

Monster Meal E-Card - FAQs

Q	How do I get my Monster Meal E-Card?	
A	<p>At the beginning of the semester, if your meal plan A, B, or C has been paid, you will receive a TEXT from Gila Hank's Café within one business day. 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.</p> <p><u>How to Video: https://www.youtube.com/watch?v=qLhmGhckb8</u></p>	
Q	How do I use my E-Card?	
A	Bring your phone to Gila Hanks Café, show the cashier your QR code and they will scan it.	
Q	How is my meal money loaded to my card?	
A	Pre-paid funds are auto loaded to your card monthly.	
	FALL SEMESTER August = \$500 September = 1/3 of remaining balance October = 1/3 of remaining balance November = 1/3 of remaining balance	SPRING SEMESTER January = \$500 February = 1/3 of remaining balance March = 1/3 of remaining balance April = 1/3 of remaining balance
Q	How do I know the balance on my card?	
A	Your remaining balance is shown on your E-card every time you open it on your phone.	
Q	I have a scholarship for meals, what if I use all my money before it is re-loaded next month?	
A	The student will be responsible for paying for their meals until the card is re-loaded.	
Q	How do I add more value to my E-card?	
A	You have two options to add value to your meal card: 1. Open your E-card and click "Add More Value". Use a credit card or debit card to add more value. 2. Come to the Fiscal Control office and a Cashier can assist with Credit, Debit, Cash and Check payments to add value to your card.	
Q	Do I have to add more value my E-card when to my original funds are used up?	
A	NO. Gila Hanks Café will accept, CASH, Debit Cards and Credit Cards.	
Q	Do unused funds roll over to the next semester or next year?	
A	If your meal plan is "Self Pay", Your unused funds will roll over to the next semester. If your meal plan is an "EAC Scholarship", and you are a registered EAC student, unused funds will roll over from Fall to Spring semester only. Unused funds at the end of the Spring semester will be reduced.	
Q	Can Meal Plans be refunded?	
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. If the initial meal plan value is used and additional funds are added to the meal card, these funds are not eligible for refund. *Students that have a meal plan covered by "EAC scholarship", will not be eligible for meal plan refunds.	
Q	What if I lose my phone?	
A	Contact EAC Fiscal Control office and ask for a replacement card. 928-428-8221	
Q	What if I don't have a smart phone?	
A	Contact EAC Fiscal Control office and ask for a replacement card. 928-428-8221	
Q	Where do I go when I have other questions about Meal E-cards?	
A	Contact EAC Fiscal Control office 928-428-8221 or visit Gila Hanks Café and ask for help.	



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Q	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?
A	<p>Hall Residents must purchase a minimum of a \$500\Plan C each semester 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 in excess of \$500, no further purchase would be necessary to be eligible to live in a residence hall during the subsequent semester.</p> <p>If a student is eligible to decline purchasing a meal plan, and chooses to utilize this option during the subsequent semester, they will not be eligible for the "\$250 Bonus Dorm Meal Card".</p> <p>Please Contact Fiscal Control at 928-428-8221 if interested in this option.</p>
Q	Who is eligible for the "\$250 Bonus Dorm Meal Card?"
A	<p>To be eligible for the "\$250 Bonus Dorm Meal Card" students must:</p> <ul style="list-style-type: none">* Be living in an EAC residence hall.* Be considered "Self Pay" <i>("Self pay" = meal plan paid for with personal funds, Outside Third-Party Scholarships or Federal Pell Grant funding.)</i>* Student account balance paid in full, or payment plan in place with payments successfully clearing. <p>Students who receive a Meal Scholarship from Eastern Arizona College are not considered "Self Pay" are are not eligible for the \$250 Bonus Dorm Meal Card.</p>
Q	I am eligible for the "\$250 Bonus Dorm Meal Card", When will I receive it?
A	<p>The \$250 Bonus Dorm Meal Card" is a seperate card from your purchased meal plan card.</p> <p>After students accounts have been reviewed for eligibility, Bonus Cards begin being issued during September for the Fall Semester, and Februrary for the Spring semester.</p> <p>If student accounts have a balance due the "\$250 Bonus Dorm Meal Card" will be issued once it is paid in full or a payment plan has been sucefully set up.</p>