| Offer Type | Error Message | Reason | Example | Solution |
|---|---|---|---|---|
| **National Welcome Offer "Free Breakfast or Regular Menu Sandwich"** | Condition of Offer not met | Wrong Product Selected | Guest orders a premium salad. | Confirm products in order and communicate to guest what they need to order |
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| **Frequency Punch Card "McCafe - Buy 5 any size, get 1 any size FREE"** | Welcome No Offer selected | This is the correct message | | Guest will receive a punches within 12 hours for all full priced McCafe products (not included in an EVM or as part of another offer). |
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| **Buy One Get One Free** | Condition of Offer not met | Must purchase 2nd product in the offer | BOGO QPC, only one QPC in order, must buy 2 | Add 2nd QPC |
| | | Product is part of an EVM | BOGO QPC, order consists of a QPC and a QPC meal. | "Break" button to make ala carte pricing |
| | | Wrong product selected for 1st or 2nd product | Purchase is a Big Mac and a QPC, but the offer is for a BOGO QPC. | Confirm products and communicate to Guest what they need to order |
| | | | | |
| **Free With Purchase** | Condition of Offer not met | Wrong product selected to meet conditions | Guest orders M Fries and a Salad. Offer is for free M Fries w/ Premium Sandwich | Confirm products and communicate to Guest what they need to order |
| | | | | |
| **Order Discount** | Condition of Offer not met | Total must meet threshold pre-tax | Offer for $1 off $5 purchase, total pre tax is $4.75, but after tax is $5.08. | Communicate to Guest the total must be before tax They can add a product or not use the offer |
| | | | | |
| **Single Item Discount** | Condition of Offer not met | Wrong Product Selected | Offer of $1 off Order w/ Happy Meal purchase. Guest orders QPC Meal and tries to use the offer | Confirm products and communicate to Guest what they need to order |
| | | | | |
| **All Offers** | No connection Error | Multiple reasons | | Escalate to restaurant Help Desk |
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| **Note** | When the restaurant gets the "Condition of Offer not met" message, they will get a pop up allowing a "Override". A manager passcode will be required.  This will allow the offer to be applied to the order. | | | |