

OZZI FAQ'S

Are containers microwavable, oven safe and/or safe to be refrigerated?

- Containers are microwavable and may be refrigerated. They should not be put in the oven. They are NSF certified and also FDA approved.

How quickly after returning a container is my balance adjusted in the system?

- Your balance will be adjusted immediately for returned containers. Please wait for the Check Mark on the screen BEFORE dropping your container.

I picked up a container, took it into the MP to fill, and discovered it has a smell, is stained or is broken – who do I contact?

- Please return the container to the MP Host to have it checked back in, clearing it from your account. You may then check out a replacement container.

I want to eat a meal in the MP and I would like to take food with me when I am finished. What is the procedure?

- Proceed to the host stand where you will “swipe out” for the meal you just had. Then re-enter the MP, grab an OZZI To-GO Container and swipe your ID and OZZI container, linking the container to your account.

One of my containers to be returned is damaged or missing a part, but the bar code is still attached – what do I do?

- Return the part of the container with the bar code as you would a whole container. You will still receive credit for the returned container.

How do I handle returning a container that is missing a bar code?

- First be sure to check that the bar code did not come off and may be stuck to something else. Maybe inside your backpack etc.
- Return any containers you still have checked out that DO have a bar code on them. This will clear out your account, so we can determine which bar code is missing.
- Return the container without the bar code to the Dining Services office. Monday-Friday 8am – 3pm. The offices are located in the hallway next to the Blue Bean Café.
- The container with the missing bar code will be cleared from your account and you will be able to again check out a maximum of 3 containers.

How do I handle lost containers?

- Return any containers you still have checked out. This will clear out your account, so we can determine which container is missing.
- Stop by the Dining Services Office, Mon-Fri 8am-3pm, located in the hallway next to the Blue Bean Café to report the loss. Once reported, we will remove the missing container from your account.

- The lost container will be billed to your Etown College account at a cost of \$5.00.

How can I view my current to go container balance?

- Go to the JayWeb Dining information tab to view your current container balance.

My records for returned containers and the records on Jay Web do not match up.

- All containers need to be returned/scanned in the Jays Nest.
- Always be sure you see the green check mark when you return a container. This indicates a successful return. If you do not get a green check mark, do not place your container in the bin. Rescan until you get that check mark.
- If you feel the container balance reflected on your account is not accurate, stop by the Dining Services Office, Mon-Fri, 8am-3pm. We can take a look at your transaction report for Green Containers.

Can I purchase additional containers?

- No, we do not sell additional containers. Each customer may only have 3 containers maximum on their account at one time.

What happens if I do not return outstanding containers?

- You are strongly encouraged to return any outstanding containers before you leave at the end of each semester. Keep in mind any containers that are still outstanding at the end of the fall semester are still your responsibility at the beginning of the spring semester when you return to campus.
- Any containers still checked out to a customer account at the end of each spring semester will be billed to the customer at \$5.00 each

Where do I return my Ozzi Container?

- All containers need to be returned to the Jay Nest
- Once you scan your container, you will receive a check mark saying that it has been returned.
- If you do not get a check mark, do not drop your container into the bin. Please rescan until you get the check mark.
- If you are having trouble, please see a Jays Nest employee for help.
- If the Jays Nest is closed, hold on to your container until the store is open. Leaving **ANY** containers outside the Jays Nest will result in a \$5.00 charge for **each** container.

Who do I contact with questions?

- Dining Services – Lori Bitner bitnerl@etown.edu – 717-361-1158