Crunchbox known issues this week

Last Modified on 11/23/2026 1:41 pm EST

Reader group: Team Crunchbox
In a live knowledge base, only signed-in agents on the Crunchbox team would see this page. It's public in this demo so you can explore.

This page is updated every Monday and whenever something new comes up. Subscribe to get an email when it changes.

Known issues this week (updated Monday, November 23):

- Carrier delays in the Pacific Northwest after storms. Boxes may arrive up to 1 day late; credit $10 if food is still cold.
- The app shows an error when skipping a week on Android 15. Skip it for the customer in the CRM.
- The Thanksgiving week cutoff moved up to Wednesday, November 18.

Recently resolved

Issue	Resolved
Promo code FALL25 rejected at checkout	November 14
App showed wrong cutoff time for Pacific customers	November 10

The same banner appears at the top of Top 10 call reasons. Because it's a snippet, the team lead updates it once and it changes everywhere.