

## **America to Go (ATG) FAQ**

### **How do I create an order from America to Go?**

America to Go is available as a punch-out in SLCCBuy. You can find a Job Aid with step-by-step instructions on the Purchasing website.

### **Do I have to order catering through America to Go?**

Yes. All catering orders must be placed through America to Go.

### **I need to order food from a vendor, but the vendor is not providing catering service. Do I need to place this order through America to Go?**

No. If a food order is less than \$2500 and can be paid for with a p-card AND the food will be picked-up or delivered with no catering service, including setup, service, and/or cleanup, it is not considered catering. You can place the order with the vendor and pay for it with your p-card. Note, the order must be in compliance with the Small Dollar Purchase Guidelines.

### **How do new vendors register with America to Go?**

Vendors can contact America to Go at (866) ATG-TOGO or email them at [customerservice@americatogo.com](mailto:customerservice@americatogo.com).

### **Can I create a custom order rather than purchase from the menu?**

Yes. Please see the ATG Custom Order Guide.

### **Will I get an invoice for the vent from the caterer?**

You should not receive an invoice from the caterer. The caterer should send their invoice to America to Go. America to Go sends their invoices electronically directly into SLCCBuy.

### **How does the caterer get paid?**

The caterer will invoice America to Go following the event. America to Go will issue payment after processing the invoice. ATG processes payments between the 5<sup>th</sup> and 10<sup>th</sup> of every month for all events that occurred and were invoiced in the previous month.

### **What if the caterer or restaurant I want is not on America to Go?**

Encourage the caterer to register with America to Go.

### **After I place my order, may I contact the vendor directly or do I need to go through America to Go?**

You can contact the vendor directly to discuss your order. If any changes need to be made, you should notify America to Go of the change.

### **How do I cancel an order?**

To cancel your order, go to the My Orders tab in the America to Go punchout and select Cancel in the Actions column. You will receive a cancellation confirmation email. Once you receive the confirmation email, contact the Purchasing Office to close the PO. This will release the encumbrance.

**Can someone help me plan an event or larger catering order and help me select a caterer?**

Yes. You can contact Gina Chase or you can contact America to Go's Customer Service team. Both of them will be happy to help.