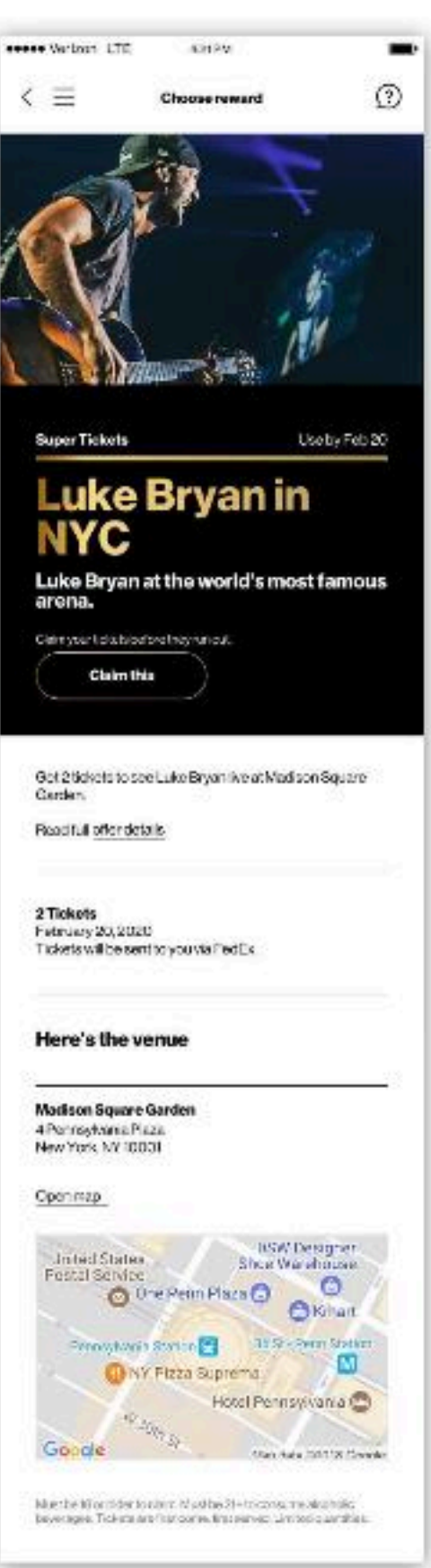
Key code

Selected focus area in the case study

Choose Ticket - Available



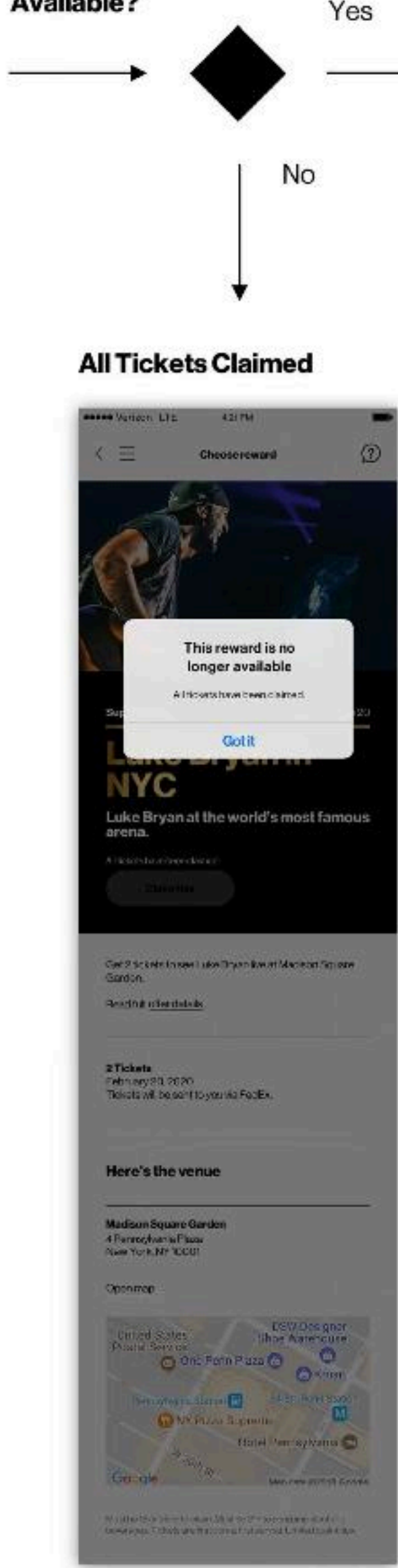
Choose Reward Details



Choose Ticket - Reward



Reward Available?

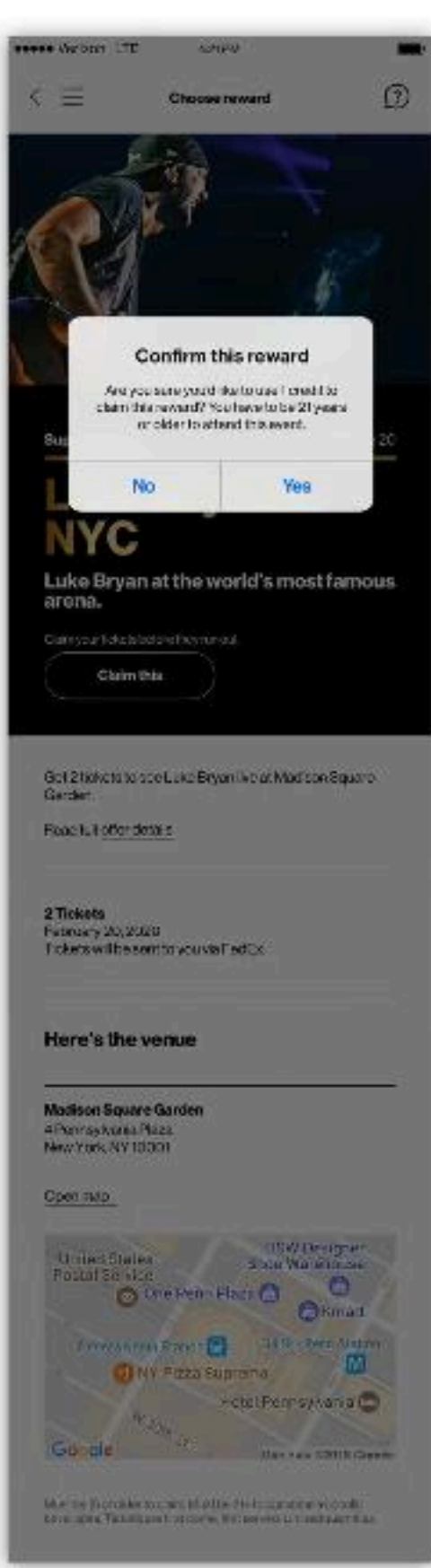


App Sign in*



*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)



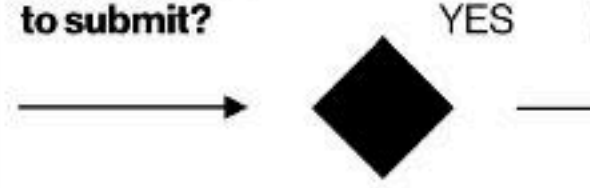
Send Tickets via FedEx - (Completed)



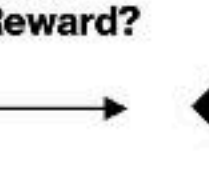
All fields completed in correct format?



Enough time to submit?



Claim Reward?

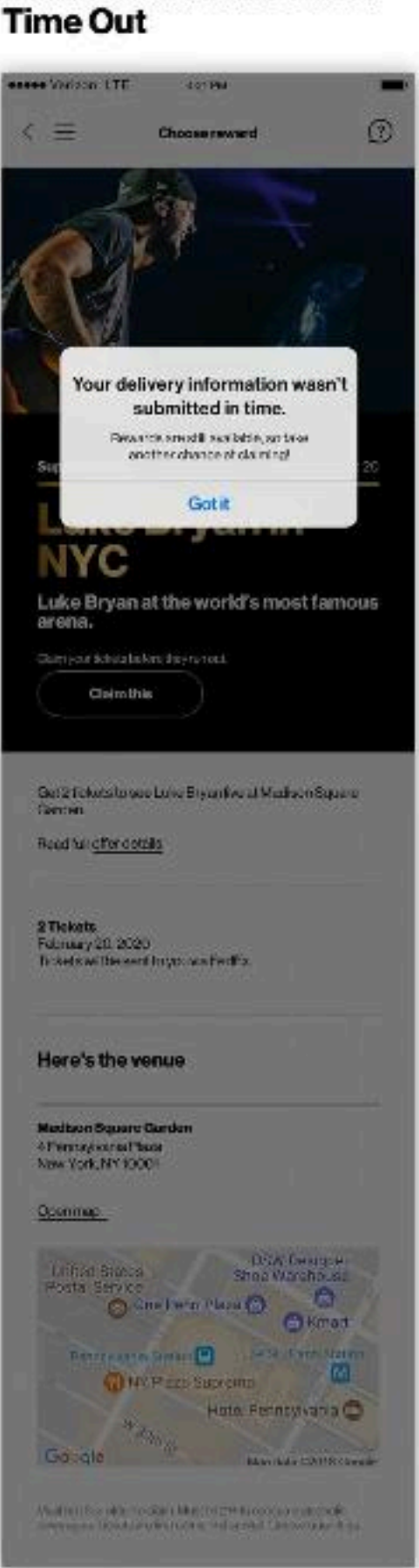


Address error found

Manual input

Auto-populated

Send Tickets via FedEx: Time Out



Send Tickets via FedEx: Inline errors



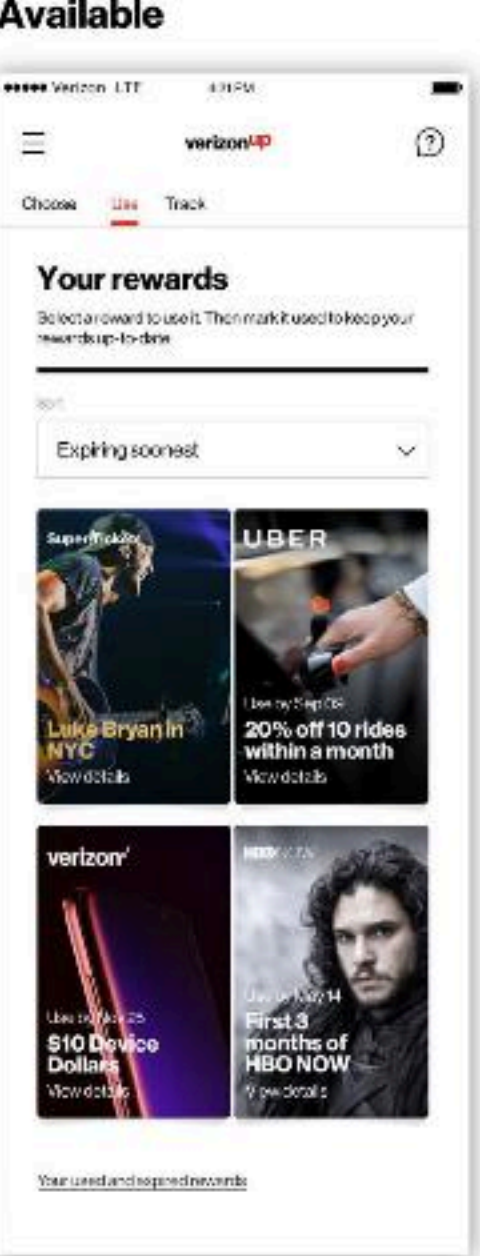
Send Tickets via FedEx: Missing input errors



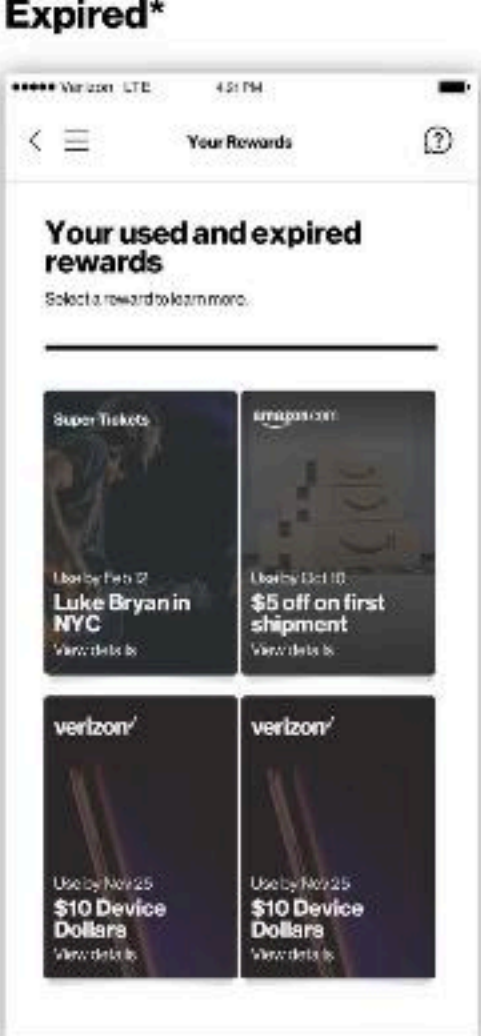
Claim Confirmation



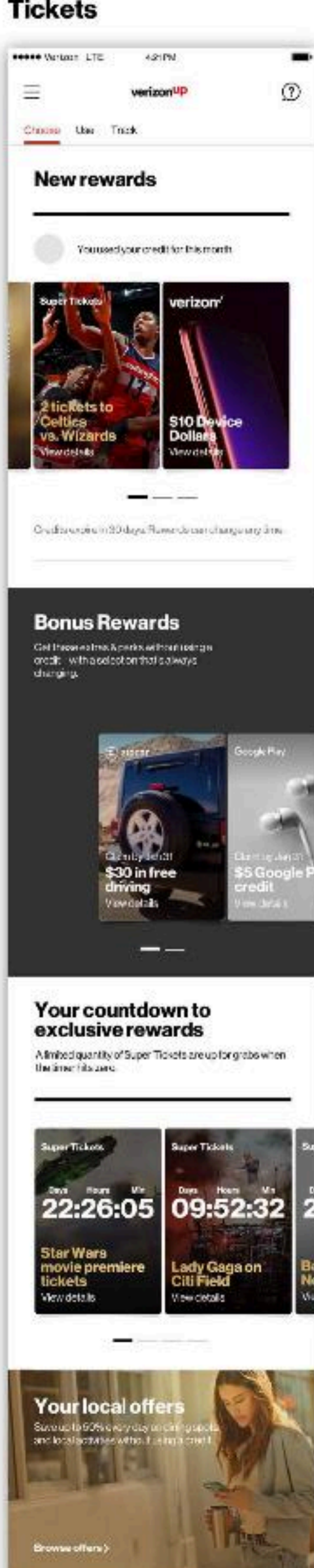
Use Tab - Reward Available



Use Tab - Reward Used / Expired*



Choose Tab - Super Tickets



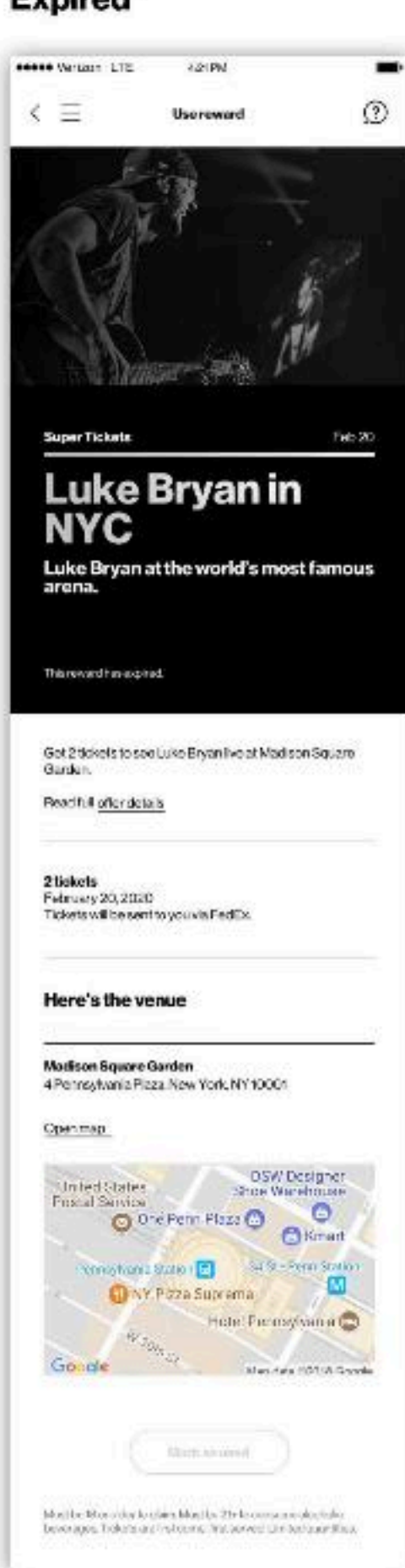
Use Reward Detail: Mark as used*



Use Reward Detail: Used*



Use Reward Detail: Expired*



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

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