Raising Canes
Online Portal FAQ’s

What is Raising Canes Online Portal?
The single source for ordering Marketing and HR items:
If the above link doesn't work, please copy and paste the following URL into your web browser:
http://www.invenorders.com/v5fmsnet/MainProgs/GlobLogin.asp?pos=Canes1

Who has access to the online portal?
All users will need a user name and password. Administrators and/or order approvers will also have additional access for order review and adhoc reporting.

What if I’ve misplaced my password? Where do I find it?
From the portal home page click on the “Forgot Password” link.
Enter in your user ID (not email address) and click on the “send e-mail” button. Your password will be sent to the e-mail address you used when you initially set-up your account.

What if I’ve misplaced my User ID? Where do I find it?
Send an e-mail to canes@digitalmps.com and they will assist you with tracking down your User ID.

What are the payment options for materials?
Credit cards may be utilized in the future but are not active at this time. Corporate orders will be invoiced on a periodic basis to accounting so the charges can be passed to the cafes As a result, each order must select the invoicing form of payment and provide your cafe number for authorization. All purchases will be subject to the corporate approval matrix in place. If applicable, once your manager or appropriate party approves your order will be placed.

What are my shipping options? Will I be charged for shipping?
The shipping costs will be added to the order total and billed to your restaurant. You will be given the following shipping options during check out:
Fedex Ground, 2nd Day, & Next Day
As always please use discretion when choosing shipping options.

How fast will my order go out?
Orders submitted before 12:00PM Central will normally be processed and shipped the same day. Orders submitted after 12:00PM Central will normally be shipped the next business day. Items which are customized and/or printed on demand may take an additional period of time.
Please note some items are produce on demand and may require a few days to complete before shipping.

Who ships the items?
All items are warehoused and shipped by Digital Marketing and Print Solutions from a location in Farmers Branch, Texas
Product Availability - What if something is out of stock?
Product is available on a first come first serve basis. If an item you want is out of stock, please order it and it will ship as soon as it is available.

Who do I contact if I need additional assistance?
Send an e-mail to canes@digitalmps.com and someone will contact you during the next business day via email.

Who do I contact when the site is not working?
Send an e-mail to canes@digitalmps.com or call Digital Marketing and Print Solutions at 972-931-8000 (Mon-Fri 8am-5pm CT) and request assistance for the Cane’s online ordering portal.