

Take action: New café ordering experience launching Sept. 29

Beginning **Monday, Sept. 29**, you will have two new ways to order ahead and pay at the Falls Food Hall and Steamboat Café in Waterside– the Savour mobile app and self-service kiosks. The new ordering experience is designed to make visits faster and more convenient.

Savour rewards app

A new app will launch on Sept. 29. The Savour rewards app will replace My QuickCharge for purchasing deli, grill and coffee beverages and earning rewards.

Be sure to use any remaining balance on your My QuickCharge account before Sept. 29. Funds will not be transferred to the new system. Your Humana Badge will not work for payment in the Falls Food Hall or Steamboat Café after Sept 29. However, you can continue to use the My QuickCharge app and rewards at the Humana Tower café until it closes Nov. 6 following the relocation of all teams to the Waterside campus. Any remaining funds left on accounts will be issued seven weeks after the closure of the Humana Tower café.

Earn Savour rewards every time you dine at Falls Food Hall or Steamboat Café

- 1 point per \$1 spent
- 2 points per \$1 on FIT items
- \$3 reward for every 50 points earned

Get started in 6 easy steps (beginning Sept. 29)

1. Install the app
 - Open the App Store or Google Play and search for “Savour NEXTEP.”
 - Download and open the app.
2. Create your account
 - Tap Sign Up / Create Account.
 - Enter your preferred email, create a password, and accept terms.
3. Verify your phone
 - Enter your mobile phone number (this is how you’ll earn rewards at checkout).
 - Enter the verification code sent by text.
4. Enter your registration code
 - If prompted, enter HUMANA to connect your account to the Humana café program.
5. Choose your café
 - Select the Humana café location as your favorite.
6. Finish setup
 - Enable push notifications for order updates and promos.
 - Confirm your email and phone number in your profile.

Self-checkout kiosks

New self-service kiosks will allow visitors to order and purchase deli and grill items from Falls Food Hall and coffee drinks from Steamboat Café, making checkout faster and reducing steps. Additionally, kiosks will be located outside of the café to reduce traffic around food areas.

All other food stations will continue to utilize walk-up ordering with a Flik team member just as they are today. You can also utilize walk-up ordering with a team member at the Steamboat Café.

After you've set up your Savour rewards account, simply **enter your phone number** at a kiosk or with the cashier to earn rewards. No badge or QR code needed.

Thank you for flexibility and partnership as we continue to improve and streamline the dining experience.

Questions

The Flik café team will be available next week, Sept. 22–26, at the Falls Food Hall during lunch to walk you through account setup, answer questions, and share everything you need to get started.

If you can't stop by next week and have questions, email katherine.cheap@compass-usa.com.