GET Food- Common Problems and How to Avoid Them

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Below are three commonly encountered issues and how to avoid them:

1. **Max number orders for a given time period reached**

Each merchant has a limit to the number of orders that it can process in a 15 minute period. Once that limit is reached, users will receive a pop up message in the app indicating the limit has been reached and prompting the user to pick another time period. The user's options are to select another time period for that same merchant or - if ordering from Andrews - to select the alternative Andrews merchant and pay with a different tender. During peak ordering times it is possible that both merchants will have reached their order limit for the same 15 minute time period.

2. Trying to use more than 2 meal credits in a transaction

Students may only use a maximum of two meal credits in a single transaction. If an advance order is placed, the system doesn't check credit or flex point restrictions until 15 minutes before the order is scheduled for pick up. This is the amount of time that Dining established for meal preparation. Users will not be notified of any system-identified problems with their order until 15 minutes before they expect to pick it up. This is a limitation of our current ordering platform. Please be sure to only use a maximum of 2 meal credits in a single order.

 3. Advance ordering with insufficient credits or points

On advance orders, user meal plan balances aren't charged until 15 minutes before the order is scheduled for pick up. This is the amount of time that Dining established for meal preparation. If the user's balance is insufficient for the order, it will be cancelled or declined at that time. This is a limitation of our current ordering platform. **Please check your balances before placing your order.**

Pro Tip: Cancelling orders via the GET app

If you have placed an advance order for a meal and subsequently realize that you need to cancel it, select your order under "Pending Orders" on the mobile app and cancel the order. Orders cannot be cancelled if they are in the 15 minute meal preparation window.