

# *App* POV STATEMENTS





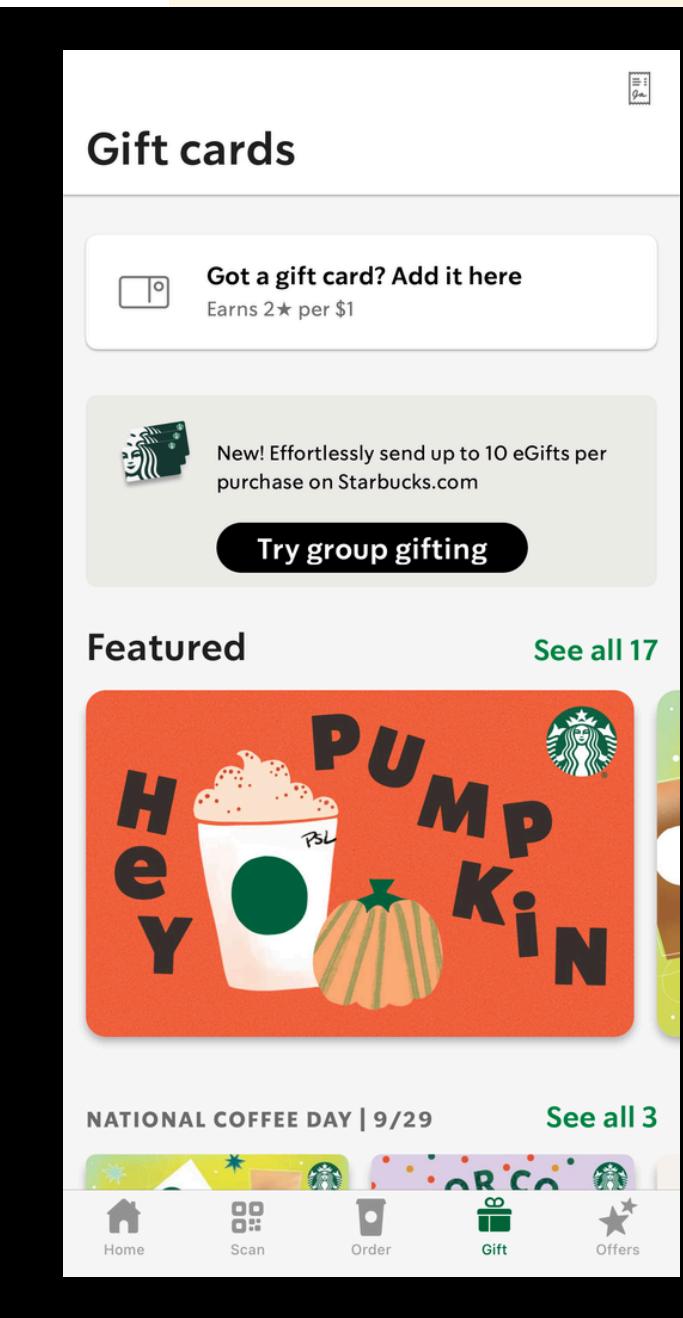
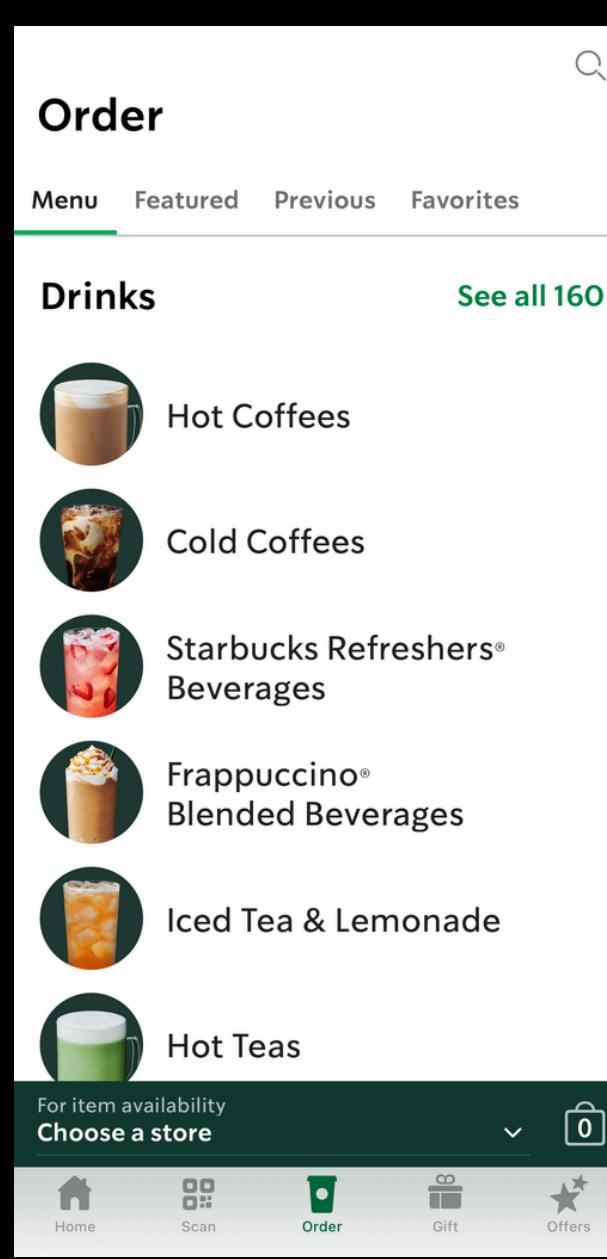
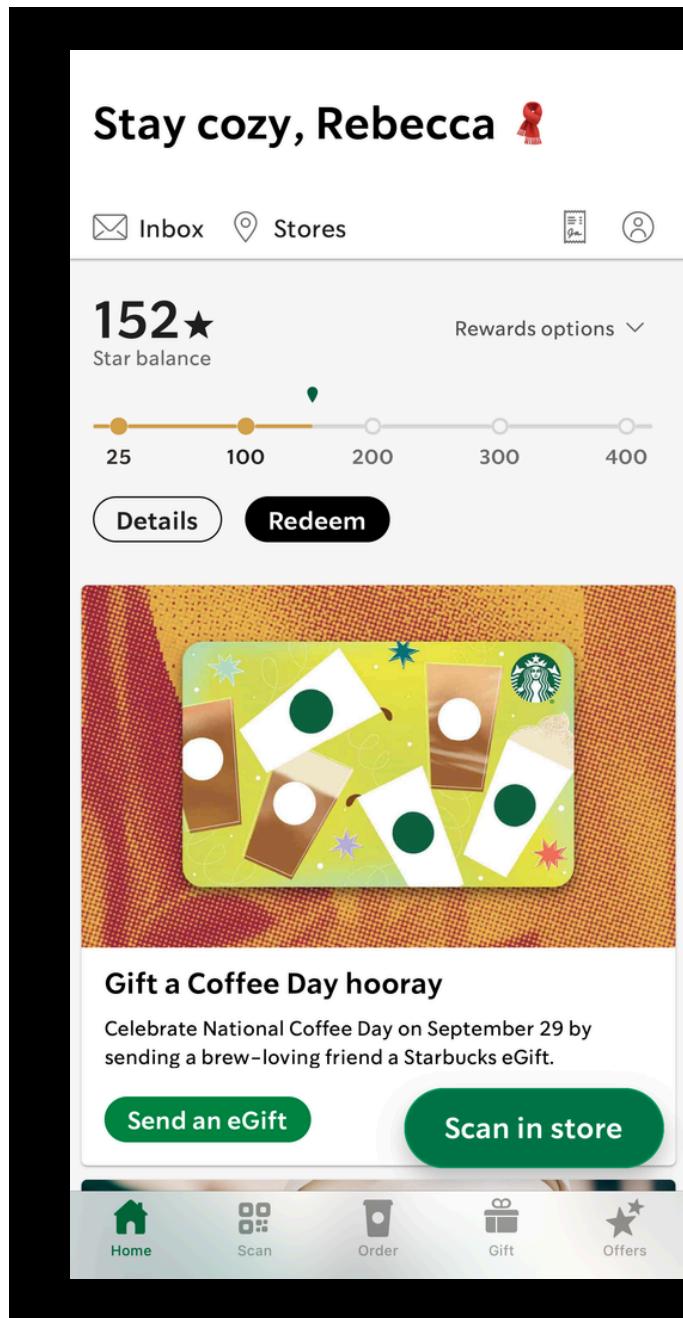
# STARBUCKS OVERVIEW

4.9/5 STARS



5.7M RATINGS

#8 IN FOOD & DRINK



The Starbucks app is a convenient way to order ahead for pickup, scan and pay in store, and customize your favorites. Rewards are built right in, so you'll earn Stars towards free drinks and food on your purchases.

Customize and place your order, then pick up from a nearby participating store without waiting in line.

Save time and earn rewards when you pay with the Starbucks app at many stores in the U.S.

Say thanks with a digital starbucks gift card in the app or iMessage.

# STARBUCKS: POSITIVE REVIEWS

1

**Does what it says**

2y ago

Proteus846

There's not too much to say about the Starbucks app. It does what it is designed to do, and it does it fairly well. Other than the fact it says I joined their rewards program in 2019 (my gold card says "member since 2012" on it, and I opened my account a few years prior to that) there aren't any significant issues that I've noticed.

The app helps locate stores (so does any Maps app), you can order easily enough in the app, you can customize and save favorite drinks, manage your Starbucks card(s), view and use rewards, etcetera. It's difficult to say much about the experience except "does what it says it does, doesn't 'wow' but it doesn't need to, gets the job done." That may not be the most stellar review, but not every app can be amazing — perhaps it's slightly refreshing that the Starbucks app doesn't try to be, it simply exists and fulfills a purpose.

If you go to Starbucks enough to make the space on your device worth it, get this app. Open a free rewards account. Use a Starbucks card to order. If not? Unless you're hoping to start a new hobby that takes time out of your day and money out of your pocket, move along.

2

**No complaints!**

1y ago

E1EVE1N

Let's not dwell on all the perks I missed out on before I downloaded the app...BECAUSE ALL THAT MATTERS IS THAT WE'RE HERE NOW!! Currently, I can't think of any suggestions that could enhance our current experience within the StarBucks App (which is a great lol). I personally like how easy to use it is! One of my favorites is how you can view your past orders - you know. When your friend puts you on to some new crazy special drink and you can't remember what it is? Yeah...me too! Being able to go back and look is super helpful especially because my sister is VERY specific about how she likes her drink lol. You can favorite your drinks with ur customizations which makes ordering again a lot easier! Browsing the menu is always clean, interactive and user friendly imo! Plusssss I love seeing messages on deals (bogo drinks for example) that I might've missed because let be honest... ya girl does not check her emails like she should BUT the app reminds me I haven't missed a beat! And lastly I appreciate seeing the diversity of the lovely staff at my local Starbucks! It really makes me happy! Thank you Starbucks!

3

**It's just a great app**

3y ago

kojiyomi

As someone who doesn't drink coffee and only goes every now and again, I find the Starbucks app extremely useful. I think the thing I use it for the most is to check whether a location has what I want to get, which is great because then I don't go to one that's out of everything. Design and UI wise, obviously fitting the brand to a T, the UI has gotten increasingly better as it's been updated. The use of imagery, cards, and a whole bunch of other trendy design tricks is executed honestly perfectly. The interaction is almost seem-less from when you start an order to when you pick it up. Sure there's small things I would move here and there, or making the games that come around every season integrated into the app rather than being a buggy flash game. Overall it's an app that gets the job done in style. If you've never been to Starbucks it's a great introduction to the menu and all their items. And if you go constantly, you probably already have it because of the points system. There's no such thing to me as a perfect product but this does come very close to what could be exactly that.

# STARBUCKS: NEGATIVE REVIEWS

1

**App has seen better days**

Jul 9

★★★★★

Sd\_snowtiger

App is useful when it works but frequently across multiple states (California, Oregon, Washington, Utah, Nevada, Arizona, New Mexico, Texas, and Hawaii) I've had multiple problems with the app displaying sold out on things the store actually had in stock, I've recently been having issues with mobile reloading that seems to randomly decide if it's going to work, they have been sneaking extra charges on things the stores don't charge on effectively over charging people that order ahead and speed up business, my latest issue is the false advertising of star rewards (example the 25 star reward says customize drink with espresso shot non dairy creamer syrup and more) this credit is intended to allow you to get a shot for free previously a dollar, now a shot is 1.25 and the reward only deducts 1.00 due to lazy programming that benefits Starbucks, I've been using the app pretty much since launch and am very disappointed with what it's become, the coffee keeps getting more expensive the quality has consistently declined and customer service has gone from "how can we make this right" to "why are you bothering me?"

Other coffee chains with consistent quality are expanding in my area and Starbucks is making it easy to walk away...

-a customer that has probably spent \$20,000 on your coffee alone

2

**This app is going to cause me to have a stroke**

Sep 4

★★★★★

Jwheel214921

Within the last year I downloaded the Starbucks app hoping it would be a more convenient and accommodating way to place and pick up orders around my busy life schedule. The first account I made had my location in the wrong country and I was unable to fix it using tricks I found from others that had experienced the same problem. This problem persisted for months. Eventually I reached out to get customer service assistance, yet the problem remained unresolved. At this point I think it must be my account, so I proceed to make a new one.. unfortunately it has the same issue. Four accounts later and I finally make one that will allow me to access my local Starbucks, and just in time for their holiday drinks too! I was so excited! Progress.. or so I thought. Now this account will not allow me to log into the app and over the last several days it's told me the password is invalid or incorrect although I know for certain that's it is not. When I attempt to place orders it tells me there is an error. I cannot describe in worldly verbosity how frustrating this experience has been. I'm close to just abandoning all hope and resorting to drinking sewer water just to avoid the insufferable app and website issues I have been enduring for nearly a year. I see so many good reviews regarding this application, and to those enjoying their experience... just know I am incredibly envious.

3

**Glitchy login - don't bother with this app**

4y ago

★★★★★

FixThisPlease

For the past several months, this app keeps asking me to login to top up my balance. Sometimes it accepts my fingerprint but then it forgets and requires me to login from scratch. Fine. I have fingers. I can type in a password. Nope. Not that easy. The App then won't recognize my password. I reset the password. It won't recognize the new password. I go back to try to reset again using the new password. I get told I can't reset with that because it is a prior password (no kidding, it is my current password but your app won't recognize it). I have tried copy and pasting. I have tried using a keychain app to entire the password automatically. I have tried having other people type it in for me. I have tried typing it in myself for the tenth time and then clicking reveal to make sure it is correct before hitting submit. Nada. I then give up and avoid Starbucks because I don't need this drama in my life. Then, in a few weeks, like always, the app will magically decide I had the correct password all along and operate smoothly with my fingerprint for a week or so. Hooray. But not so fast. After those few weeks are up, we fall back down the bloody rabbit hole. It will ask me for my password again, say it is wrong, and this entire saga will repeat. No coffee shop is worth this level of aggravation.

# STARBUCKS: SUGGESTIVE REVIEWS

1

it's good but it could be better... 2y ago  
brixttany

This app is good, it's user friendly and comes in handy when i want to check if my store has the flavors/syrups or food i want. And i really like that the app tells me the calories... BUT There are a couple of things that could make the app 5 stars... The first thing I wish they would add is if when you customize a drink, the calorie content should update as you add or take away something to the drink (i.e. calorie content updating when you add an extra shot or extra pump of vanilla.)

The second and last thing that I wish they could add is to allow you to view the menu in the app even if order ahead isn't available. Unfortunately when a location turns off it's order ahead option you can't even view the menu which is frustrating because you don't know if the location has what you want, so, you have to waste a trip to drive there to find out and if they don't have it then you have to go to another starbucks. This whole frustration could be avoided if you could still view the available menu items at said location even though their order ahead is unavailable just adding the option to view only the menu. If they could add these things to the app it would be 5 stars!

2

Needs more options like unsweetened and sugar free 6y ago  
Secret fan

I wish I could like the app more. It's great that everyone at the office can place their order and then one person pick it up. The issue is that in this day and age with so many people being diabetic and others doing Keto you sugar free or unsweetened options are severely lacking. For example chai tea has no sugars or carbs naturally. The chai "syrup" that is used in the chai drinks and fraps does. There needs to be an unsweetened option or an option in the app to have tea bags used instead. The same goes for the coconut milk and almond milk. There needs to be unsweetened options in the app. My office use to do Starbucks runs multiple times a week but we don't anymore because too many people can't place an order online through the app as sugar free, unsweetened, and Keto options are not readily available. If they want a chai latte they have to go in to order it and asked for it to be made with tea bags.

Also need a way to report that the drink you ordered online, and picked up is wrong. This is another reason we stopped our Starbucks runs is that one person would pick up the orders for everyone and not know if something was wrong. I ordered a pink drink but what I got didn't have any coconut milk in it. I took a picture of the drink, label, and order to prove it but couldn't do anything about it while I was at work.

3

Reloading the Card Needs to be Optional 5y ago  
Tequila.97

I would actually choose Starbucks so much more frequently if I was able to pay the total amount of my order instead of having to reload a minimum of \$10 every time I order. Which I didn't even know it was \$10, I thought it was \$15 because the lowest minimum of \$10 isn't the prompted amount. I want to be able to pay my order total- not give you my money like an ATM at a bank so you can use it at your free will until or if I ever order again. There's no reason we should not be able to do pay as you go! Every Starbucks near my house and my job are high volume. I have to order on the app to ensure I won't be late- regardless of how early or how much time I have. Wait time estimations are unreliable, using the app is so much faster and easier, however, I very rarely do because of the lack of pay as you go feature. I almost always choose competitors such as local shops, convenience stores, or Dunkin Donuts because I know I can be in and out of these places, unlike Starbucks. I've ordered in Starbucks and waited on average 10 mins every time and that doesn't even include the very busy days. You are taking away an added convenience and because of it losing potential sales!

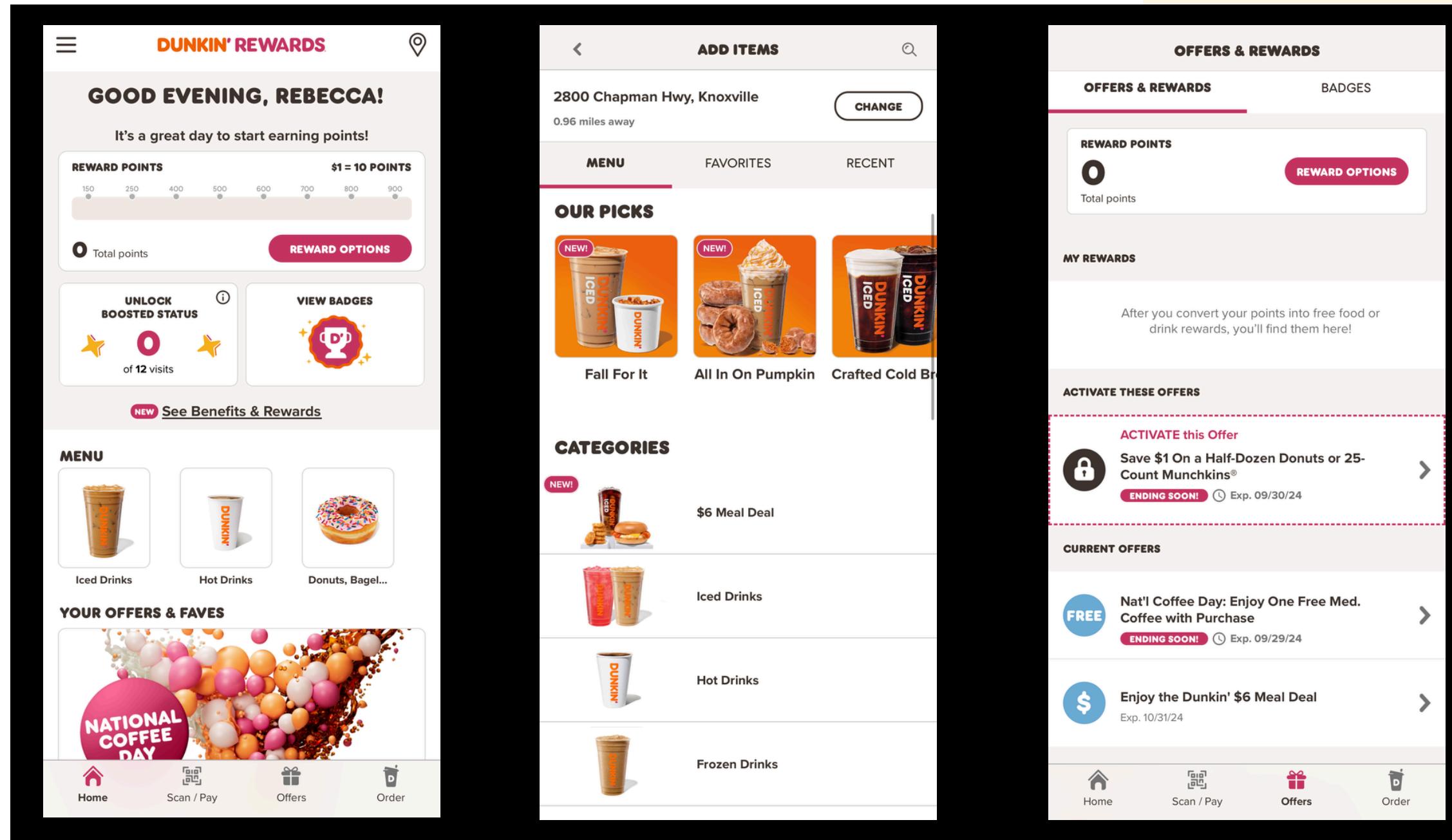


# DUNKIN' OVERVIEW

4.8/5 STARS

1M RATINGS

#6 IN FOOD & DRINK



Ordering through the Dunkin' app is fast, easy, and contactless! All app users can place their order ahead through the Dunkin' app and skip the wait in store. Try all our contactless pickup options: walk-in pickup, drive-thru, and curbside pickup!

Join our new rewards program, Dunkin' Rewards, to earn your choice of free food and drinks, unlock Boosted Status to earn points faster, and score members-only exclusive offers. Members earn 10 points per \$1.

Make it your own! There's over 14,000 ways to customize your order when you order ahead on the app. Plus, Dunkin' Rewards members can save their favorite orders and Dunkin' locations,

# DUNKIN: POSITIVE REVIEWS

1

**Awesome app saves time and money**

4y ago

Knadeau1972

I'm surprised by the poor reviews because I've had nothing but success using this app and I use it daily sometimes more than once a day. I'm happy to not have to have long conversations at drive thru's and I just say "hi I placed an app order for (name)" and they say "great come on down". No lengthy repeating my order to a busy associate who is juggling a hectic morning commute. I like the creativity in my favorites and being able to apply my specials and earned points to my orders and know exactly what I am spending each visit. I get tons of free coffees because it's easy to accumulate points. I took away one star because there is absolutely no way to add a tip to the order during or after the transaction. After my order is complete my Starbucks app asks me if I want to send a tip and what percentage I would like to send. So the technology exists why doesn't Dunkins use this too? I get awesome service at my local Dunkin' and I want to add a tip. Let's face it- we app users seldom carry cash. That would be my only suggestion but I believe it's a much needed improvement the developers need to address.

2

**On the go ordering**

7y ago

Shedaaawg

I am a frequent user of on the go ordering. However, there is a glitch in the process. I submit my order and I say I'm driving through and I am prompted with a question asking if I am ready to pick it up because they want to make sure my order is freshly prepared. However, when I get to the drive-thru, my order is never ready. It is only ready if I say I'm going inside. I don't understand the reasoning behind this. Obviously, if I'm ordering on the go I am wanting it to be available quickly. And I'm driving through because I don't have time to run into the store. It seems like a contradiction that the order would be ready if I say I am walking in but not when I'm going to the drive thru. My feeling is that if I say yes, I am ready to pick up and I have submitted the order, my card gets charged regardless of whether or not I show up. In my opinion, The order should be ready whether I walk in or go through the drive-thru.

3

**Amazing**

1y ago

Blockstar9

My 3 old really wanted chocolate milk and I told her I would get her some when we went to the Dunkin Donuts. I asked for a chocolate milk when we got to Dunkin Donuts but they were out so my 3 year old started to cry. I decided to go down the road to another Dunkin Donuts and try again. So the second Dunkin Donuts I went to was the one on Congress Ave and Gun Club (Ranch House), they were out of chocolate milk as well I told them okay no problem and was about to pull away but they were so nice and they offered to added a little bit of mocha flavor to the white milk to make it have a chocolatey look and flavor. They made my little girls day and saved me from a disappointing my daughter for what would have been the second time this morning. You guys are awesome and I am very thankful to you all more then you know. Your kindness was not unnoticed nor do you know how much this meant to me as a mom and to my daughter!!

# DUNKIN: NEGATIVE REVIEWS

1

Terrible function

★★★★★

My biggest problem with this app is it rarely works. If you ask it to refresh and show the balance on your pre-loaded card, it constantly says the wrong balance according to what they scan at the register and say that I have. It's told me before I had \$12 for example, and the people scan at the register and say I have three. The rewards are practically worthless. I go there twice a week and I might get a free cup of coffee every other month. But none of that matters compared to trying to load my card with value. It should be simple but every single time I do it there's a different problem either preventing me from putting value on, or showing me a screen that says there's an error so that I do it over and over again end up with \$60 added to my stupid Dunkin' Donuts card. Then I go through an entire order on the go process and at the very end when I try to pay and be done with it it says my location doesn't support ordering on the go. Do you think you could've maybe told me that beginning before I went through a ridiculous 30 steps to try to get an order in? Terrible terrible execution on this app. It's absolutely ridiculous that they can't make this app function properly, never mind Be worthwhile to use.

6y ago  
Jason's critter

2

Horrible App... Very Frustrating and Disappointing!!!

★★★★★

This app is absolutely horrible. All I wanted was 2 dozen donuts of my choice for the next day. It wouldn't let me choose more than 12 donuts of my choice but there was a way in another section to order 6 or 12 donuts (but not of my choice). So I had to settle for 1 dozen of my choice and 1 dozen of someone else's choosing. So I placed the order the night before thinking there would be a way to schedule a time for pickup the next morning but nope; the order placed for immediate pickup. Called the store (took about 15 tries and 30 minutes before someone finally answered) to try and straighten it out but they had already made the order which was inadvertently placed twice and charged twice to my credit card (this was somewhat my fault because when I went back into the app to try and see how I could change the pickup date/time, the app showed my order with a button next to it that said "place order" so I thought maybe I didn't actually finish placing the order so maybe that's why I wasn't able to schedule it so I placed the order but it placed the order again). So now I have to contact a manager tomorrow to straighten it all out, get my order, and make sure I'm only charged once. TOTALLY FRUSTRATING!!! I won't be placing any future orders through their app (until/unless they make changes).

2y ago  
Hubert Day

3

I have officially quit purchasing from Jan 13 Dunkin' Donuts

★★★★★

I have been with Dunkin' for a few years now. Their rewards system was good in the beginning, but now I have had enough with them and their system. I should also mention their prices as well. Their rewards continue to get worse from when I started with them, and their most recent change was the straw that broke the camel's back. Their prices continue to go up, but people will say it's because of inflation or some other excuse. When I started their espresso shots (turbo shots) were at .99 cents and now they are currently at \$1.39. For a cold brew being more expensive than a regular brew is just beyond ridiculous. I have found a place in my local area that roasts their own coffee beans, their cold brew is the same price as a regular brew, and their espresso shots are .60 cents. This local coffee shop has been around for years. Before going to Dunkin's, this coffee shop was more expensive than Dunkin's; that is why I made the switch. Well now the pendulum has swung and I am happily going back to this local coffee shop who not only had great coffee to begin with, but has made improvements since I have been there without any serious price hikes. Dunkin's, I am done with your prices hikes and awful business "promotions" that you claim to be improvements: Improvements for who?

TestableDaddyO

# DUNKIN: SUGGESTIVE REVIEWS

1

**Favorites Needs to be Better**

★★★★★

2y ago

Lexir52

I order online through the app while i'm leaving school so that I can grab it on my way to work. Because I'm usually pressed for time, the favorites function is perfect for me. But though in theory it works just fine, it's almost impossible to set favorites efficiently. You can only create one based of an order you've already placed, and then you can't go back and edit the actual items you want to order on the saved favorite. It would be fantastic if I could make the favorite ahead of time, without having to actually order it, and then change it later if I need to. It has the potential to be a fantastic feature, but isn't very user friendly and just feels like a money grab to get you to buy more from them. Chances are if I'm making a favorite, then I plan on using it a some point and you shouldn't force me to pay for it every time. I'm still giving the app 4 stars since I still do enjoy the food and majority of the app works fine, but I ask you to please make an effort to fix this issue as it's incredibly inconvenient for no reason.

2

**I love DD! I do have feedback on the app though**

★★★★★

6y ago

404040 4040

I really love Dunkin' Donuts and I'm happy that they have an app. I love that I can order ahead and my order is waiting for me when I got there either through the drive-through or I can walk into the store. Some cons to the app, I can't custom tailor my order at all! There is no way to comment and or add anything to my order through writing and /or spot to add/drop things to a food or drink. This is disheartening because that leaves me to have to then go to the store and have them adjust my order therefore leaving me to have to wait for my order to be finished (this then the gates the whole pre-order process). Second con, I ordered on the app the other day and when I got to the store (I went in) they did not 2 of the donuts I needed for my order. The cashier has no protocol as to how to refund my money (she ended up giving me cash back... is this even the process??). I'd love to know if I'm missing something on my two comments or if other people have the same issue. Again I love Dunkin' Donuts then I'm a loyal customer.

3

**Love this app**

★★★★★

7y ago

Dom10377

I think this app is a great idea! I love that I can order ahead of time and my order is ready when I get there. I believe that this app can go through some improvements, though. For a week, I have ordered from one location, but somehow, the app defaulted to another location. So, I had to sit and wait at the window for my order to be put together. Twice, in the past week, I drive up to the window to get my order, and they are out of everything. So, now what? I have to sit and wait for my alternate decisions, and even so, my order still doesn't come out right. One of the improvements I think this app should have, is to list items that are available to order, per location. If someone ran out of a product, I think it should be listed on the app. Waiting to get to the store to find out they ran out of everything you ordered, is a complete waste of time. 15 minutes is the most time I waited for my order, and I was late for work.

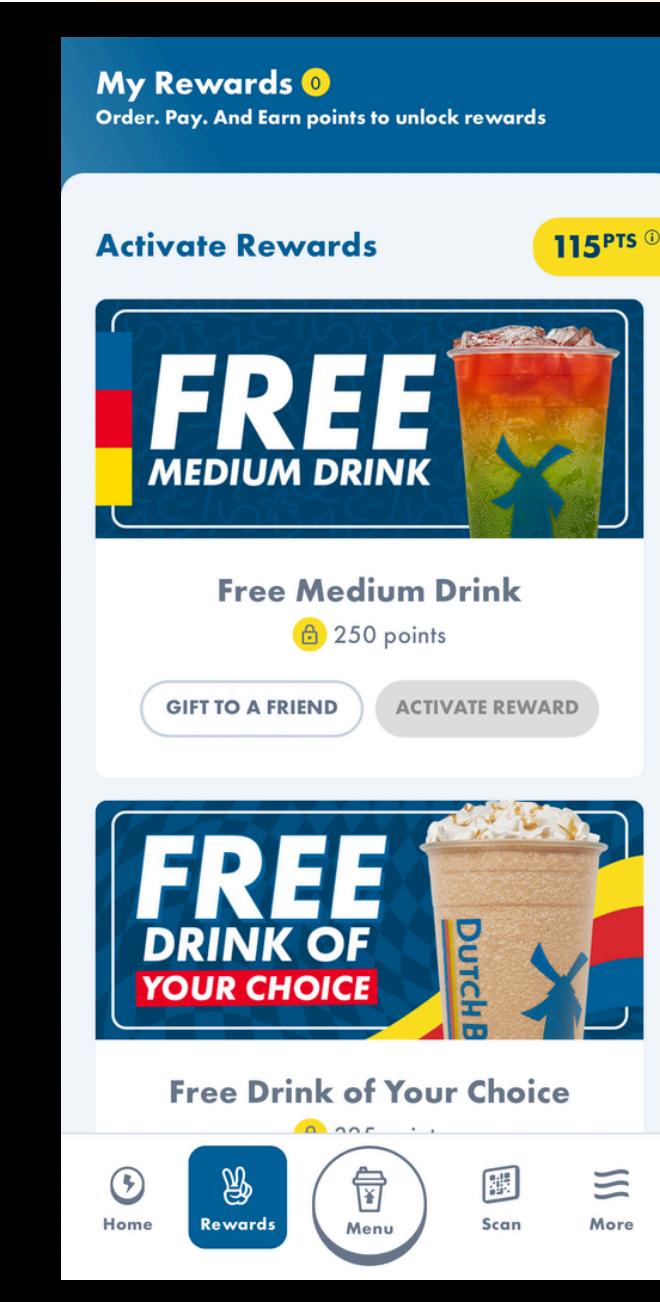
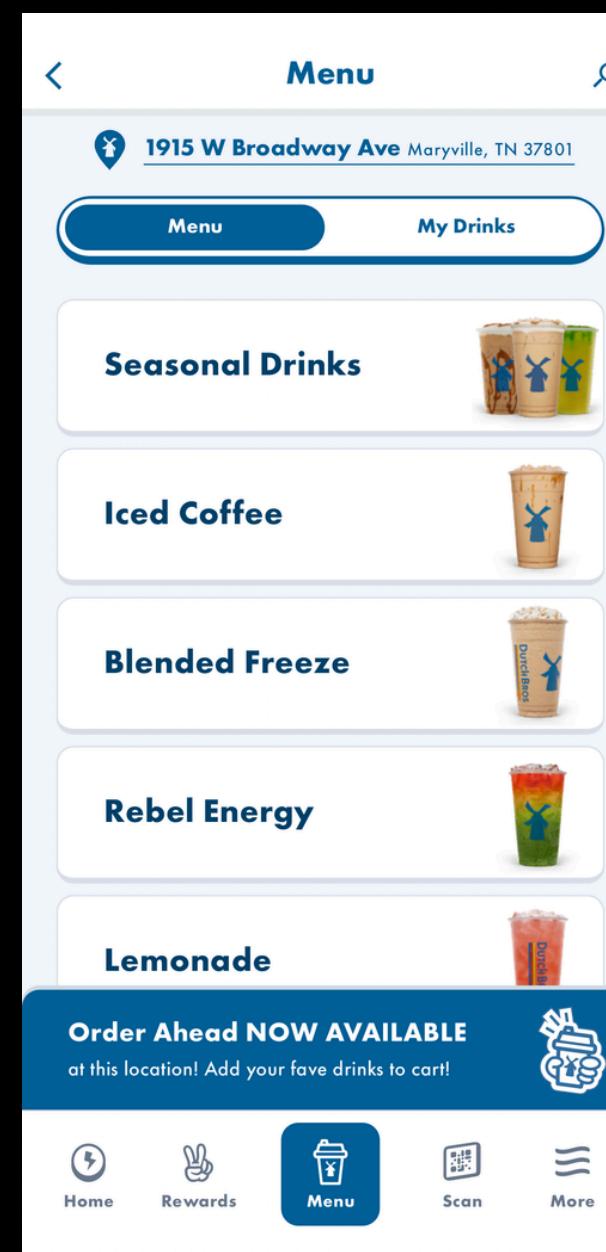
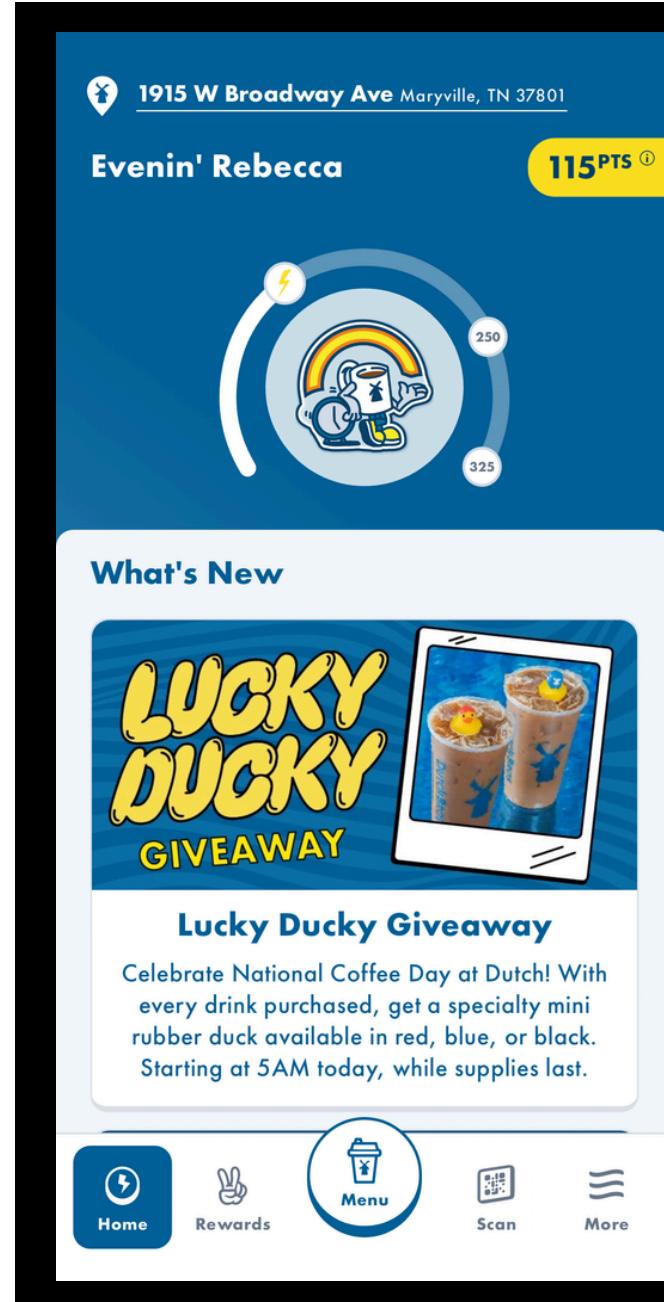


# DUTCH BROS OVERVIEW

4.9/5 STARS



847K RATINGS #25 IN FOOD & DRINK



Customize your drinks with flavors, toppings, and more. Then pay, track points, earn rewards, and place your order. Plus, save your faves for easy ordering next time.

Each time you scan, you can earn points just for drinking your faves, which can be turned into free drinks later on. When you want to claim your rewards just scan like always.

Load cash and scan your Dutch Pass whenever you want to pay or earn points.

# DUTCH BROS: POSITIVE REVIEWS

1

**Very thoughtful and kind**

★★★★★

1y ago

danielleandrea01

A young boy lost steering and power turning into get a drink and hit the curb. I got out and helped him being the mom I am and would someone would do the same for my children. It's Texas and a 100 degrees the girls came out instantly and offered us a drink...Went and made them brought them back and told me thank you for helping and the drinks were on the house. She was more worried about everyone being safe and having something to drink in this heat. After we got our drinks she went and cleaned up the debri from where the boy hit the dirt and that came up on the patio area...I waited for the young man to get a wrecker and took him home...It made my heart so happy to experience the kids mess and teamwork..Dutch bros will forever be my jam...The drink was also amazing ❤ Thank you Thank you Thank you for training such an amazing team and having such a clean store and always being fast and helpful..Y'all rock!!

2

**Love Dutch Bros.**

★★★★★

Nov 9

cbrwn89

I've been there 3 times so far and every time has been awesome! I've gotten two different drinks, the first was a chocolate milk based drink I can't remember the name, it was recommended to me, it was really good! I'm a creature of habit and I get the White Chocolate Mocha from the other famous coffee place most of the time and I always have to doctor it up to get it to taste right and it never tastes the same, well Dutch Bros, so far, has been spot on!!! Their White Chocolate Mocha Dutch Freeze is amazing and both times I've gotten it, it's tasted the same and required no extra, Splenda, or flavoring or anything!!!! Plus I got a free drink on my birthday the other day because I had signed up for their rewards program!! (It's an app, go get it) And to top it off, their employees are all so sweet and friendly and helpful!!! Needless to say, I'm already a fan!! 😊☕

3

**Most awesome**

★★★★★

3y ago

nottasimplemind

I at one point never really cared much for Dutch bros. My regular coffee shop was conveniently located where I use to work and where I live and we're very friendly and still are! However, Dutch bros introduced me to a coffee drink that I just love! Hits the spots every time! I'd go between both coffee shops to get the same drink but pay very different! Common sense says go where I can save money so I go to Dutch bros as they make my coffee very specific and not really sweet! Balanced coffee is most preferred as in equal of shots to flavor! Even my children love Dutch bros! Thank you for being so awesome especially at 3 of your locations here! Two can be more improved with customer service but the three I go to no amount of stars can be awarded words can really even begin to describe your folks! Just awesome awesome awesome

# DUTCH BROS: NEGATIVE REVIEWS

1

Horrible app redux >:(

★★★★★

Jul 5

DevinEdwards8

The new app interface is unintuitive to use, lacks crucial features the previous version had, and actively discourages me from going to Dutch Bros.

Checking dietary facts is now incredibly frustrating; you now have to load a TWENTY FOUR-page PDF in your browser and hunt through the wall of tiny text rows to find your drink, then read through FOURTEEN different columns to find the specific nutrition stat you need. Before the update you would simply click on the drink you wanted and then read that specific drink's nutrition facts quickly and easily.

You used to be able to open the app and instantly look through the menu. Sometimes I would read through the menu for fun and would end up going to Dutch Bros when I hadn't even planned to. NOW, however... I open the app and have to go to the order tab, find the location I want, and click the menu button because nowhere near me even has this new order ahead feature. These extra steps are just so unnecessary! When I'm in the drive through I just want to quickly look at the menu without having to load multiple useless pages.

I have genuinely gone to Dutch Bros about 50% less than I did prior to this update. I've seen nothing but similar negative experiences from other users, particularly on Reddit, and sincerely hope that the update gets walked back. Completely reverting to the old app and just adding another tab for ordering ahead would be the best move to make here.

2

New app is awful

★★★★★

Aug 22

ELIZABETH T 1991

The new app is quite frankly terrible. It's so much worse than the old one- which worked just fine. if you wanted to add mobile ordering to SOME locations (considering none of the many locations around me even offer it, rendering that particular feature entirely useless to me) it would have been a lot better to just add a separate tab or something for it. My biggest beef is that I can't even see the entire menu like I used to be able to do in the old app. There are drink flavors I fully remember being available that aren't listed anywhere in the current app! I just do not understand why Dutch would spend the large amount of money I'm sure they did making an app so much worse than the one they already had. It's made me nearly stop going to Dutch entirely. I went from going AT LEAST every other week if not multiple times a week to not being able to remember the last time I had it (it has to have been MONTHS) simply because this app change has annoyed me so much. If something doesn't change with it I'm not sure I'll return except to cash out my points for free drinks I already have.

3

So sad

★★★★★

Aug 14

keepsTellingMenametKen

I have been going to Dutch since early 2000's shortly after they aired in undercover boss. I have always loved supporting local businesses and small franchises that have a good back story. We loved Dutch until they changed to using this app. Now all the points I had been saving I went to use only to find out they expired. Wow how can you go from not having the little cards that we can use whenever to putting a time stamp on when I can use what I saved up for. Not only did those points expire but you see my birthday ones were gone. I miss the family Dutch used to inspire and care for. Sadly today was the last straw. I continued to keep going just to support and good coffee. Over the years of going I am the only one in my family who drinks coffee but we would get non caffeinated drinks for others. I can't count the times we ended up with caffeine in our drinks and today I had it. Simple drink coconut milk and white chocolate nothing else yet came home and bam espresso added again and my debit card was charged higher than the amount it cost. Yes it has been reported but our family will no longer support Dutch Brothers

# DUTCH BROS: SUGGESTIVE REVIEWS

1

**Great mobile app**

2y ago

ShaunMichael\_J

But what would make this app really great is having a app developed for the wearables. It would be so much more useful if they were to make a wearable app with full functionality as the mobile app. Whenever I go to Dutch Bros I have to unplug my phone as I still have wired apple car play and even if I had wireless CarPlay in my car my phone would have to be resting on the charging pad to work and I would need to scan my phone for the points. If they had a wearable app where the barcode appeared directly on the entire screen of the wearable so it could be scanned and similar to the Starbucks app. I can scan my watch during payment. I mean we are going into 2023 I think all retailers should have not just a mobile app but an app strictly for wearables. I mean we already have apps that can auto start your car drive your car. It's just about that time

2

**Pretty Simple**

2y ago

desk tiny

Such a great cool app, the only downside really with this app is that I kind of wish it was a option where you could order ahead of time just in case when there's a big long line, but also I do want to mention that when you use the app it doesn't show you prices so that's a little of a downfall, I think it would be really cool if they could show the prices underneath all the of the small, medium, and large. Their stickers are pretty cool, don't get me wrong. Hey Dutchbros! Do you think you guys could possibly get your stickers to be used on our phones when we're sending text messages to our friends? I think that would be pretty sick to do, also where can I apply because I have more ideas to help out. I'm not sure how to do that honestly, do I have to contact you guys? By email?

3

**Just one thing**

1y ago

omgruru.baby

I barely started going to Dutch bros last week because my friends wanted to go, I ended up getting hooked and now I go everyday. I downloaded the app to gets points and look at the whole menu but there is one thing I feel needs to be fixed. I think the app should include the price of the item on the info tap so if you go in person you already know how much your spending. There are also a lot of drinks on the menu that dknt have the info tab so I can't see how much sugar or other things are in them. Other than that I love the app and I highly suggest Dutch bros to people who get coffee a lot because of the affordable prices or people who just want a sip once in a while. This is a very helpful app for me just those things would be a good upgrade.

# POV STATEMENTS



Companies who want their employees to place orders through one app for easy pickup need to have extensive customizing capabilities because more options will cater to an array of dietary needs and preferences.

Users who want to accurately count the calories in their drink need the Starbucks app to include calories for extra flavor shots or milk alternatives because customized drinks don't display their true calorie count.



Users who place orders through the app for pickup need to see if items are unavailable because having to wait for their alternate choice to be prepared negates the reason for ordering ahead.

Users who frequently order the same items need the ability to save these items as favorites because it's time efficient and saves the user time.



Users who plug up their phones in their cars need the ability to pay with their smart watches because unplugging their phones can be difficult and distracting when trying to pay.

Users who purchase items based on price need to have the prices listed under each item on the app because cost is a leading factor of deciding what to purchase.