



MEMORIAL HERMANN EMPLOYEE GUIDE



Mobile App Guide for Employees

SIGN IN | ORDER | SCAN | PAY

NO ACCOUNT NEEDED Memorial Hermann employees sign in with **Single Sign-On (SSO)** only. Do not tap "Create Account".

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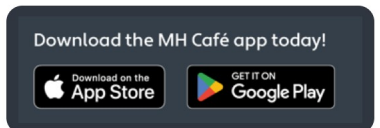
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BEFORE YOU START

Have your network username, password, and Okta Verify ready.



Mobile ordering FAQ

GETTING STARTED

How do I download the mobile app?

The mobile ordering app is available for both Apple (iPhone) and Android devices.

Download instructions and screenshots are in this Mobile Ordering Tutorial Guide.

How do I access mobile ordering if I don't want to use the app?

Each participating café also has its own mobile ordering web page. Visit the organization's dining website, select "Mobile Ordering", and choose your hospital café or Starbucks location to begin your order.

Dining website:

morrisoncafes.compass-usa.com/mhhs

EMPLOYEE DISCOUNTS

Why wasn't my employee discount applied?

Employee discounts apply only to eligible menu items prepared and sold at participating café stations. The discount does not apply to retail merchandise or pre-packaged items with barcodes, including:

- Bottled beverages
- Chips and snacks
- Grab-and-go retail items
- Other packaged convenience products

This follows the same employee discount guidelines currently used in our cafés.

LOCATIONS

Why can't I find my hospital or café in the app?

Mobile ordering is introduced in phases across participating locations.

If your hospital or café is not listed, mobile ordering has not yet been activated there. More locations will become available as implementation continues.

Mobile ordering FAQ (continued)

ORDERING

How will I know when my order is ready?

You will receive SMS (text message) updates on your order status, including when your order is ready for pickup.

Why didn't I receive a notification for items like bottled water or soft drinks?

SMS notifications are sent once your order has been processed according to the café's workflow. Some ready-to-pickup retail items may not need kitchen preparation, but you will still receive an order status notification.

What is the difference between an Order Number and an Order ID?

- **Order Number:** shown as "Order #" on your ticket and receipt; the café uses it to identify your order.
- **Order ID:** an internal system reference for recordkeeping and support. Most customers will not need it.

REFUNDS & ORDER CHANGES

How do I request a refund?

Your email receipt includes the contact email for the café where you ordered. When requesting a refund, include:

- Your **Order Number** ("Order #" on your receipt, not the Order ID)
- Date of purchase
- A brief reason for the refund request

The café team will review your request and respond as soon as possible.

Can I cancel my order after it has been placed?

Orders cannot be cancelled once submitted. If you no longer need your order, contact the café using the email on your receipt to request a refund or discuss options. Refund requests are subject to the café's refund policy.

Accounts & sign-in FAQ



GUEST ACCOUNTS & SSO

I created a guest account with my Memorial Hermann email. What happens if I switch to SSO?

When you sign in with SSO, your employee account **overwrites the guest account**.

After that, you **can no longer sign in to the guest account with the password you originally created**. Always sign in with "Single Sign On" from then on.

FACE ID

Can I use Face ID with SSO?

No. **Signing in through SSO turns off the Face ID feature** in the app.

Sign in each time with "Single Sign On" and approve the Okta Verify prompt.

TIP To avoid losing access, Memorial Hermann employees should **not create a guest account**. Sign in with SSO from the start.

STEP 1

Sign in with Single Sign-On (SSO)



NO ACCOUNT NEEDED Memorial Hermann employees sign in with **Single Sign-On (SSO) only**. Do not tap “Create Account”.

1 Tap Single Sign On

Scroll past “Login” and tap “Single Sign On”.

2 Enter Credentials

Enter your network username and password, then tap “Verify”.

3 Wait for the Push

Leave the push-notification screen open.

4 Approve in Okta

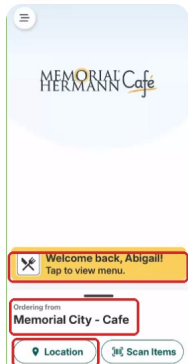
In Okta Verify, tap “Yes, It's Me”.

Place your order

CHECK YOUR LOCATION

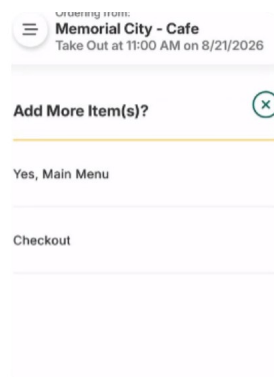
Before you order, confirm the café under “Ordering from”. Your order goes to that café. Tap “Location” to change it.

1 Select Your Location



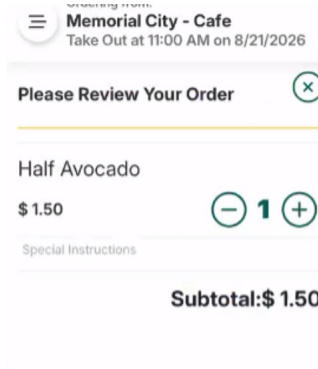
Check the “Ordering from” café (outlined). Not your café? Tap “Location”. Then tap the yellow “Tap to view menu” banner.

2 Continue or Checkout



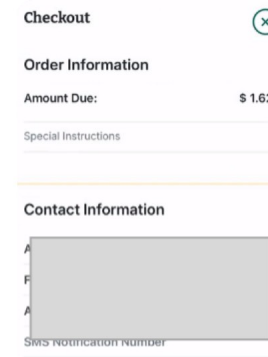
Choose “Yes, Main Menu” to keep shopping, or “Checkout”.

3 Review Your Order



Adjust quantities, then tap the green check.

4 Confirm Contact Info



Confirm your contact details and optional SMS number.

STEP 3

Pay with your employee discount



1 Select Payment

Payment

Amount Due

Subtotal	\$ 1.50
Sales Tax	\$ 0.12
Total	\$ 1.62

Do you have a promo code?

APPLY

Payment

Select a Payment Method...

Tap "Select a Payment Method".

2 Select the Discount

Payment

Amount Due

Subtotal	\$ 1.50
Sales Tax	\$ 0.12
Total	\$ 1.62

Do you have a promo code?

APPLY

Payment

Select a Payment Method...

Select "MH Employee Discount" (the Memorial Hermann Employee Discount).

3 Check the Discount

Payment

Amount Due

Subtotal	\$ 1.50
Sales Tax	\$ 0.11
Total	\$ 1.61
MH Employee Discount	\$ 0.35
Balance Due	\$ 1.46

Do you have a promo code?

APPLY

Payment

Select a Payment Method...

Confirm the discount lowers the "Balance Due".

4 Pay by Card and Submit

Payment

Amount Due

Subtotal	\$ 1.50
Sales Tax	\$ 0.11
Total	\$ 1.61
MH Employee Discount	\$ 0.35
Balance Due	\$ 1.46

Do you have a promo code?

APPLY

Payment

Select a Payment Method...

Choose your **credit or debit card**, then tap the green check.

PAYMENT OPTIONS

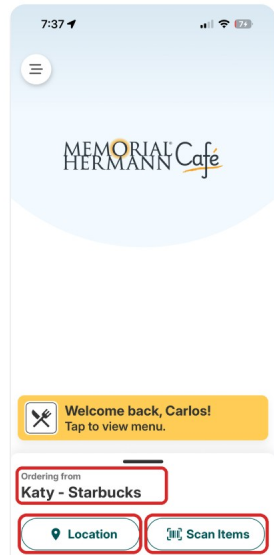
Credit or debit card is the **only payment option right now**. Payroll deduction is being built and will be available in a future release. The app **saves your card**, so you won't need to re-enter it each time.

GOOD TO KNOW

The discount applies only to eligible menu items prepared at café stations, not to packaged items with barcodes. No Okta push? Tap "Verify with something else". Missing the discount? Contact your café manager.

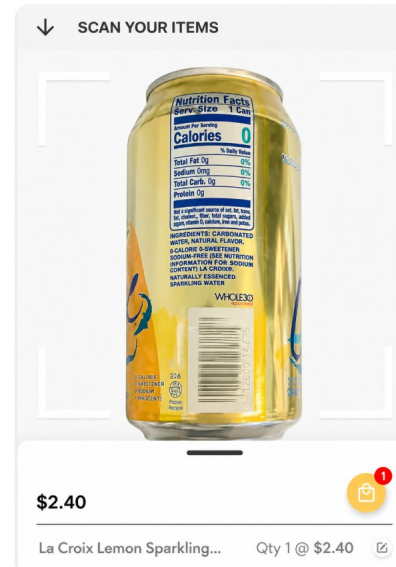
How to use Scan & Pay

Did you know? You can use Scan & Pay to scan barcoded grab-and-go items and pay for them right in the app.

**1**

Confirm Location, then Scan Items

Check the “Ordering from” café (outlined). Not the right café? Tap “Location” to change it. Then tap “Scan Items” at the bottom right.

**2**

Scan the Barcode

Allow camera access, then place the item's barcode inside the scan area. The item and price appear below the camera view.

ADD MORE ITEMS

Keep scanning each packaged item. Use the edit icon to change a quantity or remove an item, then tap the yellow basket when you are ready to pay.

Complete Scan & Pay

The screenshot shows the app's payment review screen. At the top, the status bar displays the time 2:37, a green dot, and 5G signal with a 20% battery icon. The screen has a white background with a light gray border. The top section is titled 'Payment' with a close button (X) on the right. Below this, the 'Amount Due' section lists: Subtotal \$ 2.40, Sales Tax \$ 0.20, and Total \$ 2.60. A text input field asks 'Do you have a promo code?' with a green 'APPLY' button to its right. The bottom section is also titled 'Payment' and contains a text input field labeled 'Select a Payment Method...'. At the very bottom, there are two circular buttons: a back arrow and a green checkmark.

2:37

Payment

Amount Due

Subtotal \$ 2.40
Sales Tax \$ 0.20
Total \$ 2.60

Do you have a promo code?

APPLY

Payment

Select a Payment Method...

3 Review Your Total

Confirm the subtotal, sales tax, and total. If something is wrong, use the back arrow to return to your basket.

4 Select Payment

Tap “Select a Payment Method” and choose your saved **credit or debit card** (the only option right now). Payroll deduction will be available in a future release.

5 Submit

Tap the green check to pay.

BEFORE YOU LEAVE THE CAFÉ

Keep your **confirmation screen or receipt** open and **show it to a team member** before you leave. The app also emails your receipt.

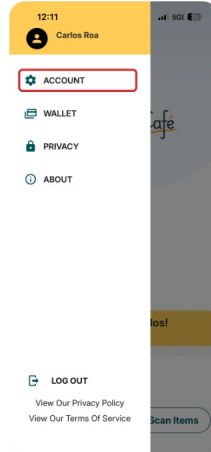
Review your previous orders

1 Open the Menu



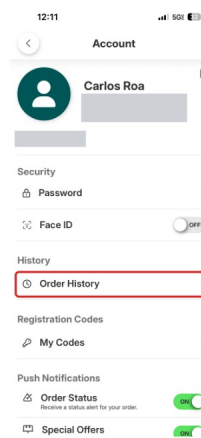
On the home screen, tap the menu icon (≡) at the top left.

2 Tap Account



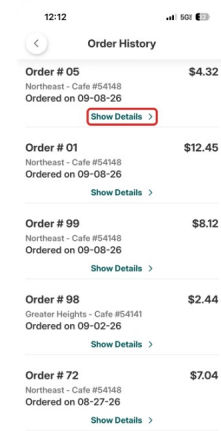
In the menu, tap "ACCOUNT".

3 Open Order History



Under History, tap "Order History".

4 View an Order



Each order shows its number, café, date, and total. Tap "Show Details" to see the full order.

TIP

Contacting Café Management about an order or refund? Find the order here first and have the Order Number ready.

Contact Café Management



WHEN TO CONTACT US

Each Memorial Hermann hospital has its own Café Management email address.

- 1 Questions about an order
- 2 Concerns or feedback about an experience
- 3 Refund requests
- 4 Order or payment issues
- 5 Other café-related assistance

WHERE TO FIND THE EMAIL

The Café Management email for the location where you ordered is printed at the **bottom of your emailed receipt** (highlighted on the example).

RECEIPTS ARE EMAILED FROM

noreply@nextepsystems.com. Do not reply to this automated sender. Use the hospital-specific address on the receipt.

```
Welcome to Northeast Cafe
=====
Order # 70

Pick Up Date: 08/18/2026
Pick Up Time: 12:15 PM
=====
Location: MHNECAF2
Device: Web
Origin ID: Web
Order ID: 351
Date: 08/18/2026
Time: 11:59 AM

Take Out
=====
1 Thai Queso Veggie burger      $8.00
-----
1 French Fries                  $3.25
=====
Subtotal                       $11.25
State Sales Tax                 $0.93
TOTAL                          $12.18
Customer Name: [masked]
Paid - Card#: [masked]

Balance                        $12.18
                               $0.00

THANK YOU
Order ID: 351

Questions, concerns, or need a refund?
Please contact Café Management at
[Hospital-Specific Email Address]

Our team is here to assist you.
```

Example receipt