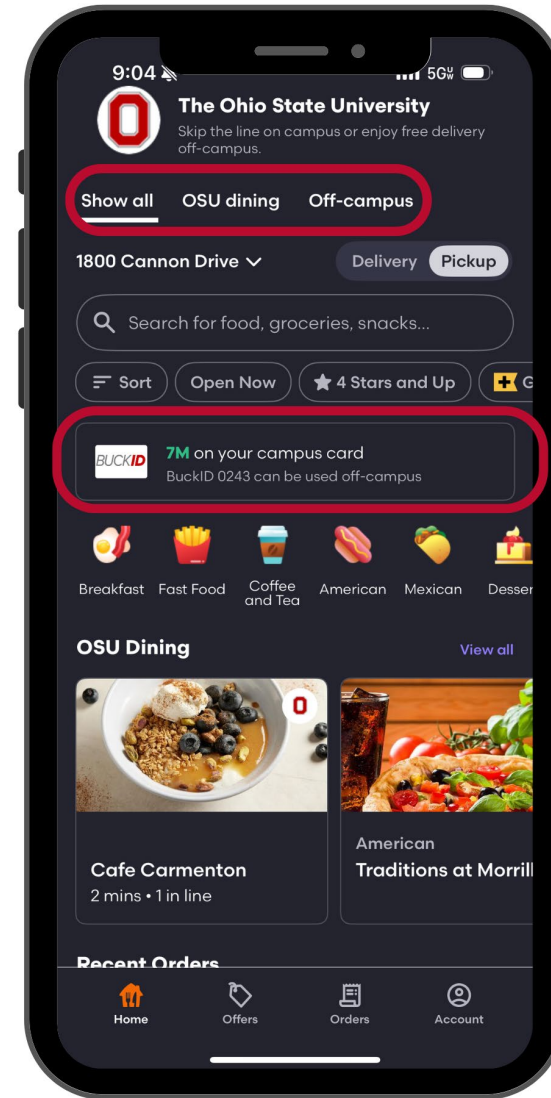# Using Grubhub Campus Ohio State University

Grubhub Campus Home Screen

Toggle between
OSU Dining and Off-Campus
Dining options

View available campus card balance
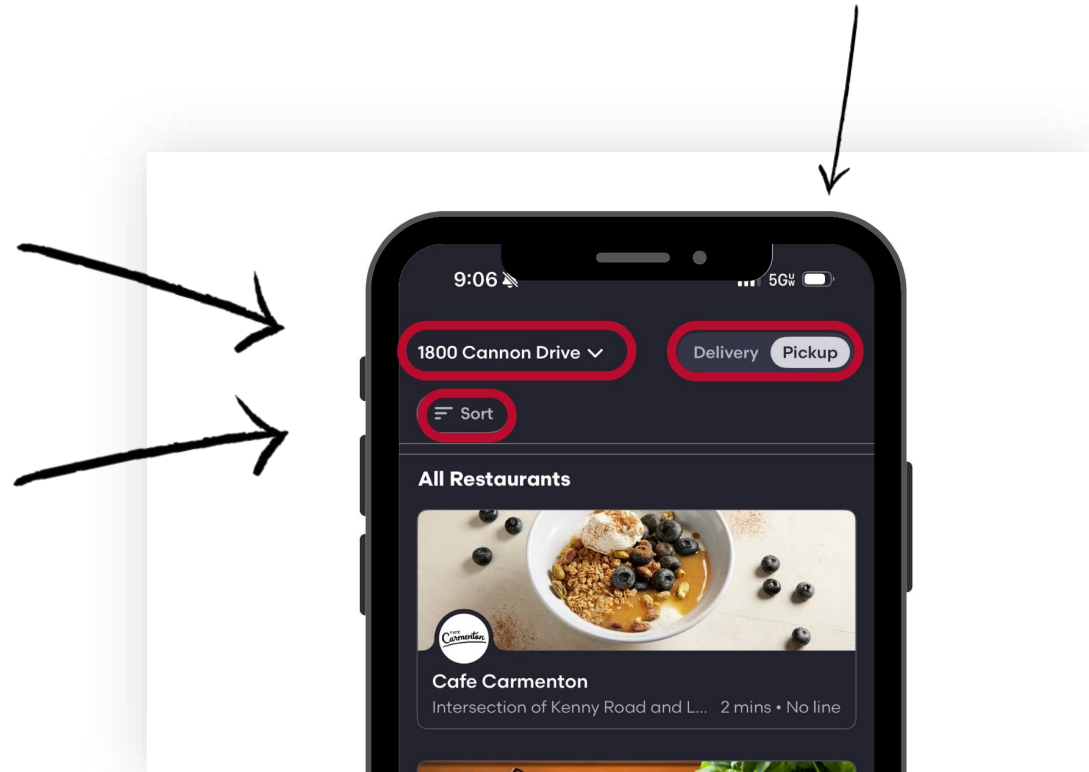

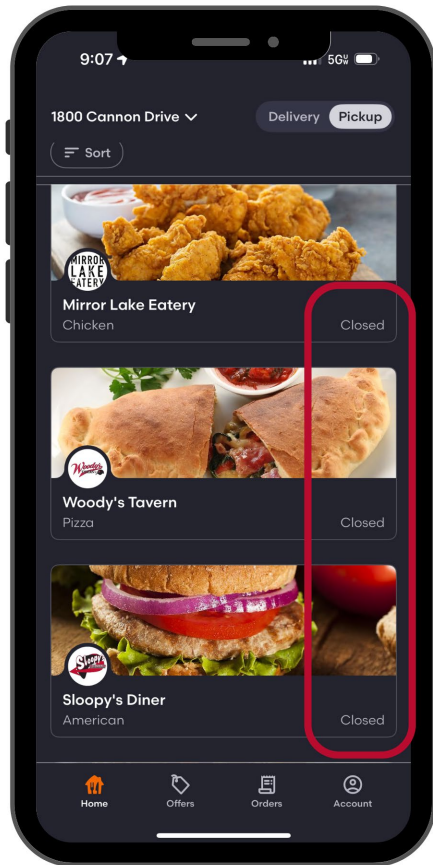THE OHIO STATE UNIVERSITY

Home Screen

Toggle between Pickup or Delivery

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

Sort by "Recommended" or "Fastest"

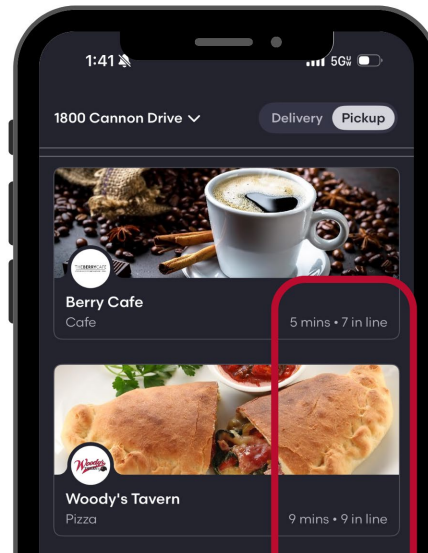THE OHIO STATE UNIVERSITY

Dining Locations

Shop Status (Open or Closed)

Estimated prep and pickup times

Number of people "in line" (in the order queue)
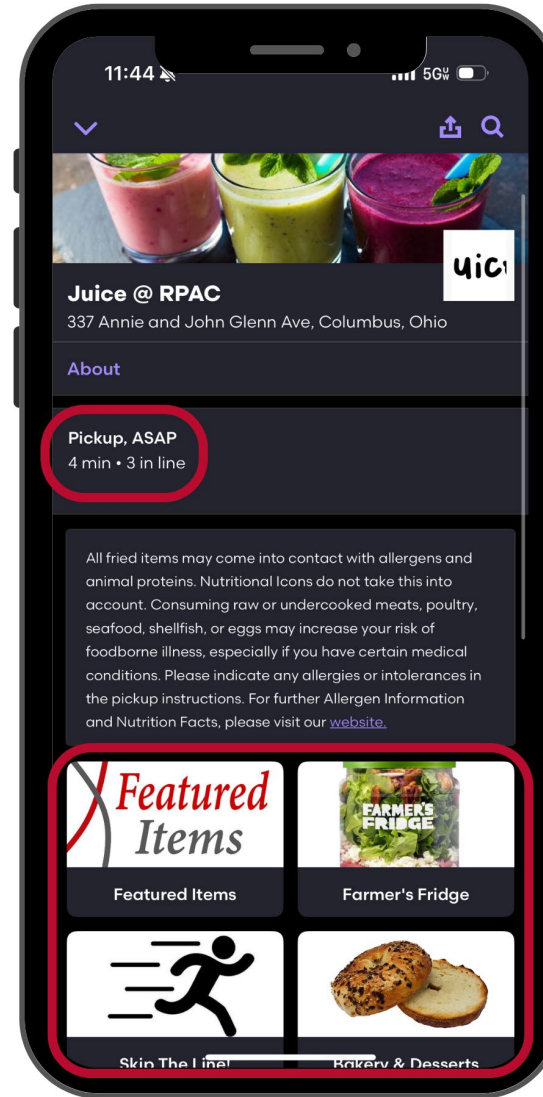
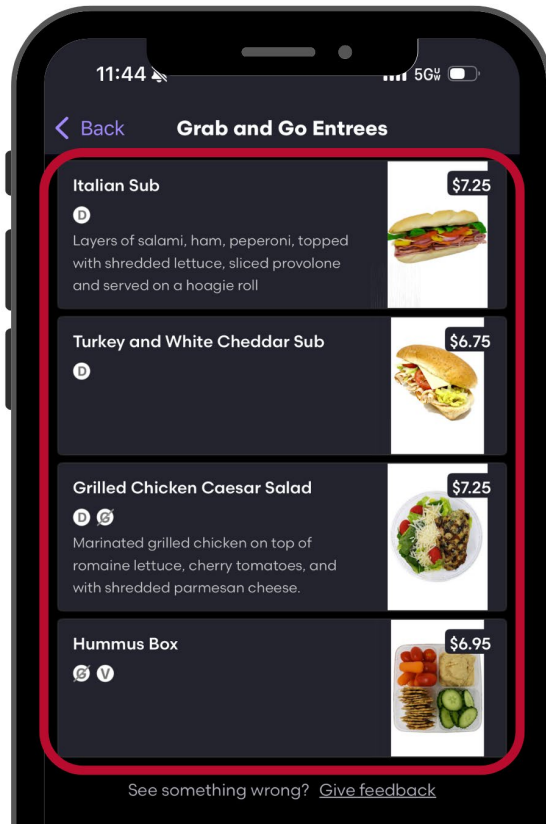# Placing a Pickup Order

Choose location

When placing an order, first select a location
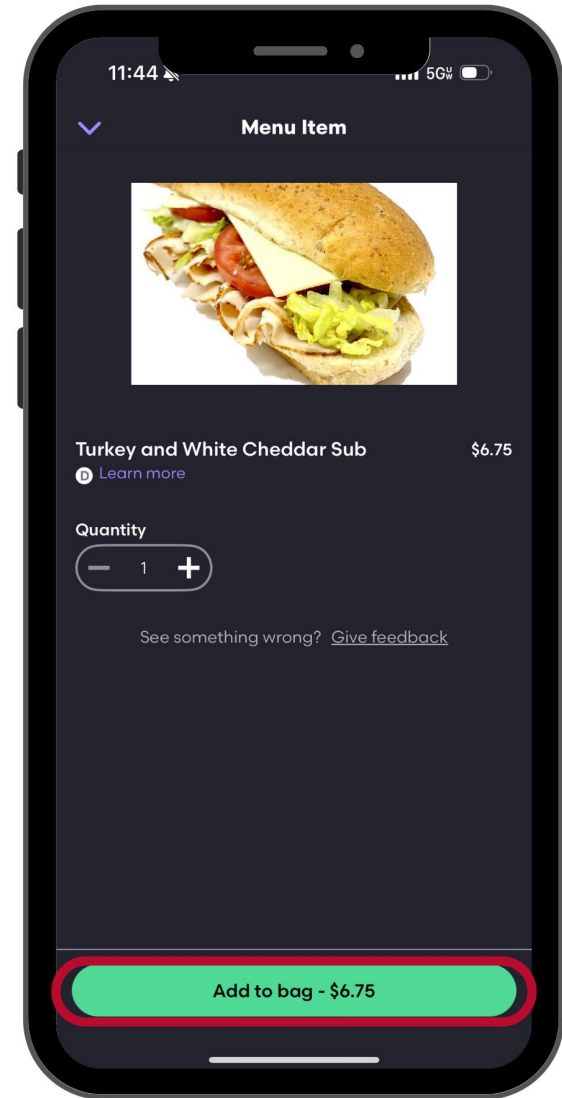
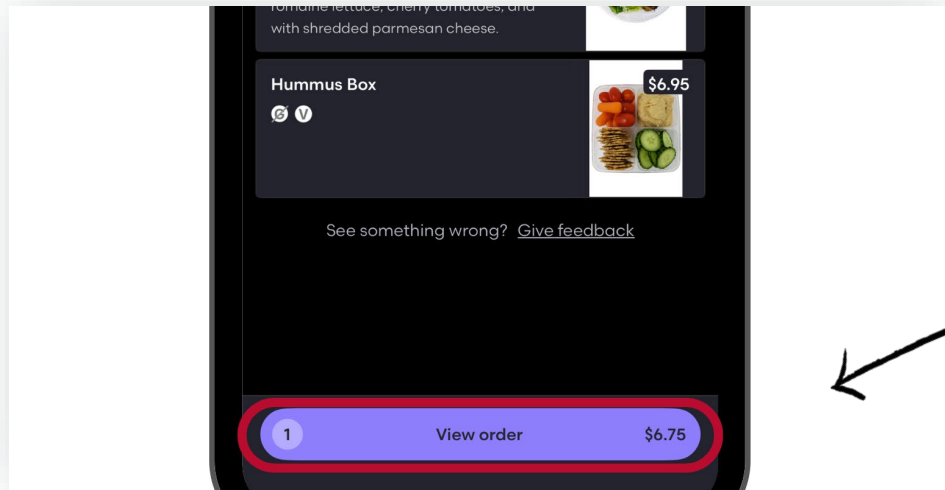Estimated Pickup Times

Item Categories

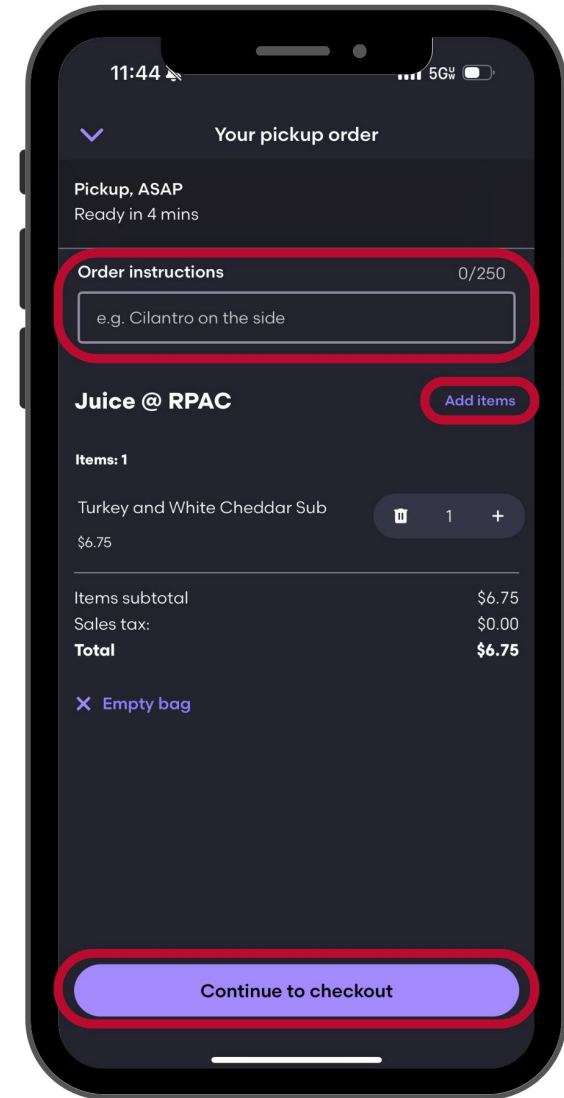# Add items

Select items
and
Add to bag

Order instructions

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

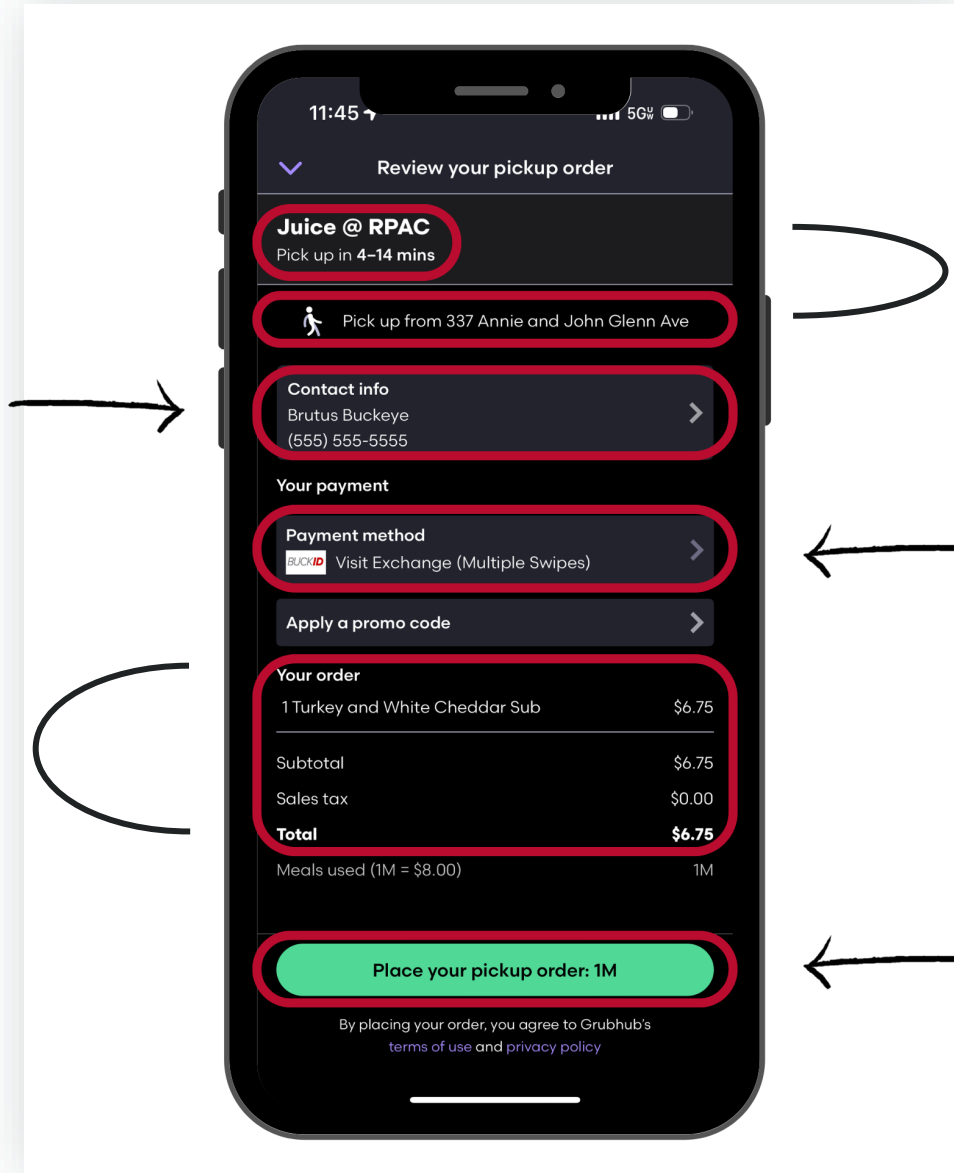View your order and Continue to checkout

Confirm

Confirm your contact information

Full breakdown of all order selections, modifications and prices

Location information and expected pickup time

Payment method
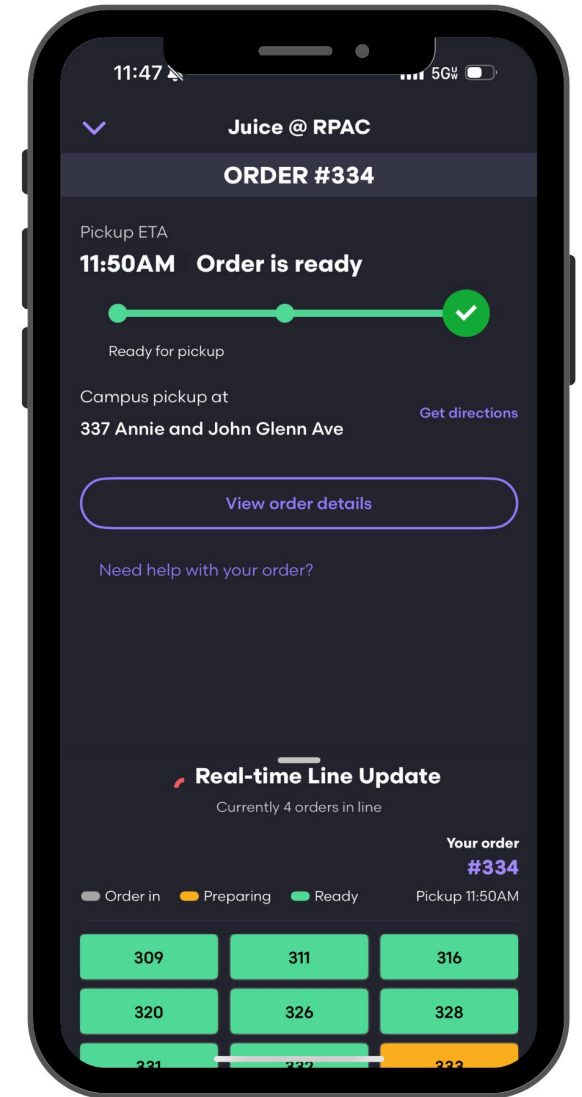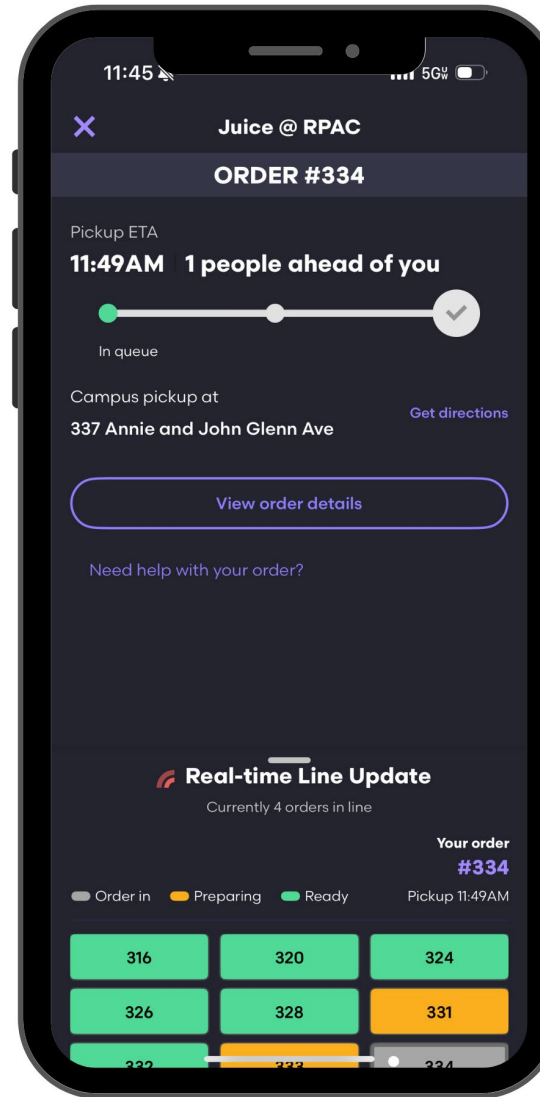
Always verify before placing an order

Place your order

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Track order

Track your order from start to finish

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

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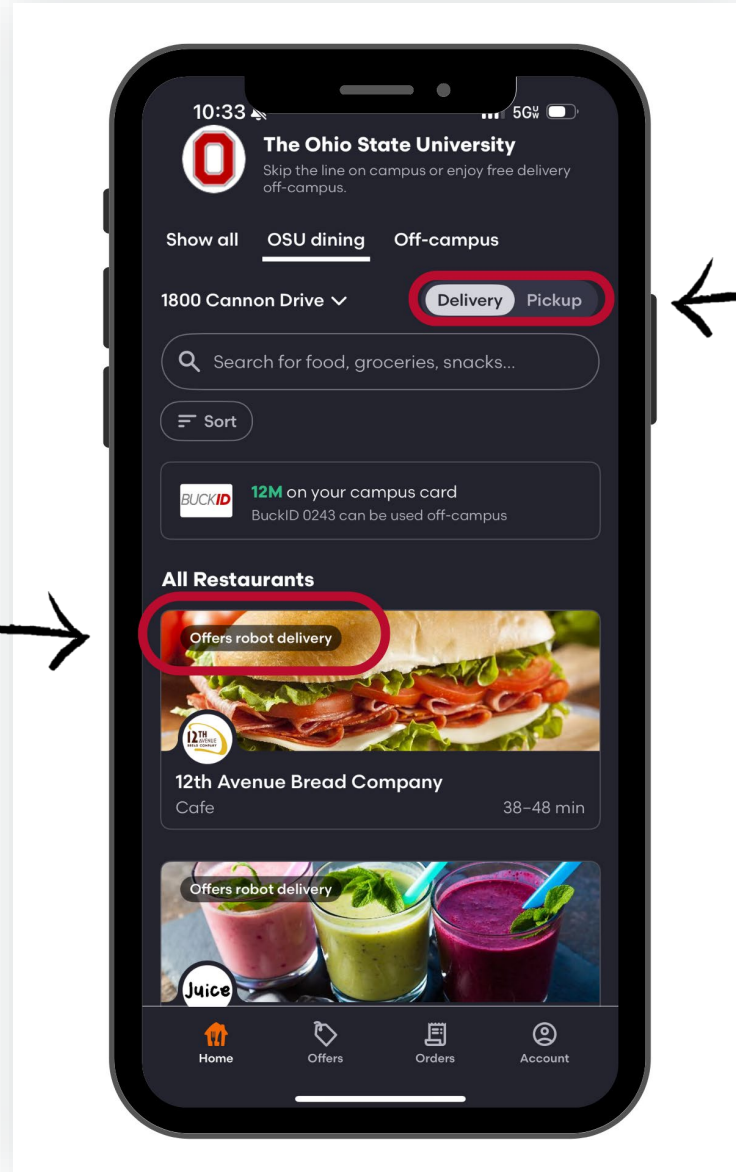
Placing a Delivery Order

Select Delivery

Toggle service type to delivery

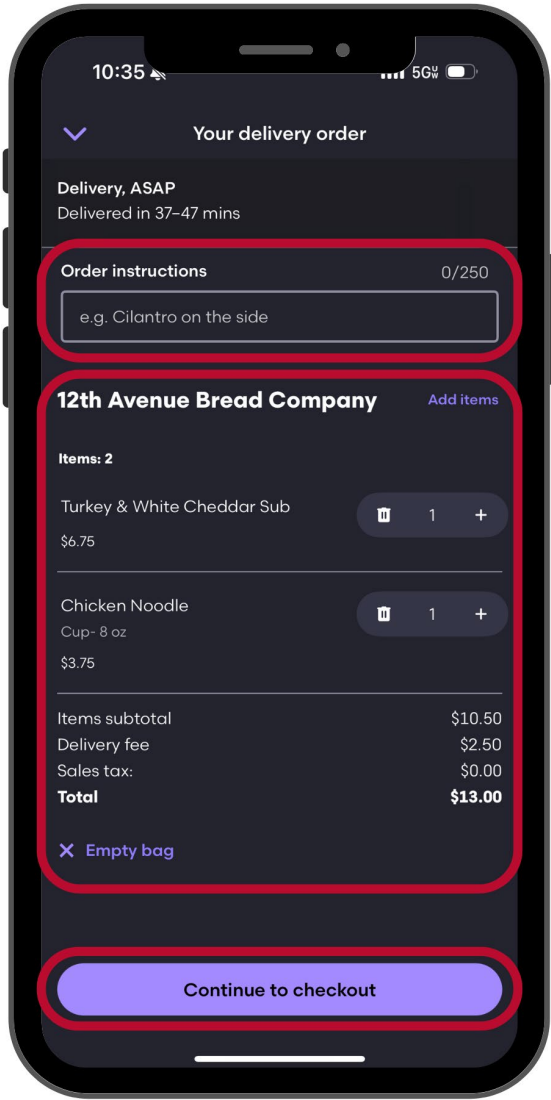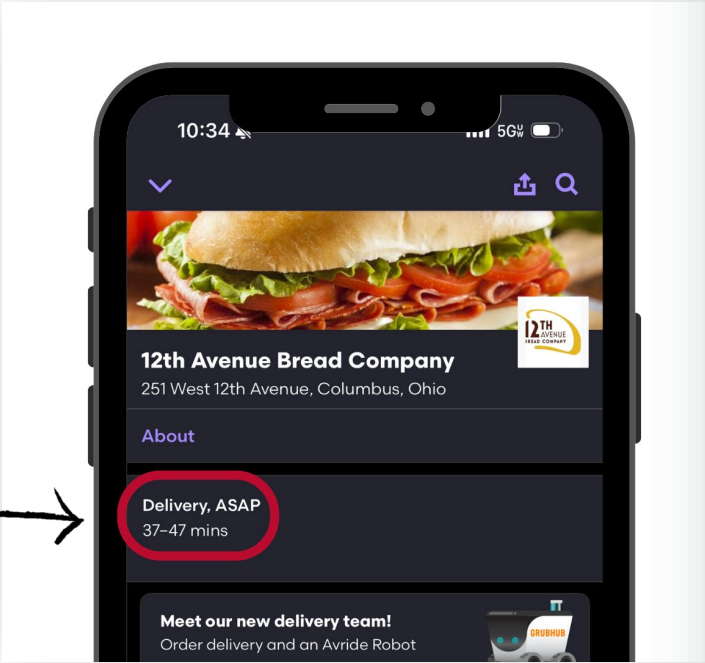View available robot delivery locations
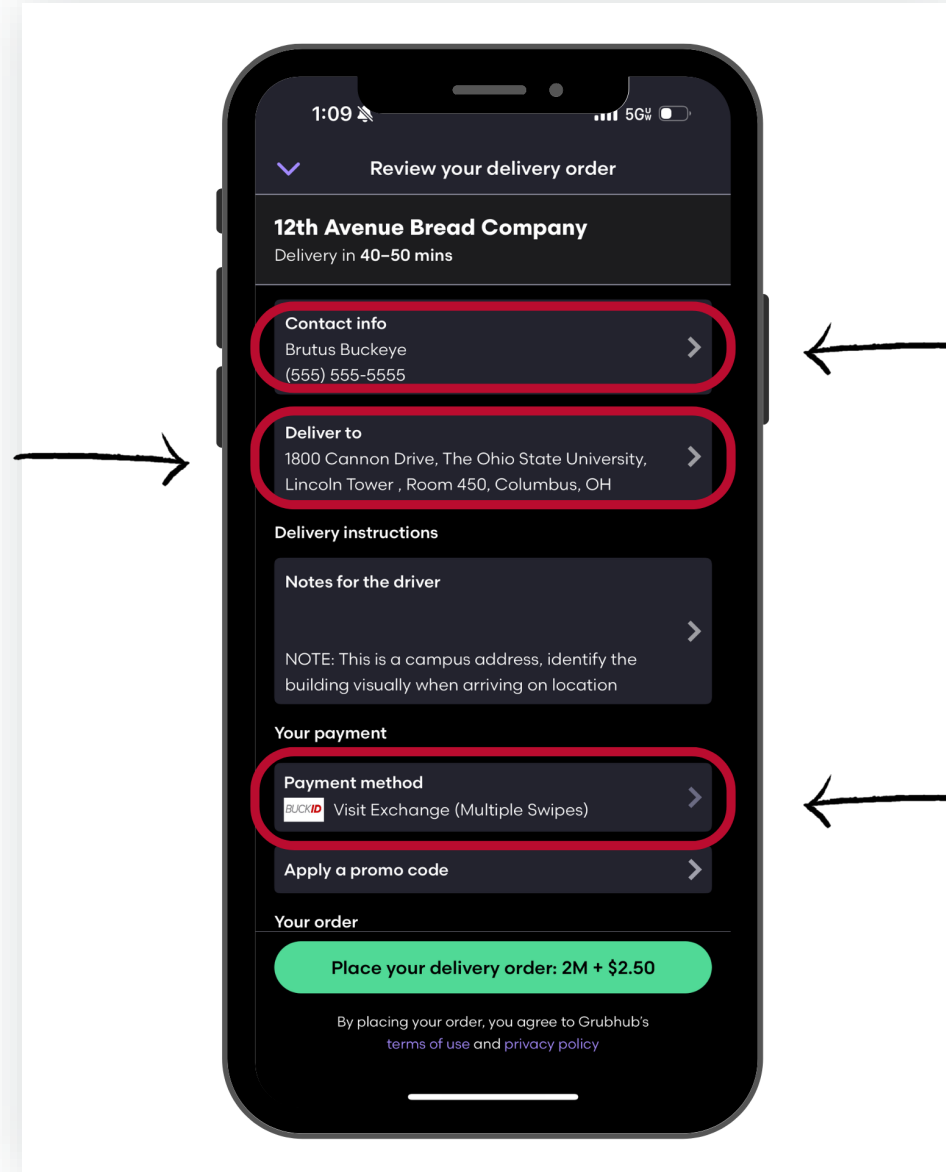
Ordering

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

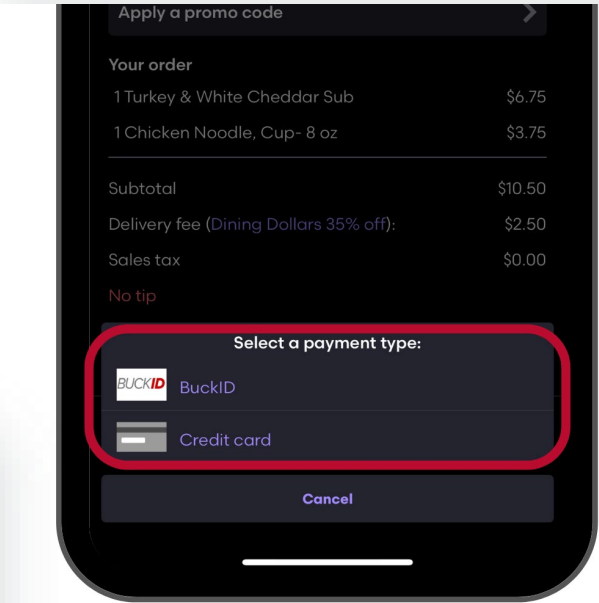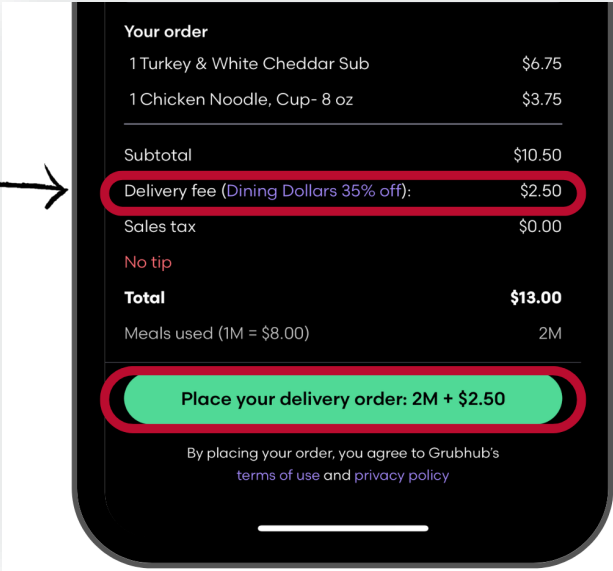Confirm your contact information

Location information and expected pickup time

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

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Place order

Select payment method for delivery fee

Delivery fee
Tap to change method of payment

Place your delivery order

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Tracking Your Delivery Order

Timeframe
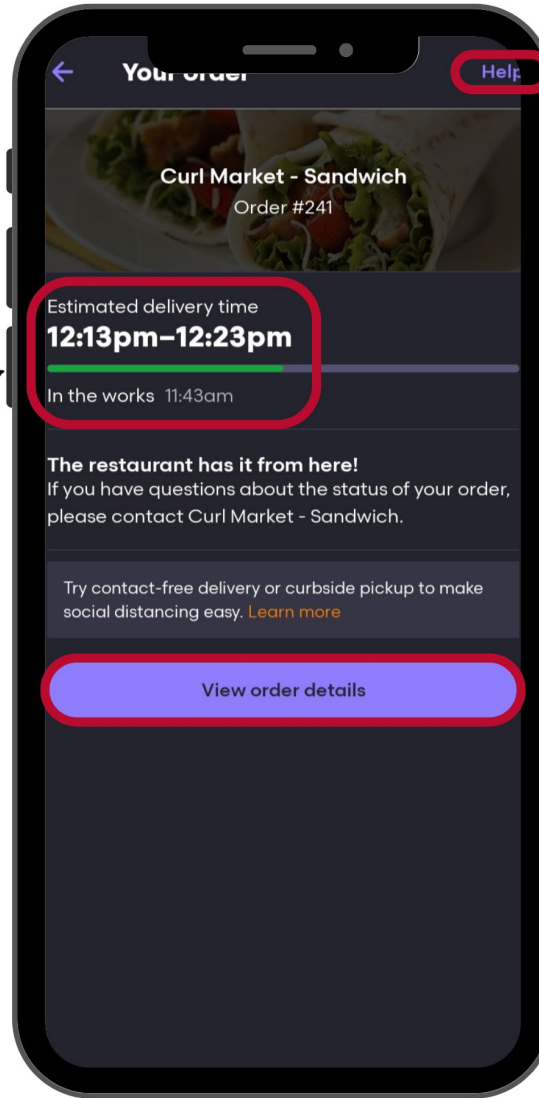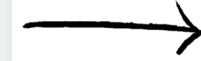
Contact Grubhub customer support

Estimated delivery time

View order details

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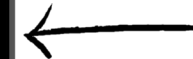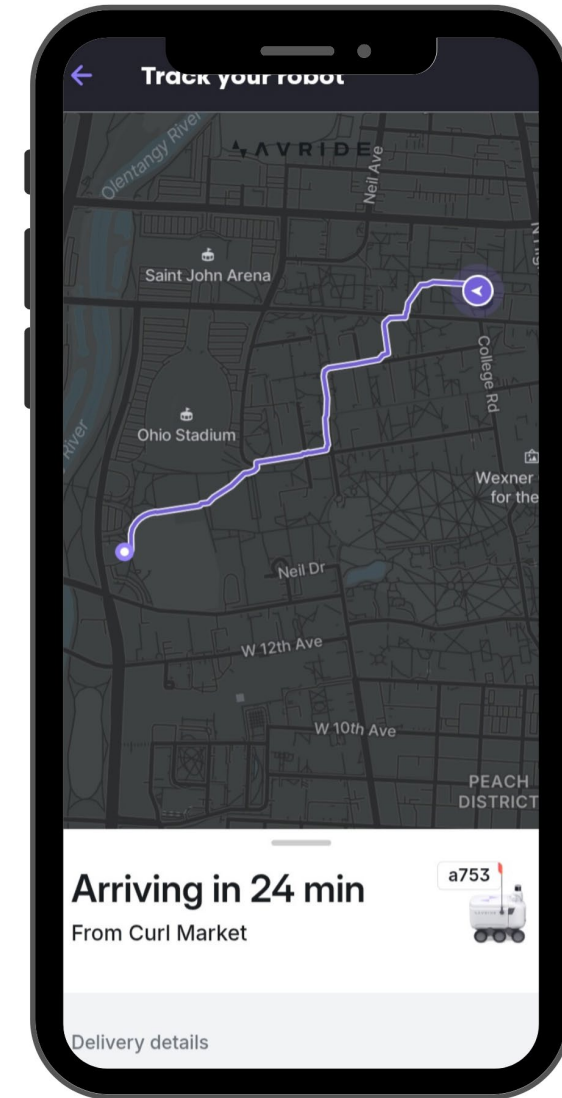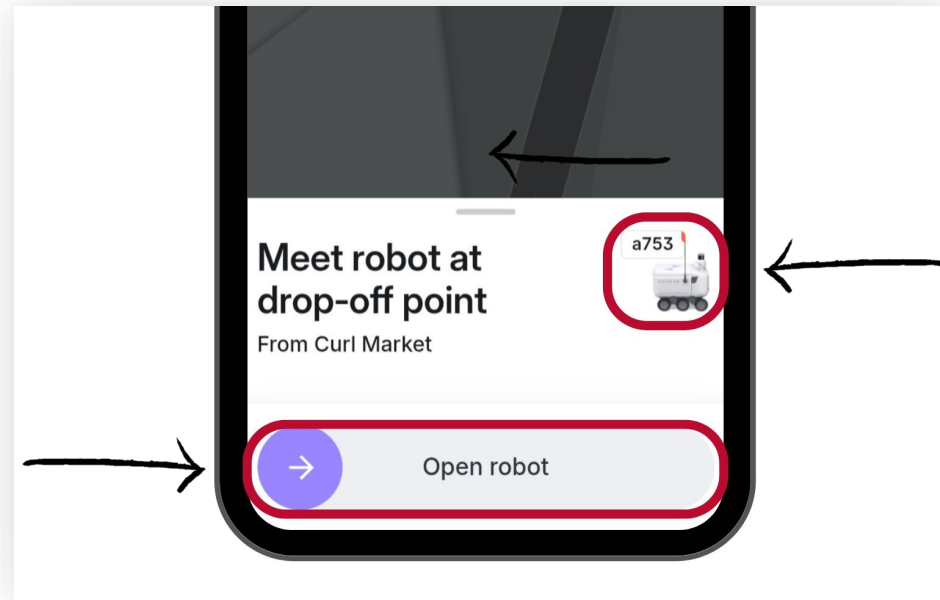
Track robot

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

Open robot

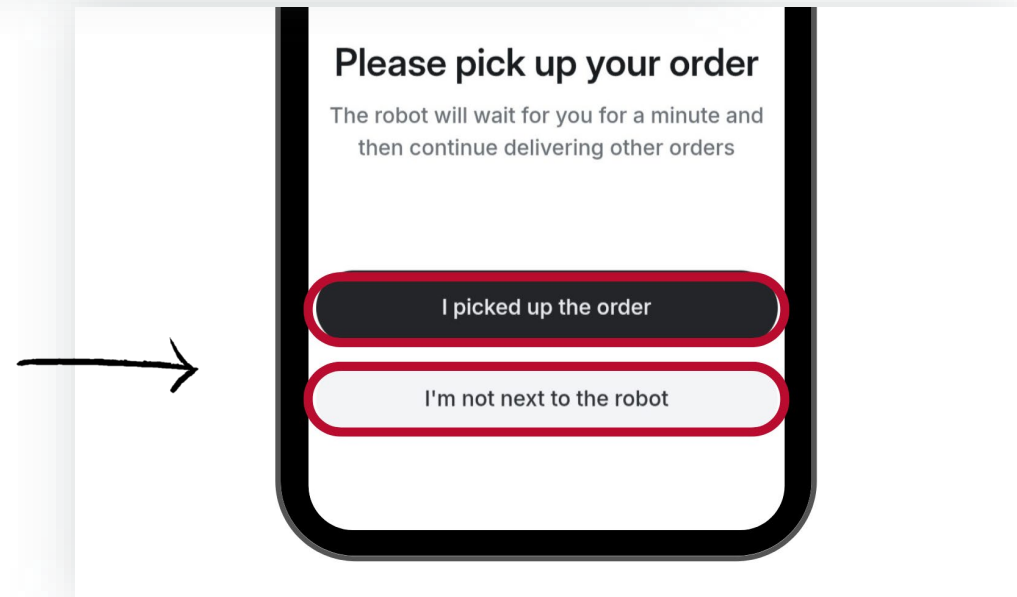Robot number: This should match the ID number on the robot

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

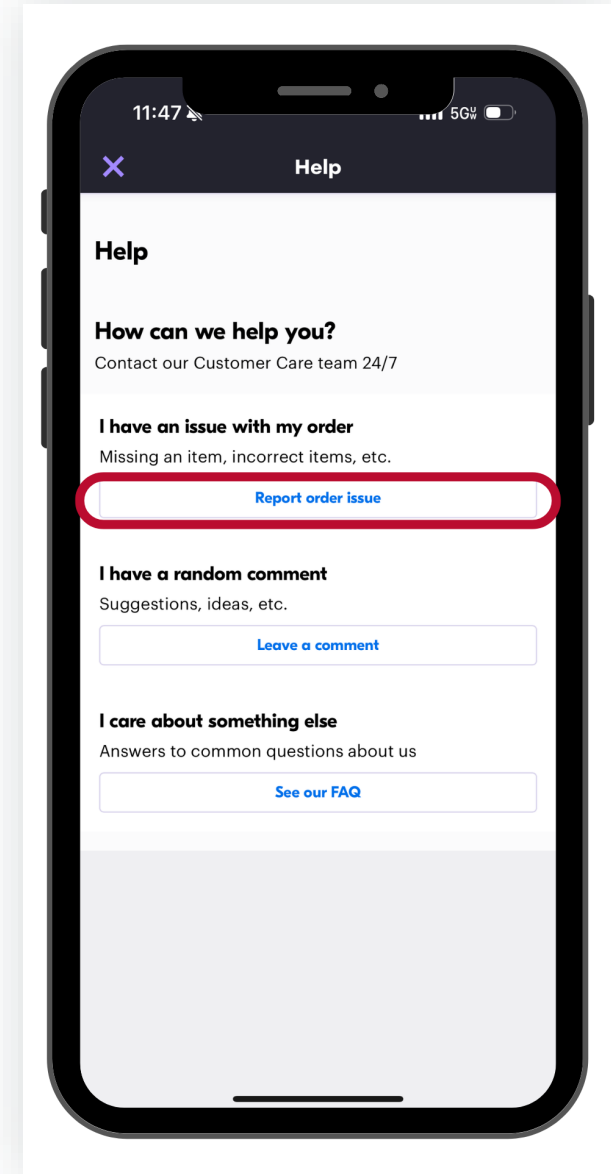Confirm that you have picked up the order or request more time

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Grubhub Help
Customer Service
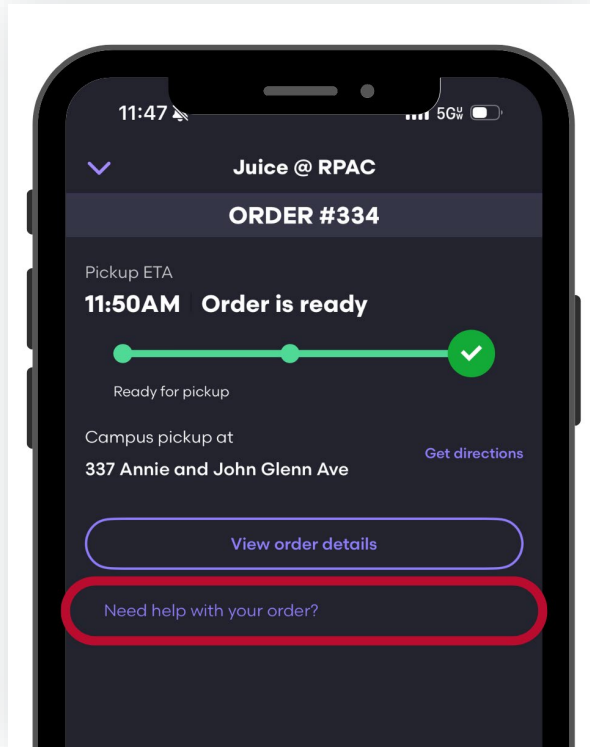
Select an order and tap "Need help with your order"

Tap "Report order issue"

Grubhub Help

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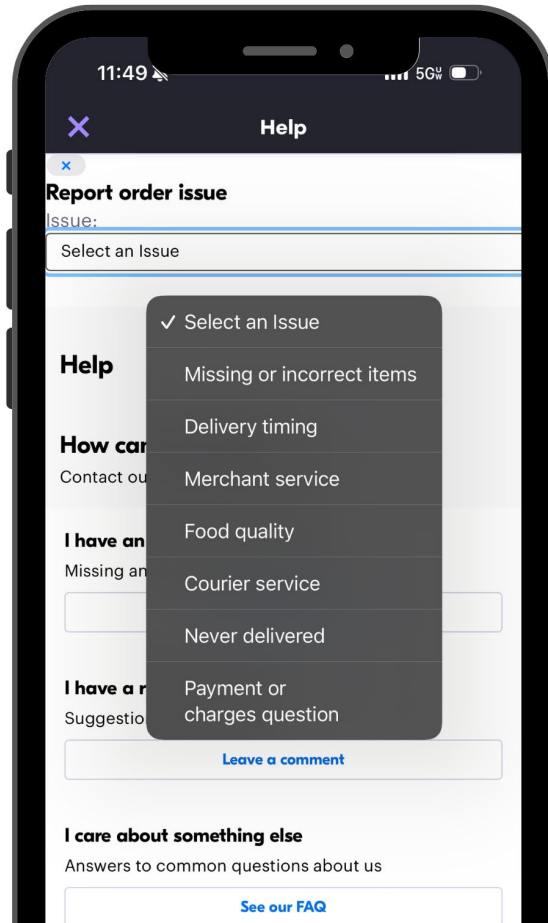
Follow the prompts
to describe the issue
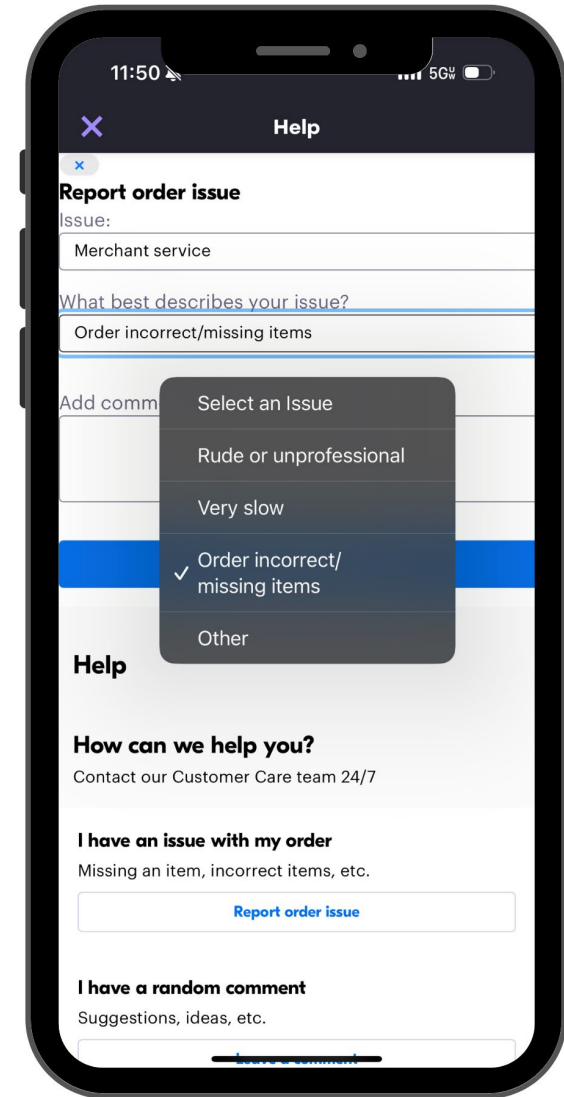
Contact Grubhub Help

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