

CUCINA REWARDS Q&A

How does Cucina Rewards work?

- A. It's easy! Once you've downloaded the app you can link your credit card directly (no need to pre-load funds) and start purchasing. If you're using our physical card, then you simply scan your rewards card to pay. The Cucina Rewards app is powered by LevelUp.

How do I pay with the Cucina Rewards app?

- A. To pay, scan your Cucina Rewards QR Code at checkout. You'll get an instant email receipt and push notification detailing your purchase.

How do I redeem my Cucina Rewards?

- A. Your rewards are automatically applied to your purchase during your next visit. Tracking your rewards is also easy:
 - a. On the Cucina Rewards app:
 - i. Open your Cucina Rewards app and login
 - ii. Hit Rewards icon at the bottom
 - b. On Email receipts:
 - i. Receipts detail your transaction and let you know where you are with your rewards

What will happen to Quick Cards?

- A. You will still be able to redeem the value on existing Quick Cards, but starting on January 23rd, we will no longer issue new Cucina Quick Cards.

Where can I see my Cucina Rewards / LevelUp Transaction History?

- A. Your LevelUp Transaction History is located in the app.
 - a. Open your Cucina Rewards app and login
 - b. Open Settings > Tap "Transaction History"
 - c. You'll see a list showing the date & full order total of all transactions made with the app
 - d. Tap any of those entries to view further details about the transaction such as tip, time, location, and any credit that was applied to the purchase
 - e. Additionally, we send a receipt to your registered email address each time you pay with Cucina Rewards! You'll see the business visited, amount spent and any credit applied. For those who do not have the Cucina Rewards app, emailed receipts are the best way to monitor your account.