

CHECKING TROUBLESHOOTING

IF SWIPING THEIR ONECARD GIVES AN ERROR CODE

- **THIS MEANS THEY DO NOT HAVE AN ACTIVE MEAL PLAN.**
- **USE THE HOTLINE TO CALL THE MANAGER ON SHIFT SO THEY CAN MAKE A NOTE OF THE PERSON AND HANDLE THE SITUATION.**

IF THEY DON'T HAVE A TAKEOUT CREDIT

- **ASK IF THEY ALREADY HAVE A CONTAINER.**
- **IF THEY DO, THEY NEED TO CLEAN & RETURN IT TO A DINING HALL BEFORE GETTING A NEW ONE.**
- **IF THEY DON'T HAVE ONE, DO NOT GIVE THEM A CONTAINER — THEY NEED TO GO TO CARTREF TO HAVE A CREDIT PUT BACK ON THEIR ACCOUNT.**

IF THE MACHINE ISN'T WORKING

- **VOID THE TRANSACTION.**
- **CANCEL OR SIGN OUT FROM THE MACHINE, THEN SIGN BACK IN (ERDMAN: 7411. NEW DORM: 7408).**
- **IF THE PROBLEM STILL PERSISTS, USE THE HOTLINE TO CALL A MANAGER OR SUPERVISOR.**

**IF YOU HAVE ANY QUESTIONS OR NEED ANY
EXTRA ASSISTANCE, CALL YOUR SUPERVISOR!**