

three eighty ate

THRIVE FAQ

Can I transfer profiles from the old app to Thrive?

Unfortunately no, all users must download the Thrive app and create a login - but it's very easy & user friendly! You can download Thrive by searching "Thrive Ordering" in Google Play or App Store.

How do I make an account and place an order?

There is a step-by-step guide found under the online ordering tab.

Can I order online and through the Thrive App?

You can only order through the Thrive App.

Why do some transactions show up as a double charge?

Some credit cards display both the pre-authorization and the actual charge. This does not mean that you have been charged twice - you are only charged for the transaction. The preauthorization typically goes away within a few days.

Why am I seeing a \$0.01 charge after adding a credit card?

The \$0.01 charge is a temporary pending charge that allows our app to verify a valid credit card. This charge should disappear within a few days, depending on your bank.

How do I know when my order is ready?

You will receive both a confirmation email and push notification once your order is ready to be picked up.

Any additional questions? Please email threeeightyate@citi.com or visit Contact Support under "My Account".