

# GRUBHUB®

## Campus Dining FAQ

### What do I need **GRUBHUB** for?

**GRUBHUB** is the mobile app used to ORDER at most of our retail dining ON campus. Grubhub partners with your campus to bring you the ultimate dining experience where you order ahead and pay with your campus card, debit or credit cards. Instead of waiting in long lines at the dining hall or on-campus restaurants, you can order from your phone, skip the line & pick up your food when notified.

### How do I get started on **GRUBHUB** ?

Getting started is simple. Check out our video tutorials that walk you through the process step by step - visit the Gourmet Dining website; [rowan.edu/dining](http://rowan.edu/dining)

### Can I use my **GRUBHUB** account for off campus locations?

Yes & No...you can use your meal plan at on campus dining locations ONLY. If you choose to order at an off campus location you will be required to use a credit card to complete your order.

### I'm having trouble loading my campus card onto **GRUBHUB**

First step is to confirm that your campus account is active. If so, then click the settings in the app, scroll to the bottom to "help." Click on How to Use Grubhub and then go to "Need more help." This will get you to a technician that can assist you directly.

### I'm having an issue logging in on the **GRUBHUB** app

Check your login info again. Verify the email address that you are using, you may not have used your Rowan email when you created your Grubhub account. If you are still having an issue, reset your password. If that does not resolve the issue then you should contact Grubhub Customer Care.

## **I just got my campus card and/or my meal plan and I am unable to order on GRUBHUB**

It takes approximately 45 minutes for your campus meal plan to be live . Remember you need to add your campus card as payment type. If you are having an issue with your meal plan, please contact Rowan Card Services.

## **I placed an order but received a message stating "your order has been cancelled and refunded," what does that mean?**

Unfortunately there are a few different scenarios that could cause this message to be sent:

- You don't have any meals left for the week and/or semester
- You already placed a meal during the current meal period
- a technical issue occurred with the shop - such as a fire alarm or network outage

First step is to confirm (1) that you have meals available on your plan (2) that you have not used a meal in the current meal period.

Once you have confirmed that neither of these apply please ask to speak with the manager on duty in the dining location at which you placed an order. They will work to get you assistance from the appropriate party.

If you are not able to confirm both of these scenarios please contact Rowan Card Services for further assistance. They will be able to look into your account and determine whether you are out of meals and direct you on how to proceed from there.

If there was a technical error that caused a shop closure you will receive the notification that your order was refunded. In the event this takes place, please check the email associated with your **GRUBHUB** account. You will have received a "refund email." This is to compensate you for your lost meal. Follow these steps to use your meal credit:

- click "Order Now" found in the email, this will relaunch the app
- Select the REGULAR MENU not the meal exchange menu. Your credit will have a \$10 value and will deduct from your order at the point of check out.

## **General Issue Trouble Shooting Tips**

- If there is an issue with the app's technology, contact **GRUBHUB** via the app's Customer Care function
- If there is an issue with your card or your meal plan, contact Rowan Card Services for assistance
- If there is an issue with your food quality, accuracy of your order or general satisfaction please ask any associate at the dining location to speak with the Manager on Duty for immediate assistance.