



Get acquainted with Thrive, your new mobile ordering app.

Never skip lunch again—just pre-order your meal from your desk and pick it up on your schedule!

Curious yet? Here are the answers to some common questions about the app:

Q: I placed an order, but I don't see it at the pick-up station. What happened?

A: Verify time on the order is correct and check to make sure you have the correct location selected in the app. Thrive is offered at three Denver DISH campuses (Meridian, Riverfront & Inverness).

Q: Can I order daily specials off the app?

A: Unfortunately, at this time the app only offers the items that are carried every day. Daily specials can be ordered in the café only.

Q: How do I cancel my order?

A: Please call us at 720-514-5261 so your order isn't made or you can speak with a manager in the cafe. Refunds can only be requested thru the app.

Q: How do I select my pick-up time?

A: Before you complete your order, you can select the time you would like to pick it up at the top of the screen. If you do not select a time or if that time slot is full, your order will default to the next available time slot.

Q: I ordered from my phone in the café but it told me it would take an hour?

A: The app is designed with pre ordering in mind and not as a mean to place instantaneous orders while in the café. Once an order is placed your ticket is entered into a que. To ensure fast delivery and limited waiting we only allow a certain number of pick up times per breakfast and lunch. For the fastest service please order on kiosks in the café.

Q: Was I charged for my order twice?

A: No, but you may see two transactions for a period of time. One is a pending charge that will drop off, and the other is the actual transaction. This is an agreement between banks and the payment processor.

Remember with thrive you can...

- customize your meal
- save valuable time by ordering ahead
- pick up on your own schedule

**the food you love
without the wait**



"thrive ordering" in the app store,
or text **THRIVE** to 99299, or use the links above.


good food. good mood

