

# Frequently Asked Questions

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## *How do I change my payment method?*

- After you add items to your order, click the blue “CHECKOUT” button located on the bottom of your screen.
- To change whether you are using a campus card or credit card, tap the “CAMPUS CARD” button.
- To change which tender you are using with your campus card, tap the “ALA CARTE” button and select the tender you want to use.

## *How do I change my default payment method?*

- The first time you use the app, “DINING \$” is the selected payment method. After that, the app defaults to your previous payment method.
- You can change your payment method with each order (see first question).

## *I received an “Order Failed” message. What do I do now?*

- Click the red ‘BACK TO CHECKOUT’ button on the bottom.
- Double check your payment type (Campus Card or Credit Card).
- If you are using Campus Card, double check that you selected the proper tender. (See above.)

## *How do I know my order went through?*

- You should see a screen that says “Order Received” with a large blue checkmark.

## *I’m not sure my order went through. How do I double-check?*

- From the Mobile Ordering Home Page, tap the menu button (3 lines) in the top left corner.
- Tap on the “RECEIPTS” button.
- There you can see all your mobile orders. You should see the most recent order on top with the date and time it was placed, as well as the payment method and amount.
- If you do NOT see your order in this screen, it was not placed. You need to order again.

## *Do Meal Plan discounts work on the App?*

- In most cases, Yes! Dining Dollars, Commuter Plans and Employee Meal Plans receive the appropriate discount at the checkout on the Mobile App.
- For Employees with Falcon Dollars: The Falcon Dollars discount for employees is applied AFTER you checkout. The discount will not appear when you checkout, but the proper charge should appear on your card detail after completing the order.

## *Where can I find my current meal plan balance?*

- Your meal plan balance is not available in the app. Check the Falcon Link!

## *I do not have a smartphone. How can I order at The Falcon and Union?*

- In-Store Kiosks
- The FalconLink Card

## *How do I download the App?*

- Find the app “Transact Mobile Ordering” in your app store. It’s the one with the red background with a fork and spoon.
- Click on the applicable store icon on the Dining Services homepage.

## *I want to pay with cash. Can I still use the app to order?*

- No. To pay with cash or gift card, you need to use the kiosk in the restaurant and click “PAY AT PICK-UP”