

## **Duke Catering and MyMealOrder**

### **Frequently Asked Questions**

#### **How do I create an account?**

Go to <http://MyMealOrder.com> and click "Create an Account" on the home page. Select the State and **Duke Catering for the District.**

Enter all information in the fields provided, including Display Name, Username, Password, Security Question/Answer and Email Address.

Click "Click here to add students to your account" to proceed.

Enter the Student ID (if applicable), Name and select the School for this student.

Do this for all students you want to add to your account.

You will have an opportunity to edit your account if needed under My Account. There, you will also find a few options to customize your Account for Email Notifications, add students and add payment options.

Once all students have been entered, click "Click Here to Begin Planning Meals" to proceed.

#### **What do I do if I forget my password?**

From the login screen, click the "Forgot Password" link. Enter your email address and submit, instructions on how to reset your password will be emailed to you.

Check your spam/junk folders if you don't receive it.

Login with the temporary password.

Once logged in, click the "Change Password" link in the upper right hand corner. You can enter a new password here.

#### **How do I add items to my cart? (Only applies to Elementary Schools for High Schools please go to the My Account section)**

Once you login, this is the week view, all available meals and ala carte items for the week are shown.

The days that are "grayed" out are past the lead time required for ordering. Ordering is cut off at 8:30 am the day of.

To place an order, click the Add to Cart button for a meal. When you add this meal to your cart, the button will turn Red and show Remove from Cart. *This means the meal is in your cart but hasn't been purchased yet.*

You can move to the next or previous week by clicking the white arrows. You can also select Month to view a full month of meals available.

### **How do I view my cart and pay for my order?**

Select "View Cart" from the right-side of the screen anytime to view items placed in your cart. The Cart will show each meal by student. The Cart will show the item Ordered, Price and Description.

Select the "X" next to any item you want to remove from the Cart.

Select the green "Checkout" button to see a summary of your order.

Next, click the green "Place Order" button to complete your Order and pay.

If you wish to not order all of the items, click the red "Empty Cart" button to empty the Cart and remove all items placed in the Cart.

To complete the purchase, select your payment type and enter your payment information. You can store this information for future purchases. Click the green "Complete" button to complete your purchase.

After completing your order, a receipt will be emailed to you.

Please note that a \$15.00 fee plus any bank charges will be charged to you for any payments that are denied by your bank.

### **My Account**

Click My Account to see details about your account. You can change any of your account information here, like email address, security question or address.

You can also add a student to your account.

Click the Add Student button, enter the student ID (if applicable), Last Name and select the school the student is at. Click the green "Add Student" button to complete adding the student to your account.

To add money to your account, click the "Add Money to My Account" button. Enter an amount and you will be taken to the checkout screen. Click the orange "Add Money to My Account" button and you will be taken to the payment screen. Select your payment type and enter your payment information. Click the green "Complete" button to add money to your account. If you add money to your account, it will create a positive balance. The next time you make a purchase, that money will automatically be applied towards the purchase and your balance will decrease.

You can also manage your stored payments here. Click the "Add a Payment Option" button to add a new stored payment to your account. Select the payment type, CC or ACH. Enter your payment information and click the blue "Add" button. If you would like to remove a payment option, click the red X next to the payment option you wish to remove. It will show a line through the payment. In order to remove this, you have to click the green "Save Settings" button.

You can also manage your email subscriptions here. By default, you are set to receive all of the email notifications. Click the checkbox next to any emails that you do not wish to receive. You must click the green "Save Settings" button for any changes made to your account settings to be saved.

## **My Orders**

You can click on the My Orders link to see a list of Purchased and Refunded orders. Orders listed as Purchased means the checkout process was completed and they will show on the reports at the school.

Orders listed as Refunded means they were purchased but the order was cancelled either by you (clicking the orange "Purchased: Cancel" button within the lead time window) or by an Administrator for one reason or another.

If you do not see your meals/items under the My Order link, please check your cart to see if the items are still in your cart and complete the checkout process.

If an admin cancels an order that has already been purchased, a credit is automatically applied to your MyMealOrder.com account, it is not refunded back to your credit card or checking account. The next time you purchase a meal, that credit will automatically be applied during checkout. This method makes your money available quicker on the site, so you are not waiting for a refund check or a credit to be applied back to your credit card or checking account.

## **What if my student is absent?**

If your child is absent, please cancel his/her order before 8:30am so their lunch is not prepared and wasted. When you cancel, your account automatically credits your MMO account. If your child leaves school sick before lunch is served, please text 856-986-4512 to let us know your child was not there and we will issue the credit.

## **Contact**

Use the contact us form to email us directly with any issues.

Enter your name, phone number, select the school your issue refers to and select an issue type.

If you select meal/food, Duke Catering will be emailed.

If you select technical, a customer support representative from Nutri-Link Technologies will be emailed.

This is the easiest, most convenient way to contact someone for help with your issue.