

## Monster Meal E-Card

### FAQs

<b>Q</b>	<b>How do I get my Monster Meal E-Card?</b>	
A	If your meal plan A, B, or C has been paid, you will receive a TEXT from Gila Hank's Café. Click the link in the text. Your E-Meal card will appear with your current available balance and a QR code. Save this information to your phone. <i>How to Video:</i> <a href="https://www.youtube.com/watch?v=qQLhmGhckb8">https://www.youtube.com/watch?v=qQLhmGhckb8</a>	
<b>Q</b>	<b>How do I use my E-Card?</b>	
	Bring your phone to Gila Hanks Café, show the cashier your QR code and they will scan it.	
<b>Q</b>	<b>How is my meal money loaded to my card?</b>	
A	Pre-paid funds are auto loaded to your card monthly.	
	<b>FALL SEMESTER</b> August = \$500 September = 1/3 of remaining balance October = 1/3 of remaining balance November = 1/3 of remaining balance	<b>SPRING SEMESTER</b> January = \$500 February = 1/3 of remaining balance March = 1/3 of remaining balance April = 1/3 of remaining balance
<b>Q</b>	<b>How do I know the balance on my card?</b>	
A	Your remaining balance is shown on your E-card every time you open it on your phone.	
<b>Q</b>	<b>I have a scholarship for meals, what if I use all my money before it is re-loaded next month?</b>	
A	The student will be responsible for paying for their meals until the card is re-loaded.	
<b>Q</b>	<b>How do I add more value to my E-card?</b>	
A	Open your E-card and click "Add More Value". Use a credit card or debit card to add more value.	
<b>Q</b>	<b>Do I have to add more value my E-card when my original funds are used up?</b>	
A	NO. Gila Hanks Café will accept, CASH, Debit Cards and Credit Cards.	
<b>Q</b>	<b>Do unused funds roll over to the next semester or next year?</b>	
A	YES	
<b>Q</b>	<b>Can Meal Plans be refunded?</b>	
A	YES. Students who completely withdraw from EAC and cancel their food service prior to the last Friday in October for the Fall semester or the last Friday in March for the Spring semester will be eligible for a refund of the unused portion of the initial meal plan purchase. Reloaded meal cards are not eligible for refund.  *Students that have a meal plan covered by EAC scholarship, will not be eligible for meal plan refunds.	
<b>Q</b>	<b>What if I lose my phone?</b>	
A	Visit Gila Hanks Café and ask for a replacement card.	
<b>Q</b>	<b>What if I don't have a smart phone?</b>	
A	Visit Gila Hanks Café and request an actual card.	
<b>Q</b>	<b>Where do I go when I have other questions about Meal E-cards?</b>	
A	Visit Gila Hanks Café and ask for help.	
<b>Q</b>	<b>If I have at least \$500 left over on my card, do I have to purchase another \$500 the following semester to be allowed to stay in the dorm?</b>	
A	<b>Hall Residents</b> must purchase a <b>minimum of a \$500</b> Plan C <b>each semester</b> to be eligible to live in a residence hall. If a resident purchased Plan A or B, or reloaded a meal card and had a remaining balance <b>in excess of \$500</b> , no further purchase would be necessary to be eligible to live in a residence hall during the subsequent semester.	