**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.

**Where can I get flatware to go with my meal?**

* Disposable plastic flatware is available at the Marketplace Host station. Metal flatware should not be taken with a to-go meal.

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

* Your balance will be adjusted immediately for returned containers.

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

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

**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 a returned container.

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

* First be sure to check that the bar code didn’t come off and may be stuck to something before you assume it’s lost – inside of your backpack, your clothing, etc. If that isn’t the case, then begin the return process as follows
* 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 through Friday between 9 am and 2 pm, 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 the maximum of 3 containers.

**How do I handle a lost container?**

* 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, Monday through Friday between 9 am and 2 pm, located in the hallway next to the Blue Bean Café to report the loss so the missing container bar code can be cleared from your account
* The lost container will be billed to your Elizabethtown account at a cost of $5.
* The lost container bar code will be cleared from your account and you will be able to again check out the maximum of 3 containers.

**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**

* Always be sure you see the green check mark when you return a container. This indicates a successful return.
* If you feel the container balance reflected on your account is not accurate, stop by the Dining Services office, Monday through Friday between 9 am and 2 pm, located in the hallway next to the Blue Bean Café to request a transaction report showing containers checked in and out.

**Can I purchase additional containers?**

* No, you may not purchase additional containers. Each customer may only have 3 containers maximum on their account at one time.

**What happens if I don’t return outstanding containers?**

* You are strongly encouraged to return any outstanding containers before you leave at the end of each semester. Keep in mind 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 each.

**Who do I contact with questions?**

* Dining Services office at hudzicll@etown.edu or call 717-361-1158

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