

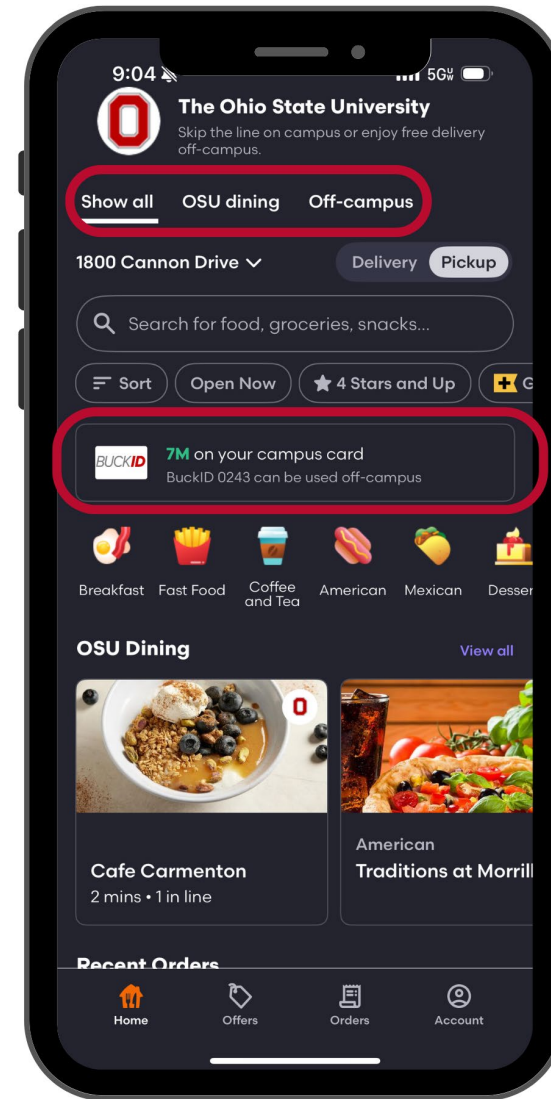
# Using Grubhub Campus Ohio State University



# Grubhub Campus Home Screen

Toggle between OSU Dining and Off-Campus Dining options

View available campus card balance

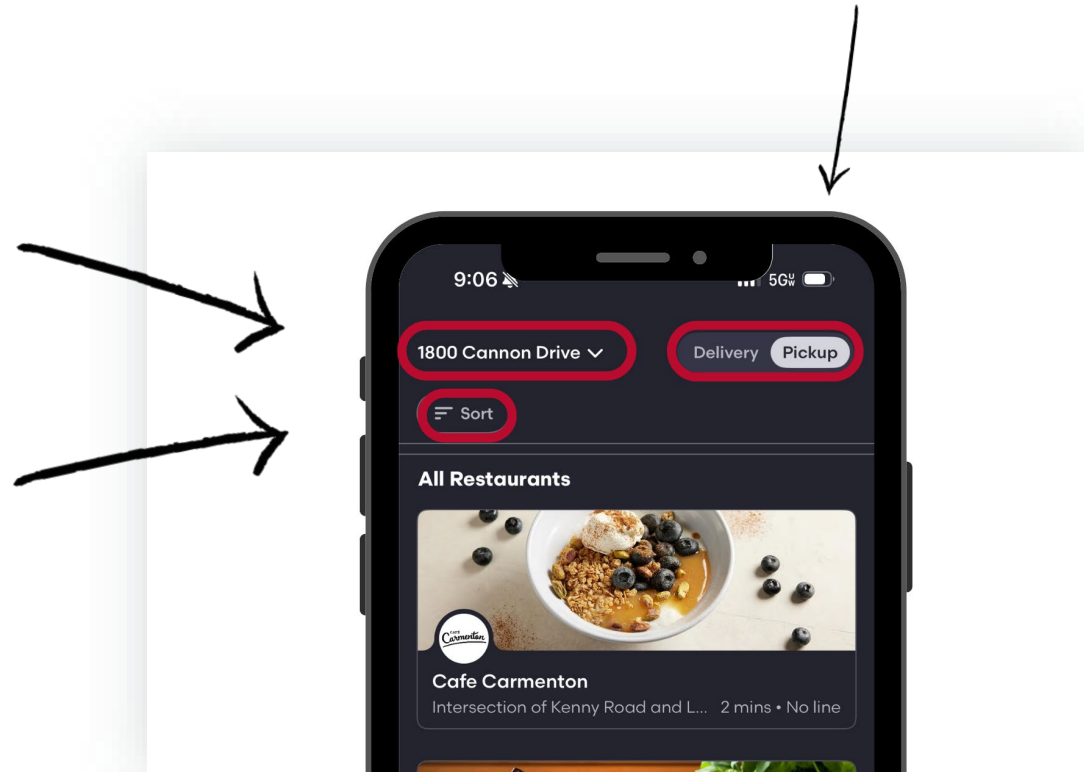


# Home Screen

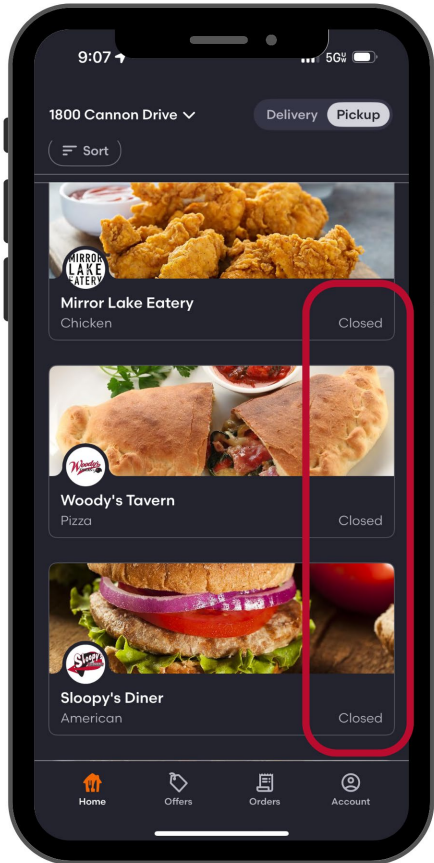
View your delivery address  
Always verify your delivery address before  
placing an order

Sort by “Recommended” or  
“Fastest”

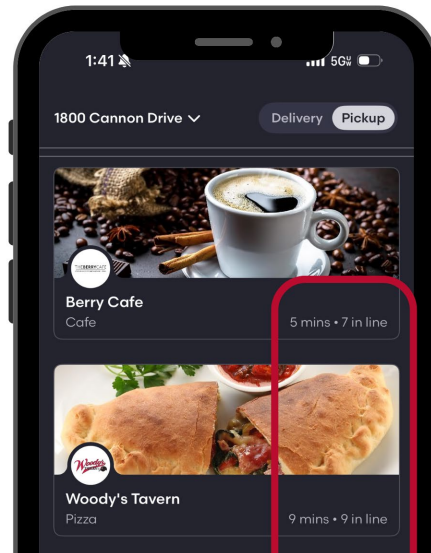
Toggle between  
Pickup or Delivery



# Dining Locations



Shop Status (Open or Closed)



Estimated prep and pickup times

Number of people "in line" (in the order queue)



# Placing a Pickup Order

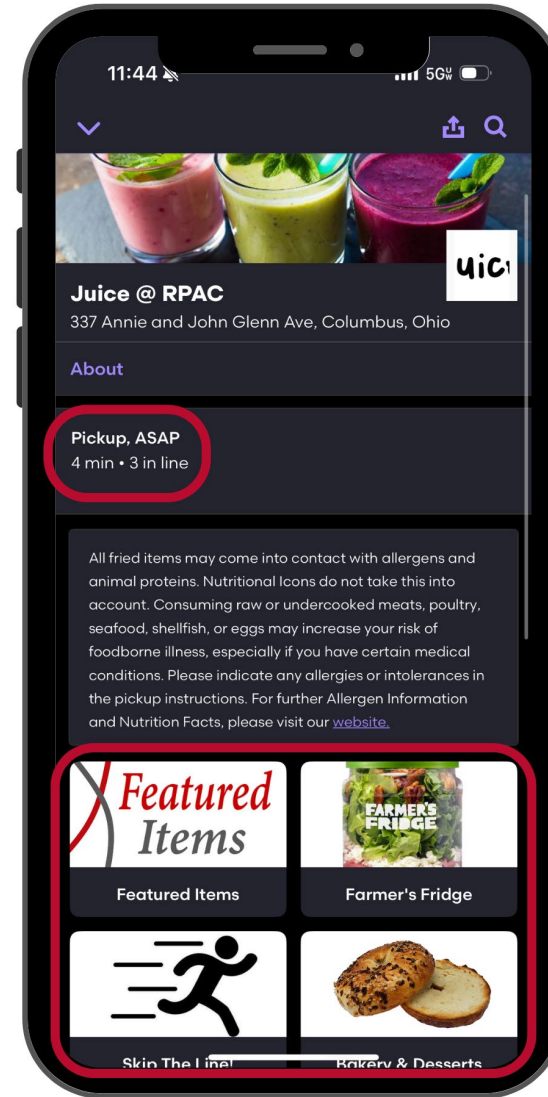


# Choose location

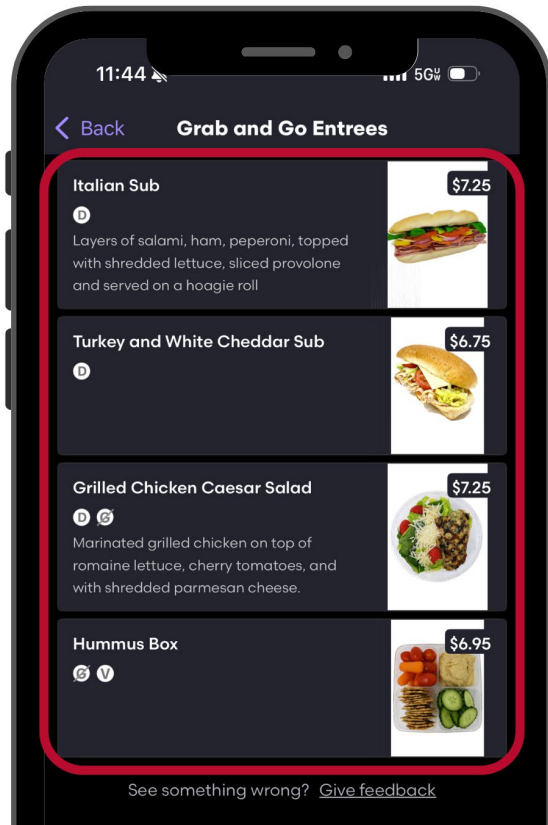
When placing an order,  
first select a location

Estimated Pickup Times

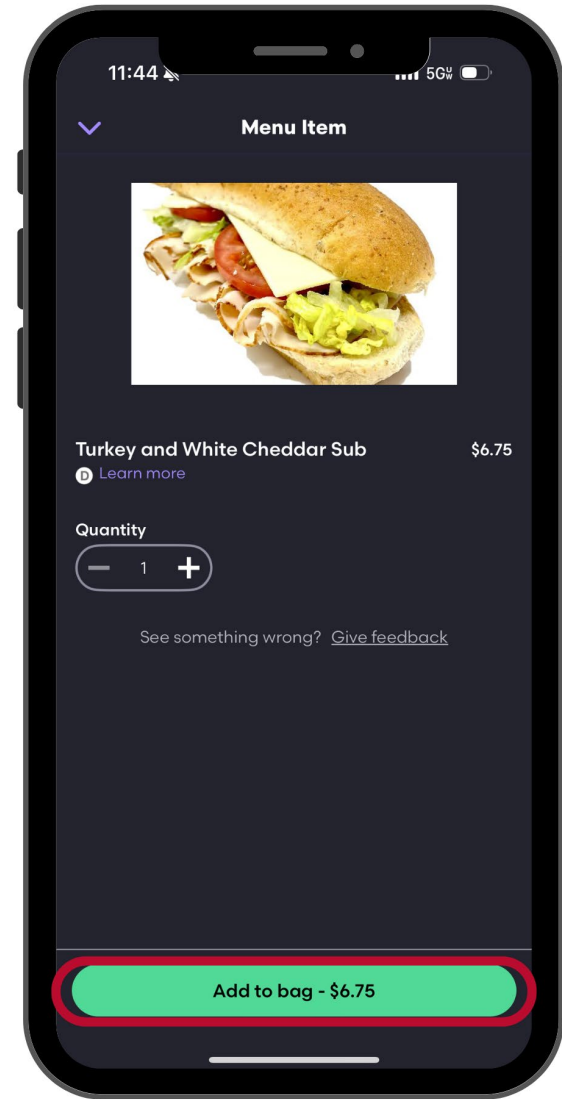
Item Categories



# Add items

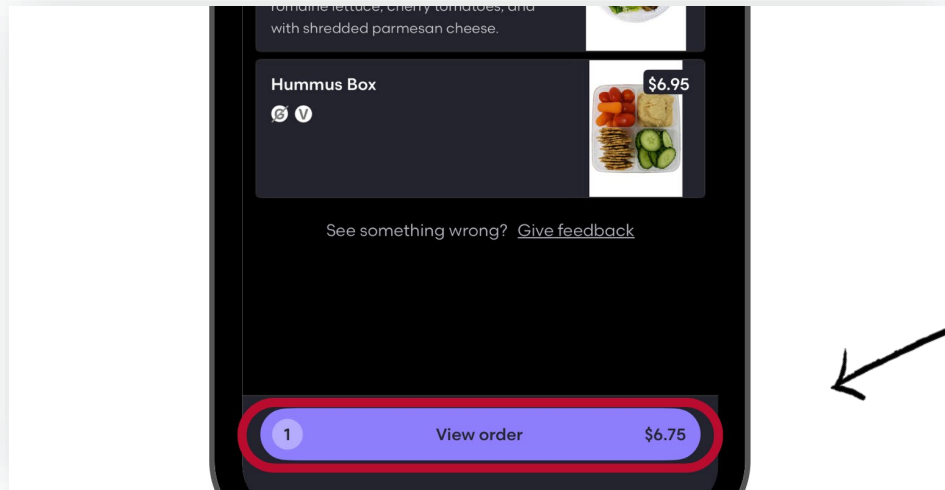


Select items  
and  
Add to bag

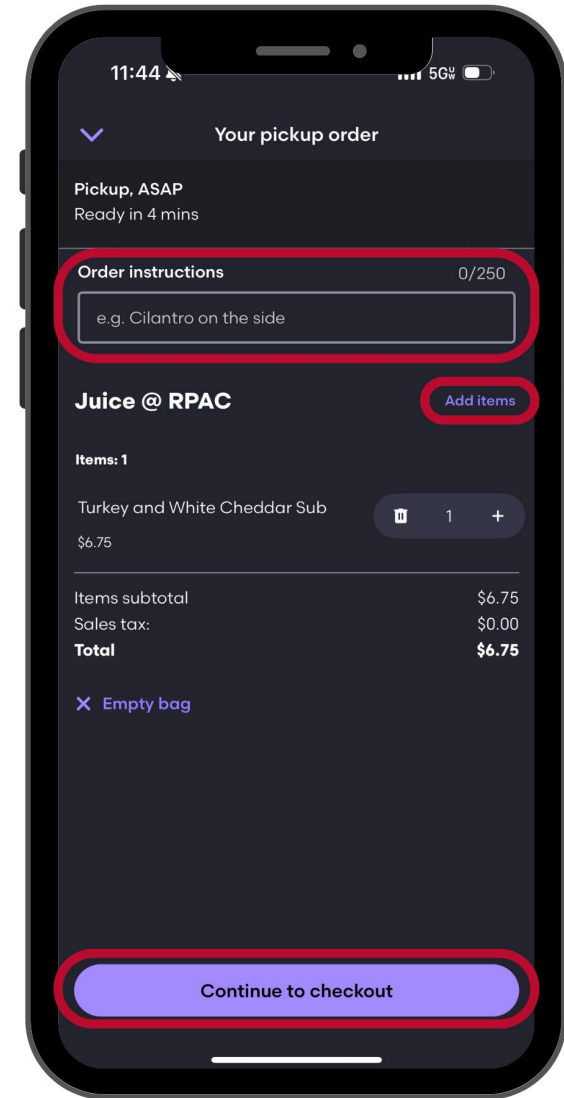


# Order instructions

Add notes for your order, including allergies, dietary restrictions, special requests, etc.



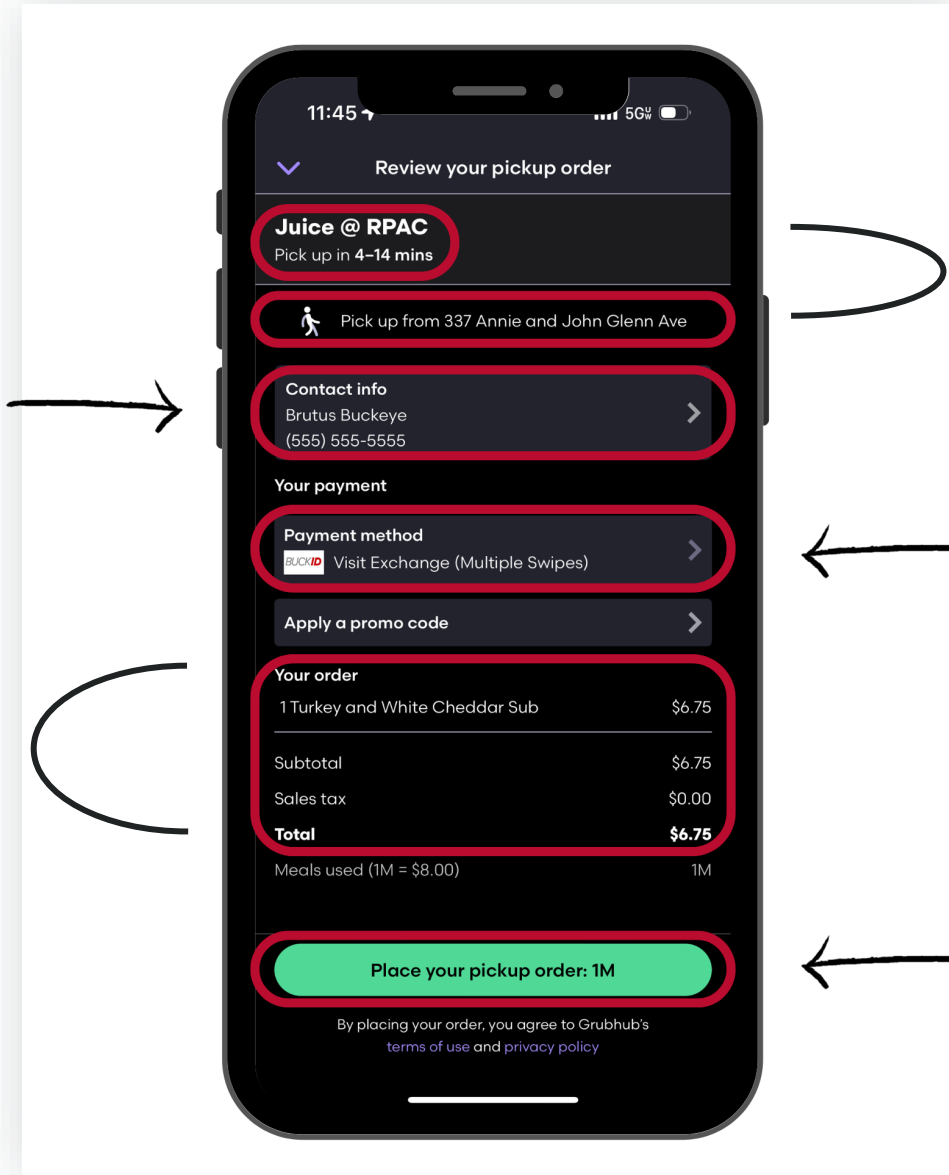
View your order  
and  
Continue to  
checkout



# Confirm

Confirm your contact information

Full breakdown of all order selections, modifications and prices



Location information and expected pickup time

Payment method

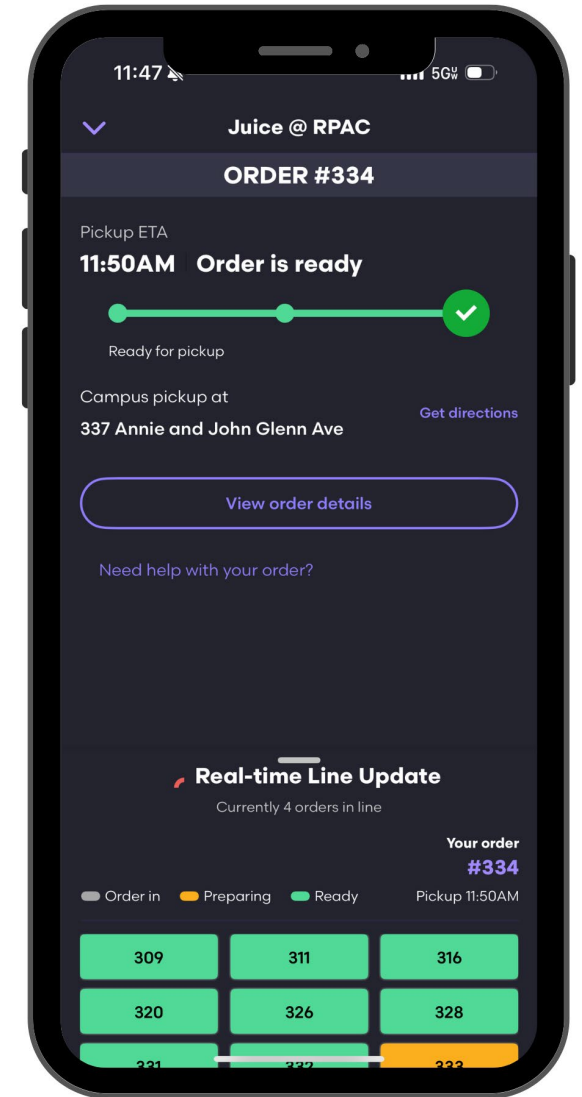
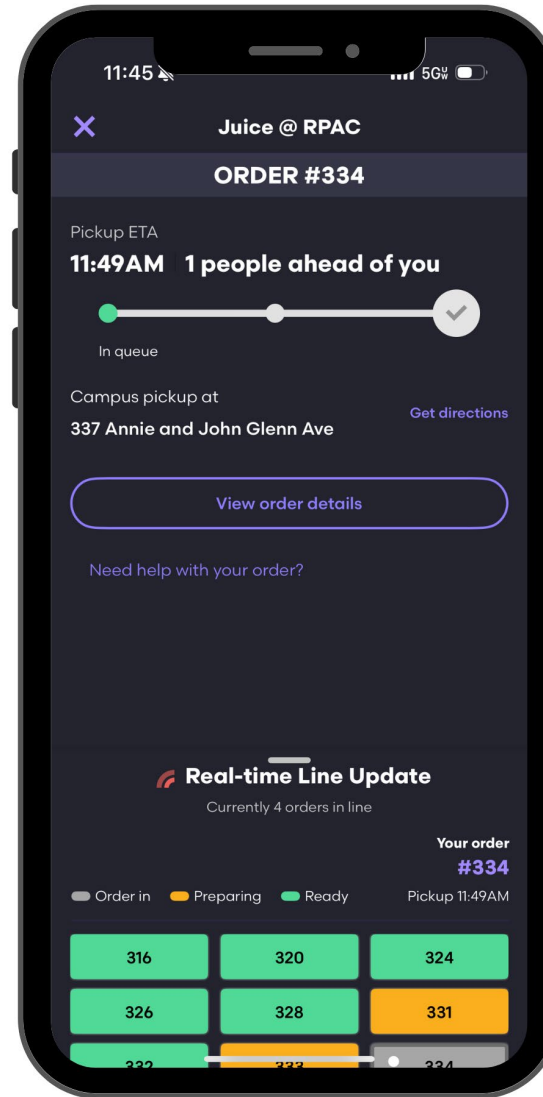
Always verify before placing an order

Place your order

# Track order

Track your order from start to finish

Monitor “Real-time Line Updates” to view your position in the queue

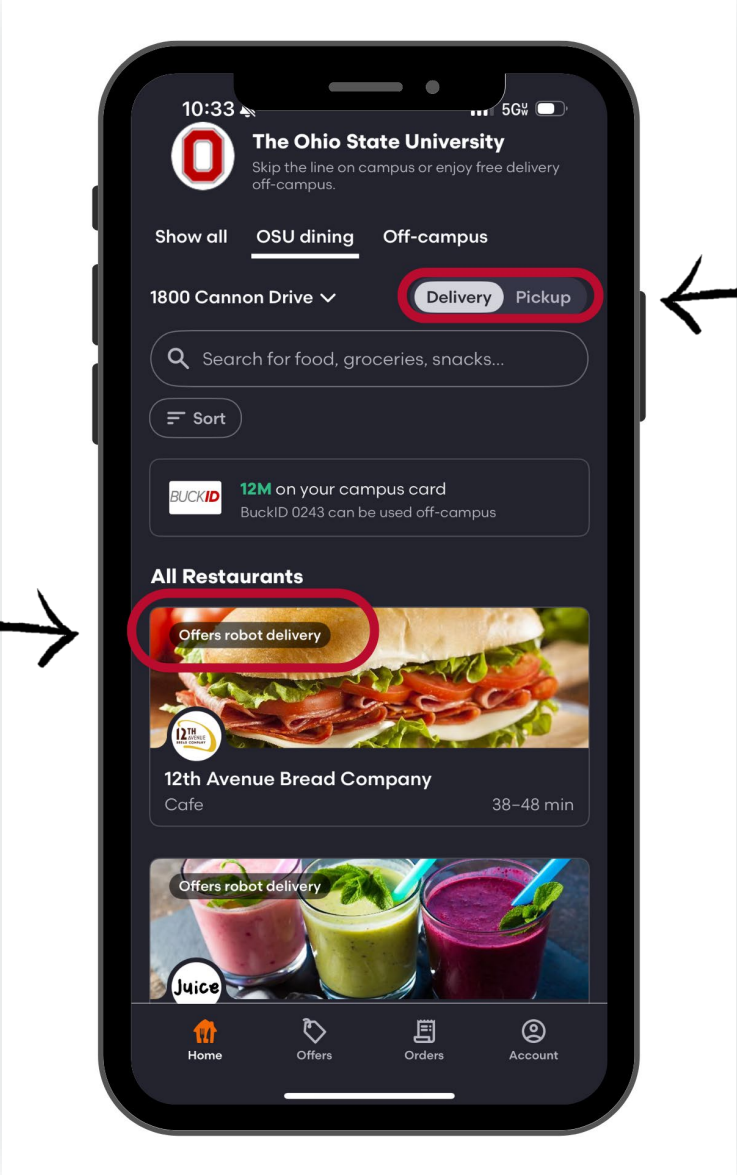


# Placing a Delivery Order



# Select Delivery

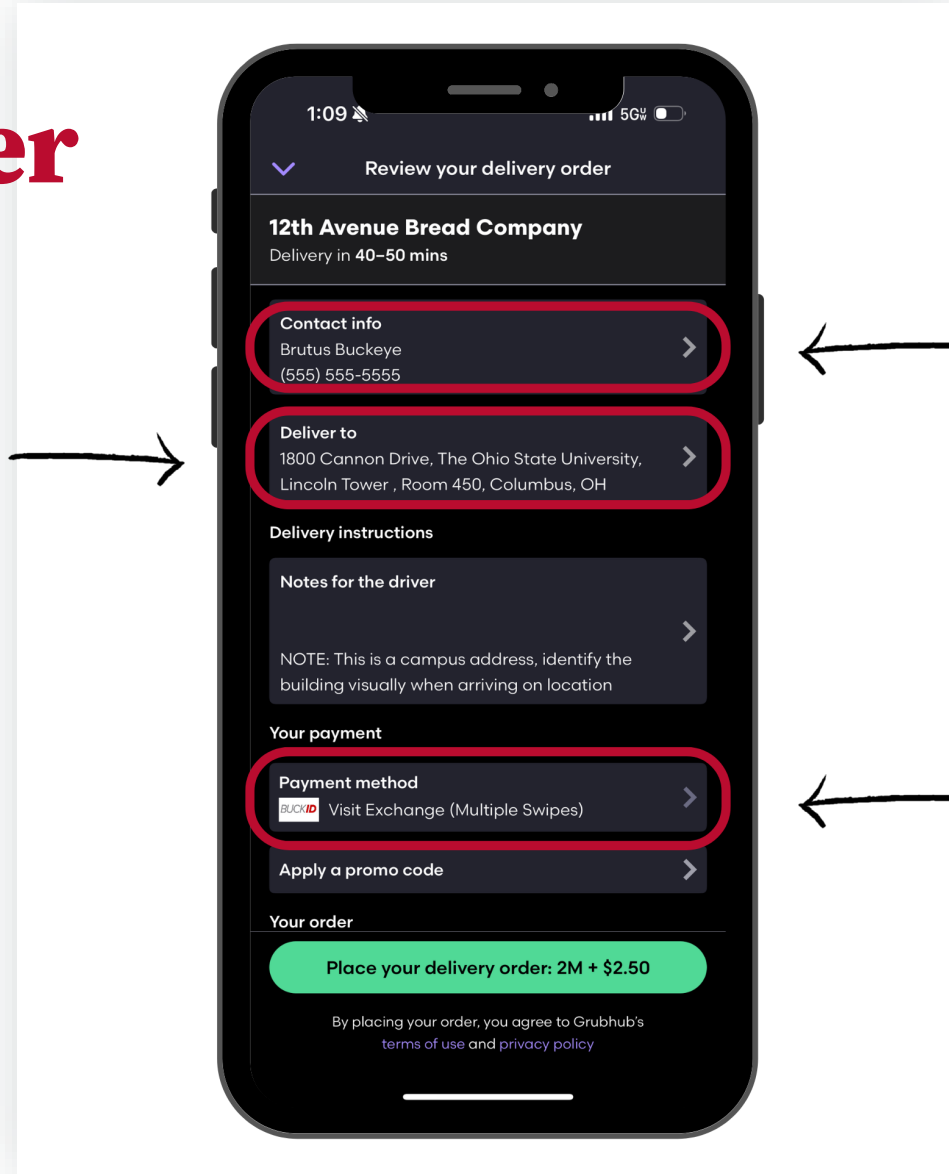
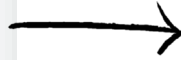
View available robot delivery locations



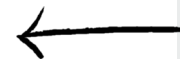
Toggle service type to delivery

# Placing a Delivery Order

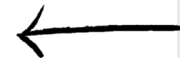
Location information & expected pickup time



Confirm your contact information

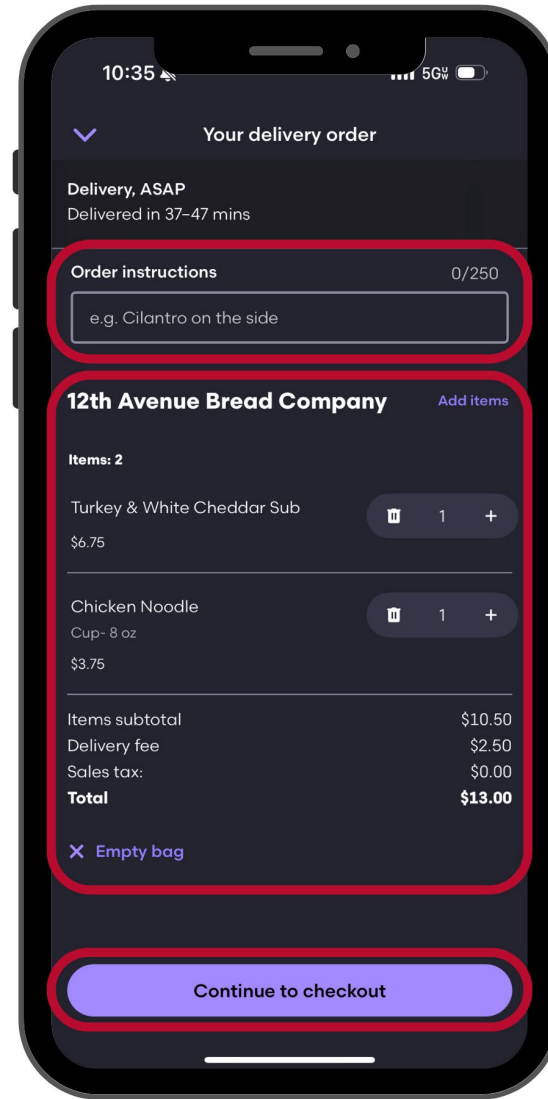
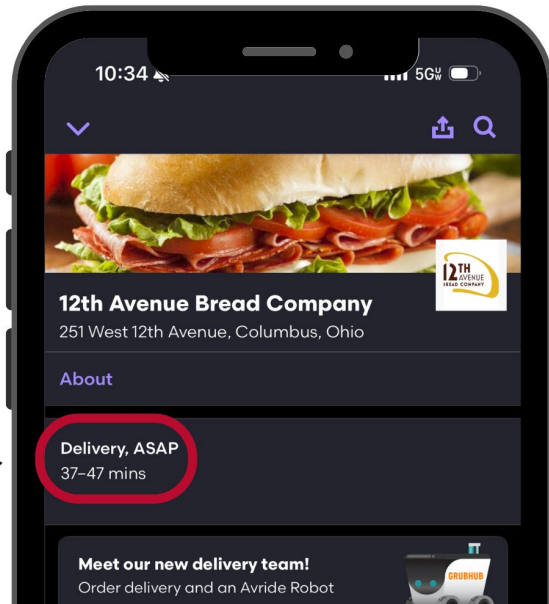


Payment method  
\*Always verify you are using your desired payment method\*



# Ordering

Estimated delivery time



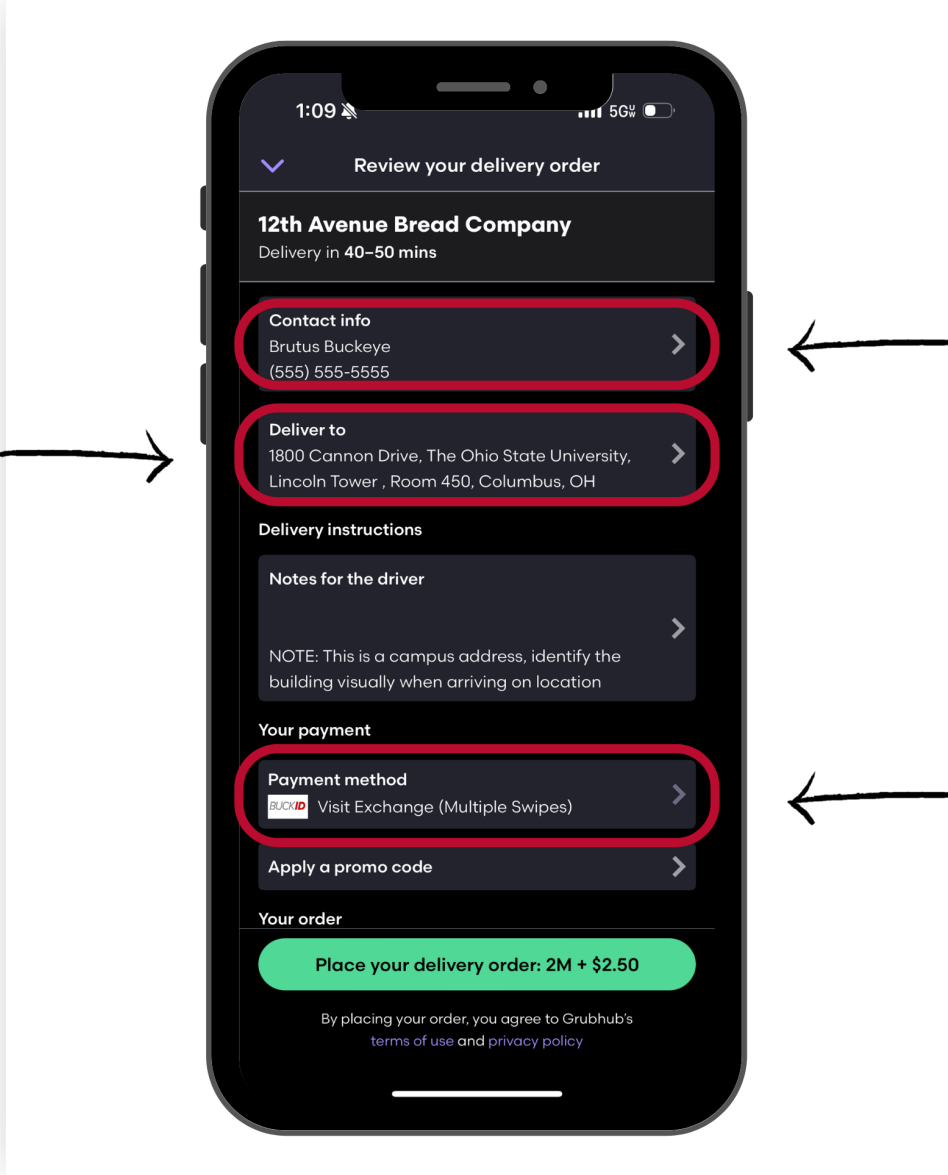
Add notes for your order, including allergies, dietary restrictions, special requests, etc.

Full breakdown of all order selections, modifications, and prices

Continue to checkout

# Check information

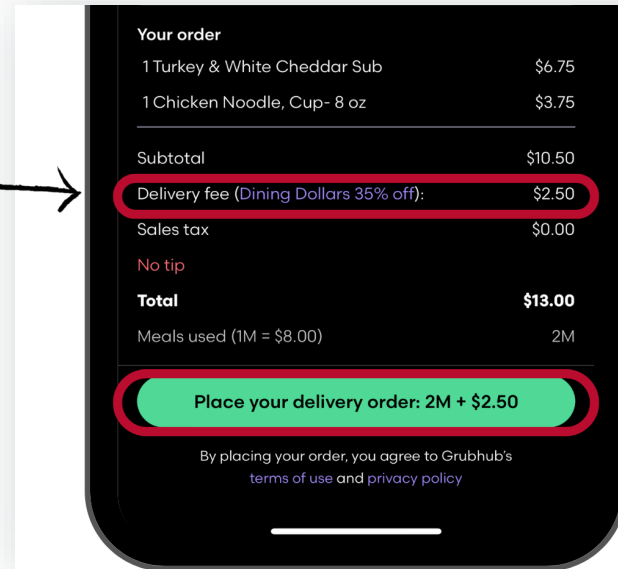
Location information and expected pickup time



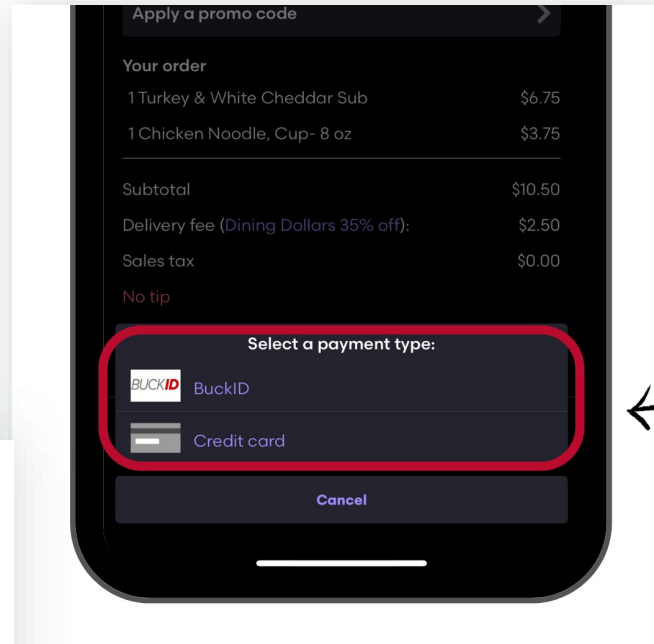
Confirm your contact information

Payment method  
\*Always verify you are using your desired payment method\*

# Place order



Delivery fee  
\*Tap to change  
method of payment\*



Select payment  
method for  
delivery fee

Place your delivery order

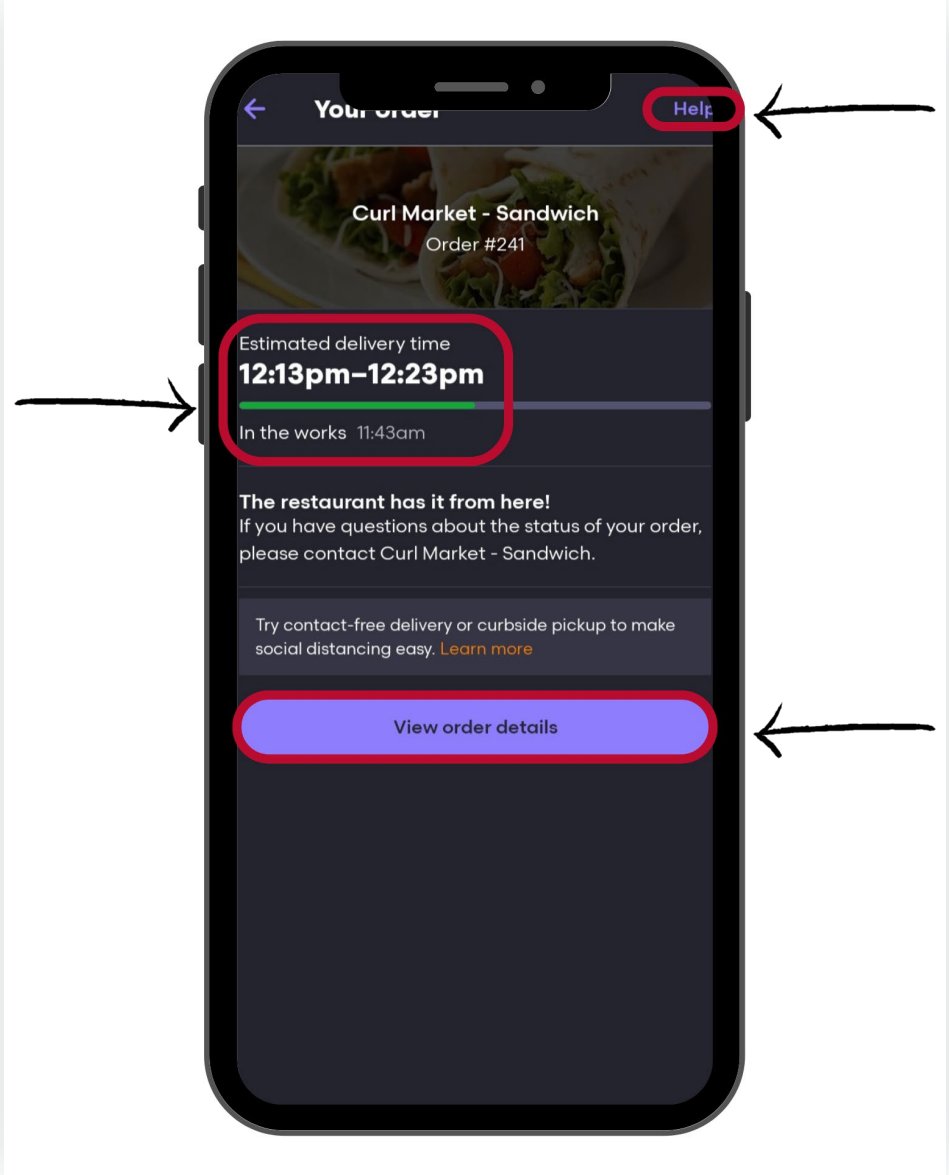
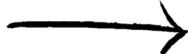


# Tracking Your Delivery Order

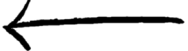


# Timeframe

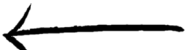
Estimated delivery time



Contact Grubhub customer support

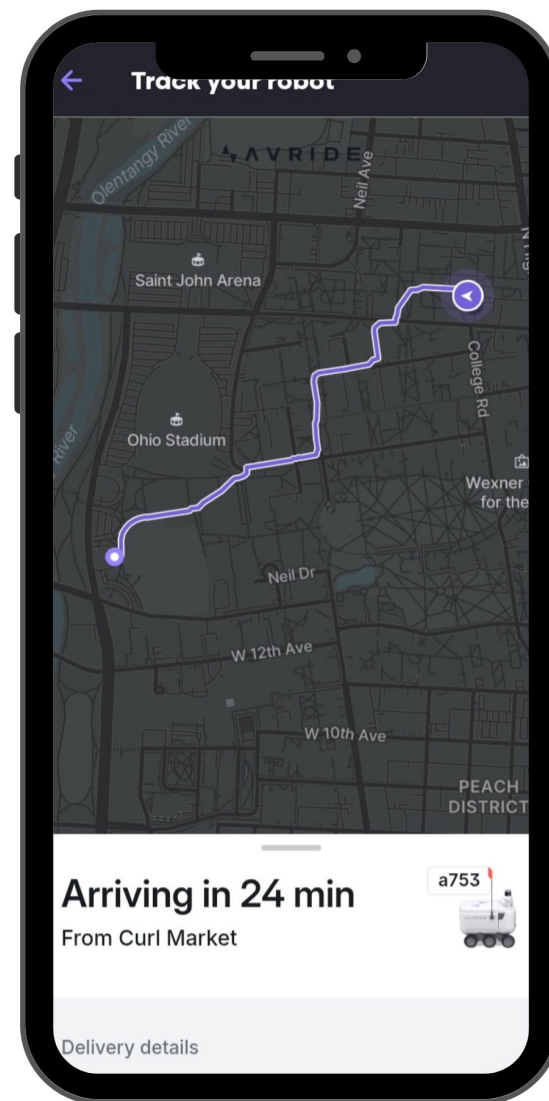


View order details



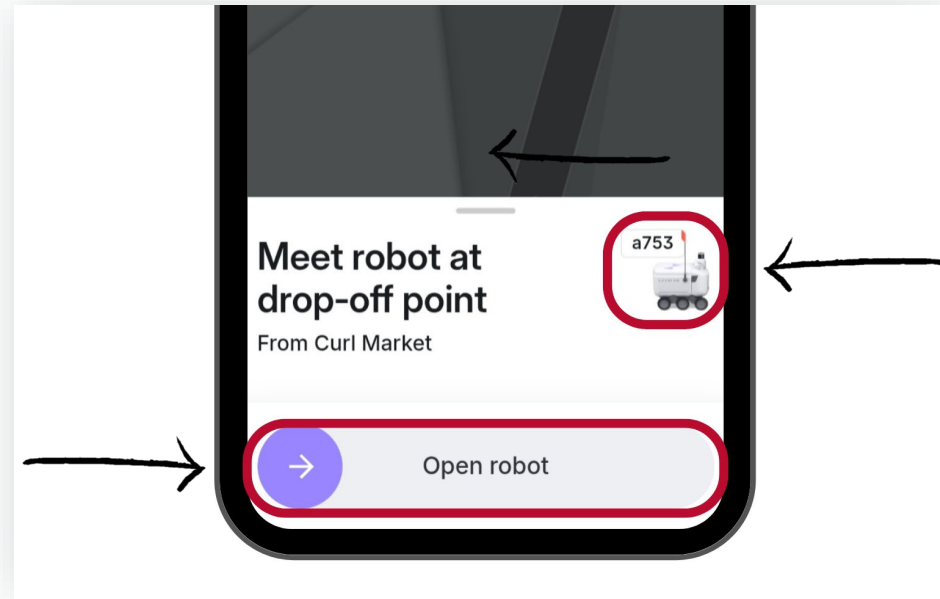
# Track robot

Track your robot once your delivery is on its way. You can follow in real-time using the map.



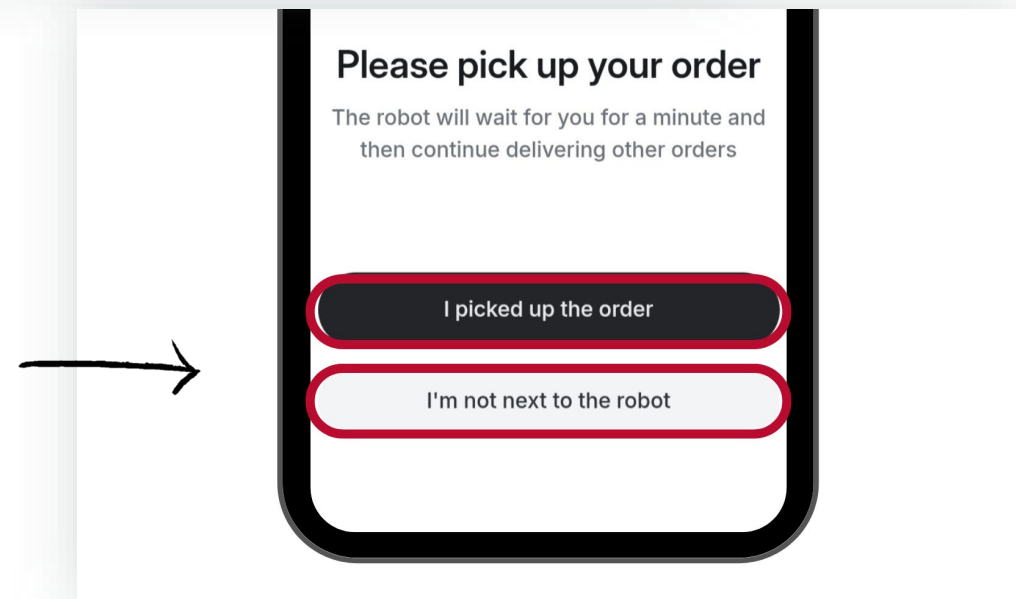
# Open robot

Once your order has arrived at your location, open the robot from your phone



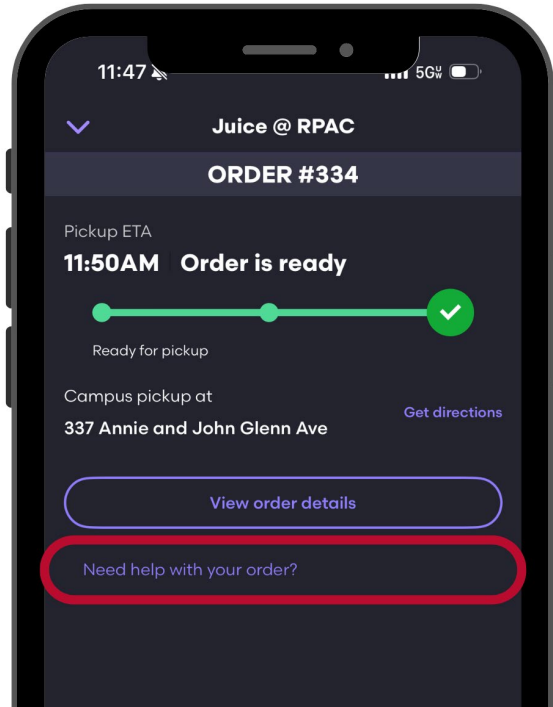
Robot number: This should match the ID number on the robot

Confirm that you have picked up the order or request more time



# Grubhub Help Customer Service

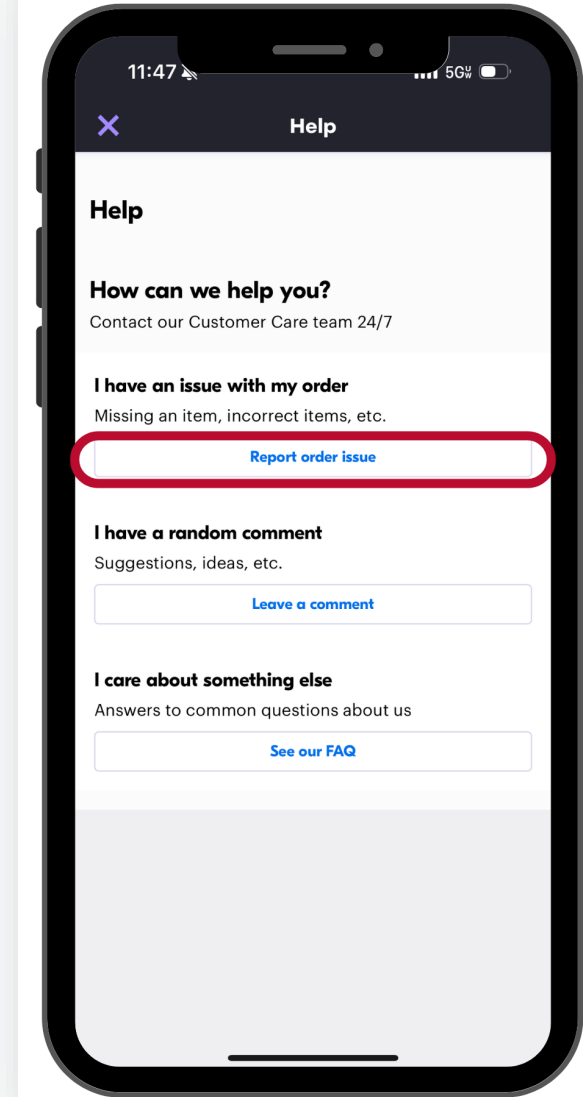




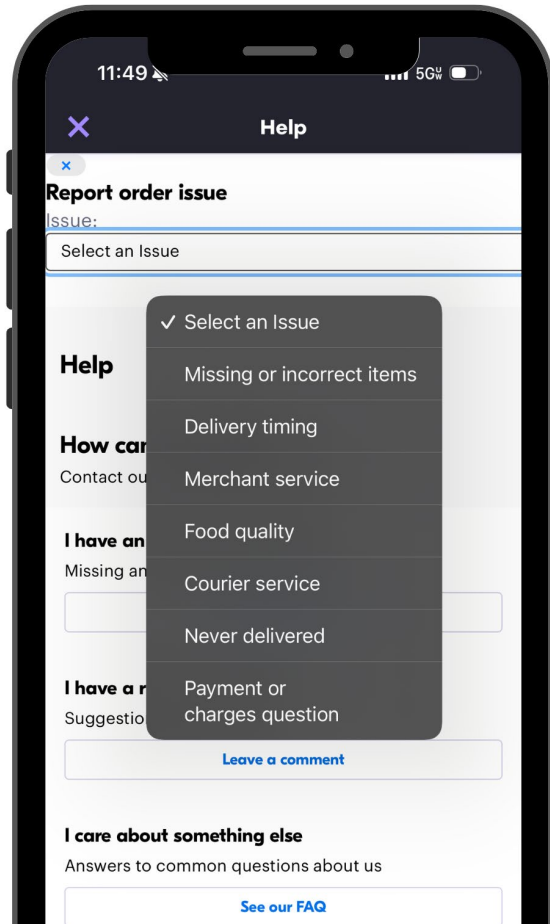
Select an order and tap “Need help with your order”



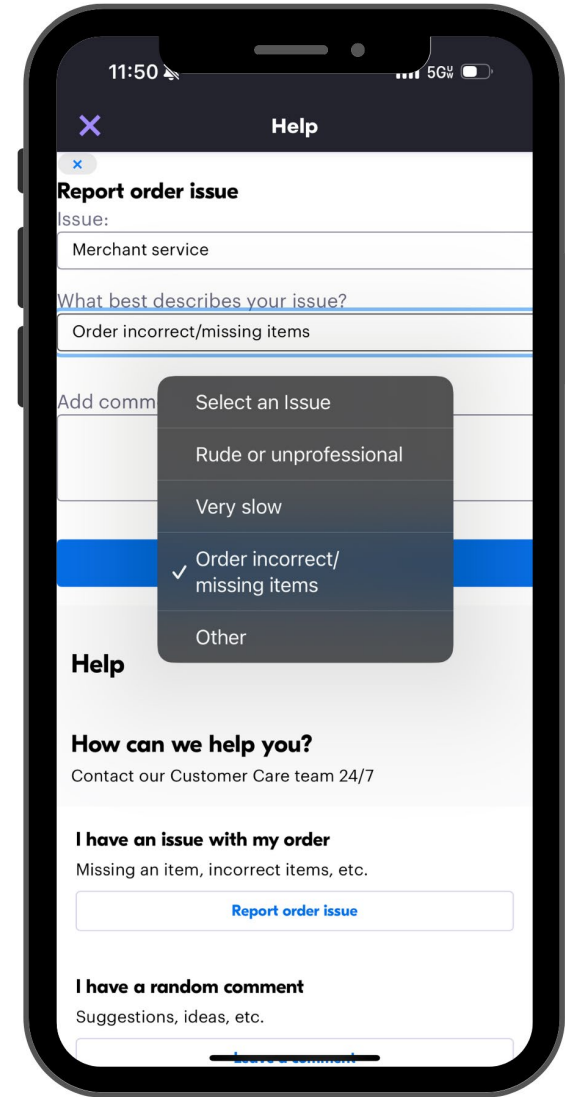
Tap “Report order issue”



# Grubhub Help



Follow the prompts to describe the issue

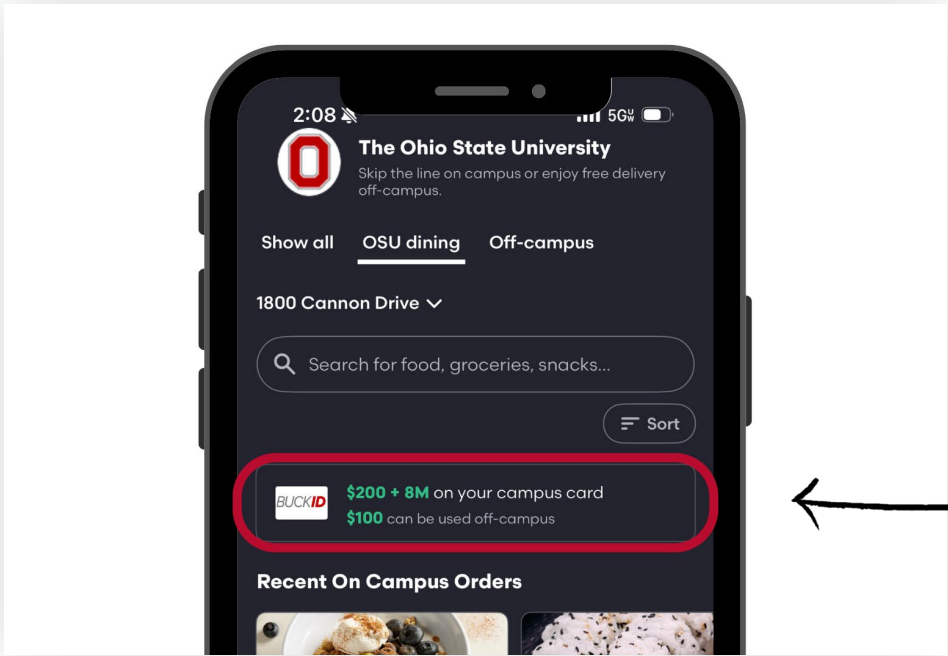


# Contact Grubhub Help

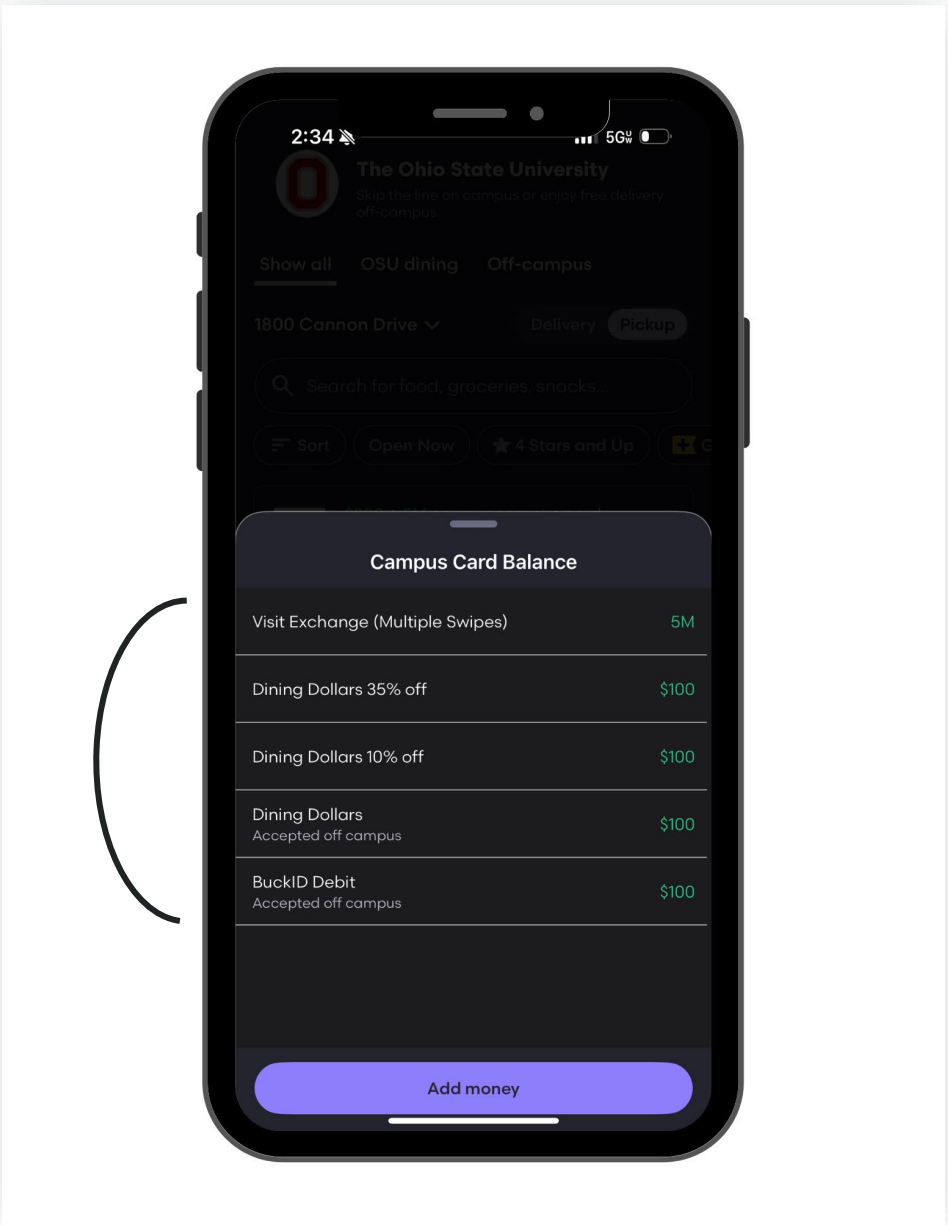
# Payment Methods and Using Your Meal Plan



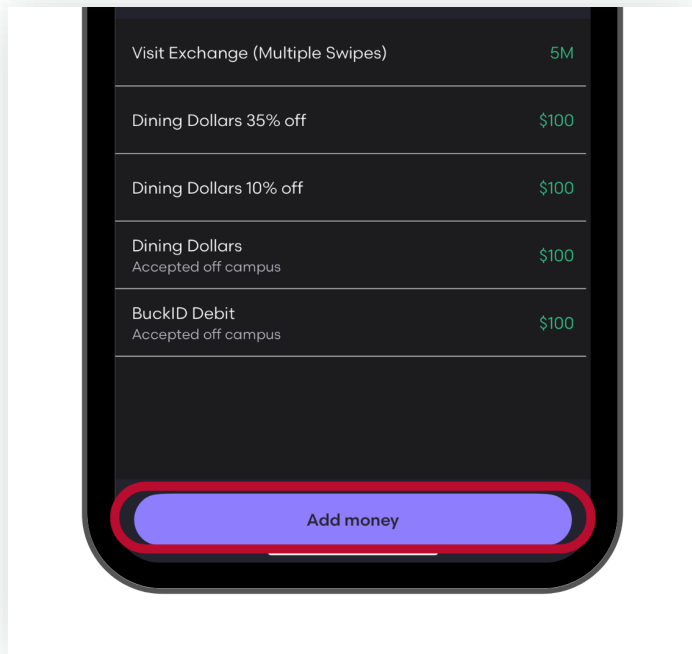
# View Your Campus Card Balance



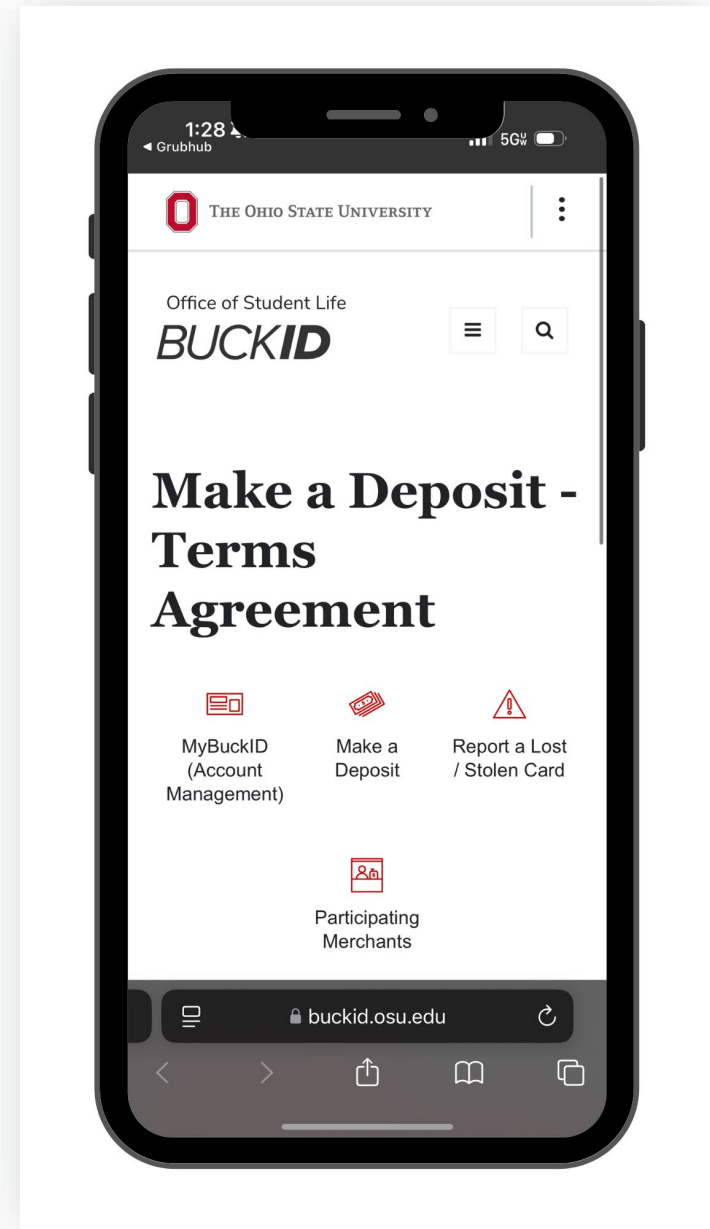
View Campus Card Balance



# Add money



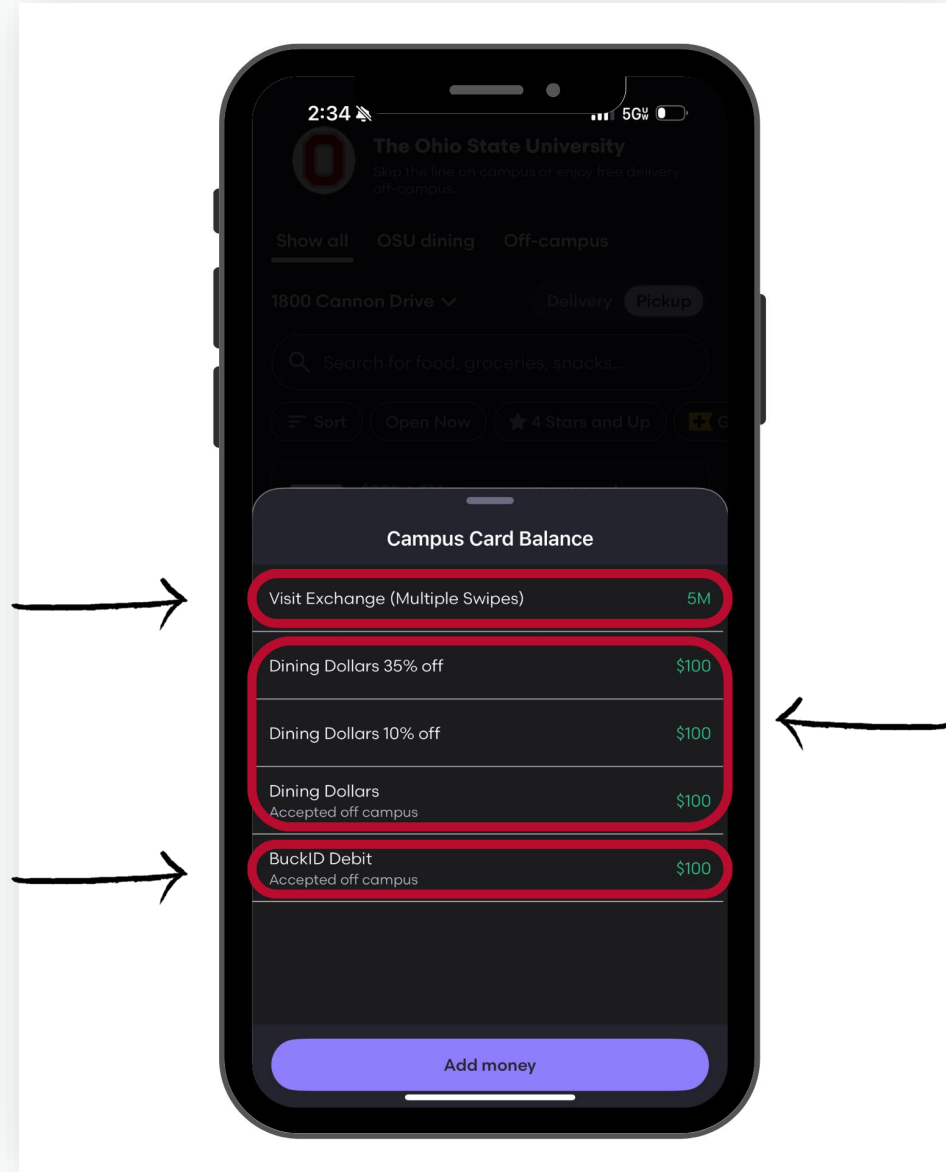
Make a Deposit to  
**Dining Dollars** or  
**BuckID Cash** by  
tapping “Add money”  
or navigating to  
[buckid.osu.edu](https://buckid.osu.edu)



# Gray 10 and Scarlet 14

Available **Visits/Visit Exchanges**. Can be used at Traditions, Dining Services Retail Locations (\$9 Exchange Value), or C-Stores (\$5 Exchange Value)

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



**Dining Dollars** are listed as separate lines, one for each discount rate (35% off at Dining Services Retail and Traditions Locations, 10% off at C-Stores, or at off campus locations without a discount). The dollar amount listed on all three lines all refer 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.

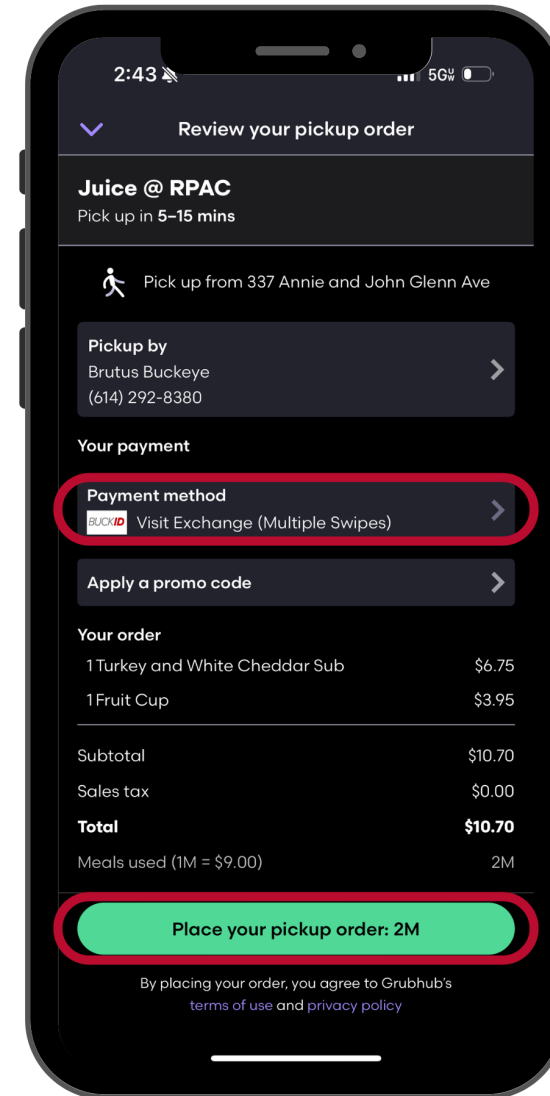
# Gray 10 and Scarlet 14 Visit Exchange

Example:

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

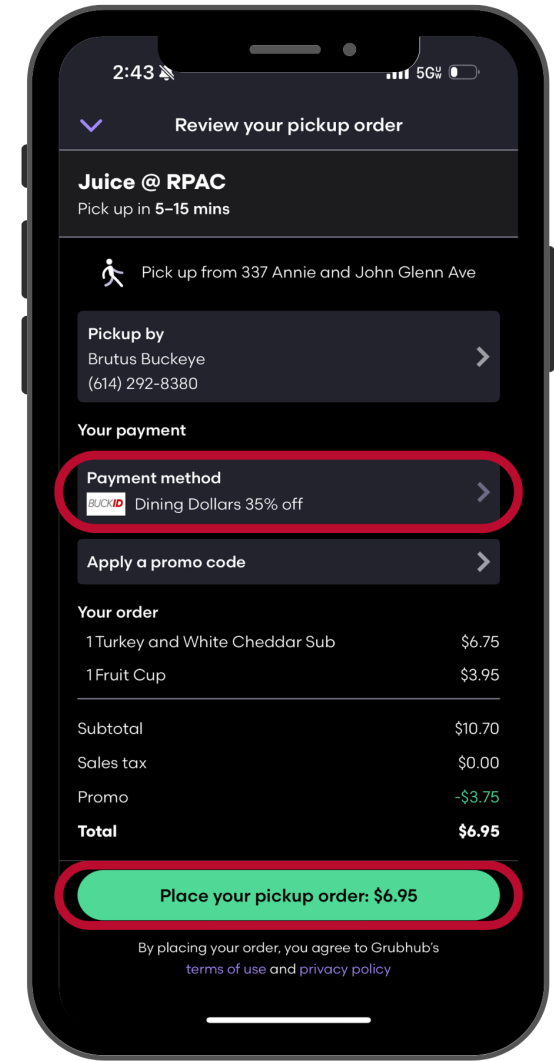
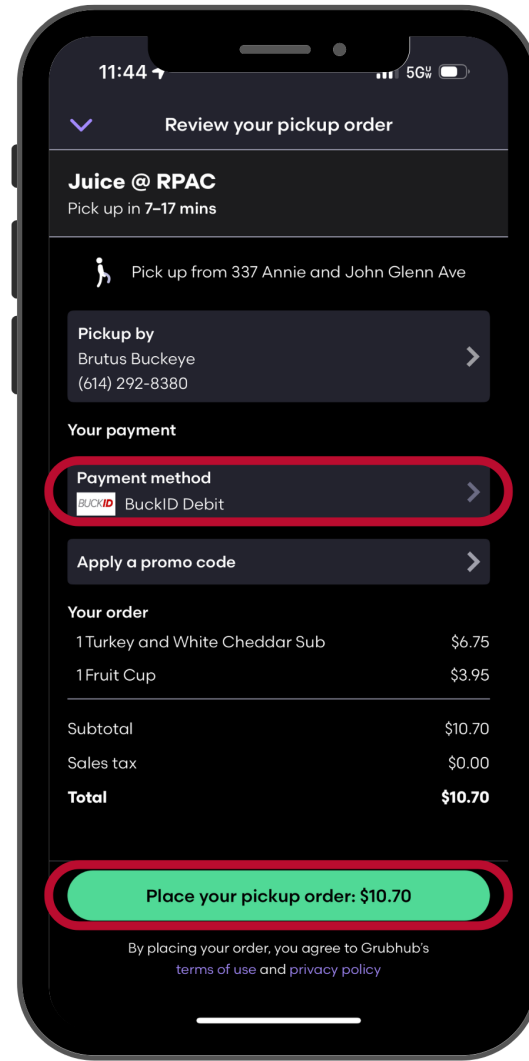
Juice 2 is a “Retail” style location, so the value of a **Visit Exchange** is \$9

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



# Gray 10 and Scarlet 14 example

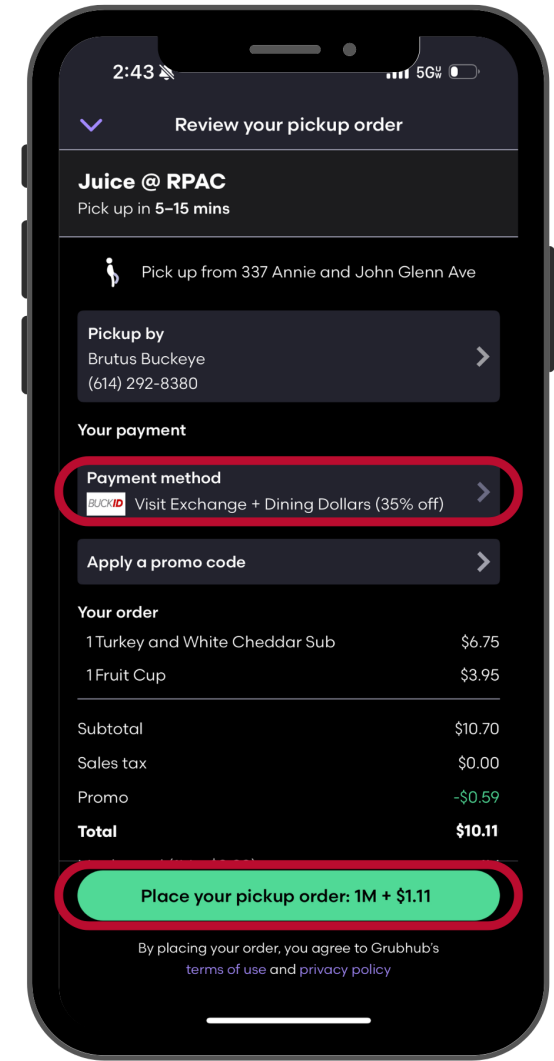
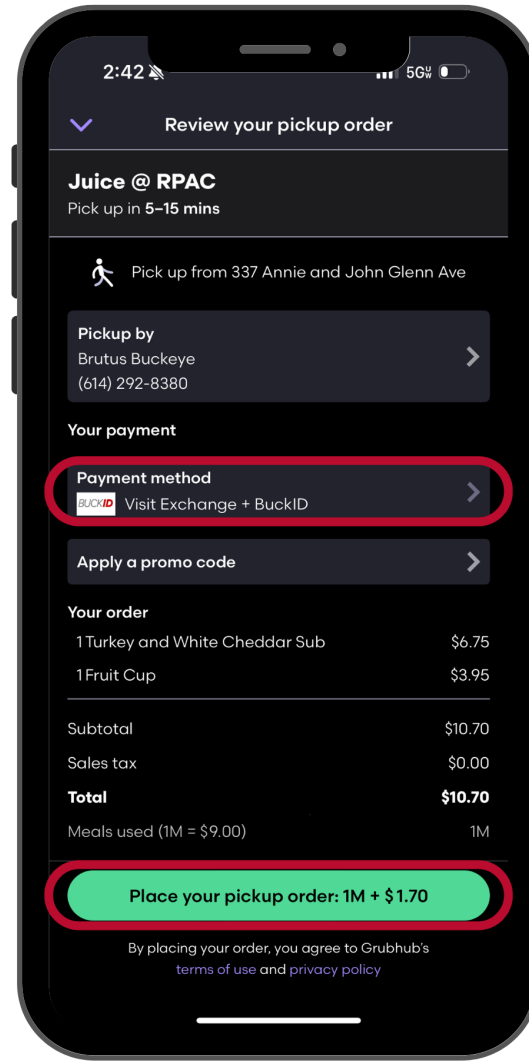
Using the previous order as an example, the student could also pay with \$6.95 Dining Dollars or \$10.70 BuckID Cash



# Gray 10 and Scarlet 14 Visits

Visit Exchanges can  
be combined with  
**Dining Dollars** or  
**BuckID Cash**

The student could  
pay with 1 **Visit  
Exchange** and \$1.70  
in **BuckID Cash** OR  
1 **Visit Exchange**  
and \$1.11 in **Dining  
Dollars**



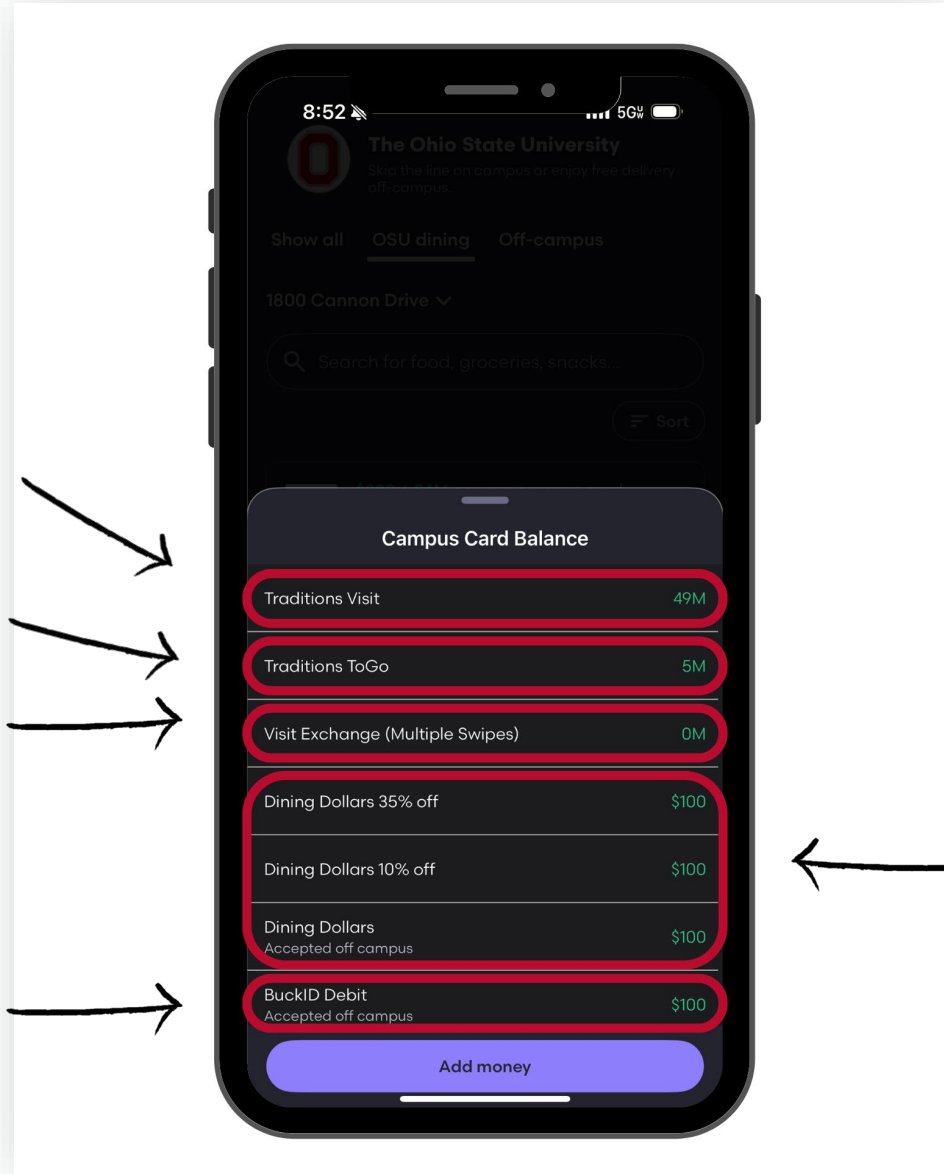
# Traditions

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

Take Traditions meals **To-Go** up to 5 times per week.

**Visit Exchanges** not included

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



**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 all refer to the same funds. In other words, for this example, the student has \$100 in **Dining Dollars** available to use.

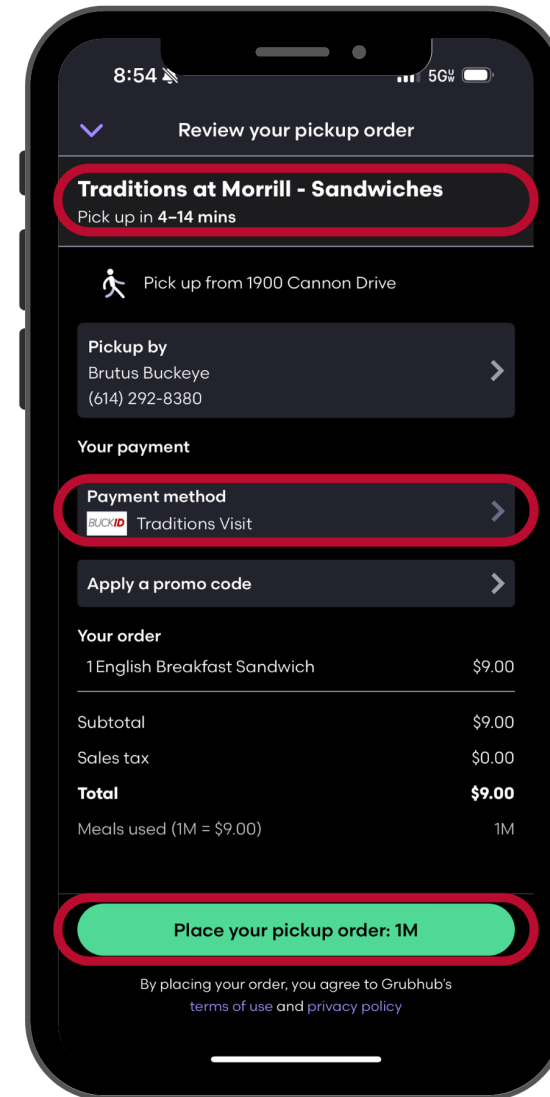
Additional Dining Dollars can be added to any active meal plan.

# Traditions Example

Example:

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

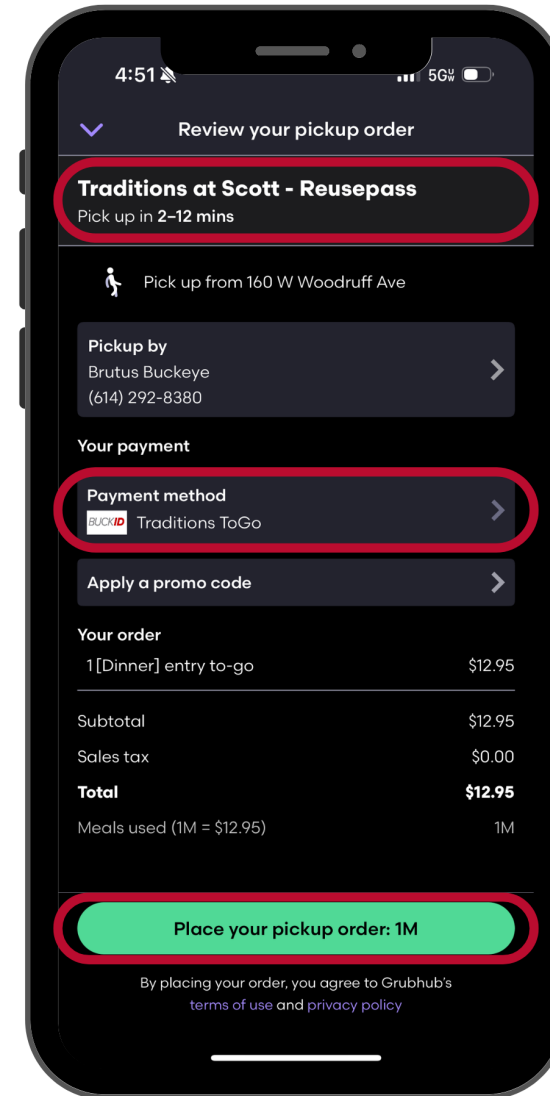
*In this example, the student can order the entrée made-to-order because Traditions at Morrill is a to-go only location*



# Traditions To-Go

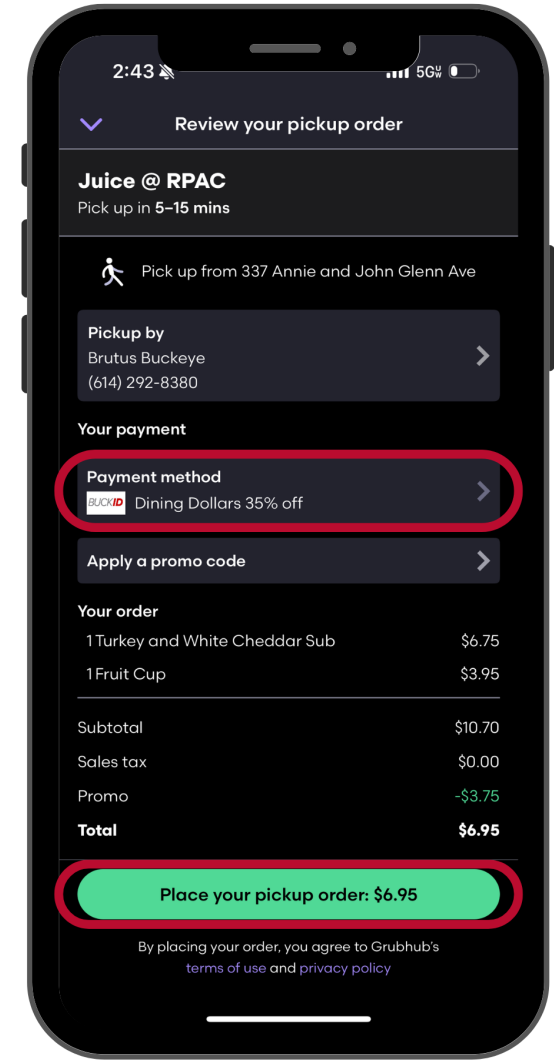
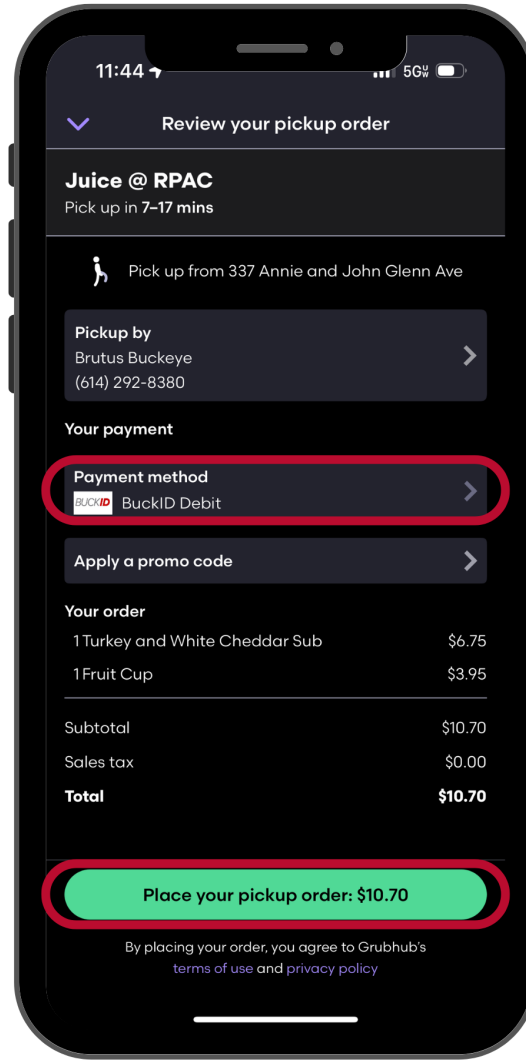
Example:

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



# Traditions BuckID or Dining Dollars

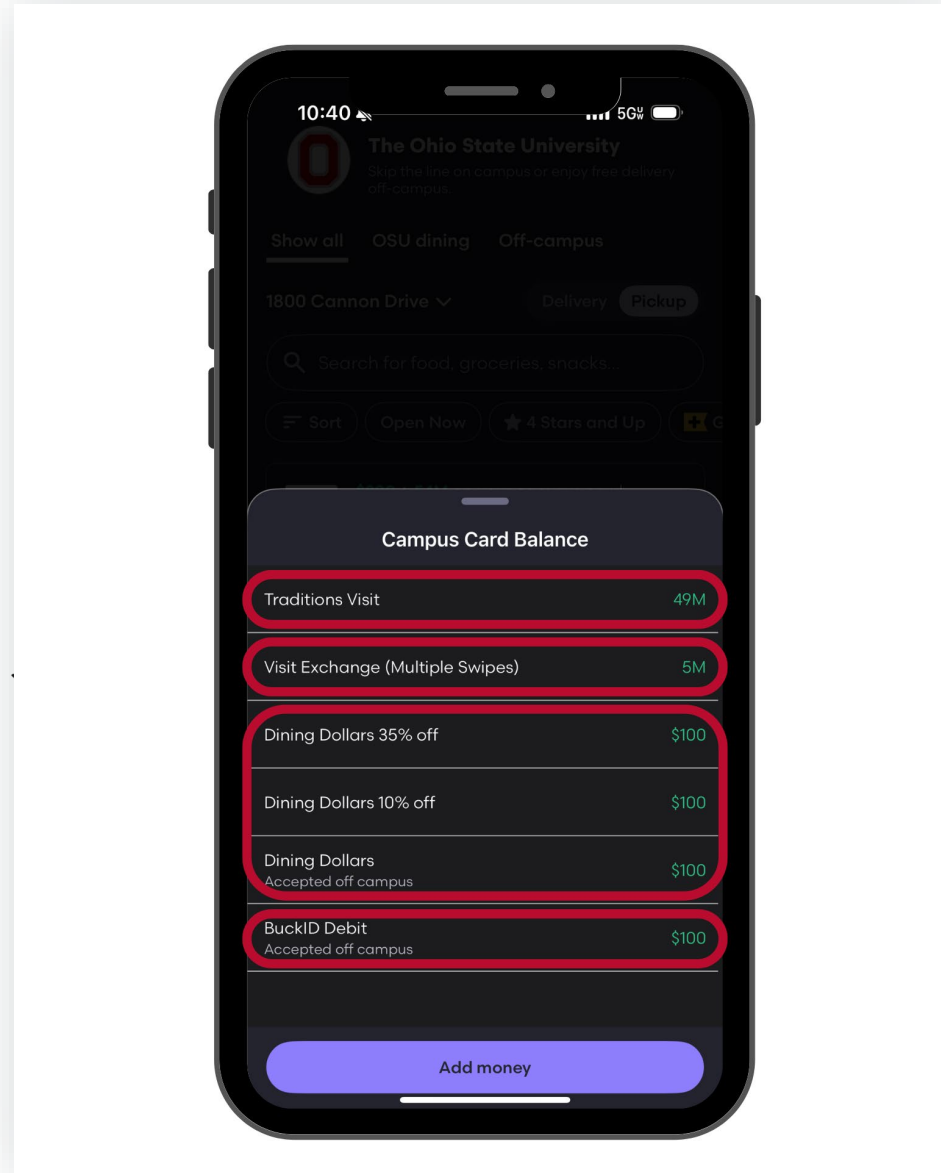
Using the previous order as an example, the student could also pay with \$6.95 Dining Dollars or \$10.70 BuckID Cash



# Traditions Plus

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

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



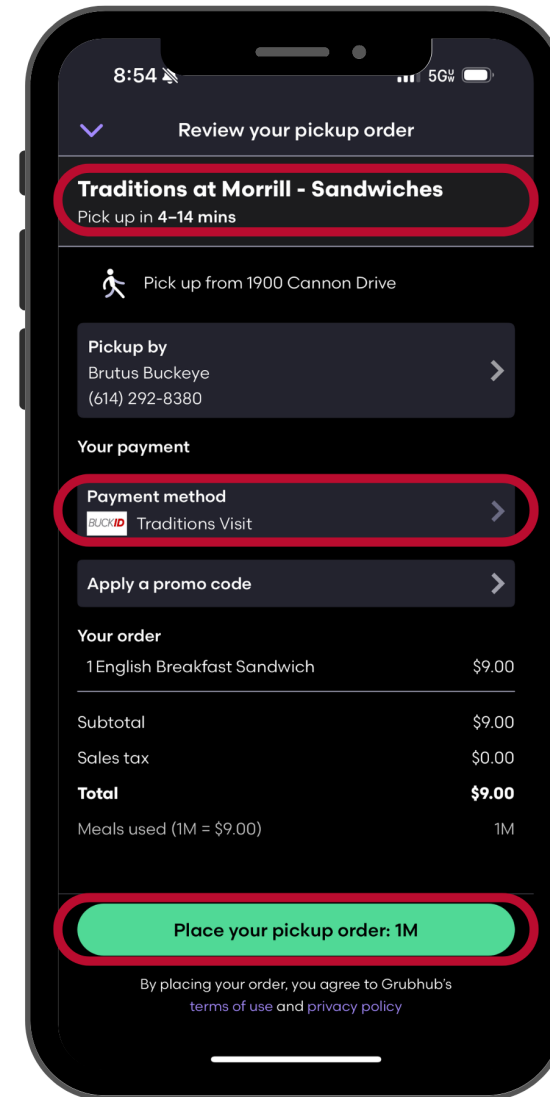
The Traditions Plus Add On allows students to **exchange** up to 5 of their included weekly **To-Go Visits** for either a \$9 exchange at a retail location or a \$5 exchange at a C-Store.

# Traditions Plus Example

Example:

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

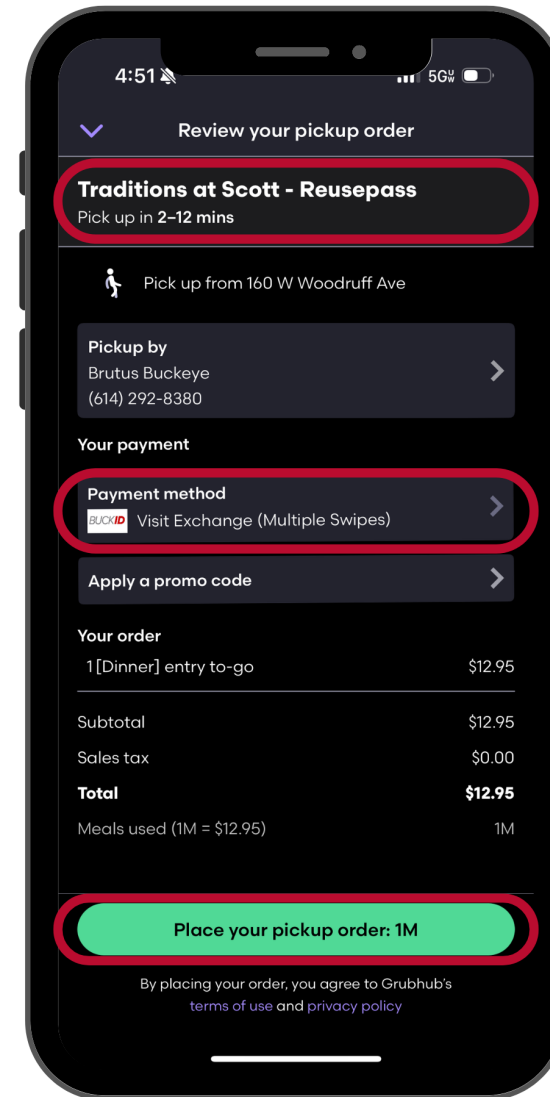
*In this example, the student can order the entrée made-to-order because Traditions at Morrill is a to-go only location*



# 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**



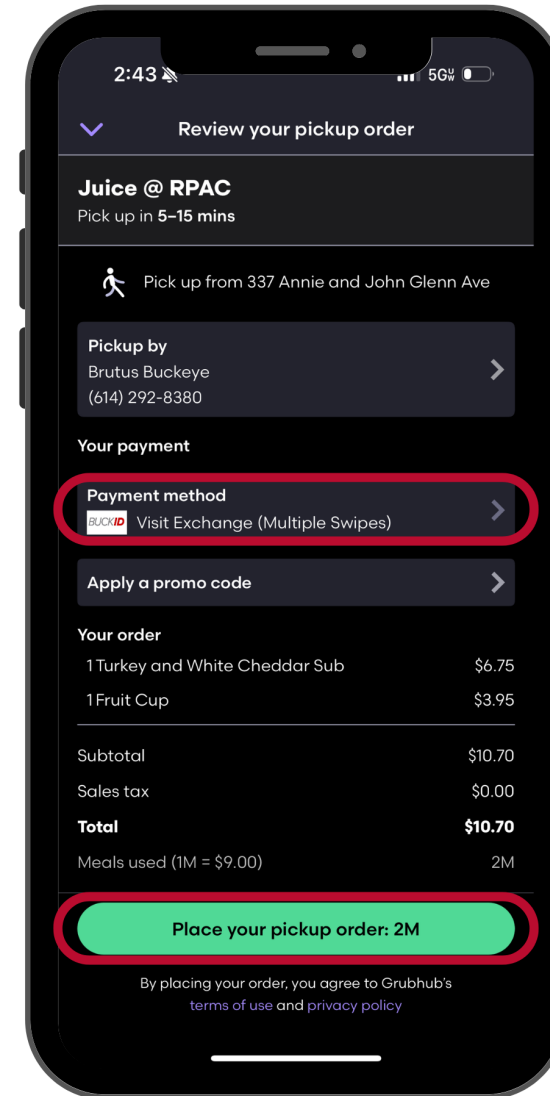
# Traditions Plus To-Go

## Exchanging a Traditions To-Go Visit

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

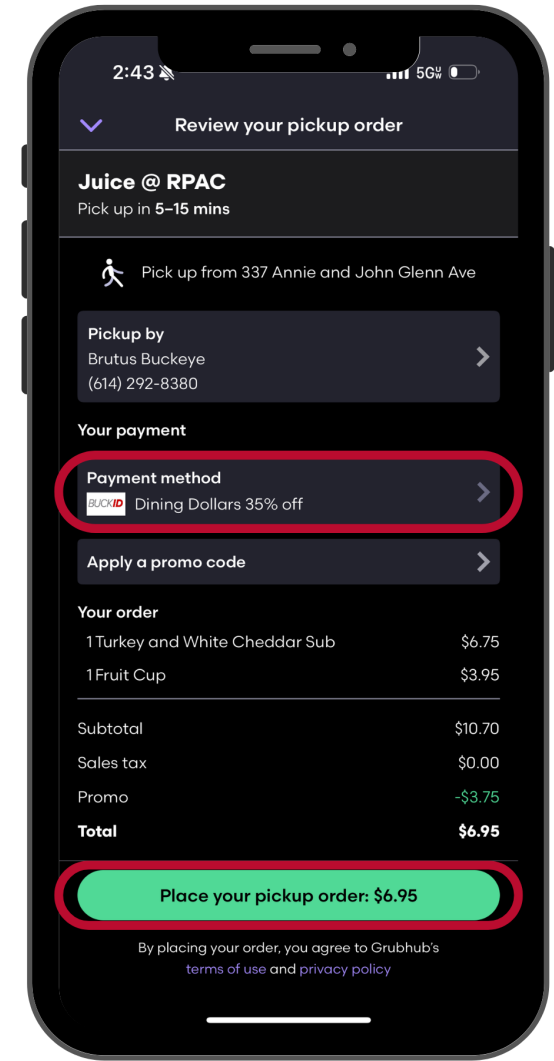
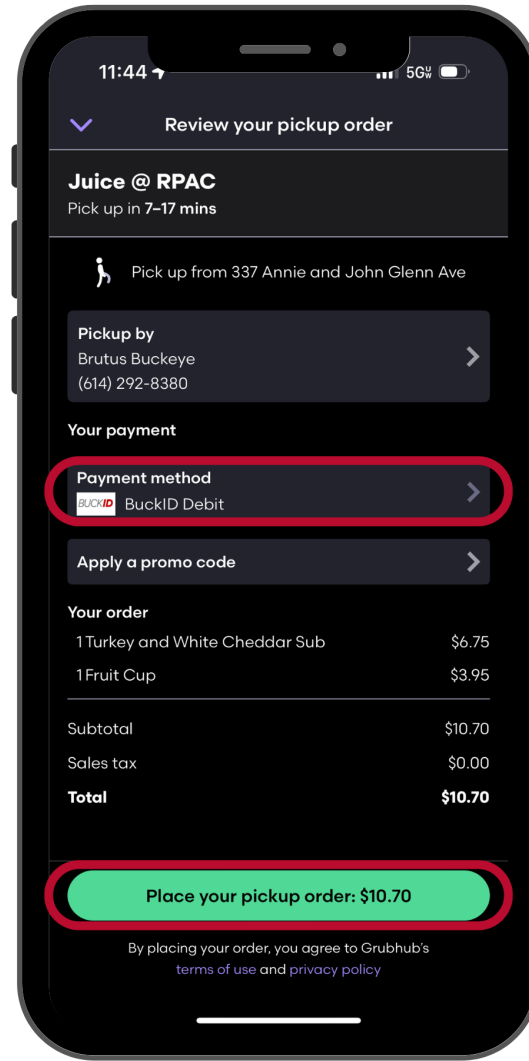
Juice 2 is a “Retail” style location, so the value of a **Visit Exchange** is \$9

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



# Traditions Plus Dining or BuckID

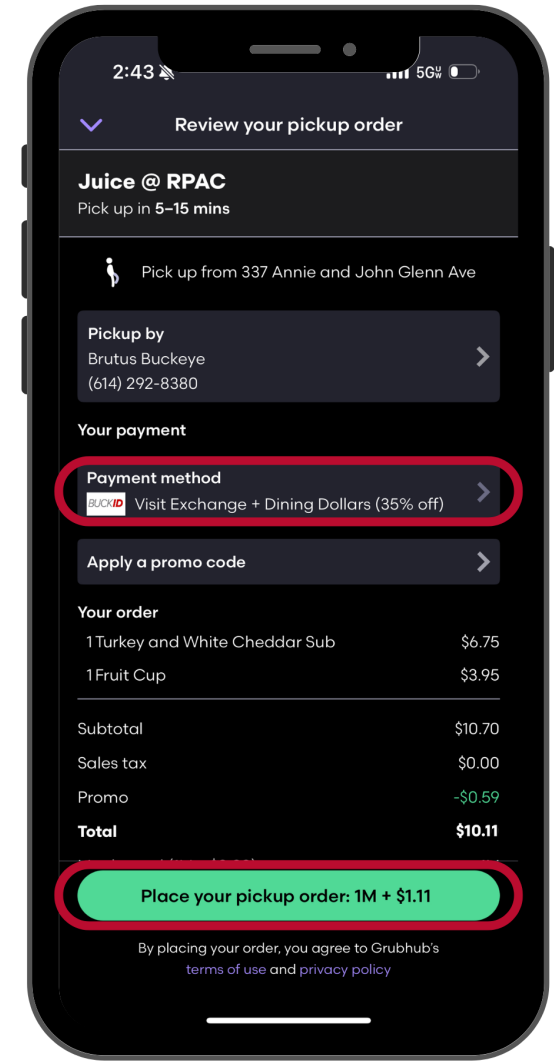
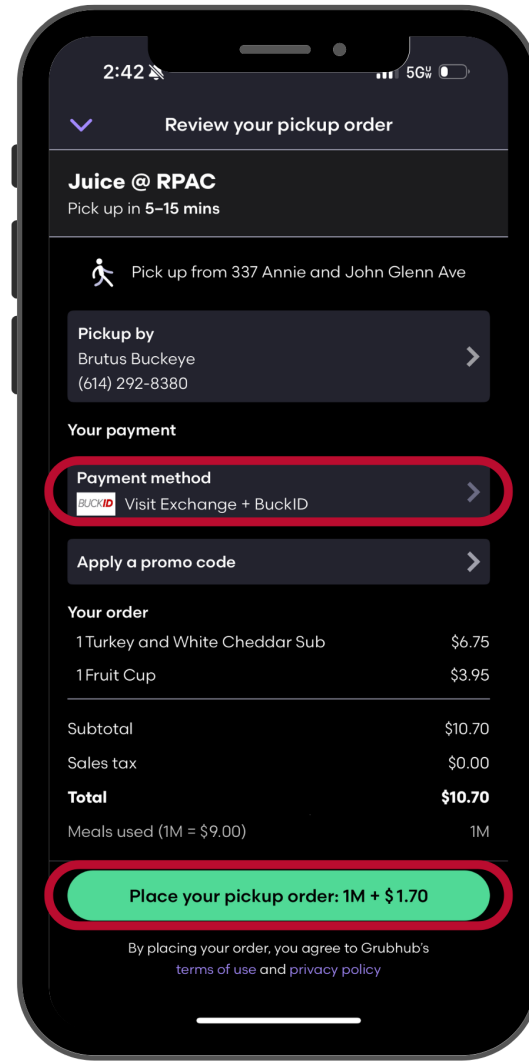
Using the previous order as an example, the student could also pay with \$6.95 Dining Dollars or \$10.70 BuckID Cash



# Traditions Plus Visit + Dining or BuckID

Visit Exchanges can  
be combined with  
Dining Dollars or  
BuckID Cash

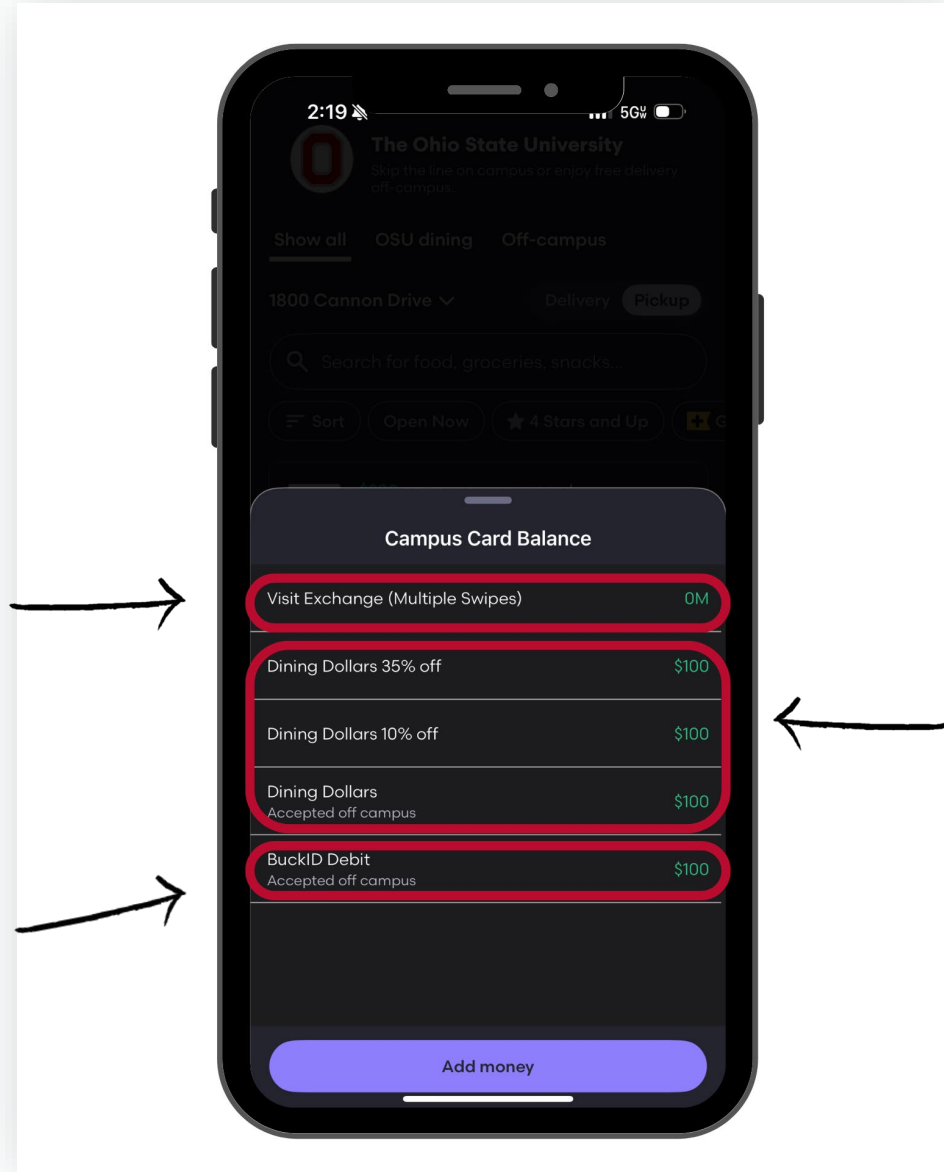
The student could  
pay with 1 **Visit  
Exchange** and \$1.70  
in **BuckID Cash** OR  
1 **Visit Exchange**  
and \$1.11 in **Dining  
Dollars**



# 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, with or without a dining plan*

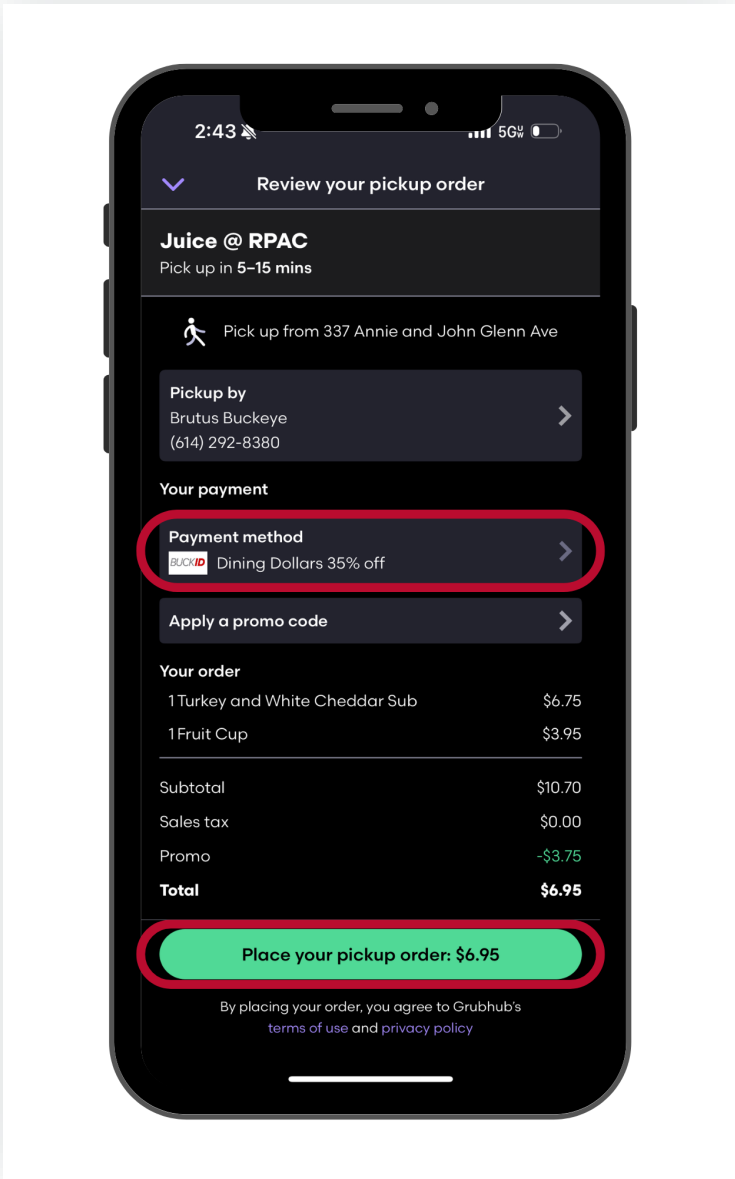
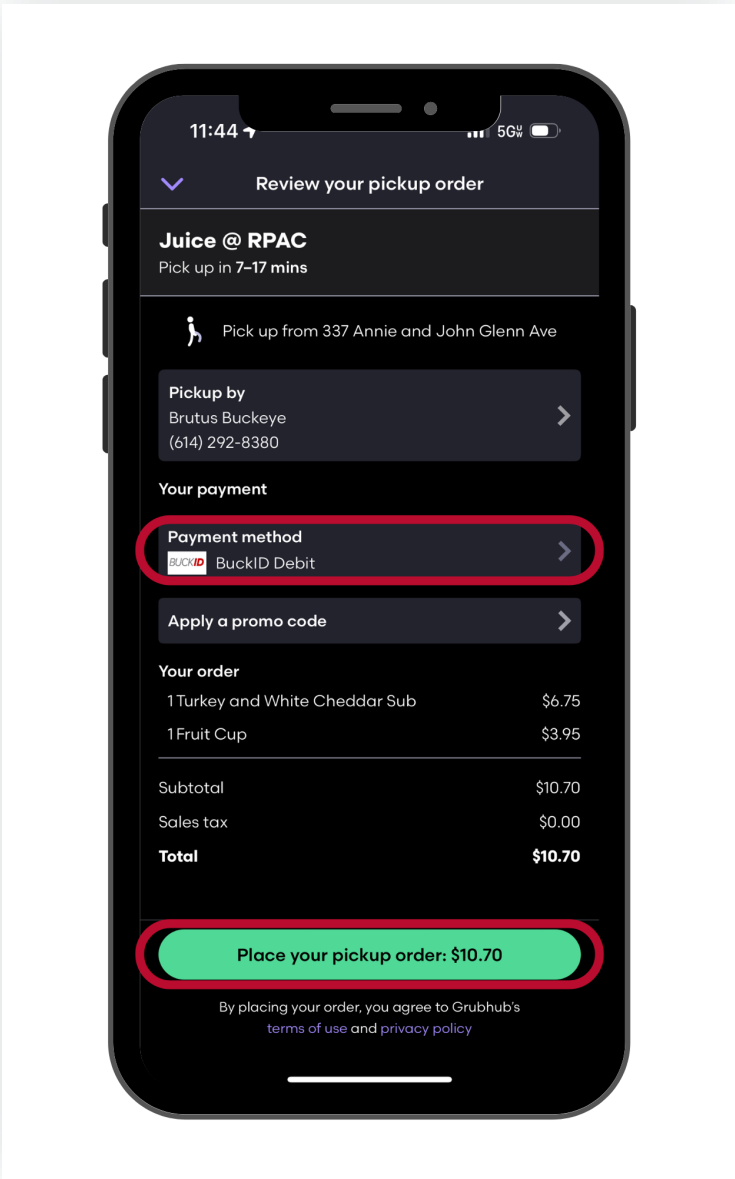


**Dining Dollars** are listed as separate lines, one for each discount rate (35% off at Dining Services Retail & Traditions Locations, 10% off at C-Stores, or at off campus locations without a discount). The dollar amount listed on all 3 lines all refer to the same funds. In other words, for this example, the student has \$100 in **Dining Dollars** available to use.

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

# Declining Balance, Carmen 1 and Carmen 2 plans

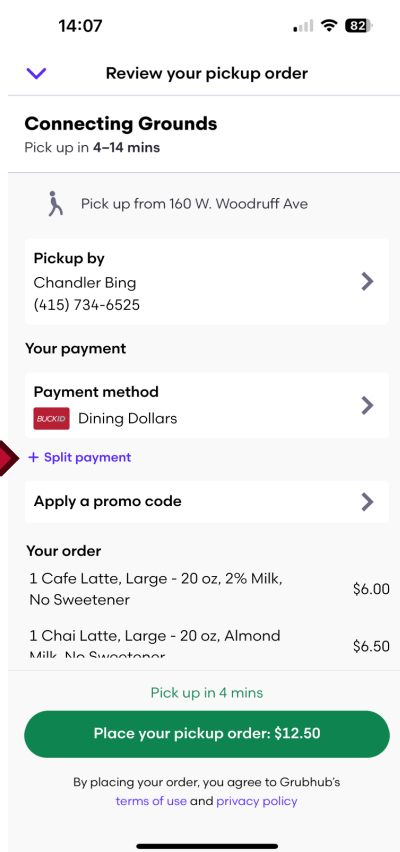
In this example, the student could also pay with \$6.95 Dining Dollars or \$10.70 BuckID Cash



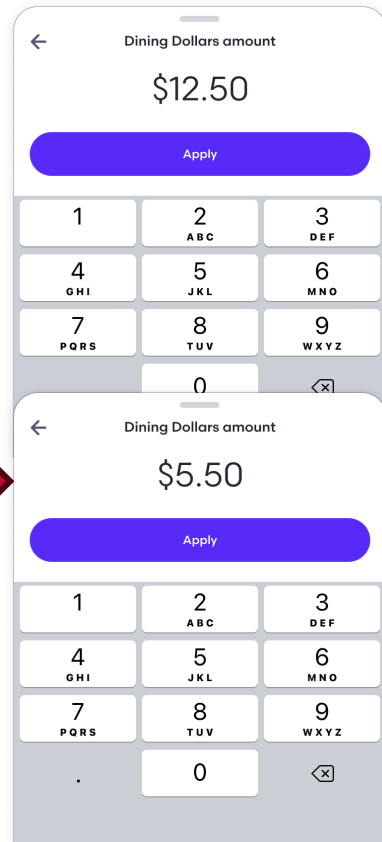
# **Splitting Tenders: Coming Fall 2026**



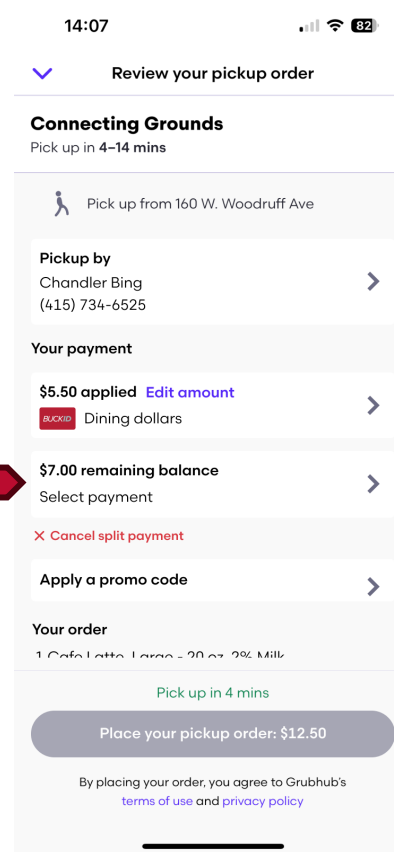
# Splitting Tenders (Mobile Ordering)



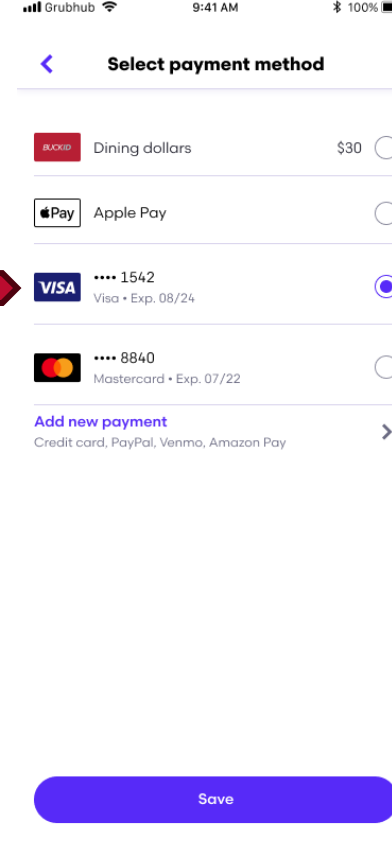
1. Tap “Split payment.”



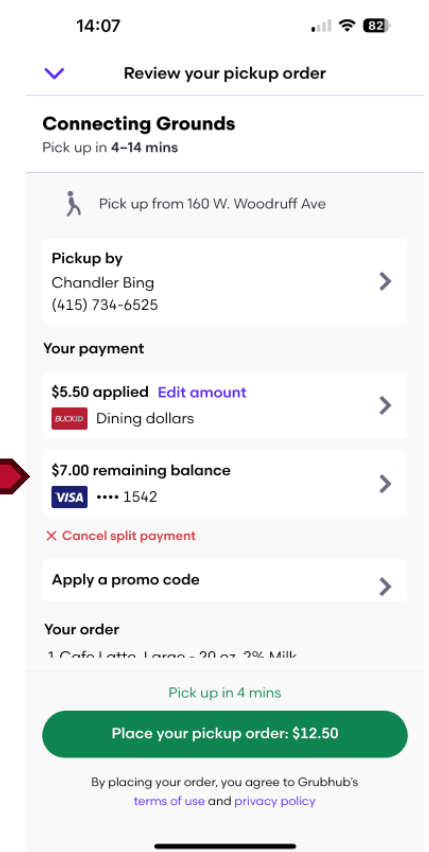
2. Enter the number of meal swipes or amount to charge the first tender type.



3. Tap the remaining balance.



4. Select a second tender type such as BuckID Cash or a bank card.



5. Review your payment and check out.



# Splitting Tenders (Kiosk Ordering)

Shop Name

**Checkout**

Items: 3 [Add special requests](#)

1 x Bagel - Cheese Bagel	\$4.60
2 x Hazelnut Coconut Milk Macchiato	\$6.40
Subtotal	\$10.00
Tax	\$0.45
<b>Total</b>	<b>\$10.45</b>

How would you like to pay?

Campus card  Credit card

Shop Name

**Checkout**

Items: 3 [Add special requests](#)

1 x Bagel - Cheese Bagel	\$4.60
2 x Hazelnut Coconut Milk Macchiato	\$6.40
Subtotal	\$10.00
Tax	\$0.45
<b>Total</b>	<b>\$10.45</b>

[Dining Dollars Amount]

Amount due: \$10.45

5

1 2 3  
4 5 6  
7 8 9  
. 0 <X>

Pay \$5.00 of total

Shop Name

**Checkout**

Items: 3 [Add special requests](#)

1 x Bagel - Cheese Bagel	\$4.60
2 x Hazelnut Coconut Milk Macchiato	\$6.40
Subtotal	\$10.00
Tax	\$0.45
<b>Total</b>	<b>\$10.45</b>

Remaining balance: \$5.45

Flex Balance \$10.00

Meals Balance 10M

[Insufficient Tender A] Balance \$5.00

Credit card

Applied payment

Dining Dollars Applied \$5.00

Pay remaining \$5.45

[Remove applied payment and reselect](#)

1. Tap Campus Card

2. Tap “Pay” to pay full amount or “Pay specified amount” to split payment

4. Specify how the remaining balance will be paid, and finalize payment