

Vouchers



Need to request meal vouchers? Please review the instructions and submit all voucher requests by clicking [HERE](#).

How do I receive and pay with my voucher?

After you have been added to a voucher, you will receive an email with a barcode. This barcode is how you will access your voucher in the cafes at the kiosks. Otherwise, the amount will be attached to your account already if you are ordering online.

Where can I view my available vouchers?

When online ordering, you will see any available vouchers attached to your account as a payment option. When ordering at the kiosk, choose the option to pay with voucher and scan the barcode in the email issuing your voucher to check out.

Who do I need to contact if I am not seeing a voucher assigned to me on my account or to set up a Cost Code style lunch meeting list charged to my department?

Please email cafeteriafeedback@regeneron.com for help with your voucher.

What are the voucher options when checking out?

There are three types of vouchers: *Meeting Vouchers*, *Breakfast Vouchers*, and *Onsite Vouchers*.

How do I know which type of voucher I have?

Please look at the subject of the email or the text above the barcode to identify which voucher tender type to use at Checkout.

When do vouchers expire?

Meeting Vouchers are good for one day (till midnight on the day they are issued for) Breakfast and Onsite Vouchers are issued to start on Wednesdays at 12am and are good until the following Tuesday at 11:59pm or until the balance is redeemed. The list of recipients is refreshed weekly by Regeneron HR.

How many vouchers can I have at one time?

You can have one of each voucher active at any given time. If you are issued multiple vouchers of the same type only the most current voucher will be active.

What happens if I do not use the entire amount of my voucher?

If there is a balance when the voucher expires, it will reset to \$0. Regeneron will not be billed for any balance that is not redeemed.

FAQ

Account Set Up

If I get stuck on the log in page while creating an account, what do I do? Refresh the page and log in using the information you had just entered. The system should have saved it and should allow you to log in.

How do I turn on my phone notifications for my order? After you are logged in, go to "Modify Account", scroll down and make sure your phone number is listed under your personal information, then click "Enable" beside "SMS". You should still be getting email confirmations and if you have issues getting phone notifications, contact your café manager.

How do I set the link up as an icon to my home screen on my phone since this is a website vs. an app? Have the link up on the screen on your phone. Click the icon that you would use to share the link (on an iPhone the icon is the box with the arrow coming out the top/on other phones click the curved arrow or side menu option to share). On that screen (you may have to scroll down), you will see the option "Add to Home Screen". It will give you the option to give it a custom name. Click "Add" and your phone will direct you to your home screen where you will see the new icon linking you to the desired website.