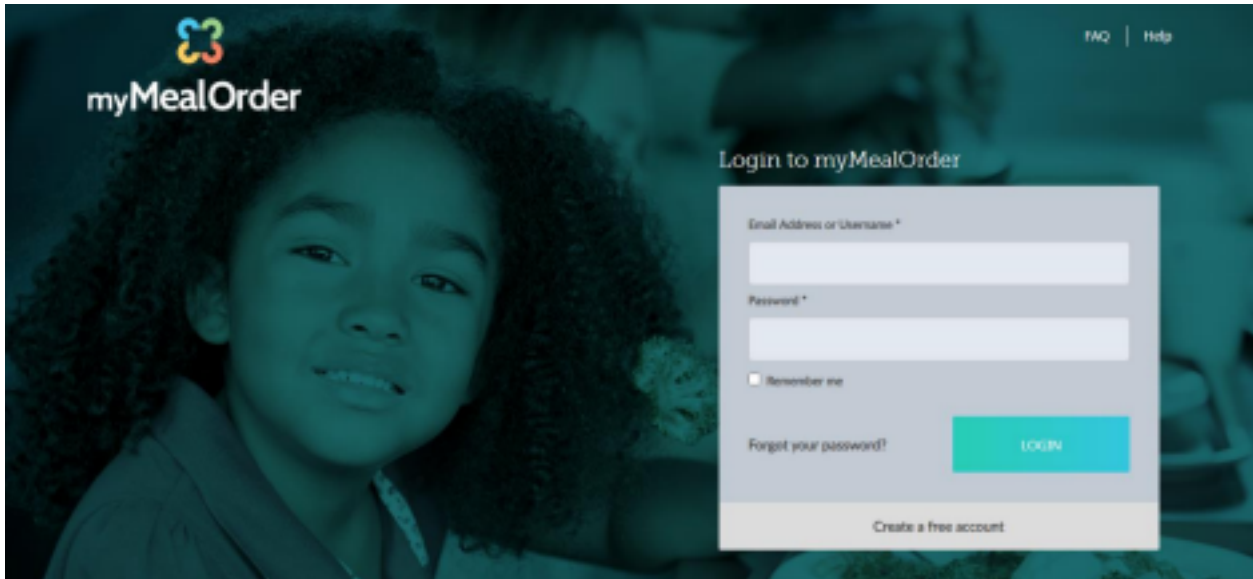


## MyMealOrder Ordering Instructions

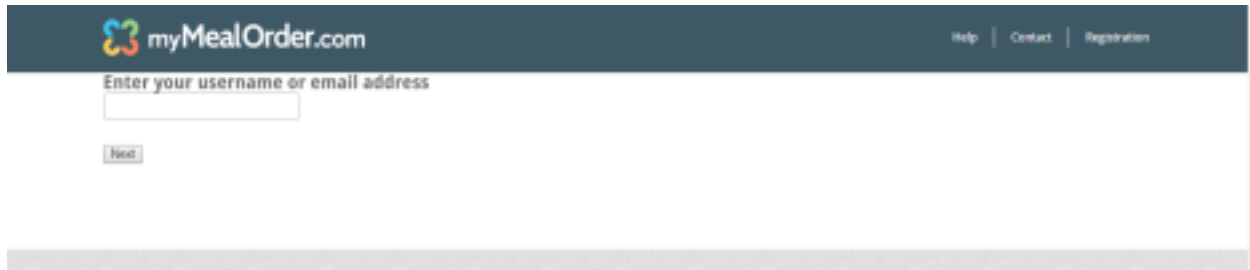
Log on to <http://mymealorder.com> to login or create an account. To create a free account, click the Register for a Free Account button.



From there you will select your state and DUKE CATERING. Fill out the information to create an account. Create your display name, username and password. The username (or your email address) will be used to login to MyMealOrder. Once you create your account, click the “Click here to add students to your Account” button. You will need to add your children to your account in order to purchase meals.

A screenshot of the MyMealOrder website's registration page. The page has a dark teal header with the MyMealOrder.com logo and links for 'Help', 'Contact', and 'Registration'. The main heading is 'Register for your account'. The registration form is organized into three columns. The first column contains: 'Display Name', 'Username', 'Password', 'Confirm Password', 'Security Question' (with a dropdown menu showing 'What was your childhood nickname?'), and 'Answer'. The second column contains: 'First Name', 'Last Name', 'Home Address', 'City' (with a dropdown menu showing 'Abington'), 'State' (with a dropdown menu showing 'Illinois'), and 'Zip'. The third column contains: 'Home Phone', 'Cell Phone', 'Email', 'Confirm Email', and 'Email Notification' (with a checkbox). A green button labeled 'Click here to add students to your Account' is located at the bottom right of the form.

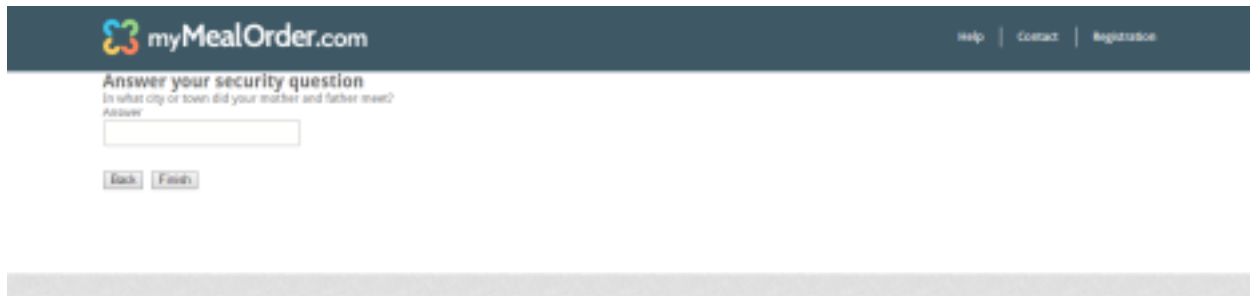
If you have forgotten your password and are unable to login, click the “Forgot Password” link. Enter your username or email address then answer the secret question. A temporary password will be emailed to you. (Please check your junk mail if you do not receive it right away.) Once you login, you can change your password by clicking the “Change Password” link in the upper right hand corner.



myMealOrder.com Help | Contact | Registration

Enter your username or email address

Next



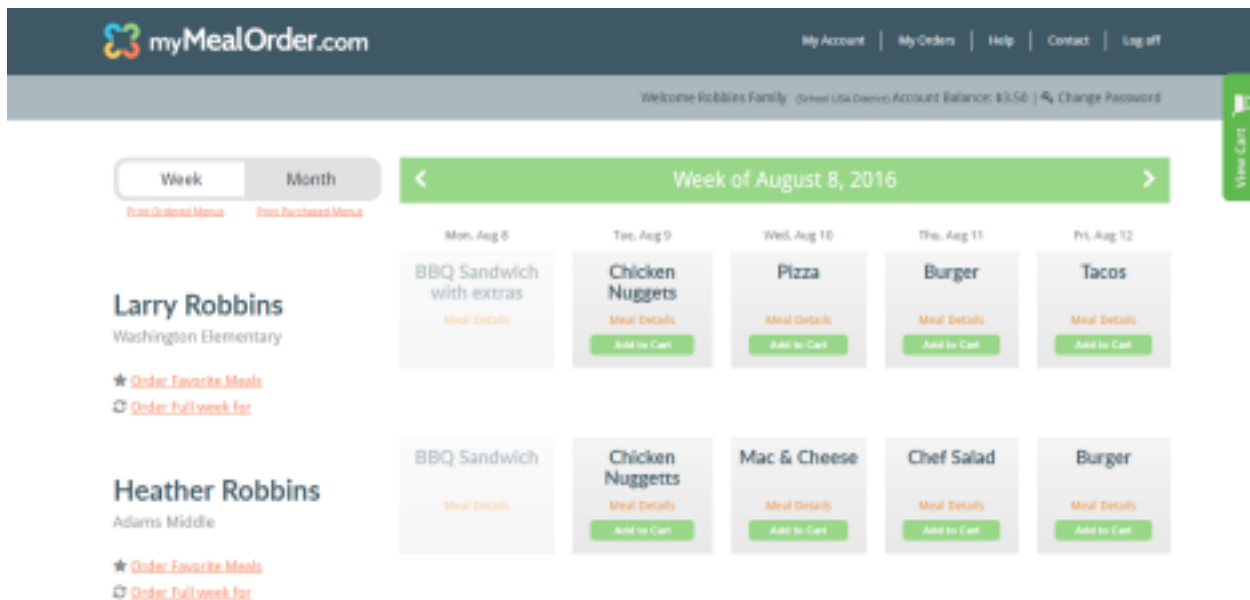
myMealOrder.com Help | Contact | Registration

Answer your security question  
Is what city or town did your mother and father meet?

Answer

Back Finish

Once you login, this is the week view, all of the 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.



myMealOrder.com My Account | My Orders | Help | Contact | Log off

Welcome Robbins Family | View USA Device Account Balance: \$3.58 | Change Password

View Cart

Week | Month

View Ordered Menu | View Purchased Menu

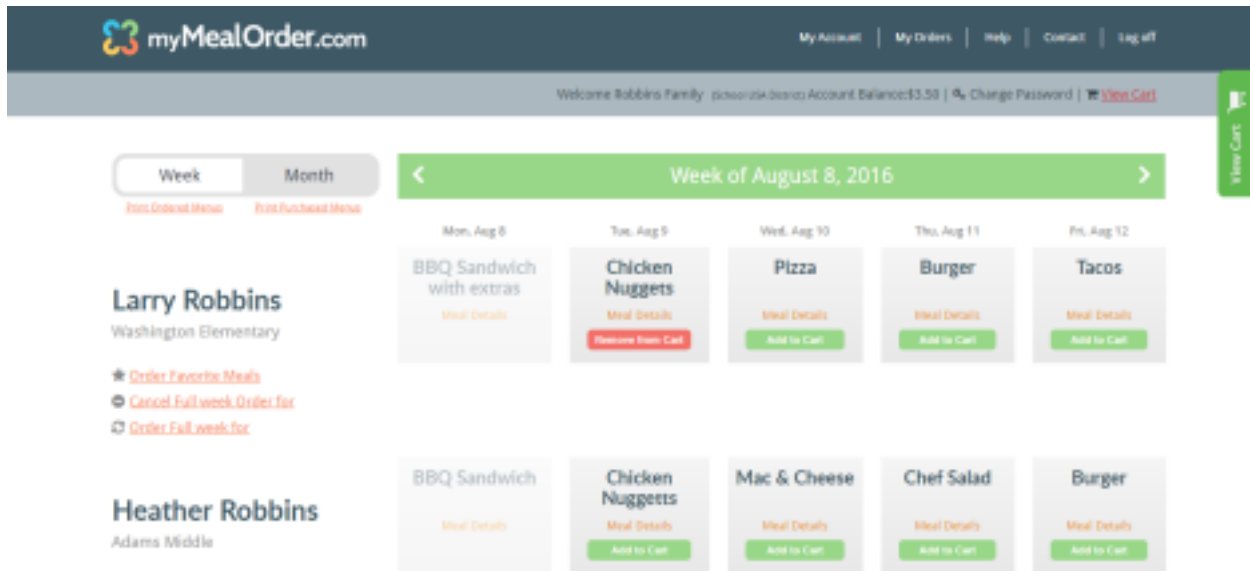
Week of August 8, 2016

	Mon, Aug 8	Tue, Aug 9	Wed, Aug 10	Thu, Aug 11	Fri, Aug 12
<b>Larry Robbins</b> Washington Elementary	BBQ Sandwich with extras <a href="#">Meal Details</a>	Chicken Nuggets <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Pizza <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Burger <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Tacos <a href="#">Meal Details</a> <a href="#">Add to Cart</a>
<b>Heather Robbins</b> Adams Middle	BBQ Sandwich <a href="#">Meal Details</a>	Chicken Nuggets <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Mac & Cheese <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Chef Salad <a href="#">Meal Details</a> <a href="#">Add to Cart</a>	Burger <a href="#">Meal Details</a> <a href="#">Add to Cart</a>

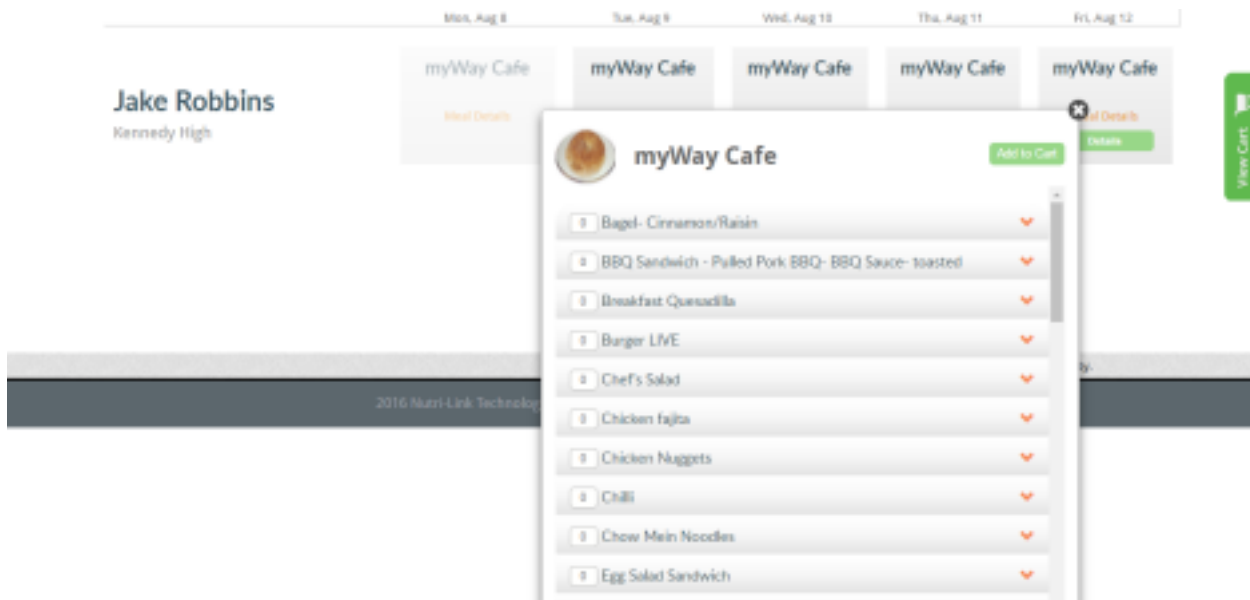
★ [Order Favorite Meals](#)  
🛒 [Order Full week for](#)

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.

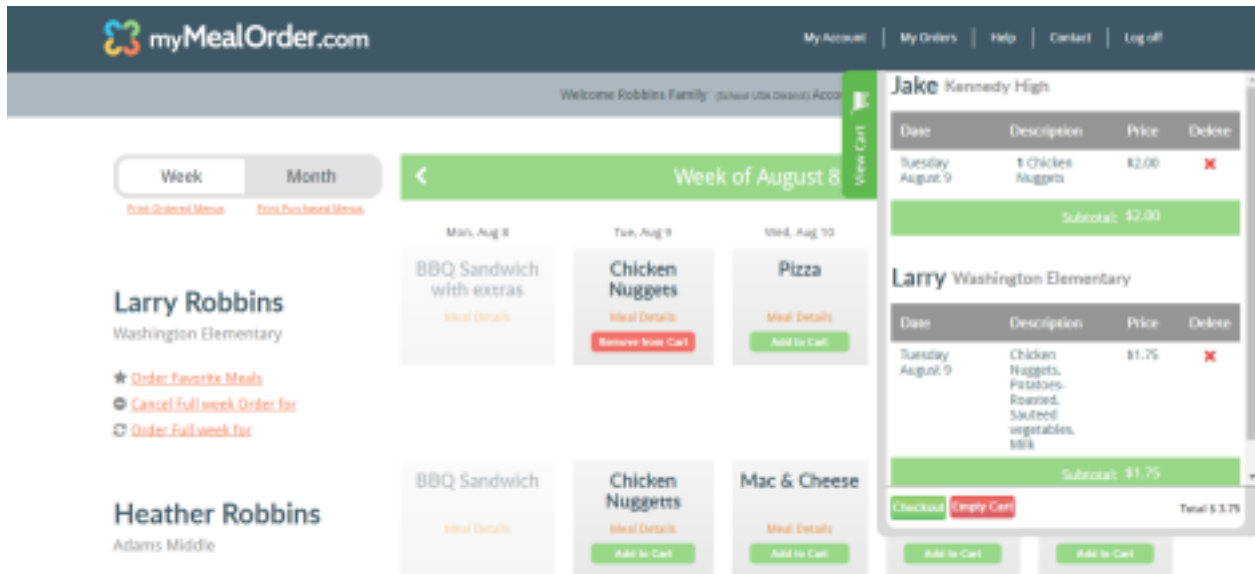
You can also click the Details button of the Daily Ala Carte options to order individual items.



The Ala carte menu will open up and you need to enter a quantity next to the item(s) that you want to order and click Add to Cart. This adds the individual ala carte items to your cart.



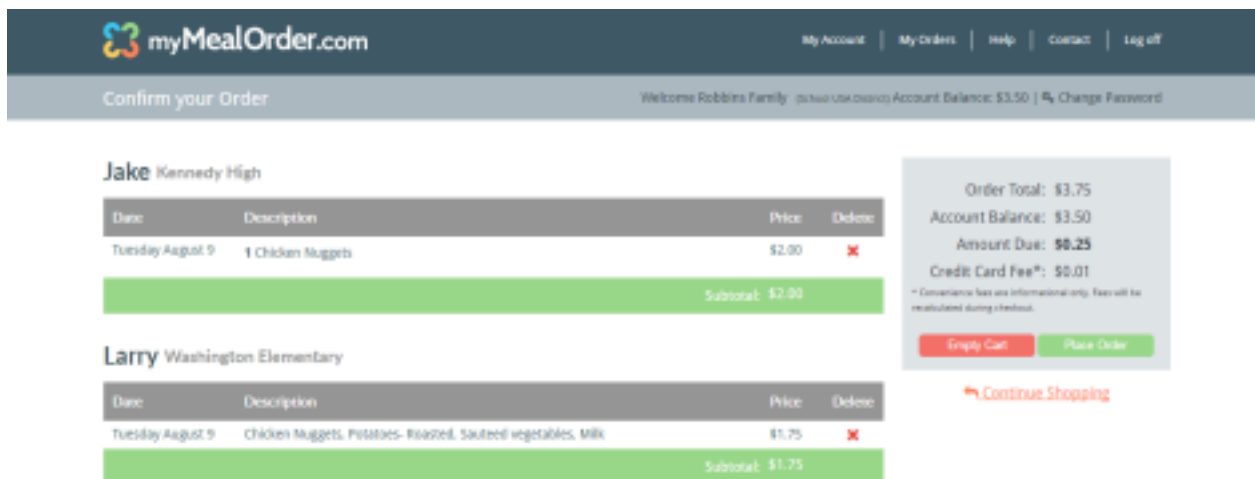
You can move to the next or previous week by clicking the white arrows. Once you have added all of your meals and/or items to your cart, click the green View Cart button. The window will slide open to show all of your meals/items that are in your cart. You can remove items from your cart by clicking the X in the View Cart window or by clicking the Red Remove from Cart button. To remove an ala carte item, click Details to open the window and either change your quantity and click Update Cart or click Remove from Cart to remove all of the items. Once you are ready to complete the checkout process, click the Checkout button.



A summary screen of your order will be displayed. You can remove items from your order from this screen by clicking the X if needed. If you are satisfied with your order, click the Place Order button. **If you do not Checkout and click Place Order, your order will not be received by Duke Catering, it's only sitting in your cart.**

**Account Balance:** If there is Remaining Account Balance available, the system will deduct the total amount due from your Remaining Account Balance and complete the transaction.

**No Account Balance:** If the Remaining Account Balance is less than the Amount Due for this Order, selecting Place Order will open the Credit Card Processing Screen to process and complete your Order.



After you click Place Order, you will be given the payment option screen. You can pay by credit card or from your bank account. Fill out the required information and click Complete at the bottom. This

completes the transaction and you will receive an email receipt of your order.

Credit/Bank Account  
 Stored Payment

Credit Card  Bank Account

First name Last name

Address

City

GA Postal code

Card number

MM / YY CVV

Pay \$4.00

Save For Future Purchase

## Canceling Orders

Once orders have been purchased, the Add to Cart button changes to an orange button labeled “Purchased: Click to Cancel”. This means the meal/item has been purchased. You can cancel an order by simply clicking this button, assuming you are within the cutoff time/lead time required. Once canceled, your mymealorder.com account will be credited the amount of the meal/item canceled.

Week of June 12, 2017				
Mon, Jun 12	Tue, Jun 13	Wed, Jun 14	Thu, Jun 15	Fri, Jun 16
Burger	Chef Salad	Chicken Nuggets	BBQ Sandwich	Pizza
Meal Details	Meal Details	Meal Details Purchased Click to cancel	Meal Details Purchased Click to cancel	Meal Details Purchased Click to cancel

## My Account

## Account Settings

Display Name Robbins Family	Accountholder First Name Max
Home Phone Number	Accountholder Last Name Robbins
Cell Phone	Address Line 1 240 North Main Street
Email edickerson@e-tech.com	Address Line 2
Confirm Email edickerson@e-tech.com	State Alabama
Security Question In what city or town did your mother and father meet?	City Abbeville
Answer Decatur	Zip 36843

## Notifications and Communications

Which of the following notifications and communications do you wish to opt out of?

- Administrative Cancellation
- Incomplete Order
- Negative Balance
- Open Orders
- Order Receipt
- Subscription Email

## Students In Account

- Heather Robbins  
Adams Middle
- Jake Robbins  
Adams Middle
- Larry Robbins  
Adams Middle

Add Student

Add Money To My Account

## Payments Options

- XXXX-XXXX-XXXX-6781
- XXXX-XXXX-XXXX-4101
- XXXX-XXXX-XXXX-5454

Add a Payment Option

## Settings

Default to:  Week View  Month View

Save Settings

Select My Account from the top Navigation bar.

Here you can Update your:

- **Phone #'s**
- **Address**
- **Email Address**
- **Security Question**
- **Add Students**
- **Set Email Notification Preferences**

### Email Notifications:

- **Administration Cancellation** – in the event that the District Administration needs to cancel an order, checking this option will suppress any email notifications to you (Default=unchecked – Email Notifications accepted)
- **Incomplete Order** – in the event you add items to the Cart, but do not complete the Order

Transaction, checking this option will suppress any email notifications to you (Default= unchecked – Email Notifications accepted)

- **Order Receipt** – in the event you complete a purchase, checking this option will suppress the email receipt notification. (Default= unchecked – Email Notifications accepted)
- **Subscription Email** – checking this option will suppress the emails sent by the administrator, usually with information about upcoming events. (Default= unchecked – Email Notifications accepted)

## 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 canceled 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 don’t see your meals/items under the Order link, please check your cart to see if the items are still in your cart and complete the checkout process.

Test Student	09/10/15	Purchased	Pawlia, Garlic Bread, Choice of 2% Milk or Spring Water	7.00	<a href="#">Details</a>
Test Student	09/11/15	Purchased	Made to Order Deli, Apple, Fresh, Bottled Spring Water	4.95	<a href="#">Details</a>
Test Student	09/24/15	Refunded	Mashed Potatoes & Gravy, Meatloaf (Sandra's), Green Beans, Choice of 2% Milk or Spring Water	7.00	<a href="#">Details</a>

You can also click the Print Purchased Menus link at the top to see a calendar view of the meals/items you have purchased.

## Help:

Under the help section, there are several FAQ’s you can click on to get more details.

<a href="#">How do I create an account?</a>	<a href="#">How do I order for the Day?</a>	<a href="#">How do I edit my Account?</a>
<a href="#">How do I add Students to my account?</a>	<a href="#">How do I order for the Week?</a>	<a href="#">How do I change my password?</a>
<a href="#">How do I View Menu Calendars?</a>	<a href="#">How do I order for the Month?</a>	<a href="#">How do I cancel an order?</a>
<a href="#">How do I View Nutritional Info?</a>	<a href="#">What is Meal Mode vs. Item Mode?</a>	<a href="#">How do I view placed orders?</a>
<a href="#">What are Options?</a>	<a href="#">How do I use Favorites?</a>	<a href="#">How do I change my stored payment information?</a>
	<a href="#">How do I View items in Cart?</a>	
	<a href="#">How do I Check Out and Pay?</a>	
	<a href="#">How do I enable third-party cookies?</a>	

## Contact Us:

You can click the Contact Us link at the top of the page to send an email directly to technical support. Enter the required fields and submit. Our support team will receive your email and respond within 24 hours, usually much quicker than that.

