



Frequently Asked Questions

Q: What are the ordering cut off times for each location? Where can I pick it up?

A:	Location	Delivery	Delivery 2	Pick Up Area
	Panorama	1:05 pm		Café Seating Area (basement)
	University Park	1:30 pm		In The Café On The Old Salad Bar
	280 Kenneth	8:40 am	10:40 am	Café Break Room
	220 Kenneth	8:50 am	10:50 am	Café Break Room
	180 Kenneth	9:00 am	11:00 am	Café Break Room
	135 Calkins	9:10 am	11:10 am	Lobby Outside of Breakroom on the Right of the Main Entrance
	133 Calkins	9:20 am	11:20 am	Café
	131 Calkins	9:30 am	11:30 am	Main 1 st Floor Break Room
	225 Kenneth	9:40 am	11:40 am	Café Seating Area

These cut off times are available for viewing on the [Paychex FLIK dining website](#).

Q: What do I do if the app is not working or allowing me to place my order?

A: Uninstall and instal the app on your phone. If that does not fix the issue:

- For those at University Park & the P@RC Campus please reach out to Jordan Brown at 585-259-9498.
- For those at Panorama Trail, please reach out to Dmitriy Ruzhanskiy at 585-748-9383.

Q: How do I know when my order is ready for pick up?

A: For orders at Panorama, you will receive two emails upon placing your order:

- One to inform you that the kitchen has started working on your order.
- The second email will inform you when your order is ready for pick up

For orders at University Park or P@RC campus, your order will be ready at your specified pick up or delivery time.

Q: I cannot delete my credit cards or add another one for use. What do I do?

A: Reach out to Caragh DeGemmis at Caragh.degemmis@compass-usa.com as your account has most likely been de-activated. This is due to suspected fraudulent activity from too many credit card changes on your account. FLIK will need to reach out to Eatify to reinstate your account.



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Q: I forgot to order a beverage or a snack when placing my order. Is there a way to add one on when I pick it up?

A: At Panorama Trail, University Park and 180 Kenneth Drive, the answer is yes.

For all other locations, there are vending machines available for snacks and beverages.

Q: Is there a way to add customization comments for the kitchen when placing my order?

A: Unfortunately, this feature is not available at this time.

Q: Who do I contact if I am having issues with the app on my phone or desktop?

A: If you are having issues at University Park or the P@RC Campus, please reach out to Jordan Brown 585-259-9498.

If you are having issues at Panorama Trail, please reach out to Dmitriy Ruzhanskiy at 585-748-9383.

Q: Does the app take e-cash?

A: Unfortunately, no; however, you can link your credit card to your account on the Eatify app to pay for mobile orders or to use for Scan & Pay.

Q: Can we purchase gift cards for the App?

A: Unfortunately, not at this time but Eatify is working on a solution.

Q: How do I know if something on the menu contains an allergen?

A: Please call the kitchen for menu item inquiries:

- University Park or P@RC Campus menu items, please call 585-336-8860
- Panorama menu items, please call 585-383-3045