BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Restaurant Apps, Rewards & Ordering Kiosks

McDonald's, Starbucks, Chick-fil-A, kiosks and delivery — explained in plain English, one step at a time

A plain-English guide for seniors and families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For restaurant apps, rewards programs, kiosks & delivery apps · facts current November 2026

What's Inside

This is your guide to the new way of ordering food: the touch-screen kiosks inside restaurants, the restaurant apps with their points and deals, the order-ahead and curbside options, and the delivery apps that bring a meal to your door. It's written for seniors and for the family members who help them. Read it in any order and at your own pace. Restaurant programs change often, so wherever a number matters, this guide tells you where to double-check it in the app.

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PART 1

Getting Started

Why ordering food has changed, what you really need before you start, and the promise that you can always still order the old way.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've walked into a fast-food restaurant lately and found a row of big touch screens where the line used to be, or seen a sign that says "Best deals in the app," this guide is for **you**. It's also for the son, daughter or grandchild who keeps saying, "Just get the app."

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. I wrote this guide the way I'd explain it sitting across a booth from you: patiently, in plain English, and without trying to sell you anything. When a word like "mobile order" or "service fee" comes up, I'll stop and explain it right then.

What this guide will do for you

- Walk you through a self-order kiosk one screen at a time, and remind you that you can still order and pay at the counter.
- Explain the big restaurant apps — McDonald's, Starbucks and Chick-fil-A — plus Wendy's, Dunkin', Panera and Taco Bell, in honest terms: what you earn, what you get, and when points expire.
- Show you how ordering ahead, curbside and drive-thru pickup work, and how to add a card or gift card.
- Lay out what delivery apps like DoorDash, Uber Eats and Grubhub really cost, fees and all.
- Help you handle tipping screens and QR-code menus without feeling rushed.
- Point out the scams: fake "free meal" coupons, fake restaurant apps and tampered QR codes.

The big promise: you can't break it

You can't hurt a kiosk by tapping the wrong thing, and you can't hurt an app by looking around in it. Every kiosk has a **Back** or **Start over** button, and nothing is charged until you pay at the very end. In an app, an order isn't placed until you press the final button to order and pay. The only things that call for real care are your password and your payment card, and I'll mark those clearly.

WHAT THIS DOES FOR YOU

Why this matters

Restaurants are putting more of their best prices and free items inside their apps. Knowing how to use one or two of them can mean a free coffee, a free sandwich now and then, or a shorter wait — and knowing when *not* to bother is just as useful.

GOOD TO KNOW

This guide doesn't list menu prices

Menu prices are set by each restaurant and change often, even between two locations of the same chain. So this guide never quotes what a sandwich or coffee costs. It explains the rules of the rewards programs and the fees, which are the parts that trip people up.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question.

So let's start with why the counter is changing in the first place.

— Bill

CHAPTER 2

Why Counters Are Turning into Kiosks and Apps

It isn't your imagination. Many chain restaurants now steer customers toward touch-screen **kiosks** (self-order screens inside the restaurant) and toward their own **apps** (programs on your phone). It helps to understand why, because it tells you what's in it for you and what isn't.

What the restaurant gets

- **Faster lines.** Several people can order at once on kiosks while staff make food.
- **Bigger orders.** Screens are good at suggesting a larger size or a dessert. You can always say no.
- **Information about you.** An app learns what you order, how often and where. That's how it decides which deals to show you.
- **Repeat visits.** Points and rewards are built to bring you back.

What you can get

- **App-only deals and free items.** Many chains post their best offers only in the app.
- **Rewards points.** Most programs give points for each dollar you spend, which add up to free food.
- **Less waiting.** Ordering ahead means your food can be ready when you walk in or pull up.
- **Fewer mix-ups.** You see your order on the screen before you pay, which helps if you have a special request or it's hard to hear at a noisy counter.

TIP

You never have to use the app

You can still order at the counter or the drive-thru window and pay with cash or a card. The app is an option, not a requirement. If a deal is app-only, you can decide whether it's worth the bother for you. For a place you visit once a year, it usually isn't. For your weekly coffee stop, it may be.

A sensible plan

1. Pick the one or two restaurants you actually visit most.
2. Install only those apps. You don't need ten restaurant apps on your phone.
3. Learn one app well before you add another.
4. Use the kiosk when it's handy, and the counter when it isn't. Both are fine.

WHAT THIS DOES FOR YOU

What this does for you

Once you see the app as a coupon book that also takes orders, it stops feeling like homework. You choose where it's worth your time, and you skip the rest.

CHAPTER 3

Before You Start: An Email, a Password and a Way to Pay

Every restaurant app asks for the same few things. Having them ready turns a frustrating half hour into a calm ten minutes. Do this at home, sitting down, not in a busy drive-thru.

What to have ready

- **An email address you check.** Apps send sign-in codes, receipts and password resets there.
- **Your cell phone number.** Many apps text you a code to sign in.
- **A new password** for each app — one you don't use for your bank or email. A password manager, such as the Passwords app on an iPhone or Google Password Manager on Android, can remember them for you.
- **A way to pay** (optional at first): a credit or debit card, Apple Pay or Google Pay, PayPal, or a gift card for that restaurant. Chapter 18 covers this.

Installing a restaurant app safely

1. Open the **App Store** on an iPhone or iPad, or **Google Play** on an Android phone.
2. Search for the restaurant's name, for example **McDonald's**.
3. Before you tap Get or Install, look at the name under the app. It should be the restaurant company itself — such as McDonald's, Starbucks Coffee Company or Chick-fil-A, Inc. Chapter 23 explains why.
4. Install it, open it, and choose **Sign up** or **Create account**.
5. Enter your email and a new password, and type in any code the app sends to your email or phone.
6. When the app asks to send notifications or use your location, it's fine to say **Allow** or **Not now**. Chapter 22 explains both.

HEADS UP

Write down which email you used

The most common problem I see with restaurant apps is someone who forgot which email address they signed up with, so they make a second account and their points end up split between two. Write the email for each app in the cheat-sheet in Chapter 27.

If you forgot your password or got locked out

1. On the app's sign-in screen, tap **Forgot password** (sometimes **Trouble signing in**).
2. Enter the email you signed up with.
3. Open that email on your phone and follow the reset link or type in the code.
4. Choose a new password and save it in your password manager.
5. Still stuck? Use the app's or website's **Help** or **Contact us** page. Never call a "support number" from a search ad or a pop-up.

SCAM ALERT

No restaurant needs your code read back

If someone calls or texts asking you to read them the sign-in code a restaurant app just sent you, it's a scam. Those codes are only for you to type in yourself.

WHAT THIS DOES FOR YOU

What this does for you

With one email and a saved password per app, your points stay in one place, you can sign in on a new phone in a minute, and you won't lose the rewards you've been saving.

PART 2

Self-Order Kiosks

The big touch screens inside the restaurant: how to order on one step by step, the accessibility help many of them have, and how to pay and pick up your food.

CHAPTER 4

Using a Self-Order Kiosk, Step by Step

A **self-order kiosk** is a tall touch screen, usually near the door, where you choose your food and pay without talking to a cashier. Every chain's screens look a little different, but they all follow the same basic path. Once you've done it once, you've more or less done them all.

Before you touch anything

- Take a moment to look at the screen. Nothing happens until you tap.
- If someone is waiting behind you, it's fine. You're allowed to take your time.
- Have your payment ready: a card, your phone with Apple Pay or Google Pay, or a gift card. Some kiosks also let you choose to pay at the counter, including with cash.

The usual path through a kiosk

1. Tap the screen to start. It may ask **Eat in** or **Take out** (sometimes **For here** or **To go**). Pick one.
2. Some kiosks ask for a language first. Choose **English** or whichever you prefer.
3. Browse the **menu categories** along the side or top, such as Burgers, Breakfast, Drinks or Sides.
4. Tap an item to see it. Look for **Customize** or **Make changes** if you'd like no onions, extra pickles or no ice.
5. If it asks whether you'd like to make it a meal or add a side, it's fine to tap **No thanks**.
6. Tap **Add to order** (or **Add to bag**). Repeat for each item.
7. When you're done, tap **View order** or **Checkout**. Read the list carefully. Use the minus sign or **Remove** to fix anything that's wrong.
8. If you're a rewards member, the kiosk may offer to scan your app's code here or at the start. You can skip it. Chapter 8 explains how it works at McDonald's.
9. Choose how to pay and follow the instructions on the card reader.
10. Take your **receipt** or note your **order number**. That's how they'll call your food.

TIP

The Back and Start over buttons are your friends

Every kiosk has a way to go back one screen and a way to cancel the whole order. Look along the bottom or top corners. If you walk away without paying, the kiosk eventually clears itself and nothing is charged.

HEADS UP

The screen will try to upsell you

Kiosks are designed to suggest bigger sizes, desserts and add-ons. Every suggestion has a **No thanks** or **Skip** button. Read the total on the last screen before you pay; if it's higher than you expected, go back and look for items you didn't mean to add.

If the screen times out

Most kiosks start over if nobody touches them for a short while. If it asks, "Are you still there?", tap **Yes** or **Continue**. If it has already cleared, you'll need to start again. That's annoying, but it's also what keeps the next person from paying for your order.

WHAT THIS DOES FOR YOU

What this does for you

At a kiosk you can read every option at your own speed, see your special requests in writing, and check the total before you pay. For many people it's actually less stressful than ordering out loud at a busy counter.

CHAPTER 5

You Can Still Order at the Counter — and Kiosk Accessibility

Kiosks are an option, not a test you have to pass. If the screen isn't working for you today, for any reason, walk up to the counter and order the way you always have. And if you'd like to use the kiosk but find it hard to see or reach, many kiosks have built-in help.

Ordering the old way

- Most chain restaurants with kiosks still have a staffed counter and a drive-thru window.
- If nobody is at the register, it's perfectly fine to say, "Excuse me, may I order with you?"
- You can ask an employee to walk you through the kiosk, too. Many are glad to help.
- If you want to pay with **cash**, the counter is the simplest place to do it.

TIP

Using a rewards app at the counter

You don't have to use the kiosk to earn points. At most chains you can show your app's code at the counter or drive-thru and order out loud as usual. Chapter 8 (McDonald's), Chapter 10 (Starbucks) and Chapter 11 (Chick-fil-A) show where that code is.

Accessibility features on many McDonald's kiosks

Beginning in 2021, McDonald's added accessibility tools to the self-order kiosks in its company-owned U.S. restaurants, with some franchise locations following. If the kiosk you're using has them, you'll find:

- **A headphone jack and a small keypad** with raised arrow buttons. Plug in ordinary wired headphones and the kiosk reads the screen aloud using screen-reader software called JAWS Kiosk. You move through the menu with the arrows and choose with the center button.
- **Volume and speed controls** for the speaking voice.
- **Reach mode**, which moves the menu down to the lower part of the screen for people using a wheelchair or who are shorter.
- **Magnification**, which enlarges part of the screen so the words are easier to read.
- **Braille labels** near the card reader, receipt slot and headphone jack.

- **A call button** that lets the crew know you'd like help.

GOOD TO KNOW

Not every kiosk is the same

These features depend on the kiosk model and the restaurant, and other chains use different kiosks. Look for a wheelchair or accessibility symbol on the screen, a headphone jack, or a keypad below the screen. If you don't see one, ask the staff, or simply order at the counter.

Other ways to make a kiosk easier

- Bring your reading glasses. The text on some screens is small.
- If the screen is glaring, step slightly to one side; a small change in angle often helps.
- Decide what you want before you start, perhaps by looking at the menu in the app at home. Then the kiosk is just a few taps.
- If your hands are shaky, use the side of your finger rather than the tip, and tap firmly once rather than pressing and holding.

WHAT THIS DOES FOR YOU

What this does for you

You get to choose the way that works for you that day. No one should leave a restaurant hungry because of a screen.

CHAPTER 6

Paying at the Kiosk and Getting Your Food

The last part of a kiosk order is paying and then knowing when your food is ready. This is also where most of the little confusions happen, so let's slow down.

Ways to pay

How	What you do
Tap a card	Hold your contactless card flat near the reader's tap symbol until it beeps.
Insert a chip card	Push the card into the slot, chip end first, face up. Leave it until the screen says to remove it.
Phone or watch	Use Apple Pay or Google Pay. Hold the top of the phone near the reader and confirm with Face ID, your fingerprint or your passcode.
Gift card	Some kiosks accept the restaurant's own gift card. Look for a gift card option on the payment screen.
Pay at the counter	Some kiosks let you send the order to the counter and pay there, including with cash. Not every kiosk offers this.

STAY SAFE

Glance at the card reader before you pay

Card readers on kiosks are fixed in place, but it's still wise to notice anything loose, bulky or out of place around the card slot. Tapping your card or phone is safer than inserting or swiping, because your real card number isn't handed over. If something looks tampered with, tell the staff and pay at the counter instead.

Tipping on a kiosk

Some kiosks and counter screens show a tip screen before you pay. A tip at a counter-service restaurant is entirely up to you. There's always a **No tip**, **Skip** or **Custom** button. Chapter 21 goes into tipping screens in more detail.

After you pay

1. Take your receipt. Look for your **order number** printed near the top.
2. If you chose to eat in, some restaurants give you a numbered stand or table tent to put on your table so they can bring your food to you. Follow any instructions on the screen or receipt.

3. Watch the **order status screen**, often a TV above the counter, for your number to move from "Preparing" to "Ready."
4. Pick up your order at the counter and check the bag before you leave.

TIP

If something is missing or wrong

Take the receipt back to the counter right away. Kindly show them what you ordered. It's much easier to fix in the moment than later. Chapter 17 covers what to do if you're already home.

WHAT THIS DOES FOR YOU

What this does for you

With your receipt and order number in hand, you always have proof of exactly what you ordered and paid for, which makes any fix quick and friendly.

PART 3

McDonald's

The McDonald's app, ordering ahead with Mobile Order & Pay, and how MyMcDonald's Rewards points and app deals really work.

CHAPTER 7

The McDonald's App and Mobile Order & Pay

The McDonald's app does three jobs: it holds the **Deals** (coupons), it keeps your **MyMcDonald's Rewards** points, and it lets you **order ahead** and pay from your phone. McDonald's calls ordering ahead **Mobile Order & Pay**. You can use any one of these without the others.

Getting set up

1. Install the **McDonald's** app from the App Store or Google Play, checking that it's published by McDonald's (see Chapter 23).
2. Open it and create an account with your email, or sign in if you already have one.
3. When it asks to join MyMcDonald's Rewards, you can say yes or no. You can still use the app and its ordering if you choose not to join.
4. Choose your **usual restaurant**. The app uses it for menus, deals and pickup. You can change it any time.

Placing a mobile order

1. Tap **Order**. Check that the restaurant shown is the one you're going to. This is the most common mistake, so look twice.
2. Browse the menu and tap items to add them. Use **Customize** for changes.
3. If you have a deal or reward to use, add it now (more on that in Chapter 8).
4. Go to your bag and review it. Then choose a payment method.
5. Place the order. The app will usually ask how you'll pick it up when you arrive, such as at the **counter**, the **drive-thru** or **curbside**, where offered.
6. Follow the app's instructions to let the restaurant know you're there, and they'll make the food fresh. Chapter 16 explains curbside and drive-thru pickup in detail.

HEADS UP

Check the restaurant before you pay

If the app picked a location near where you were last week, your order could go to the wrong McDonald's. Always read the restaurant address on the checkout screen before you tap the final button.

If something goes wrong with a mobile order

McDonald's says that for problems with a Mobile Order & Pay order, or to ask for a refund, you should go back to or contact **the restaurant where you placed the order**. If you had the food delivered, the order was handled by a delivery company such as Uber Eats or DoorDash, and McDonald's directs you to contact that company instead.

WHAT THIS DOES FOR YOU

What this does for you

Ordering ahead lets you sit in your car or at home and choose without anyone waiting behind you. You see every change you made in writing, and your food isn't started until you arrive.

CHAPTER 8

MyMcDonald's Rewards and App Deals

MyMcDonald's Rewards is McDonald's free points program. **Deals** are separate: they're coupons inside the app, such as a discount or a free item with a purchase. You can use both, but it helps to know which is which.

How the points work

MyMcDonald's Rewards	As of November 2026
Earning	100 points for each eligible dollar you spend (U.S.)
First reward	Rewards start at 1,500 points — roughly $15 of spending
Limit	One reward per order
Expiring	Points don't last forever. The app shows your points and when they expire.

Earning points when you order at the counter or drive-thru

When you order in the app, points are added automatically. When you order out loud or at a kiosk, you need to show the app **before** you order:

1. Open the McDonald's app and sign in.
2. Tap the **Earn Points** tab (it may say **Earn** or show a code button) along the bottom.
3. At the drive-thru or counter, read the **4-digit code** to the crew member before you order. At a kiosk or counter scanner, scan the code shown on your screen.
4. Order as usual. The points are added to your account after the purchase.

TIP

Points didn't show up?

Give it a little time. Most points show up quickly, but some bonus points can take longer to appear. If points from a purchase never show, contact McDonald's through the app's **Help** section and have your receipt handy. You also have to have joined MyMcDonald's Rewards for points to count.

Using a reward or a deal

1. Open **Deals** (for coupons) or **Rewards** (for things you can buy with points).
2. Tap the one you want.
3. For an app order, choose **Add to Mobile Order** and it goes into your bag.
4. For the counter, drive-thru or kiosk, choose **Use at Restaurant**. A 4-digit code appears; give it to the crew before you start ordering.
5. One code can both earn points and apply your reward in the same visit.

GOOD TO KNOW

Why did my deal disappear?

App deals have start and end dates, and many can be used only once. Deals can also differ from one restaurant to the next, so if you change your usual restaurant, the deals list may change too. If a deal vanished, check that the right restaurant is selected and look at the deal's details for its dates.

HEADS UP

Deals aren't always the best price

A deal is a good price compared to the regular menu, but not always compared to a value meal or something else on the menu. If you're curious, compare the totals before you check out. You never have to use a deal just because it's there.

WHAT THIS DOES FOR YOU

What this does for you

If you stop at McDonald's for a coffee or breakfast now and then, showing the app's code each time quietly adds up to free food, without changing what you order or how you order it.

PART 4

Starbucks & Chick-fil-A

Ordering ahead at Starbucks, the big 2026 changes to Starbucks Rewards, and how Chick-fil-A One points and rewards work.

CHAPTER 9

The Starbucks App: Ordering Ahead and Paying

The **Starbucks** app is one of the most-used restaurant apps, mostly because it lets you order a drink ahead and walk in to pick it up. It also holds your Starbucks Rewards account and, if you want one, a digital Starbucks Card that you load with money.

Getting set up

1. Install the **Starbucks** app, published by Starbucks Coffee Company.
2. Create an account with your email and a new password. This also signs you up for Starbucks Rewards.
3. Allow location if you'd like it to find nearby stores, or search for your store by town instead.
4. Add a way to pay. You can link a credit or debit card or a mobile wallet, or load money onto a digital Starbucks Card in the app.

Placing an order ahead

1. Tap **Order** and choose your store. Check the address.
2. Pick a drink or food item. Tap it to choose a size and make changes, such as milk type or fewer pumps of syrup.
3. Add it to your order, then review everything before checkout.
4. Choose how you'll pick it up if the store offers choices, such as in store or drive-thru.
5. Pay and place the order. The app shows when it's being made and when it's ready.
6. Walk in and look for the mobile-order pickup area. Your name is on the cup or bag.

HEADS UP

A mobile order starts right away

Once you place it, the store usually starts making it within minutes. Order when you're on your way, not an hour before. If you need to change or cancel something, call or speak to the store as soon as possible; don't count on being able to cancel in the app.

Paying in the store with the app

Even if you order at the counter, you can open the app and tap **Scan** to show your barcode. Depending on your settings, that barcode earns Stars and can also pay. Starbucks says you can earn Stars whether you pay with cash, a card or through the app, as long as you scan your member barcode.

TIP

Turn on a passcode or Face ID for the app

If you keep money loaded in the app, make sure your phone itself is locked with a passcode, Face ID or fingerprint. Anyone holding an unlocked phone could pay with your balance.

WHAT THIS DOES FOR YOU

What this does for you

Ordering ahead means no shouting a complicated drink order over the espresso machine. Your exact order is printed on the cup, every time.

CHAPTER 10

Starbucks Rewards and the 2026 Changes

Starbucks Rewards members collect **Stars** and trade them for free drinks and food. On **March 10, 2026**, Starbucks changed the program in the U.S. If you were a member before then, some of the numbers you remember are different now.

The three levels

News coverage of the March 2026 change describes three levels (Starbucks calls them tiers):

Level	How you reach it	What's different
Green	Everyone starts here	Your Stars stay active as long as there's account activity each month.
Gold	Earn 500 Stars in a year	Your Stars don't expire while you keep Gold.
Reserve	Earn 2,500 Stars in a year	Earns Stars about 70% faster than Green (1.7 Stars per dollar), plus extra perks. Stars don't expire while you keep Reserve.

What your Stars buy now

- A new, smaller option: **60 Stars** for two dollars off an item.
- A handcrafted drink now takes **200 Stars** (it used to be 150).
- Some reward levels now have a dollar cap on how much the free item can be worth.

GOOD TO KNOW

Where these numbers come from

These details come from news reports on the March 2026 change, and Starbucks adjusts promotions often. Before you plan around a number, open the app's **Rewards** section, which shows your current level, your Stars and what each reward costs. Other countries, such as Canada and the U.K., have their own different rules.

Earning Stars sensibly

1. Scan your barcode, or order in the app, every time. Stars aren't added for purchases you don't scan.
2. Look in the app for **double-Star days** or bonus challenges, if you like that sort of thing. You never have to.

3. If you're on Green, a small purchase each month keeps your Stars from expiring.
4. Redeem when you have enough for something you actually want. Saving up for the biggest reward isn't always worth it if you might lose Stars along the way.

HEADS UP

Is it worth it for you?

The 2026 changes reward people who visit Starbucks often. If you go once a month, you'll still earn a free drink now and then, just more slowly than before. That's fine. Use the program if it's handy, and don't buy more coffee just to chase Stars.

WHAT THIS DOES FOR YOU

What this does for you

Knowing your level and when your Stars could expire means you won't be caught off guard by an empty Stars balance, and you can use them while they count.

CHAPTER 11

Chick-fil-A One

Chick-fil-A One is the free rewards program built into the **Chick-fil-A** app. It's one of the more generous programs for people who don't visit often, because the points themselves don't expire.

How the points work

Chick-fil-A One level	As of November 2026
Member	10 points per dollar
Silver	11 points per dollar
Red	12 points per dollar
Signature	13 points per dollar
Points expire?	No — points don't expire, but rewards you choose do

You move up a level by earning more points within a year. The app shows your level and how far you are from the next one.

Three ways to earn points

1. **Order in the app** for pickup, drive-thru or curbside at participating restaurants.
2. **Scan your code** when you order at the counter or drive-thru. Open the app and find the scan or QR code button, and let the team member scan it when you pay.
3. **Pay with a Chick-fil-A One digital card** loaded in the app.

Choosing and using a reward

1. Open the app and tap **Rewards**.
2. Browse what your points can buy and pick one. The points come off your balance.
3. The reward now waits in **My Rewards**. Each reward shows its expiration date there.
4. Add the reward to an app order, or scan your code at the restaurant and tell them you'd like to use it.

HEADS UP

Don't pick a reward until you're ready to use it

Because points don't expire but chosen rewards do, it's best to leave your points alone until the day you plan to visit. Then choose the reward and use it.

GOOD TO KNOW

Delivery orders

Orders placed through a separate delivery app may not earn Chick-fil-A One points. If points matter to you, start the order in the Chick-fil-A app itself.

WHAT THIS DOES FOR YOU

What this does for you

Since your points wait for you, even a twice-a-year visitor can build up to a free meal, with no pressure to come back by a deadline.

PART 5

Other Restaurant Apps

A quick, honest look at Wendy's, Taco Bell, Dunkin' and Panera, and a simple way to decide which programs are worth keeping.

CHAPTER 12

Wendy's and Taco Bell

Both chains work much like McDonald's: an app with deals, a points program, and ordering ahead. Here's what's different about each.

Wendy's Rewards

- Free to join in the **Wendy's** app.
- You earn points on each dollar you spend, and trade them for free food at several levels.
- The app's **Offers** section has coupons, some of which are only for app users.
- To earn points when ordering at the counter or drive-thru, open the app and show or scan your rewards code before you pay.

GOOD TO KNOW

Check the app for the current point values

Wendy's adjusts its rewards menu from time to time, and I couldn't confirm the current point costs and expiration rules from Wendy's own pages. The **Rewards** section of the app always shows your balance and what each reward costs today.

Taco Bell Rewards

Taco Bell Rewards	As of November 2026
Earning	10 points per eligible dollar
Higher level	Reach 2,000 points in a calendar year to earn 11 points per dollar
Rewards	Each reward costs 250 points
Expiring	Points expire six months after the month you earned them, unless you turn them into a reward

TIP

Taco Bell's points move fast

Because a reward is only 250 points, Taco Bell's program pays off sooner than most. But with six-month expiration, it's worth checking the app every few months so points don't quietly disappear.

CHAPTER 13

Dunkin' and Panera

Dunkin' Rewards

Dunkin' Rewards is built into the **Dunkin'** app. Dunkin' changed its expiration rule in October 2025, so if you remember points vanishing after six months without a visit, that's no longer how it works.

Dunkin' Rewards	As of November 2026
Earning	10 points for each dollar spent on qualifying items (not counting tax or discounts)
Points expire	12 months after the end of the month you earned them, whether or not you visit
Rewards expire	30 days after you turn points into a reward
Boosted status	Visit 12 times in one calendar month to earn 12 points per dollar for 3 months
Delivery orders	Don't earn points and can't use rewards

TIP

An easy way to remember Dunkin's rule

Points earned anytime in March expire at the end of the next March. So it's a good habit to glance at your balance every couple of months, and use points before their month comes around again.

Panera

Panera's free program is **MyPanera**, which you join in the **Panera** app or website. It gives members rewards and offers that show up in the app's rewards section, so check there for what you have and when it expires. The app also handles ordering ahead and pickup.

Panera also sells a paid drink subscription. It used to be called the Unlimited Sip Club. News reports say that in August 2026 it was renamed **MyPanera + Sip Club** and limited to 30 self-serve drinks a month. It's a monthly or yearly charge that renews automatically until you cancel.

HEADS UP

Paid subscriptions renew on their own

Before signing up for any restaurant subscription, decide whether you'd really visit often enough to come out ahead. Put a reminder on your calendar a few days before it renews, and check the price in the app, since subscription prices change.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the rules for the places you actually visit means you'll use what you've earned, and you won't pay for a subscription you don't need.

CHAPTER 14

Which Rewards Programs Are Worth It?

With so many programs, it's easy to end up with a dozen apps and points scattered everywhere. A simpler approach is to keep only the ones that fit how you already eat.

The programs side by side

Program	Earning (basic level)	Do points expire?
MyMcDonald's Rewards	100 points per dollar	Yes — check the app for dates
Starbucks Rewards	Stars per dollar; more at Gold and Reserve	Green: only if inactive monthly. Gold/Reserve: not while you keep your level
Chick-fil-A One	10 points per dollar	No (chosen rewards do)
Taco Bell Rewards	10 points per dollar	Yes, after about six months
Dunkin' Rewards	10 points per dollar	Yes, after about 12 months

Points per dollar can't be compared directly between programs, because each one prices its rewards differently. What matters is how often you visit and whether the points will still be there when you want them.

Questions to ask yourself

1. Do I go there at least once a month? If not, the points probably won't add up to much.
2. Do the points expire? If they do and I visit rarely, I'll likely lose them.
3. Do I mind showing a code each time? If that feels like a chore, the app may not be for me.
4. Would I use the app's deals? Sometimes the deals are worth more than the points.

TIP

Two or three is plenty

Most people do best with the apps for their two or three regular stops. If you have an app you haven't opened in a year, you can delete it. Your account and any points still exist on the company's side; just make sure the email you used is written down in Chapter 27.

HEADS UP

Before you delete an app with points

Look at your balance first. If you have enough for a reward, use it on your next visit. Deleting the app doesn't close your account, but expiring points keep expiring whether the app is on your phone or not.

WHAT THIS DOES FOR YOU

What this does for you

A short list of apps you actually use means fewer passwords, fewer notifications and points that really turn into free food.

PART 6

Ordering Ahead, Pickup & Paying

Order-ahead habits that work at any chain, curbside and drive-thru pickup, fixing an order that went wrong, and paying with cards, phones and gift cards.

CHAPTER 15

Ordering Ahead: Good Habits for Any App

Mobile ordering, or ordering ahead, means you choose and pay for your food in the app, then pick it up. Every chain does it a little differently, but the same few habits prevent nearly every problem.

Five habits that save trouble

1. **Check the store address** on the checkout screen, every time. Apps often remember the last location you used, even if it was in another town.
2. **Read the whole order** before paying: sizes, changes and how many of each.
3. **Check the pickup method**: inside, drive-thru or curbside. Not every restaurant offers all three.
4. **Know when it will be made.** Some apps start right away; others wait until you say you've arrived. The app usually tells you which.
5. **Keep the confirmation** on the screen or in your email until you have your food.

Saving favorites

Most apps have a **Favorites**, **Recent orders** or **Order again** button. Once you've built your usual order once, you can reorder it in a couple of taps. Look for a heart symbol next to an item or order, or check your order history.

TIP

Practice at home first

Open the app on your couch and build an order without paying, just to see the screens. Then delete the items from your bag. When you order for real, you'll already know where everything is.

Special diets and allergies

Apps are a good place to read ingredients and make changes, and many list allergen and nutrition information. Still, an app can't promise that a busy kitchen avoided cross-contact. If you have a serious allergy, also speak to the staff when you pick up your food.

STAY SAFE

Allergies: always tell a person

For serious food allergies, don't rely only on an app note. Tell the staff directly and ask what they recommend.

WHAT THIS DOES FOR YOU

What this does for you

A saved favorite and a quick address check turn ordering ahead into a 30-second job with your food ready when you arrive.

CHAPTER 16

Curbside and Drive-Thru Pickup

Curbside pickup means a staff member brings your order out to your parked car. **Drive-thru pickup** of a mobile order means you pull through the drive-thru and give your name or a code instead of ordering. Both are wonderful on a rainy day or when walking is hard.

How curbside usually works

1. Place your order in the app and choose **Curbside** if the restaurant offers it.
2. Drive to the restaurant and park in a spot marked for curbside or mobile pickup. Note the spot number if there is one.
3. In the app, tap the button that says you've arrived. It may say **I'm here**, **I've arrived** or **Check in**. Some apps ask for your spot number or the color of your car.
4. Wait in the car. A team member brings your order out and may ask your name.
5. Check the bag before you drive away, if you can.

TIP

Let the app use your location, or not

Some apps can tell the restaurant you're close by using your phone's location. That's handy, but you don't have to allow it; the arrival button works without it. Chapter 22 explains location settings.

Picking up a mobile order at the drive-thru

1. Choose **Drive-thru** as your pickup method in the app, if offered.
2. At the speaker, say that you have a mobile order. Give your name or the code the app shows.
3. Pull forward and pay nothing more; it's already paid.
4. If they can't find your order, show the app's confirmation screen at the window.

HEADS UP

Wrong order at the window

Busy drive-thrus sometimes hand over the wrong bag. If you can, peek inside before you pull away, and politely ask them to check if it doesn't look right.

WHAT THIS DOES FOR YOU

What this does for you

Curbside and drive-thru pickup mean you can get a hot meal without leaving your car, which can matter a lot in an Ohio winter or on a day when your knees aren't cooperating.

CHAPTER 17

When an Order Went Wrong, or You Were Charged Twice

Mistakes happen: a missing sandwich, the wrong drink, an order sent to the wrong store, or a charge that shows up twice on your card. Here's the calm way to sort each one out.

Wrong or missing food

1. If you're still there, go back to the counter with your receipt or app confirmation. That's the fastest fix.
2. If you're home, open the app's **order history** or **Recent orders**. Many apps have a **Help** or **Report a problem** button next to each order.
3. Explain briefly what was wrong. Take a photo if it helps.
4. If the app doesn't solve it, call the restaurant where you placed the order.

McDonald's, for example, says problems and refund requests for Mobile Order & Pay orders should go to the restaurant where you ordered, and delivery problems go to the delivery company.

If it looks like you were charged twice

1. Don't panic. Many restaurants and apps place a temporary **hold** (also called a pending charge) on your card when you order, then replace it with the final charge.
2. Wait a few days. Holds usually drop off on their own, often within several business days depending on your bank.
3. If both charges are still there after they post (stop saying "pending"), check the app's order history to see whether two orders were really placed.
4. Contact the restaurant or app's help with the dates and amounts.
5. If you can't get it fixed, call the number on the back of your card and ask about disputing the duplicate charge.

GOOD TO KNOW

Pending versus posted

A **pending** charge is the bank's note that money may be taken. A **posted** charge is final. It's normal to see a pending charge disappear and a posted one appear, sometimes for a slightly different amount if you added a tip.

If your points didn't show up

- Make sure you were signed in to the right account. Two accounts with different emails is a common cause.
- Points usually don't count for orders placed through separate delivery apps.
- If you ordered at the counter, you had to show or scan your code before paying.
- Most apps let you report missing points under **Help**. Keep the receipt; some ask for its number.

SCAM ALERT

Never search for a restaurant's "refund phone number"

Fake customer-service numbers show up in search ads and on look-alike websites. They may ask for your card number or for remote access to your phone. Only use the Help section inside the real app, the restaurant's own phone number, or the number on the back of your card.

WHAT THIS DOES FOR YOU

What this does for you

Knowing where to go first means a missing order or double charge becomes a five-minute fix instead of a week of worry.

CHAPTER 18

Paying in Apps: Cards, Apple Pay, Google Pay and Gift Cards

Every restaurant app needs a way to pay. You can usually choose from a credit or debit card, a phone wallet like Apple Pay or Google Pay, PayPal in some apps, or a gift card for that restaurant.

Which way is safest?

Method	Good to know
Apple Pay or Google Pay	Your real card number isn't shared with the restaurant. A good choice when the app offers it.
Credit card	Strong protection if something goes wrong, and you can dispute charges.
Debit card	Works fine, but money comes straight out of your bank account, and fixing a problem can take longer.
Restaurant gift card or app balance	Limits how much is at risk. Can also be a nice gift.

Adding a card to an app

1. Open the app's **Account**, **Profile** or **Wallet** section and look for **Payment methods**.
2. Tap **Add** and choose card, Apple Pay, Google Pay or gift card.
3. Type the card details yourself, or use the camera to scan the card if the app offers it.
4. Remove old or expired cards so your next order doesn't fail.

Restaurant gift cards

- Most chains let you add a plastic gift card to the app by typing its number and security code, so the balance is right there when you order.
- Federal rules say gift card money generally can't expire for at least five years from when it was bought or last loaded. Ohio adds its own protections for many gift cards.
- Promotional cards and "bonus" cards that a restaurant gives away for free can have shorter expiration dates. Read the back.
- Keep the card or a photo of the back until it's used up.

SCAM ALERT

No real company asks to be paid in gift cards

If someone calls or messages saying you owe money and must pay with gift cards, including restaurant gift cards, it's a scam every time. Government agencies, utility companies and tech support never ask for payment that way.

TIP

Auto-reload: decide on purpose

Some apps offer to reload your balance automatically when it runs low. That's convenient, but it means your card is charged without a fresh tap from you. If you turn it on, choose a small amount, and look at your card statement each month.

WHAT THIS DOES FOR YOU

What this does for you

Paying with a phone wallet or a modest app balance keeps your real card number out of more databases, and makes every order faster.

PART 7

Delivery, QR Menus, Tipping & Privacy

What delivery apps really cost, whether a delivery membership makes sense, how to handle QR-code menus and tipping screens, and what restaurant apps know about you.

CHAPTER 19

Delivery Apps and Their Fees, Honestly

DoorDash, **Uber Eats** and **Grubhub** are delivery apps: you order from a restaurant in the app, and a driver brings it to your door. It's genuinely helpful when you can't get out. It's also the most expensive way to eat restaurant food, and the costs are spread across several lines on the checkout screen.

What you may pay on a delivery order

Charge	What it is
Menu prices	The prices for food in the app. They can be different from, and are often higher than, prices in the restaurant.
Delivery fee	A charge for bringing the order. On DoorDash it's a flat amount that varies by restaurant.
Service fee	The app's own fee. DoorDash lists it as 15% of your subtotal on most orders, with a minimum that may apply.
Small-order fee	Added when your order is below a certain amount.
Tax	Sales tax, as in the restaurant.
Tip	For the driver. Optional, but drivers count on it.

Uber Eats similarly lists a delivery fee, a service fee and possible add-on fees, plus the item prices. DoorDash notes that its fees were being updated in some areas starting in late July 2026, so the exact labels in your app may differ a little.

HEADS UP

Read the total, not the menu

The number that matters is the **total** on the final screen. A meal that looks reasonable on the menu can cost noticeably more once fees, tax and tip are added. If it's more than you want to spend, go back and change the order. Nothing is charged until you place it.

Ways to pay less

- **Pick it up yourself.** Most delivery apps have a **Pickup** option that skips the delivery fee.
- **Order from the restaurant's own app or website.** Some chains deliver through their own app, and some of those orders still run through a delivery company behind the scenes. Compare the total.

- **Order a bit more at once**, such as dinner and tomorrow's lunch, to avoid a small-order fee.
- **Call the restaurant.** Some local places deliver themselves or will have an order waiting for you.

Tipping the driver

The tip on a delivery app usually goes to the driver, and many drivers rely on it. You choose the amount, and many apps let you change it after delivery for a short time. Some apps suggest a tip automatically, so look at it before you place the order.

STAY SAFE

Delivery at your door

You can ask the driver to leave the order at the door so you don't have to open it to a stranger. Add a note such as "Please leave at front door and knock." Never let someone in who says they need to use your phone or bathroom.

WHAT THIS DOES FOR YOU

What this does for you

Understanding each line on the checkout screen means delivery is a choice you make with eyes open, for the days when it's really worth it.

CHAPTER 20

Delivery Memberships: DashPass, Uber One and Grubhub+

Each delivery company sells a monthly membership that lowers fees on eligible orders. They can save money for someone who orders often, and cost money for someone who doesn't.

Membership	What it does (as of November 2026)
DashPass (DoorDash)	No delivery fee and a reduced service fee on eligible orders.
Uber One (Uber Eats)	No delivery fee on eligible orders. Uber said new members joining from March 9, 2026 don't get a service-fee discount.
Grubhub+ (Grubhub)	No delivery fees on eligible orders over a minimum amount.

Each of these costs roughly $10 a month as of November 2026, and some have a yearly option or a free trial. Prices and benefits change, so check the membership page inside the app for today's price before you sign up.

Is a membership worth it?

1. Look at your last month. How many delivery orders did you place from that one app?
2. Add up the delivery fees you paid on those orders.
3. If those fees are clearly more than the membership price, it may be worth it.
4. If you order delivery once or twice a month, it usually isn't.

HEADS UP

Free trials turn into paid memberships

A free trial usually renews automatically at the full price. If you start one, put a reminder on your calendar two days before it ends. You can cancel in the app's account or membership settings.

GOOD TO KNOW

Memberships through other companies

Some credit cards and other memberships include a delivery membership as a perk, and these partnerships change from year to year. If you think you have one, check your card's benefits page or the delivery app's membership screen rather than paying twice.

WHAT THIS DOES FOR YOU

What this does for you

Doing the quick math once means you won't pay a monthly fee for a membership that never pays you back.

CHAPTER 21

QR-Code Menus and Tipping Screens

Two newer things at restaurants can make people uneasy: menus you open by scanning a **QR code** (the square black-and-white pattern) with your phone, and payment screens that ask for a tip. Both are manageable once you know what to expect.

Using a QR-code menu

1. Open your phone's **Camera** app and point it at the code. You don't need to press the shutter.
2. A small link appears on the screen. **Read the web address** before you tap it. It should match the restaurant's name or a well-known menu or payment service.
3. Tap the link to open the menu. Pinch outward with two fingers to make the text bigger.
4. If the menu asks you to order and pay on your phone, you can, or you can wave down your server and order the usual way.

TIP

You can always ask for a paper menu

If scanning isn't for you, or your phone is at home, just ask. Many restaurants keep printed menus on hand, and a server can read you the specials.

SCAM ALERT

Watch for a sticker on top of the real code

The FTC has warned that scammers stick fake QR codes over real ones, for example on parking meters, to send people to look-alike payment pages. Before scanning a code on a table or sign, look for a sticker placed on top. If the link that pops up doesn't look like the restaurant, don't open it. Never enter card details on a page you reached from a code you're unsure about; ask the staff instead.

Tipping screens

Many counter-service restaurants and coffee shops now use payment screens that suggest a tip, often as percentage buttons. Here are the facts that take the pressure off:

- A tip on a screen is optional unless the restaurant has told you ahead of time about a required service charge, which is common for large groups at sit-down restaurants.

- There is always a **No tip**, **Skip** or **Custom** button, sometimes in smaller print.
- **Custom** lets you type any amount you like, including a round dollar figure.
- At a sit-down restaurant with table service, a tip for your server is still customary.
- The percentage may be figured on the total after tax. That's fine; it just makes the suggested amounts a little higher.

GOOD TO KNOW

Read the receipt for service charges

Some restaurants add a service charge or fee to the bill. That isn't always the same as a tip, and it may not go to your server. If you see a charge you don't understand, it's fine to ask what it is.

WHAT THIS DOES FOR YOU

What this does for you

Knowing the Skip and Custom buttons are always there lets you tip the way you choose, without feeling rushed by a screen and a line behind you.

CHAPTER 22

Privacy, Location and Notifications

Restaurant apps are free because they're useful to the restaurant. In return, they learn what you order, when, and where. You can enjoy the deals while keeping a sensible lid on what you share.

What a restaurant app typically knows

- Your name, email and phone number, and your birthday if you give it (often for a birthday reward).
- Your order history and which deals you use.
- Which restaurant you usually choose.
- Your location, if you allow it.

Location: three sensible choices

When an app asks to use your location, your phone offers choices. Pick the one that fits:

Choice	What it means
While using the app	The app can see where you are only when it's open. Good for finding a nearby store or telling the restaurant you've arrived.
Allow once	Just this one time; it asks again next time.
Don't allow / Never	The app can't see your location. You can still type in your town or zip code.

There's rarely a good reason to let a restaurant app use your location **always**, even when it's closed.

Changing location later

- **iPhone:** open **Settings**, scroll down to **Apps** and tap the restaurant app, then tap **Location**.
- **Android:** open **Settings** > **Apps**, choose the restaurant app, then **Permissions** > **Location**.

Notifications and emails

Restaurant apps love to send deal alerts. If they're helpful, keep them. If they're too many, turn them off in the app's own settings, or in your phone's Settings under **Notifications**. For email, scroll to the bottom of a promotional email from the restaurant and tap **Unsubscribe**, as long as the email really came from the restaurant.

TIP

Your birthday reward

Many programs offer a birthday treat if you enter your birthday. You can decide whether that's worth sharing. Some people enter only the month and day if the app allows it.

WHAT THIS DOES FOR YOU

What this does for you

With location set to "While using" and notifications trimmed, the app helps when you open it and stays quiet the rest of the time.

PART 8

Staying Safe, Getting Help & Your Cheat-Sheet

The scams that use restaurant names, keeping your rewards account safe, helping a parent with their apps, when to call Bill, and a one-page summary.

CHAPTER 23

Scams: Fake Coupons, Fake Apps and Tampered QR Codes

Scammers love famous restaurant names, because everyone recognizes them and everyone likes free food. The good news is that these scams follow a few patterns that are easy to spot once you know them.

Fake "free meal" coupons

Posts and messages on Facebook, Messenger and other sites have offered things like a free family meal or free food for a month from well-known chains. Fact-checkers and the Better Business Bureau (BBB) have described the same pattern again and again:

- You're asked to **share** the post or send it to friends to "unlock" the coupon.
- You're sent to an outside website to answer a **survey**, which then asks for your name, address, phone number or card details.
- The page posting it is an **imposter**, with a name close to the real restaurant's but not quite right.
- The real goal is your personal information, or to put harmful software on your device.

SCAM ALERT

How to check an offer

Don't click, share or fill anything in. Instead, open the restaurant's real app and look in its Deals or Offers section, or search the web for the offer with the word "scam" added. If it's real, it will be in the app. A real restaurant deal never needs your card number to "claim" a coupon.

Fake restaurant apps

1. Only install apps from the **App Store** or **Google Play**, never from a link in a text or email.
2. Check the developer name under the app's title. It should be the restaurant company itself.
3. Be suspicious of an app with very few ratings, odd spelling, or a name like "Free Food Coupons for ...".
4. If an app asks for permissions that make no sense, such as your contacts or text messages, don't allow it, and delete it.

Tampered QR codes

As Chapter 21 explains, the FTC has warned about fake QR stickers placed over real ones. At a restaurant, the safest habit is to read the web address before opening it, and to pay at the counter or with your server if anything looks odd.

Fake texts and emails about your account

- "Your rewards points are about to expire — click here" messages can be fake. Open the app yourself instead of tapping the link.
- "You've won a gift card — pay a small shipping fee" is a scam.
- No restaurant needs you to read back a sign-in code, as Chapter 3 explains.

If you already clicked or paid

1. If you gave card details, call the number on the back of your card and tell them.
2. If you typed a password, change it in the real app right away, and anywhere else you used it.
3. Delete any app you installed from a link.
4. Report it at **ReportFraud.ftc.gov**. You can also report fake posts to the site where you saw them.

WHAT THIS DOES FOR YOU

What this does for you

One simple rule protects you from most of these: real deals live inside the real app. If it came from somewhere else, check in the app first.

CHAPTER 24

Keeping Your Rewards Account Safe

A rewards account may seem too small to bother protecting, but it holds your card, your address and sometimes a money balance. Scammers do try to break into these accounts to spend points or stored money.

Simple protection

1. Use a **different password** for each restaurant app. A password manager can remember them.
2. If the app offers **two-step verification** (a code sent to your phone when you sign in), turn it on.
3. Lock your phone with a passcode, Face ID or fingerprint.
4. Keep only one card in each app, preferably Apple Pay, Google Pay or a credit card.
5. Glance at your points and order history now and then. Orders you didn't place are a warning sign.

If someone got into your account

1. Change the app's password right away using **Forgot password** if you can't sign in.
2. Remove saved cards from the account, then look at your card statement for charges you don't recognize.
3. Contact the restaurant through the app's **Help** or **Contact us** page and explain what happened. Ask whether they can restore points or a stored balance.
4. If the same password was used anywhere else, change it there too, starting with your email.

HEADS UP

Locked out after too many tries?

Many apps lock an account for a while after several wrong passwords. Wait, then use **Forgot password** instead of guessing. Check your email's spam or junk folder if the reset email doesn't arrive.

WHAT THIS DOES FOR YOU

What this does for you

A unique password and a locked phone keep your points, your card and your stored balance safely yours.

CHAPTER 25

Helping a Parent or Grandparent with Restaurant Apps

This chapter is for family members. Setting up one or two restaurant apps can be a nice way to help an older relative get a free coffee, avoid a long line or have a meal delivered on a hard day.

A good way to help

1. Ask which restaurants they actually go to. Start with just one.
2. Set it up together on their phone, using their own email, so the account is truly theirs.
3. Write the email and where the password is kept in the cheat-sheet in Chapter 27.
4. Do a practice order while you're there, start to finish, perhaps for pickup on the way to lunch.
5. Show them where the code to scan at the counter is, and where the deals are.
6. Set location to "While using the app" and turn off notifications they won't want.

Ordering for them from far away

- Most delivery apps let you place an order to someone else's address. Add their phone number and a note for the driver.
- Restaurant gift cards, sent electronically to their email, let them choose for themselves.
- Tell them ahead of time that a delivery is coming, so they aren't surprised or worried by a knock at the door.

HEADS UP

Shared accounts can be confusing

It's tempting to put a parent's orders on your own account. That works for delivery, but rewards points and deals will end up in your account, not theirs. For their regular stops, their own account is usually simpler.

SCAM ALERT

Remind them about the free-meal posts

Older relatives are often the ones forwarding "free meal" coupons on Facebook in good faith. A gentle reminder that real deals are only in the real app (Chapter 23) can save them a lot of trouble.

WHAT THIS DOES FOR YOU

What this does for you

A little setup on one visit can give someone more independence: they can get a hot meal or a coffee their own way, without waiting for a ride or a favor.

CHAPTER 26

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time or worry. Here's my straight advice.

Times it's worth a call

- **Getting set up** — installing the right apps, creating accounts, saving passwords and adding a safe way to pay, done together so it all works the first time.
- **Sorting out two accounts** — when points or deals seem to be in the wrong place because of an old email address.
- **A practice run** — placing a first mobile order or curbside order together, so the real one feels easy.
- **Privacy cleanup** — going through location, notifications and saved cards across all your apps.
- **Something feels off** — a strange message, a charge you don't recognize, or an app you're not sure is real.

What I don't do

I can't change a restaurant's prices or rules, restore points the restaurant won't restore, or decide a card dispute. I'm glad to help you contact the right place and understand what they're asking. I also never need your passwords written down or your sign-in codes read to me; you'll type those yourself while I guide you.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money, including delivery memberships and subscriptions you don't need. I have more than 30 years of professional experience, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn this. Enjoy the free coffee. Take it one step at a time.

— Bill

CHAPTER 27

Your Restaurant Apps Cheat-Sheet

Keep this summary handy. The whole guide, boiled down.

The essentials

Topic	Remember
Kiosks	Optional. Back and Start over buttons; nothing is charged until you pay. The counter still works.
McDonald's	100 points per dollar; rewards from 1,500 points; show the 4-digit code before ordering
Starbucks	Green, Gold and Reserve levels since March 10, 2026; scan your barcode every time
Chick-fil-A One	10 to 13 points per dollar; points don't expire, chosen rewards do
Taco Bell	10 points per dollar; 250-point rewards; points expire after about six months
Dunkin'	10 points per dollar; points expire 12 months after the month earned
Delivery apps	Delivery fee + service fee + possible small-order fee + tax + tip. Read the total.
Tipping screens	Skip and Custom are always there. Your choice at counter service.
QR codes	Read the web address first. Look for a sticker on top. Ask for a paper menu.
Wrong order	Back to the counter first; then the app's Help; then the restaurant
Charged twice?	Wait for pending holds to drop off; then contact the app; then your card company

Write it down once

Keep handy	
McDonald's app email	_____
Starbucks app email	_____
Chick-fil-A app email	_____
Other app & email	_____
Where my passwords are safely kept	_____
Card I use in food apps (last 4 digits)	_____
Delivery memberships & renewal dates	_____

When something's wrong, in order

1. Kiosk confusing? Tap Start over, or walk up to the counter and order there.
2. Order wrong or missing? Go back to the counter with your receipt, or use Help in the app's order history.
3. Points didn't show up? Check you're signed in to the right account, then report it in the app's Help.
4. Deal disappeared? Check the restaurant selected in the app and the deal's dates.
5. Charged twice? Give pending charges a few days, then contact the app, then your card company.
6. Forgot your password or locked out? Use Forgot password; check your spam folder for the email.
7. "Free meal" post or strange text? Don't click. Check the real app's Deals.
8. Still stuck? Call Bill at (330) 200-8042.