

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 customerservice@americatogo.com 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 (customerservice@americatogo.com).