

Why should I place a Mobile Order?

Our Mobile Ordering system is a new and unique solution to satisfy many of the expressed needs from our students and staff! It helps us to further our goal of providing both high-convenience and high-quality food to the school community in order to create an enjoyable dining environment. Some of the many advantages to using Mobile Ordering include:

- **Skipping the line:** Your order will be placed away from the serving area, allowing you to skip the line and immediately sit down to eat after retrieving your order.
- **Convenience:** Your order will be available when your lunch period begins, so you're free to retrieve it whenever you're able to make it down to the cafeteria. And since your meal will already be charged to your account, all that's left to do is pick up your lunch when you arrive!
- **Order In Advance:** Since you place your lunch order in advance, you can ensure availability of your selected meal and can plan out your meals accordingly for the week. And having an electronic order form allows you to place your order wherever you are, and on any device!
- **Exclusive Menu Options:** Each week, we will have menu options exclusive to the Mobile Ordering platform that you can't find anywhere else in the food court! Our Grab & Go - style menu will also include popular favorites each day to provide several different options to choose from.

How does the ordering process work? **PLACE YOUR MOBILE ORDER HERE!**

Follow the link on the right for the Mobile Order form! Here, you'll be required to sign into your district Gmail account. The Mobile Order form is open each day before Period 2 (8:24AM). To submit an order, you will need to provide:

- Your First and Last Name
- Your 6-Digit Lunch Account Number
- Date of Order (any date of the current week)
- Your Lunch Period
- Your Menu Selection



<https://goo.gl/rgbzdu>



Once you click Submit, you'll automatically receive a confirmation email including the details of your order. When you come to lunch, head to the Mobile Order Shelf located near the entrance of the cafeteria. Your order will be on the shelf associated with your lunch period and will be labeled with your name and the details of your order. Lastly, head over to your seat and enjoy your freshly-prepared lunch from our kitchen!

How will I know which order is mine?

Each order will have a label on it including your name and your order. Your email address and lunch account number will not be included for security purposes. You can find your order by looking for the shelf associated with your lunch period!

What if I place an order after the cutoff of Period 2 (8:24AM)?

The Mobile Order Form automatically stops accepting orders between 8:24AM-12PM each day. You are able to order for any date of the current week, so we encourage students and teachers to plan ahead as much as possible. If you do forget to place your order in time, you're welcome to choose from the many options available each day in the food court!

What if I forget to pick up my order?

The orders that remain on the Mobile Order Shelf after all of the lunch periods have passed for the day will be refrigerated overnight and placed back on the shelf the following day. If your order is still not picked up by the end of the lunch periods on the second day, it will be discarded and the charge will remain on your account.

What if I don't have any money on my account?

We never deny any student the right to have a meal, regardless of account balance. If you're unsure of your current account balance, access our free website, www.k12paymentcenter.com, or ask any of our cashiers and they would be happy to discretely disclose this to you upon your request. Remember that all low and/or negative balances receive weekly balance notifications from the district and all debt should be paid back as soon as possible.

What if I want to cancel my order?

If you notify us in advance of the lunch period on the day of the order we would be happy to refund your order to you! Just email us at pthscafe@penntrafford.org with your name and the order you would like to



cancel. A link to the email address is also provided on the confirmation screen after your order is submitted!

What if I don't see something I like?

Let us know your feedback! Email us at pthscafe@penntrafford.org or fill out our surveys when we send them out on what suggestions you have for improving the Mobile Ordering menu selections and process.

What if I order something and it's not on the Mobile Order shelf?

Approach any one of our cashiers (you may skip the line) and we would be happy to give you a replacement order! Just give them your name and number for verification.

What if someone else takes my meal?

We have placed the Mobile Order Shelf in view of a security camera. Just ask our staff for a replacement order using the process in the above question and we'll investigate the cause of the incident from there.

What if someone else uses my lunch account number to fraudulently place an order for themselves?

For security, each order requires that you sign in to your district Gmail account and that you provide your 6-digit lunch account number. If you suspect that someone else placed an order in your name, please let us know and we will follow up with school authority to investigate this incident as it is a security and disciplinary issue. This is considered to be theft and the consequences will be in alignment with school disciplinary procedure for this action.

What if our kitchen has to change out one of the menu options at the last minute?

Our goal is to prevent this at all cost and to make sure what you've ordered matches what you've received. If for some reason we need to make a substitution due to product availability, you will be emailed in advance of your lunch period to alert you to the changes being made. If you were to receive a disliked substitution of some kind, you may approach a cashier with the issue and we'll do everything we can to make it right!

What if I don't like my selection?



FAQ



You may always return and exchange a tasted meal in the event of a quality or preference issue, mobile ordering or otherwise! Our kitchen welcomes all feedback and we'll use it as an opportunity to create a better menu and process for the future.