



1. How can I copy my supervisor on orders I place?

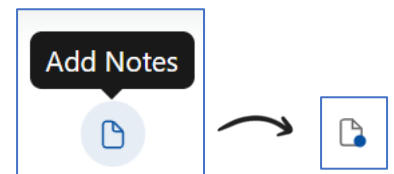
After logging in, click “My Account” in the top right corner, then click “Profile.” Under your name and email address, enter any manager/supervisor email address in the text field.

Your supervisor will automatically be sent a copy of every order you place through Spoonfed. Regeneron Admin has requested this field be filled in for all users as we go into 2024.

2. How do I add notes to a menu item? Why isn't my note appearing in my cart?

When selecting a menu/item to be added to your cart, users have the ability to add notes to each specific item by clicking the note icon of the corresponding item.

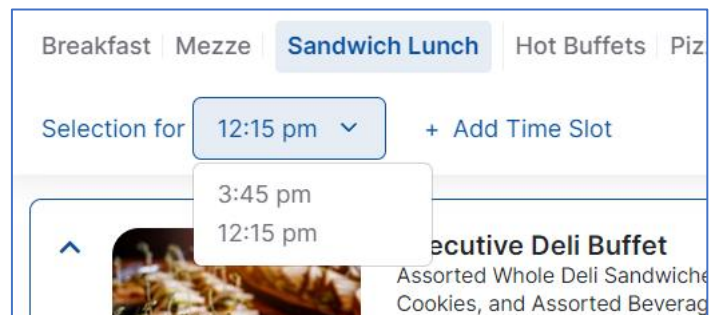
Please tab or click out of the note field BEFORE clicking “Add to Order.” A small blue circle will appear over the note icon when your note is saved.



3. Can I add multiple time slots for my catering order?

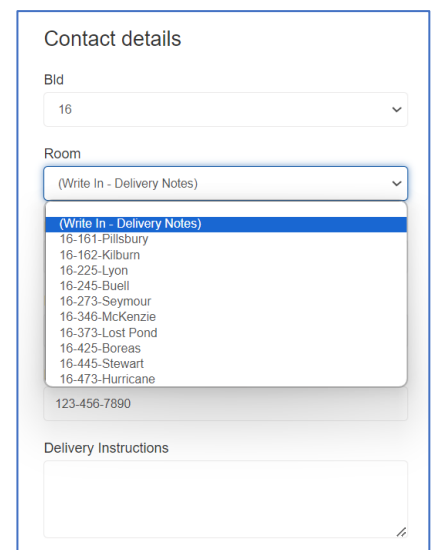
Yes! Save time by placing one order instead of separate orders for different meal periods. Click “Add Time Slot” and select your second delivery time.

To switch between the time slots, simply select from the drop-down list and add/edit your order as needed.



4. My meeting room is not listed in the drop down, what do I do?

First, select “Write In – Delivery Notes” from the room drop-down list. Then, freeform type the room number and name (if available) to the delivery instructions below the contact name/phone number.





5. I need to edit or cancel my order; how do I do that?

Spoonfed features self-service capability on your orders to make changes like quantity, date, location, etc. You can also cancel your order from your account until 3 p.m. the day prior to delivery. From your account, go to “Orders – Single Orders” to view current and previous orders. Click on the three dots on the right to edit or cancel your order as needed. Any edits or cancellations will automatically be emailed to the café managers.

If you need to edit or cancel your order past the 3 p.m. cut-off time, please email the corresponding cafe at the bottom of your order confirmation email.

6. Can I copy an order for my re-occurring meeting?

Yes! Spoonfed makes it easy to copy an order you have already submitted in the past. From your account, go to “Orders – Single Orders” to view current and previous orders. Click the blue “Reorder” button on the right to copy your order to your cart. You will then select the new date and location; you also have the opportunity to make changes to your cart before checking out as usual.

7. I added items to my cart before selecting the date and time. Now when I go to select the date and time, I get directed back to the home page and I get an error message saying my items are not available. What’s going on?

Correct, if you add items to your cart prior to selecting the site, date and location, Spoonfed will bring you back to the homepage to complete this necessary step. Don’t worry – your items will remain in your cart, and you can continue to check out as normal.

Error messages appear usually due to lead time restrictions. Lead times allow us to source and prepare all items necessary for your order to ensure we provide the best dining experience possible for you and your guests. Items including but not limited to custom cakes/cupcakes, sushi, teaching kitchens, and custom events requests have longer lead times than the standard 3 p.m. the day prior to delivery. Please select a date further out so that all items in your cart can be fulfilled.

Please contact IOPScateringteam@cpgplc.onmicrosoft.com if you continue to have trouble placing your order.

8. How do I know my order is confirmed?

An automated confirmation of your order will be emailed to you and your supervisor upon receipt of your order to our talented culinarians. You can also see your orders in your account should you need to refer to them. If you have any questions or doubts, please email us at IOPScateringteam@cpgplc.onmicrosoft.com or the email address at the bottom of your confirmation email.