GrubHub+ and Pace University FAQ

Where can I use FLEX DOLLARS and DAWG DOLLARS on Grubhub?

You'll have access to any restaurant on the nationwide Grubhub network. This includes many local merchants as well as the 300k+ merchants on the Grubhub network nationwide. That means you can enjoy ordering with FLEX DOLLARS or DAWG DOLLARS on Grubhub wherever you are! You can edit your location in the Restaurants tab.

Why should I use FLEX DOLLARS and DAWG DOLLARS on Grubhub?

When you add your campus card and FLEX DOLLARS and/or DAWG DOLLARS account(s) to your Grubhub account, you will receive a free subscription to Grubhub+ or Grubhub+ Student (valid until graduation). Subscribers receive special perks including the Grubhub point loyalty program and $0 delivery fee (service fees still apply on delivery orders), so your money will go further.

Will I be charged a delivery fee?

Not for participating Grubhub + restaurants! Even if you use a different payment method than your campus card (FLEX DOLLARS and/or DAWG DOLLARS,) your Grubhub account is still eligible for Grubhub+ or Grubhub+ Student membership. Free delivery restaurants will have GH+ by their names. You can filter your search for eligible restaurants only. All other fees (service fees, etc.) are still charged as shown when you place a Grubhub order.

Is the service charge just on delivery orders?

Yes. The service fee helps cover operating costs.

Are there any restrictions on what I can order with Grubhub when I use my campus card and FLEX DOLLARS and DAWG DOLLARS to pay?

As per existing campus card policy, FLEX DOLLARS and DAWG DOLLARS are not permitted to be spent on alcohol, even for those over 21 years of age. If you add alcohol to a Grubhub order, your campus card will automatically be removed as an available payment option.

What happens if I don't have enough money in my FLEX DOLLARS and DAWG DOLLARS account?

Your Grubhub order will not process. You can add more funds at this link

Pro tip: Use the Pace mobile app or download the 'Transact eAccounts' app to check your FLEX DOLLARS and DAWG DOLLARS balance directly from your phone.

Is tip included in my Grubhub order?

Like any other Grubhub order, you can decide how much you want to tip. The app gives you the option to adjust the tip from the suggested percentage to another suggested percentage or a custom tip amount. Your order will process in one transaction on your campus card so you will see the total for your order, fees, applicable tax, and tip amount (as selected) processed in one total amount.

If I have a problem with my Grubhub delivery or order, whom do I contact?

If there is an issue with your Grubhub delivery or order, please contact Grubhub Support directly from the app. Go to Settings > (scroll down to the Support section) > Support/Help