# **ATG/SLCC - CUSTOM CATERING ORDER PROCESS**

A custom order is an order with items not available on a vendor's menu, typically for an event including full-service catering, rentals and/or staffing. If the items on your order are on a vendor's menu, it is not considered a custom order and should be placed directly through the ATG site.

## **STEPS TO PLACE A CUSTOM ORDER:**

#### 1) Contact the Caterer Direct

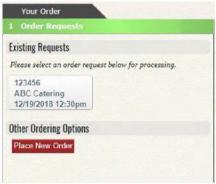
Contact the caterer to co-ordinate the details of your event and request a quote. The quote should be broken down by food & beverage, delivery and/or service fee, service ware, and staffing.

### 2) Email Final Quote to ATG Customer Service

All event details and pricing should be confirmed with the caterer prior to submitting the quote to ATG. Email final quote to <u>customerservice@americatoqo.com</u> and copy caterer.

#### 3) Process Order in ATG

The order will be entered into your ATG profile\*. You will receive an email notification when the order is ready for processing which will include a Request ID (e.g. 123456). The Request ID will appear under your Existing Requests. Click on the Order Request which will open the order for viewing. Click ACCEPT



\*If someone else will be processing the order for you in ATG/SLCCBuy, please provide their name and email address with quote.

### 4) Proceed to Checkout

The order will load into your shopping cart. Continue through check out process and click **SUBMIT**. Once submitted, the order will proceed through the standard workflow in SLCCBuy.

### 5) Approval and Confirmation

Once the order is approved with a purchase order it will show in your ATG profile as *Pending* and then as *Confirmed* once the vendor has confirmed receipt. Note: If the order status is shown as *Draft*, please contact ATG Customer Service.

If you have any questions on this process or any other order related questions, please contact ATG Customer Service via phone (866-ATG-TOGO) or email (<u>customerservice@americatogo.com</u>).