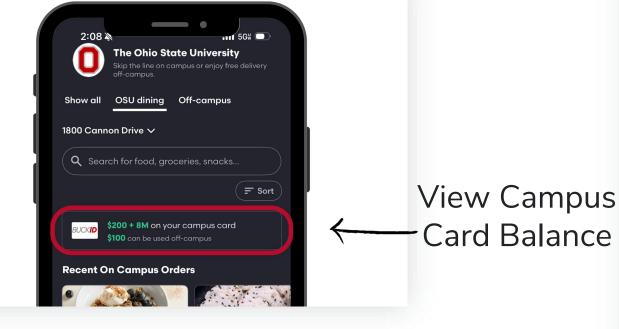
# **Using Grubhub Campus The Ohio State University**



#### View Your Campus Card Balance



2:34 The Ohio State Universit Ship the line on compuser anyly fre off-compus	SGW O
Show all OSU dining Off-campus	
1800 Cannon Drive 🗸 Delivery	
Q. Search for food, groceries, snacks	
📻 Sort Open Now 🕇 4 Stars an	
Campus Card Balance	
Visit Exchange (Multiple Swipes)	5M
Dining Dollars 35% off	\$100
Dining Dollars 10% off	\$100
Dining Dollars Accepted off campus	\$100
BuckID Debit Accepted off campus	\$100
Add money	

#### Deposit Dining Dollars or BuckID Cash

Visit Exchange (Multiple Swipes)	5M
Dining Dollars 35% off	\$100
Dining Dollars 10% off	\$100
Dining Dollars Accepted off campus	\$100
BuckID Debit Accepted off campus	\$100
Add money	

Make a Deposit to Dining Dollars or BuckID Cash by tapping "Add money" or navigating to buckid.osu.edu

ate University		
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5		it -
Make a Deposit		
<mark>়িক</mark> Participating Merchants		
buckid.osu.ed	u M	ک ا
	a Deposit	Life The second

#### Gray 10 and Scarlet 14: Campus Card Balance

Available **Visits/Visit Exchanges**. Can be used at Traditions, Dining Services Retail Locations (\$8 Exchange Value), or C-Stores (\$5 Exchange Value)

BuckID Cash Balance Can be added at any time, with or without a dining plan

	Campus Card Balanc	e
Visit Exchang	e (Multiple Swipes)	5M
Dining Dollars	s 35% off	\$100
Dining Dollars	s 10% off	\$100
		\$100
Dining Dollars		
		\$100
Accepted off co BuckID Debit		\$100

**Dining Dollars** are listed as separate lines, one for each discount rate (35% off at **Dining Services Retail &** Traditions Locations, 10% off at C-Stores, or at off campus locations without a discount). The dollar amount listed on all three lines refers to the same funds. In other words, for this example, the student has \$100 in **Dining Dollars** available to use.

Additional **Dining Dollars** can be added to any active meal plan.

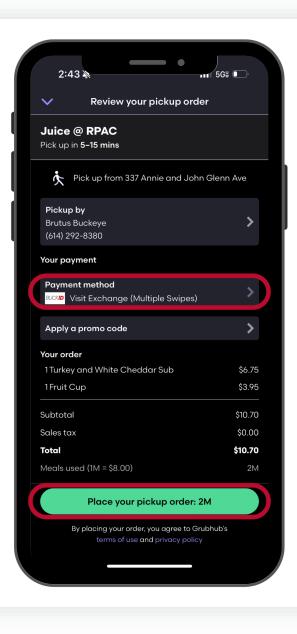
#### Gray 10 and Scarlet 14: Visit Exchange

Example:

In this example, the total of the order is \$10.70

Juice 2 is a "Retail" style location, so the value of a **Visit Exchange** is \$8

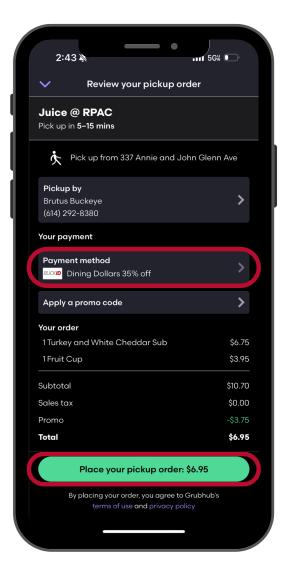
> This student could use two of their **Visit Exchanges** to purchase this order



#### Gray 10 and Scarlet 14: Dining Dollars or BuckID

Using the previous order as an example, the student could also pay with \$6.95 **Dining Dollars** or \$10.70 **BuckID Cash** 

11:44 7	5G# 🗩
<ul> <li>Review your pickup order</li> </ul>	
Juice @ RPAC Pick up in 7-17 mins	
Pick up from 337 Annie and John (	Glenn Ave
<b>Pickup by</b> Brutus Buckeye (614) 292-8380	>
Your payment	
Payment method BUCKID Debit	>
Apply a promo code	>
Your order	
1 Turkey and White Cheddar Sub	\$6.75
1Fruit Cup	\$3.95
Subtotal	\$10.70
Sales tax	\$0.00
Total	\$10.70
Place your pickup order: \$10.	70
By placing your order, you agree to Grub terms of use and privacy policy	hub's

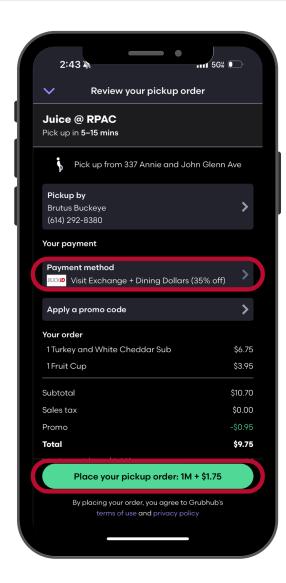


#### Gray 10 and Scarlet 14: Visit + Dollars

Visit Exchanges can be combined with Dining Dollars or BuckID Cash

The student could pay with one Visit Exchange and \$2.70 in BuckID Cash OR one Visit Exchange and \$1.75 in Dining Dollars

2:42	5G# •
<ul> <li>Review your pickup orde</li> </ul>	r
Juice @ RPAC Pick up in 5-15 mins	
🔆 Pick up from 337 Annie and John	Glenn Ave
Pickup by Brutus Buckeye (614) 292-8380	>
Your payment	
Payment method RCCOP Visit Exchange + BuckID	>
Apply a promo code	>
Your order	
1 Turkey and White Cheddar Sub	\$6.75
1Fruit Cup	\$3.95
Subtotal	\$10.70
Sales tax	\$0.00
Total	\$10.70
Meals used (1M = \$8.00)	1M
Place your pickup order: 1M +	\$2.70
By placing your order, you agree to Gru terms of use <b>and</b> privacy policy	bhub's



## **Traditions**

Unlimited **Visits** to Traditions locations, up to once per hour.

Take Traditions meals **To-Go** up to five times per week.

Visit Exchanges not included

**BuckID Cash** Balance No funds included with this plan, but can be added at any time, <u>with or without a</u> <u>dining plan</u>

d		e delivery
1		
		F Sort
I	Campus Card Balance	
I	Traditions Visit	49M
I	Traditions ToGo	5М
I	Visit Exchange (Multiple Swipes)	ОМ
I	Dining Dollars 35% off	\$100
I	Dining Dollars 10% off	\$100
I	Dining Dollars Accepted off campus	\$100
1.	BuckID Debit	\$100

**Dining Dollars** are listed as separate lines, one for each discount rate (35% off at **Dining Services Retail &** Traditions Locations, 10% off at C-Stores, or at off campus locations without a discount). The dollar amount listed on all three lines refers to the same funds. In other words, for this example, the student has \$100 in **Dining Dollars** available to use.

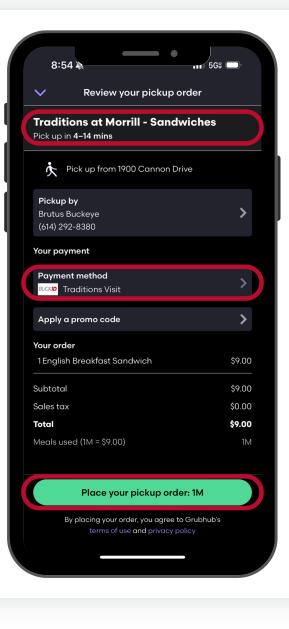
Additional **Dining Dollars** can be added to any active meal plan.

## **Traditions: Visit**

Example:

Students on the Traditions Dining Plan can access Traditions locations once every hour, unlimited times per week by using a **Traditions Visit** 

In this example, the student can order the entrée made-to-order because Traditions at Morrill is a to-go only location



The Ohio State University

## **Traditions: To-Go Visit**

Example:

Students on the Traditions Dining Plan can order food to-go up to five times per week from a Traditions location by using a **Traditions To-Go Visit** 

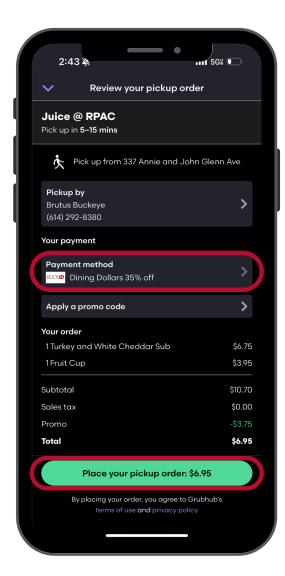
4:51	9W 💽,	
V Review your pickup order		
Traditions at Scott - Reusepass Pick up in 2–12 mins		
Pick up from 160 W Woodruff Ave		
<b>Pickup by</b> Brutus Buckeye (614) 292-8380	>	
Your payment		
Payment method BCCCP Traditions ToGo	>	
Apply a promo code	>	
<b>Your order</b> 1[Dinner] entry to-go	\$12.95	
Subtotal	\$12.95	
Sales tax	\$0.00	
Total	\$12.95	
Meals used (1M = \$12.95)	1M	
Place your pickup order: 1M		
By placing your order, you agree to Grubhub terms of use <b>and</b> privacy policy	's	

THE OHIO STATE UNIVERSITY

#### Traditions: Dining Dollars or BuckID

Using the previous order as an example, the student could also pay with \$6.95 **Dining Dollars** or \$10.70 **BuckID Cash** 

11:44 Review your pickup order  Juice @ RPAC Pick up in 7-17 mins  Pick up from 337 Annie and John Glenn Ave  Pickup by Brutus Buckeye (614) 292-8380  Your payment  Payment method	•
Juice @ RPAC Pick up in 7-17 mins Pick up from 337 Annie and John Glenn Ave Pickup by Brutus Buckeye (614) 292-8380 Your payment Payment method	
Pick up in <b>7-17 mins</b> Pick up from 337 Annie and John Glenn Ave Pickup by Brutus Buckeye (614) 292-8380 Your payment Payment method	•
Pickup by Brutus Buckeye (614) 292-8380 Your payment Payment method	
Brutus Buckeye (614) 292-8380 Your payment Payment method	
Payment method	
BUCKID BuckID Debit	
Apply a promo code	
Your order	
1 Turkey and White Cheddar Sub \$6.	75
1Fruit Cup \$3.9	95
Subtotal \$10	70
Sales tax \$0.0	00
Total \$10.7	0



## **Traditions Plus: Exchange**

Includes all **Payment Methods** included with the Traditions Dining Plan.

In Grubhub, **Traditions To-Go** is replaced by "Visit **Exchanges**"

10:40 🔊	sity
Campus Card Balance	9
Traditions Visit	49M
Visit Exchange (Multiple Swipes)	5M
Dining Dollars 35% off	\$100
Dining Dollars 35% off Dining Dollars 10% off	\$100 \$100
Dining Dollars 10% off	\$100
Dining Dollars 10% off Dining Dollars Accepted off campus BuckID Debit	\$100

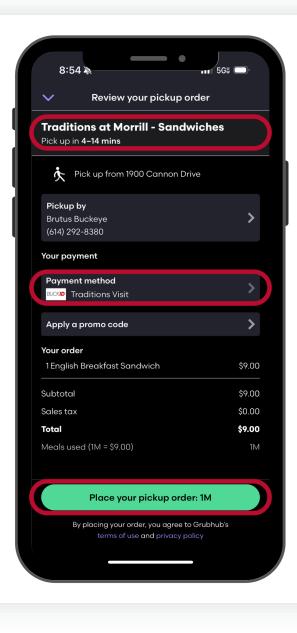
The Traditions Plus Add On allows students to **exchange** up to 5 of their included weekly **To-Go Visits** for either an \$8 exchange at a retail location or a \$5 exchange at a C-Store.

#### Traditions Plus

Example:

Students on the Traditions Plus Dining Plan can access Traditions locations once every hour, unlimited times per week by using a **Traditions Visit** 

In this example, the student can order the entrée made-to-order because Traditions at Morrill is a to-go only location



#### **Traditions Plus: Visit Exchange**

Example:

Students on the Traditions Plus Dining Plan can order food to-go up to 5 times per week from a Traditions location, by using a **Visit Exchange** 

•
>
>
\$12.95
\$12.95
\$0.00
\$12.95
1M

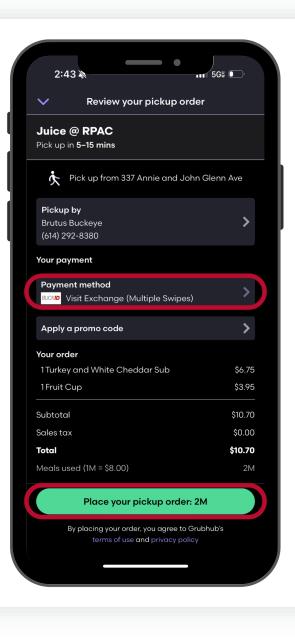
#### **Traditions Plus: To-Go Visit**

#### **Exchanging a Traditions To-Go Visit**

In this example, the total of the order is \$10.70

Juice 2 is a "Retail" style location, so the value of a **Visit Exchange** is \$8

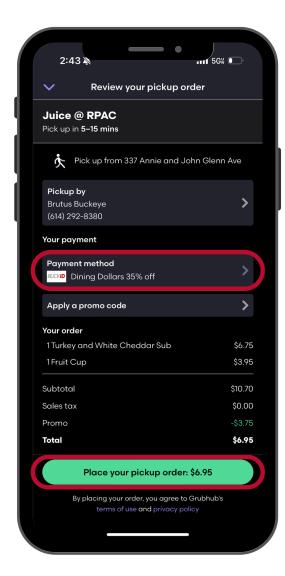
> This student could use two of their **Visit Exchanges** to purchase this order



#### **Traditions Plus: Dollars**

Using the previous order as an example, the student could also pay with \$6.95 **Dining Dollars** or \$10.70 **BuckID Cash** 

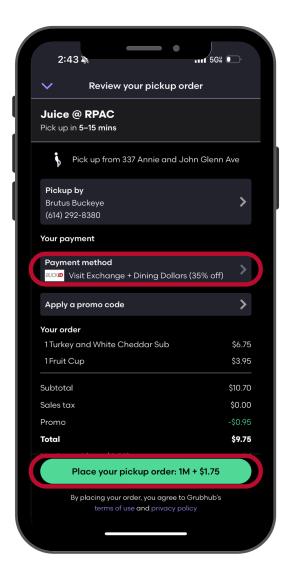
11:44 7	5G¥ 💽
<ul> <li>Review your pickup order</li> </ul>	
Juice @ RPAC Pick up in 7-17 mins	
Pick up from 337 Annie and John (	Glenn Ave
Pickup by Brutus Buckeye (614) 292-8380	>
Your payment	
Payment method RCKIP BuckID Debit	>
Apply a promo code	>
Your order	
1 Turkey and White Cheddar Sub	\$6.75
1Fruit Cup	\$3.95
Subtotal	\$10.70
Sales tax	\$0.00
Total	\$10.70
Place your pickup order: \$10.	70
By placing your order, you agree to Grub terms of use <b>and</b> privacy policy	bhub's



#### Traditions Plus: Visit + Dollars

Visit Exchanges can be combined with Dining Dollars or BuckID Cash

2:42	5G% •
<ul> <li>Review your pickup order</li> </ul>	
Juice @ RPAC Pick up in 5-15 mins	
Pick up from 337 Annie and John 6	Glenn Ave
<b>Pickup by</b> Brutus Buckeye (614) 292-8380	>
Your payment	
Payment method	>
Apply a promo code	>
Your order	
1 Turkey and White Cheddar Sub	\$6.75
1Fruit Cup	\$3.95
Subtotal	\$10.70
Sales tax	\$0.00
Total	\$10.70
Meals used (1M = \$8.00)	1M
Place your pickup order: 1M + \$	\$2.70
By placing your order, you agree to Grub terms of use <b>and</b> privacy policy	bhub's



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#### Declining Balance, Carmen 1 and Carmen 2

Visits and Visit Exchanges are not included – Students can use Dining Dollars and BuckID Cash to enter Traditions Locations or to purchase meals at other locations

> BuckID Cash Balance No funds included with these plans, but can be added at any time, <u>with or</u> <u>without a dining plan</u>

Campus Card Bala	ince
Visit Exchange (Multiple Swipes)	OM
Dining Dollars 35% off	\$100
	\$100
Dining Dollars 10% off	
Dining Dollars 10% off Dining Dollars Accepted off campus	\$100
Dining Dollars	\$100 \$100
Dining Dollars Accepted off campus BuckID Debit	
Dining Dollars Accepted off campus BuckID Debit	

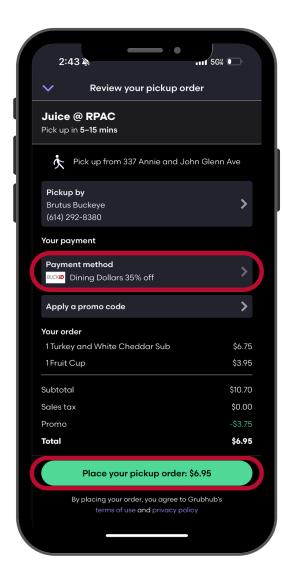
**Dining Dollars** are listed as separate lines, one for each discount rate (35% off at **Dining Services Retail &** Traditions Locations, 10% off at C-Stores, or at offcampus locations without a discount). The dollar amount listed on all three lines refers to the same funds. In other words, for this example, the student has \$100 in **Dining Dollars** available to use.

Additional **Dining Dollars** can be added to any active meal plan.

#### Using Declining Balance, Carmen 1 and Carmen 2

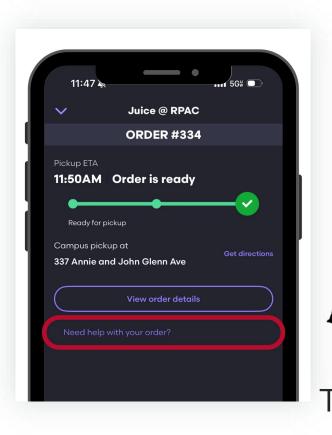
In this example, the student could also pay with \$6.95 **Dining Dollars** or \$10.70 **BuckID Cash** 

11:44	5G# 🗩
<ul> <li>Review your pickup order</li> </ul>	
Juice @ RPAC Pick up in 7-17 mins	
Pick up from 337 Annie and John C	Glenn Ave
<b>Pickup by</b> Brutus Buckeye (614) 292-8380	>
Your payment	
Payment method ROMP BuckID Debit	>
Apply a promo code	>
Your order	
1 Turkey and White Cheddar Sub	\$6.75
1Fruit Cup	\$3.95
Subtotal	\$10.70
Sales tax	\$0.00
Total	\$10.70
Place your pickup order: \$10.7	70
By placing your order, you agree to Grub terms of use <b>and</b> privacy policy	hub's



# **Grubhub Help Customer Service**

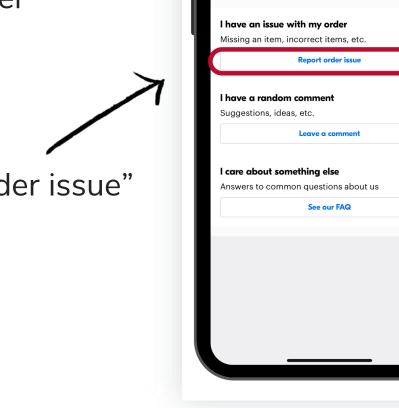




Select an order and tap "Need help with your order"

Tap "Report order issue"

#### **Grubhub Help**



**\_\_\_\_** 

Help

•••• 5G% 🖸

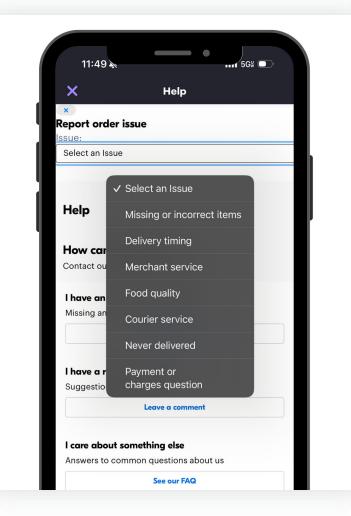
11:47

How can we help you?

Contact our Customer Care team 24/7

×

Help



## **Contact Grubhub Help**

Follow the prompts

to describe the issue

#### 11:50 🔌 ---- 5G% 🖸 × Help × Report order issue Issue: Merchant service What best describes your issue? Order incorrect/missing items Select an Issue Add comm Rude or unprofessional Very slow , Order incorrect/ missing items Other Help How can we help you? Contact our Customer Care team 24/7 I have an issue with my order Missing an item, incorrect items, etc. **Report order issue** I have a random comment Suggestions, ideas, etc.