



GUEST GUIDE

Mobile App Guide for Guests

CREATE ACCOUNT | ORDER | SCAN | PAY

MEMORIAL
HERMANN Café

EMPLOYEE?

Memorial Hermann employees don't need an account. Use the **Employee Guide** and sign in with SSO.

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BEFORE YOU START

Have your name, email, mobile number, preferred café, and a password ready.

Download the MH Café app today!



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

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

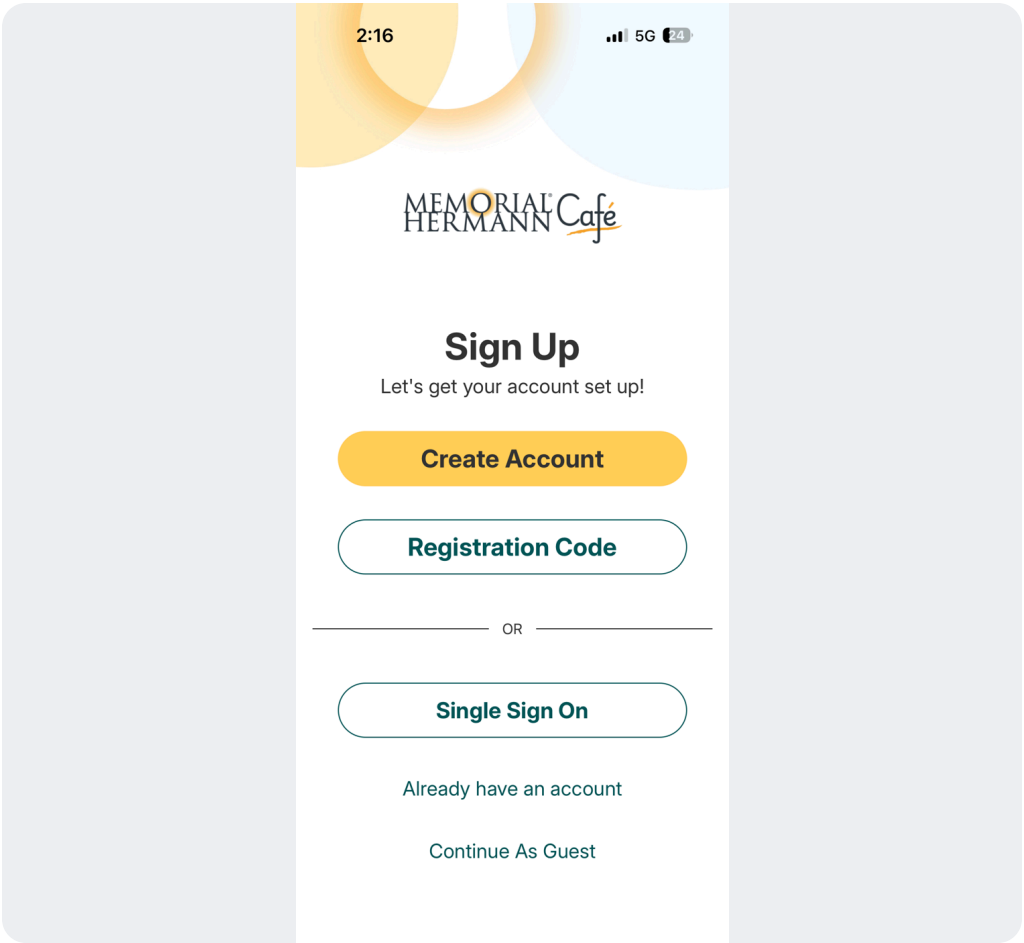
The café team will review your request and respond as soon as possible.

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.

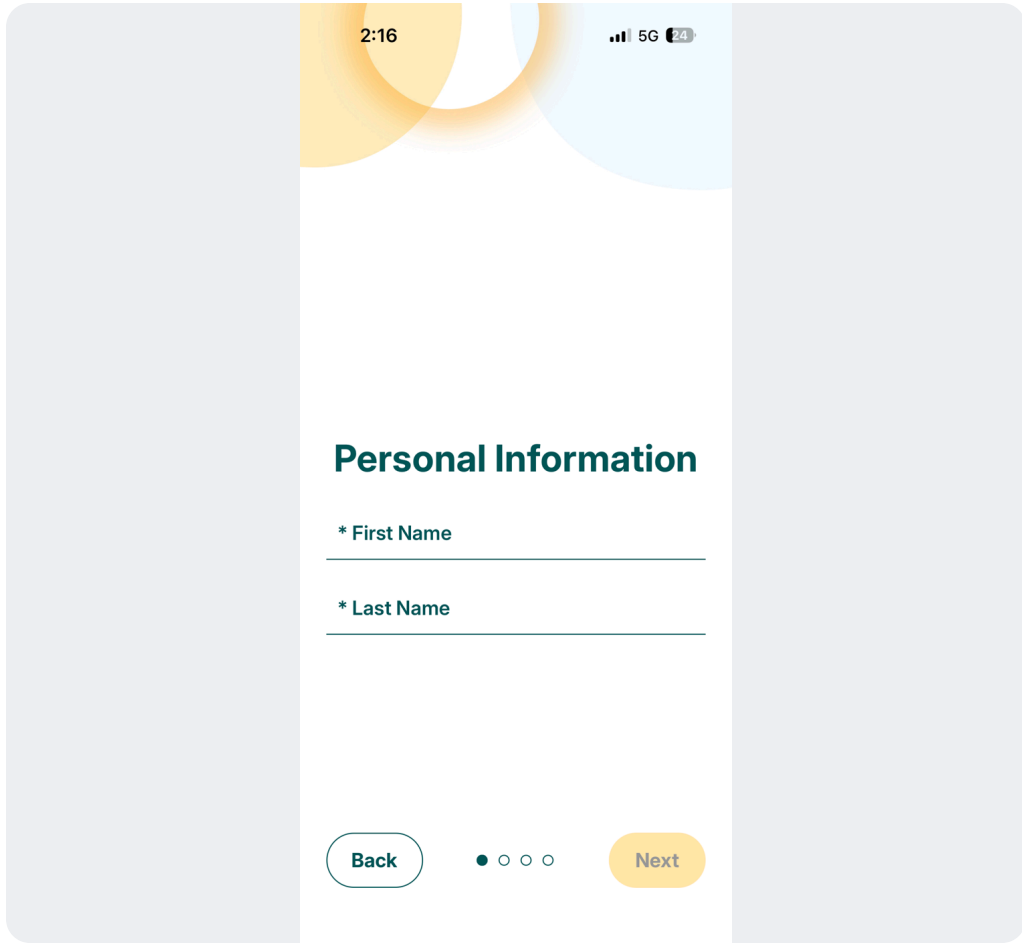
How to create an account

1 Choose Create Account



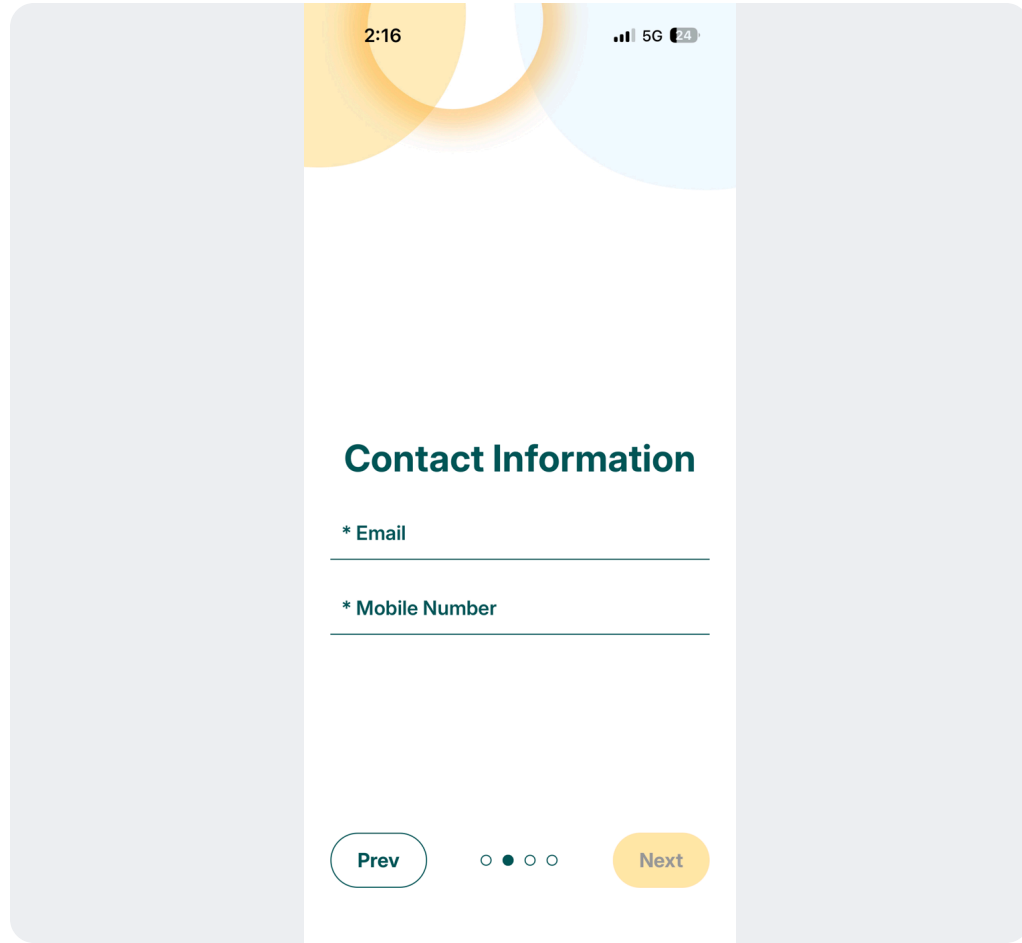
On the Sign Up screen, tap “Create Account”.

2 Add Personal Details



Enter your first and last name, then tap “Next”.

3 Enter Contact Info

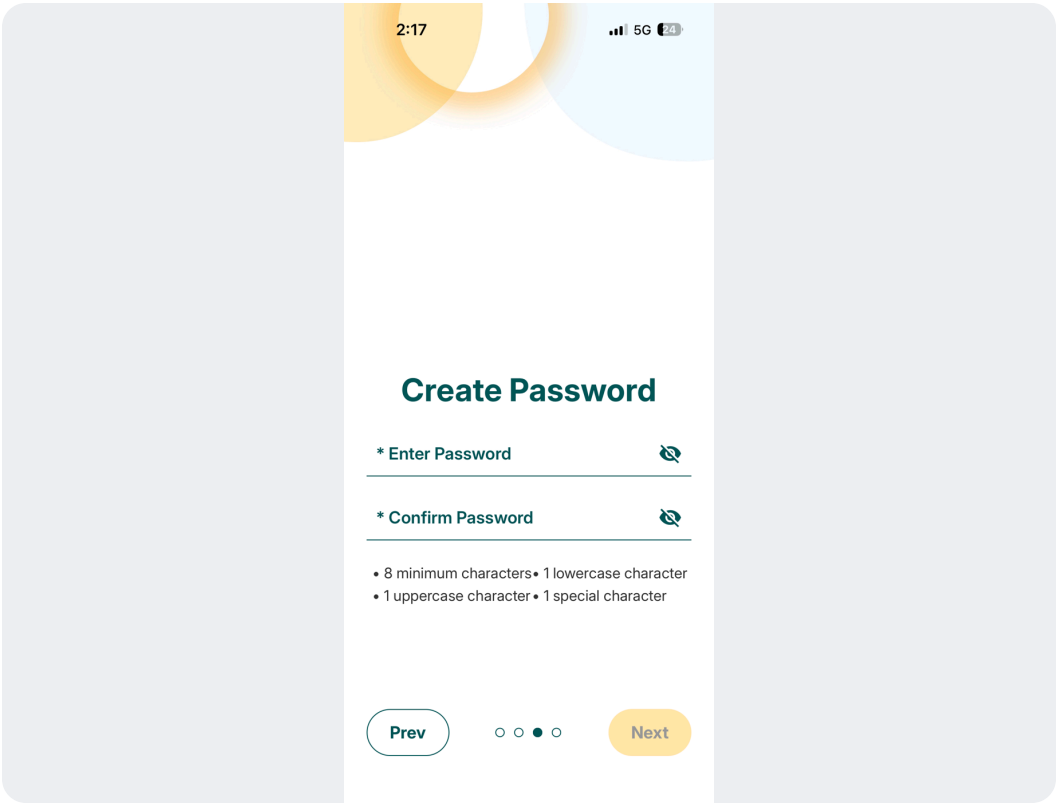


Enter a valid email address and mobile number, then tap “Next”.

Finish creating your account

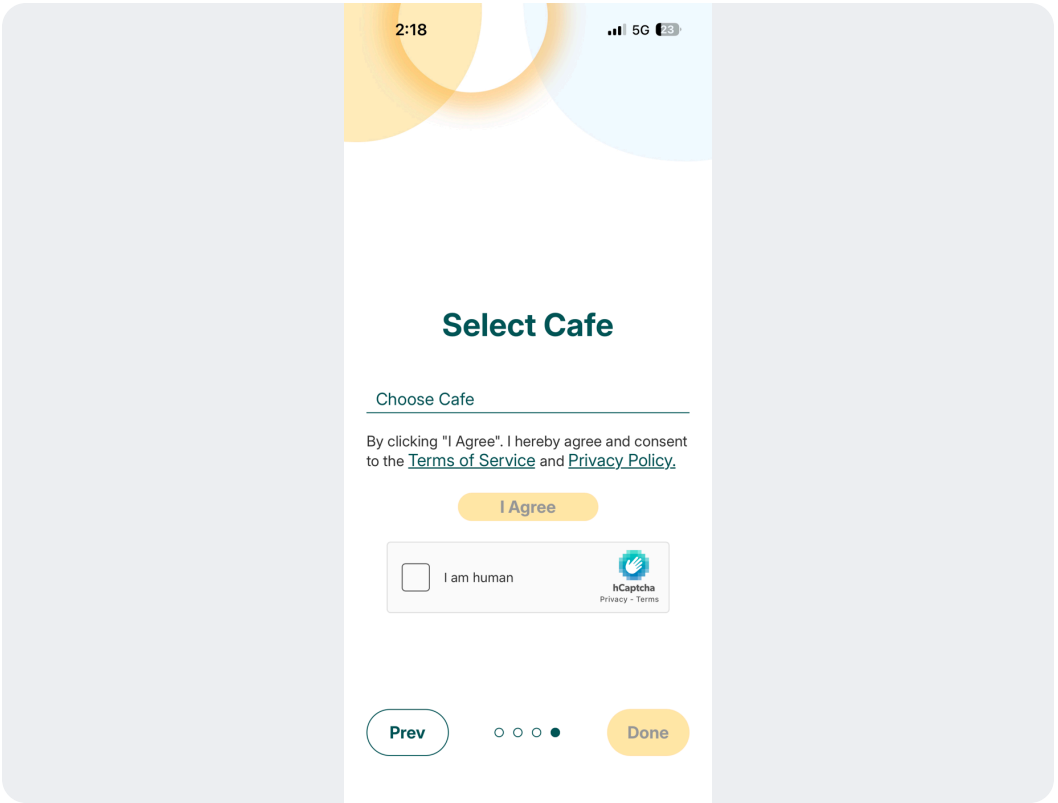


4 Create a Password



Create and confirm a password: at least 8 characters, with a lowercase letter, an uppercase letter, and a special character.

5 Select Café and Finish



Choose your café, review the Terms of Service and Privacy Policy, tap “I Agree”, complete the “I am human” check, then tap “Done”.

TIP
The “Next” and “Done” buttons turn on once every required field (marked *) is filled in.

GOOD TO KNOW
Use an email address and mobile number you can access. They are used for account recovery and order notifications.

ORDERING EXPERIENCE

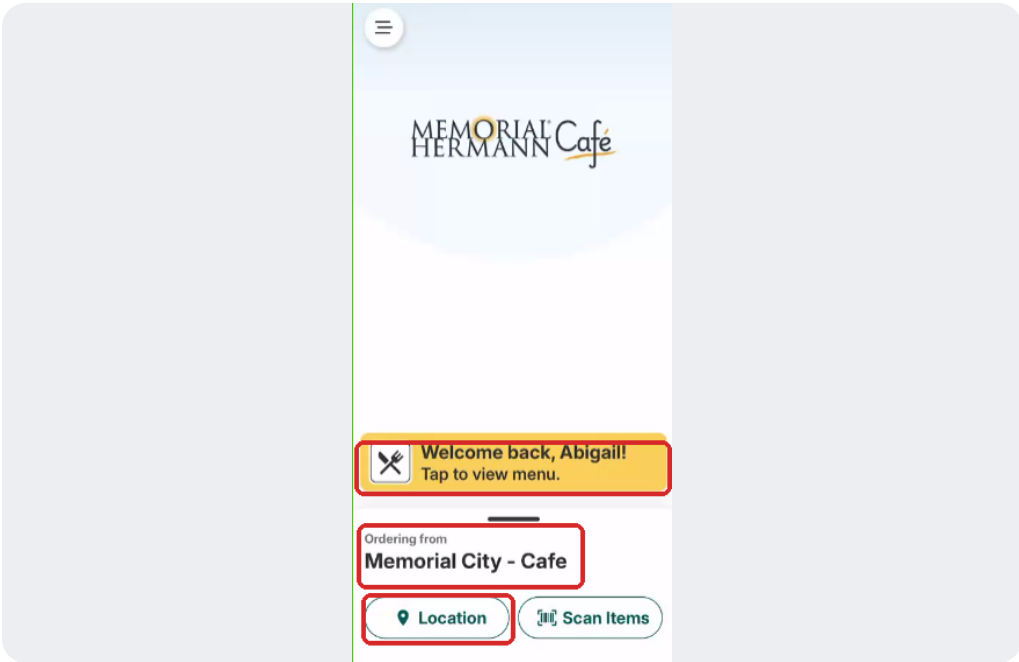
Place an order



CHECK YOUR LOCATION

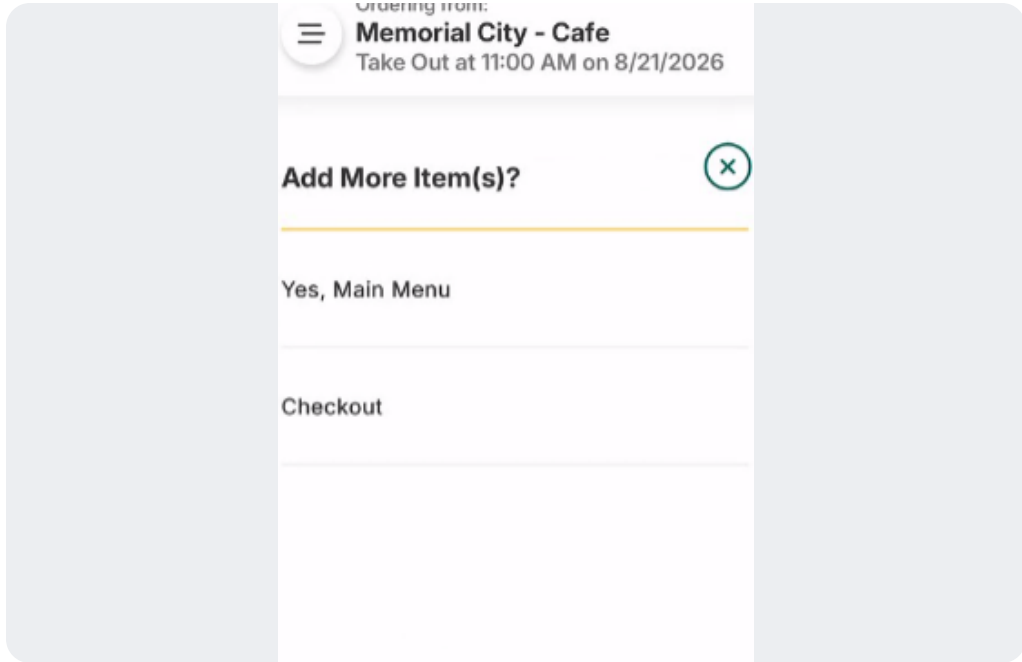
Before you order, confirm the café under “Ordering from”. Your order goes to that café. Tap “Location” to change it.

1 Select Your Location



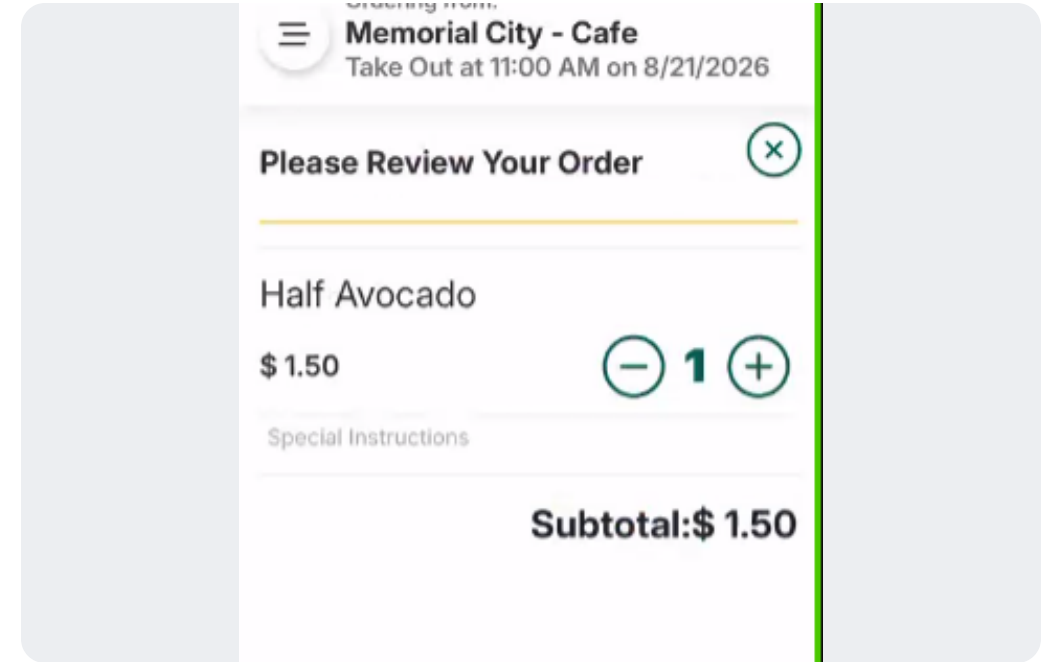
Check the “Ordering from” café and pickup time (outlined). Not your café? Tap “Location” to change it. Then tap the yellow “Tap to view menu” banner.

2 Continue or Checkout



After adding an item, choose “Yes, Main Menu” to keep shopping, or “Checkout” to finish.

3 Review and Edit

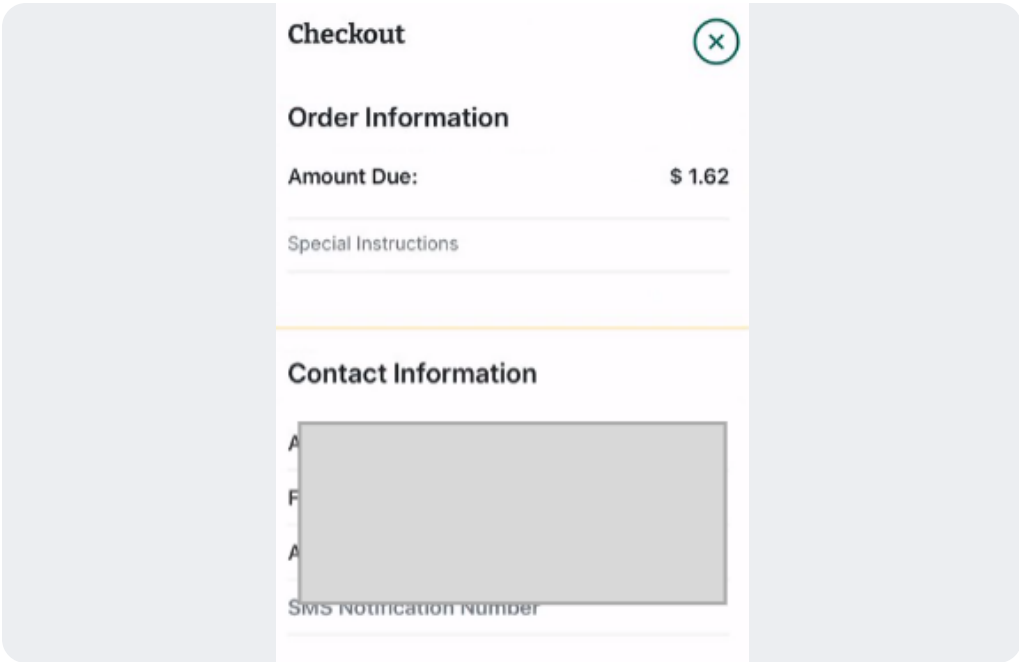


Review your order, change quantities with – and +, then tap the green check to continue.

Check out and pay

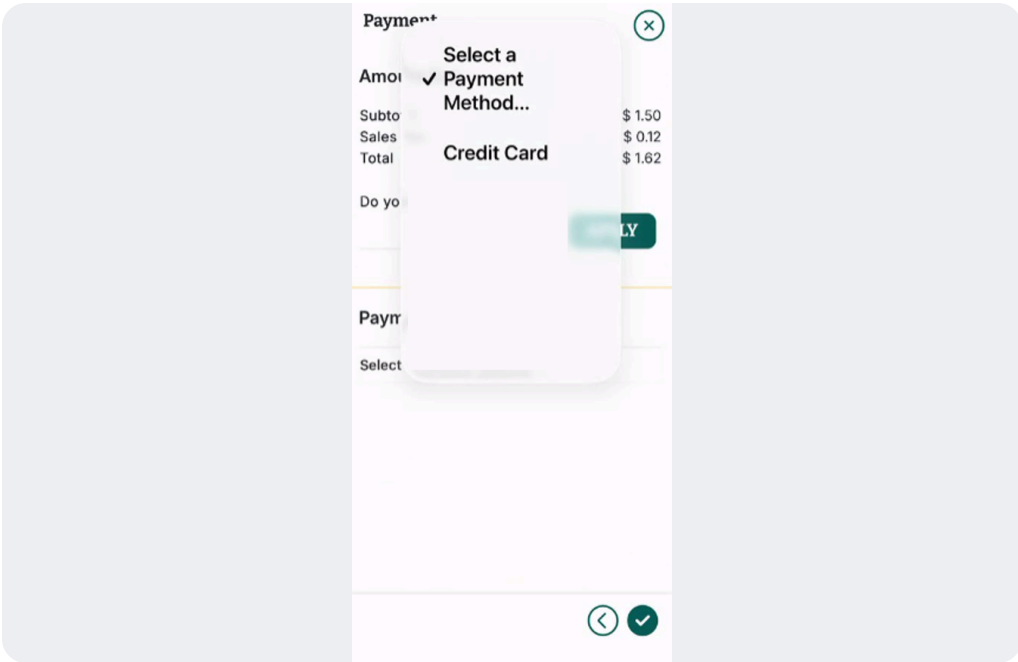


4 Confirm Contact Details



Confirm your contact information. Add an SMS number to get a text when your order is ready.

5 Select Payment



Tap “Select a Payment Method” and choose your **credit or debit card**.

6 Submit the Order

Confirm the balance and payment shown, then tap the green check to submit.

PAYMENT

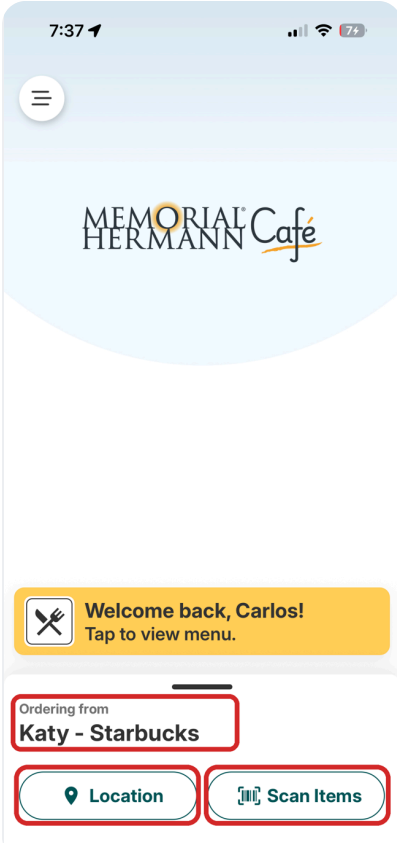
Credit or debit card is the only payment option. The app **saves your card**, so you won’t need to re-enter it each time.

ORDER CONFIRMATION

The app confirms your order and emails a receipt. With an SMS number, you also get a pickup text.

How to use Scan & Pay

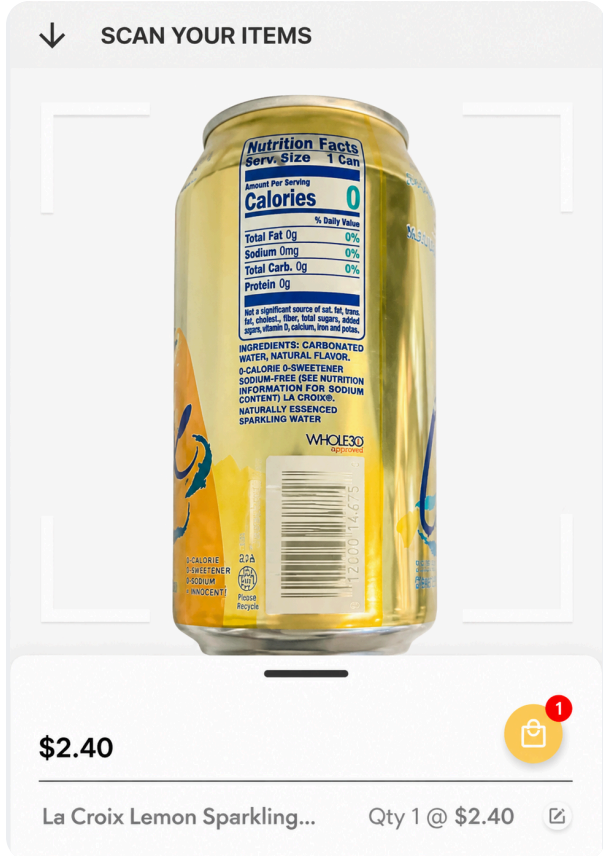
Did you know? You can use Scan & Pay to scan barcoded grab-and-go items and pay for them right in the app.



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

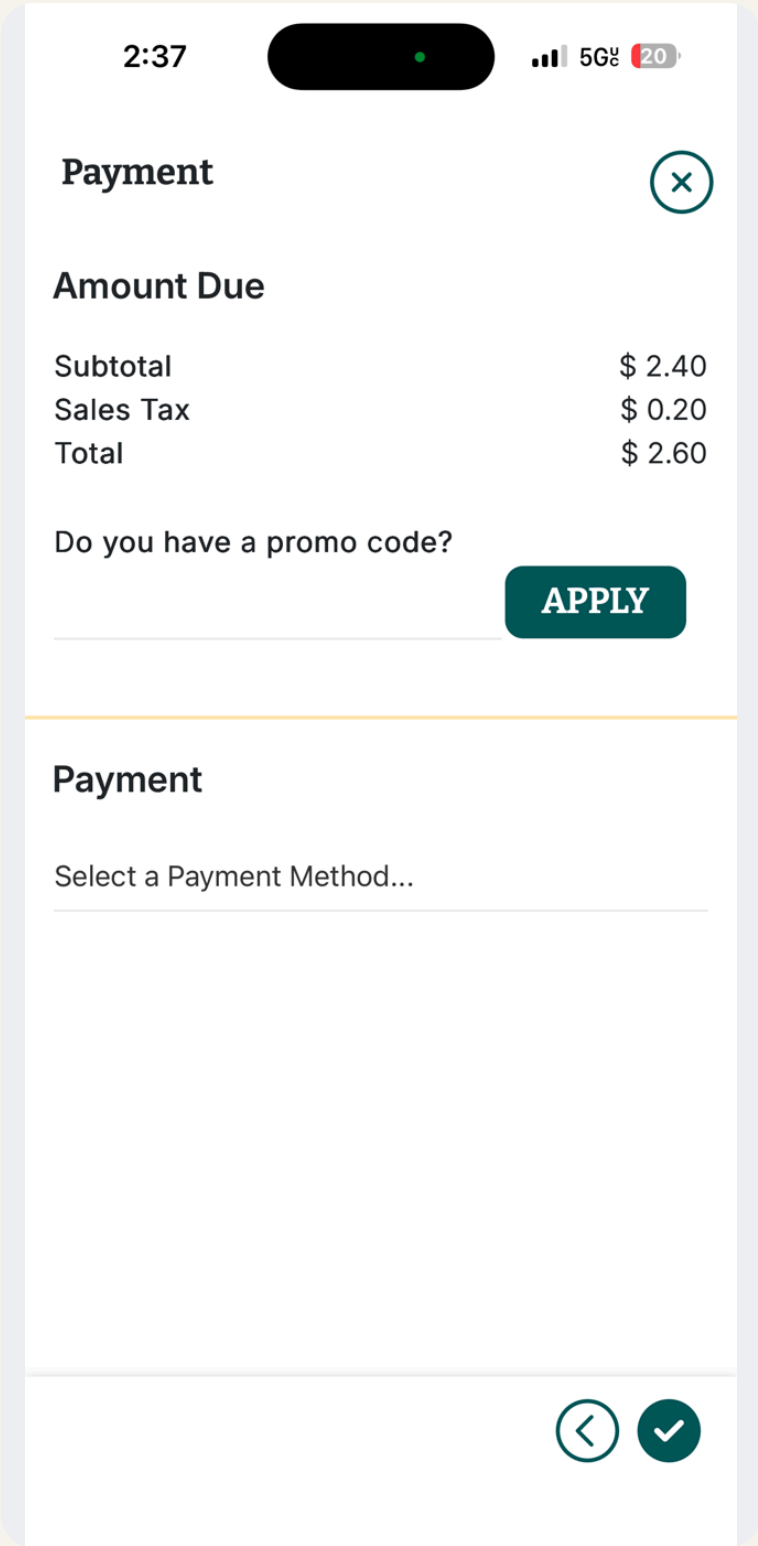
Scan the Barcode

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



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

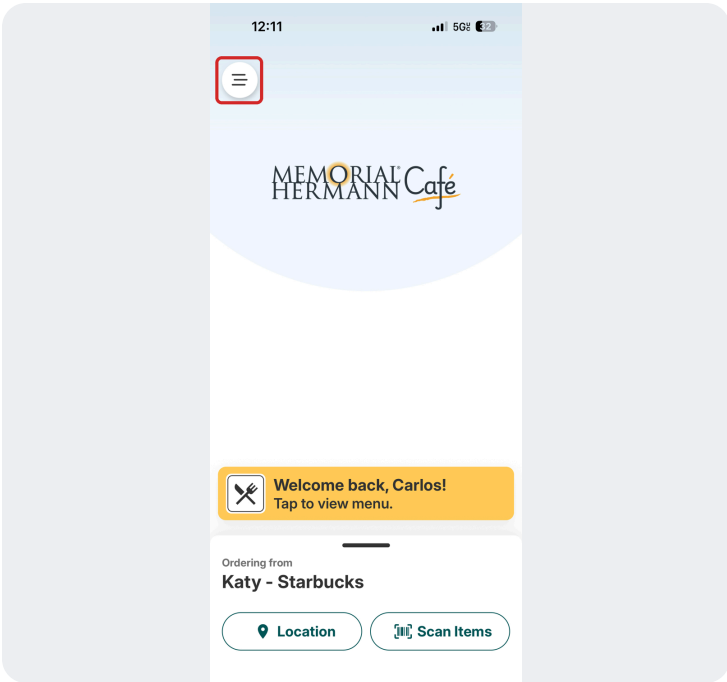
4 Select Payment
Tap “Select a Payment Method” and choose your saved **credit or debit card**.

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.

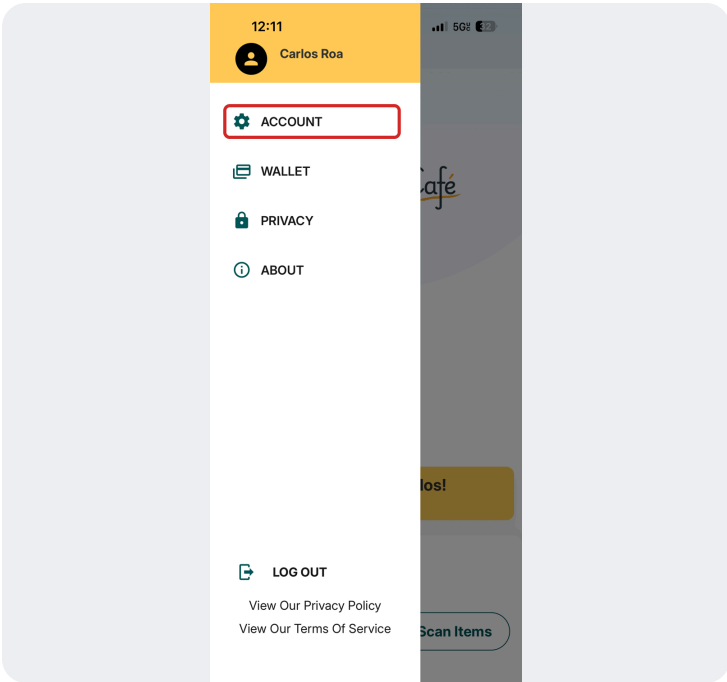
Review your previous orders

1 Open the Menu



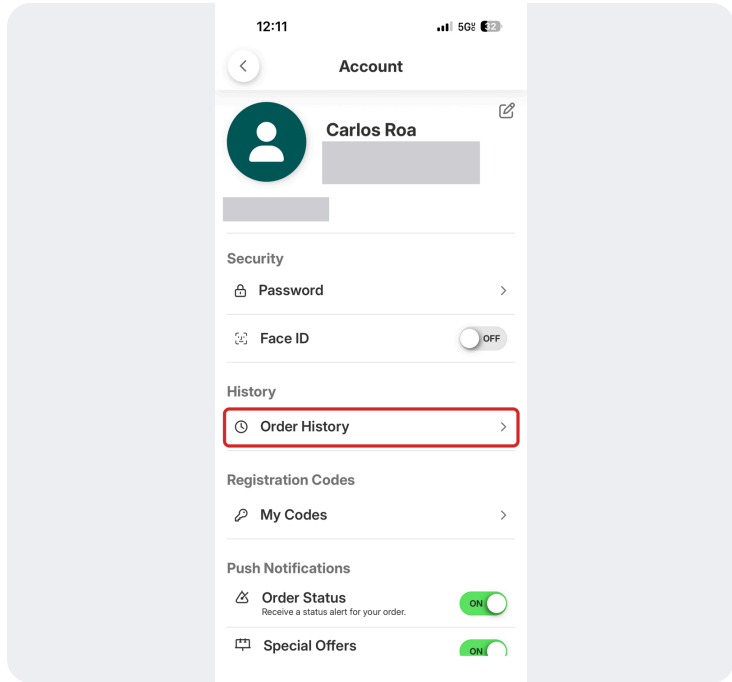
On the home screen, tap the menu icon (≡) at the top left.

2 Tap Account



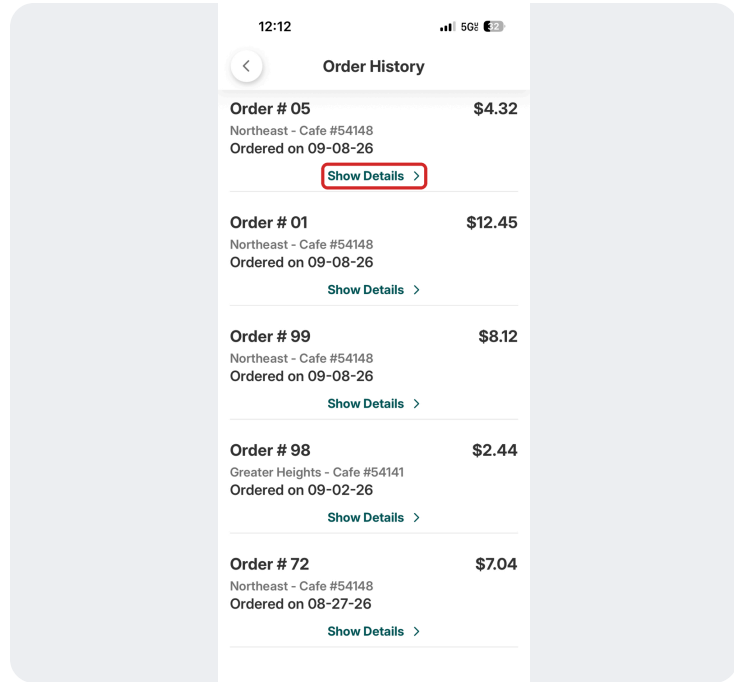
In the menu, tap “ACCOUNT”.

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