

--- Original Message ---

From: Patrick Gatewood <senorpatrick91@gmail.com>

Received: 2016-04-13 09:04:16

To: <info@starbucks.cust-serv.com>

Subject: Other

Re-sending...

=====

Hello, My local Starbucks was not accepting mobile payments today despite that we were told we would be able to pay with our phones during the maintenance on the site and mobile app. As such, I had to pay with my credit card for today. I have the receipt from the transaction, and I was wondering if I could be credited for the stars I missed out on. I believe this is fair since we were promised that mobile payments would work today. Here is some info from my receipt; this was at the Virginia Tech Starbucks. Transaction key: XXXXXXXXXXXXXXXX Auth code: XXXXXXXXXXXXXXXX Check: XXXX. Please let me know if I can provide any additional information that will be of assistance. Thanks

=====

Name: Patrick Gatewood

Address: VA 24060 US

Phone:

Event Date:

Event Time:

Store Location:

Card Number: XXXXXXXXXXXXXXXXXXXX

Device:

Product:

Lot Code:

Best By Date:

Purchased From:

Reply Required: Yes

=====

The following answers might help you immediately. (Answers open in a separate window.)

Answer Link: http://customerservice.starbucks.com/app/answers/detail/a_id/2049

Can I still use Mobile Payment if I don't have a network connection?

Answer Link: http://customerservice.starbucks.com/app/answers/detail/a_id/4054

Why am I receiving error messages on the Starbucks? app and/or the website on

April 11?

Answer Link: http://customerservice.starbucks.com/app/answers/detail/a_id/3163
Having problems using your Starbucks Mobile App?

Answer Link: http://customerservice.starbucks.com/app/answers/detail/a_id/4011
How can I access my Starbucks Card on my phone, if I can't use the app?

Answer Link: http://customerservice.starbucks.com/app/answers/detail/a_id/4036
Can I track my Starbucks Delivery by Postmates order?

=====