How long does it take to set up a new school or site on this program?
10 Business Days are required between Committed status and first delivery date

Is there a minimum meal count per delivery?
We recommend at least 15 meals per order/delivery

Is delivery handled by the café or a third party?
All deliveries are handled by the servicing café and catering lead

Can orders be tax exempt?
Yes-if an organization is sponsoring meals for their employees/participants and they are a tax exempt organization, we can remove tax from these orders. (Necessary paperwork must be provided)

How far in advance can orders be placed?
Weeks/months in advance. There aren't any restrictions on how early these orders can be placed within a site's menu cycle. At minimum, orders must be placed at least 4 days ahead of the scheduled delivery day.

Can organizations with an already established CCA still utilize this ordering platform?
Yes they can. Notice of preferred billing method is required upon event set-up.

What will the menu include?
Menus will be limited. The larger the headcount, the smaller the menu. Special requests will be considered, but must be approved by the servicing café and CGS/CGM. Most retail items can be included.

What is the cut-off time to place orders?
Orders must be placed at least 4 days ahead of the scheduled delivery day. Menus will lock after this time and no additional orders can be processed. Late orders are not accepted.

Additional questions?
Email:

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