UNIVERSITY OF VIRGINIA

Frequently Asked Questions about Ordering on America To Go ("ATG")

1. **How do I place a last minute order or an order within a vendor’s lead time?**

   Some vendors can easily turn around an ASAP order or squeeze in an order for the following day even if they usually have a 24-hour lead time. Other vendors, especially event caterers, may always require 72-hour notice. America To Go lists this information on each vendor’s America To Go front page so you know before you place your order.

   If you are ever in doubt, call America To Go’s Customer Care team. They will contact the vendor and verify if the vendor is able to accommodate your order before you go through the troubling of placing it or the America To Go’s Customer Care will find a different vendor that can.

   If your order is truly last minute, e.g., you need food in an hour, and you know which UVa Marketplace/ATG vendor can do it, call the vendor directly! Once you’ve placed the order verbally with the vendor, let America To Go know. America To Go’s Customer Care then will coordinate with the vendor to ensure that order is uploaded in the system for you to process through the UVa Marketplace/ATG System.

2. **How do I process an order that has already taken place for a UVa Marketplace/ATG vendor?**

   Past-dated orders should be loaded, by the vendor or America To Go, as a custom order into the UVa Marketplace/ATG system for processing. Once loaded, log-in to the UVa Marketplace, punch-out to America To Go, select the site on which to access the vendor and enter the past date and time of the event. You will receive a pop-warning notifying you that you are about to place a past-dated order. Simply select OK and continue on the vendor’s menu to process your past dated order.

   Once the order is approved and received by America To Go, they will verify the past charges with the vendor and send you a confirmation email for your records. This order would then be invoiced to UVa accordingly.

3. **How do I process an order for a vendor that is not currently listed on the UVa Marketplace/ATG site?**

   Call America To Go. They will let you know if that vendor is in the process of being made available on the ordering site. If so, they will notify you when the vendor is available on the site so you can process your future or past-dated orders. If past-dated, please see the question above.

   If that vendor is not in the process of being made available, America To Go will try to get them on board. If the vendor does not agree to join and you have a future order, please use another vendor available on the America To Go site.
4. Once I punch out from the UVa Marketplace which option do I choose: A La Carte Catering, Event Catering or Custom Catering?

Vendors are divided into three lists to help you find menus that best fit the type of order you need:

- A La Carte Catering: Order from a la carte, individual-style take-out menus
- Event Catering: Order from platter, bulk-style catering menus
- Custom Catering: View sample menus from custom event caterers. Orders with these vendors need to be placed initially by phone. In these cases, the vendor will upload the order for processing through the UVa Marketplace.

Note - there is some overlap between the lists as some vendors offer a la carte, catering and custom menus.

5. How long after my order is fully approved will it take for America To Go to receive and process my order?

Once your order is approved, it will be sent to the vendor immediately and you will receive a confirmation email from America To Go (customerservice@americatogo.com).

Please note, to ensure timely submission to the vendor, you must build in enough time for the person responsible for approving your order within the UVa Marketplace approve it. If you have not received a confirmation email from America To Go, feel free to communicate with the person responsible for approving your order to ensure it is sent to the vendor with enough time to prepare and deliver it – especially if you have a small window of time.

If you would like to check on the status of your order, please contact America To Go’s Customer Care team and they will work with you to make sure it gets to the vendor on time.

6. How do I order a custom item, place a custom order, or put together a customized event?

Contact the vendor or America To Go’s Customer Care team with the item or event information. Once the item or event information is finalized, America To Go or the vendor will load the custom item or event onto the vendor’s menu for processing through the UVa Marketplace/ATG System.

You will be notified once the custom item or event is made available and you will be given guidance on where to find your custom item or custom order on the vendor’s menu. Once you are notified, please log-in to UVa Marketplace, punch-out to America To Go, and place your custom item or order.
7. **What if the caterer or restaurant I want is not on America To Go?**

If you have a favorite restaurant or caterer that you do not see on the list, contact America To Go’s Customer Care team. America To Go will look into adding them to the program as soon as possible and will keep you posted. America To Go will regularly add new restaurants and caterers (“vendors”).

In the meantime, if you have an order to place, please use an existing UVa Marketplace/America To Go vendor. This will reward vendors that replied to UVa early and will encourage others to quickly join the program.

8. **What is the minimum dollar amount required to place an order?**

At UVa’s request, all required minimum dollar amounts have been removed from the ATG site.

9. **Can I override an item minimum on a vendor’s menu?**

Yes, but it depends on the vendor. Contact America To Go Customer Care. They will call the vendor and ask if an item minimum can be removed so you can process your order. Please note that item minimums are set at the vendor’s discretion and therefore cannot always be overridden.

10. **Can I make special requests on my order?**

Yes. Every item on an America To Go menu includes the option to “Add Special Instructions.” This feature allows you to customize your order the way you like: put dressing on the side, hold the onions, etc.

11. **How will gratuities be handled?**

UVa has no designated automatic gratuity. You will prompted to enter a gratuity upon checking out. This amount is at your discretion. Please note – As per UVa, gratuity is not allowed for vendors charging a service fee. Therefore, gratuity will not be included on orders for these vendors.

12. **Why is the Delivery Address different from the ‘Ship To’ address in my UVa Marketplace profile when placing my order?**

When placing your order, a default generic UVa address will appear. Once your order is approved, the ‘Ship To’ address from your UVa Marketplace profile will be included on your order and be sent to the vendor.

If your delivery is going to an alternate location or you want to add additional delivery information, use the “Delivery Instructions” when checking out to list building, room and contact information.
13. After I place my order, may I contact the vendor directly or do I need to go through America To Go Customer Care?

While you can call a vendor directly, we highly encourage you to direct all questions to America To Go’s Customer Care team first. The Customer Care team handles all inquiries, before and after you place your order, including menu questions, delivery issues and changes to existing orders. This ensures that you, America To Go and the vendor have the most up-to-date information regarding your order, that your order arrives properly and that it is invoiced correctly.

If you contact a vendor directly and changes are made verbally, there is a significantly higher risk of an error in your order or on the invoice.

14. I already placed my order. Can I add or remove items?

Yes. To add or remove items to an existing order, simply call America To Go. They will make the necessary adjustments and you will receive an updated confirmation email once those changes have been confirmed with the vendor.

15. What do I do if my order is not correct when it gets here?

Call America To Go immediately. They will contact the vendor ASAP and ensure that the vendor corrects the error, and, if necessary, adjust the invoice. If the vendor is unable to correct the order promptly, America To Go will help find a vendor that can meet your needs.

16. How do I cancel an order?

To cancel your order, please first contact America to Go. America To Go will cancel the order in their system and alert the vendor.

Note that each vendor sets its own cancellation policy.

17. How do we adjust the gratuity to reflect the service level we receive from the caterer?

UVa has allowed you to set the gratuity when placing your order. If you receive substandard or extraordinary service and would like the gratuity adjusted, please call America To Go’s Customer Care team (866.ATG.TOGO or customerservice@americatogo.com) and the gratuity will be adjusted per your request.
18. Do all vendors charge a delivery fee?

No. Each vendor determines if and how it wants to charge for delivery. Some may charge a small fee on all orders. Some may only charge to travel to certain locations. Others may not charge a fee at all.

Detailed delivery information is listed on each vendor’s America To Go information page so you can find out before you order.

19. Do all vendors charge set-up fees?

No. Each vendor decides whether to charge a set-up fee. If there is a set-up fee, the vendor should clearly display the set-up fee in the order text before the order is placed.

20. Can someone help me plan an event or larger catering order?

Yes. Contact America To Go’s Customer Care team, and they will put you in touch with a dedicated Account Manager who can help you select a caterer that meets your needs and fits your budget. Once the details of your event are finalized, America To Go will work with the vendor to make sure it is entered and invoiced properly through UVa Marketplace.

21. What process was used to select the caterers currently listed on America To Go?

UVa sent America To Go a list of restaurants and caterers along with UVa’s insurance requirements. America To Go sent a letter to those vendors on behalf of UVa and visited them all to discuss the program. Vendors were also added by user request or per research into area vendors meeting UVa’s specifications. Those vendors that agreed to all the terms and met all of the requirements were included in the program.

22. Are the vendors required to pay America To Go to become part of UVa’s network?

There is no cost to the vendors to join the program. Vendors pay only based on the orders that they receive.

23. Does America To Go have a minimum volume requirement before a vendor can be added to the program?

No. There is no minimum volume requirement to join the program.
24. How can we be assured that the caterers listed on America To Go have the required insurance certificates?

UVa’s insurance requirements are included in the contract that all vendors sign with America To Go. All vendors on America To Go’s UVa Marketplace site have agreed to those terms and are required to provide updated certificates of insurance on a yearly basis.

25. How can I be assured that a vendor is not overcharging us for menu items?

Vendors contractually agree not to mark up prices. When a vendor agrees to join the program, it submits a copy of its menu. This is the same menu and pricing you would receive if you picked up the phone to place an order.

America To Go also periodically check vendors’ menus. Finally, users alert America To Go if they find discrepancies. If you find that the pricing is not consistent, please let America To Go know. They will follow-up with the vendor to ensure pricing is correct.

26. Are all of the caterers listed approved to serve alcohol?

Alcohol is currently not listed on the site. If you are organizing a custom event and would like America To Go to check if a vendor has liquor liability coverage that meets UVa’s standard, please contact America To Go’s Customer Care team. They will check the insurance certificate on file.

27. Do all of the suppliers know that UVa is tax exempt from City and Local taxes?

Yes. Only State tax (5.3%) will be calculated on all orders.

28. We negotiated a special UVa Discount with a supplier on the America To Go network. Will that discount still be honored?

America To Go and UVa strongly encourage vendors to continue to offer a UVa Discount where applicable. However, this is ultimately at each vendor’s discretion.

29. Can I pay with my P-Card?

No. All orders through UVa Marketplace will be invoiced and paid electronically.

30. Can I use UVa Marketplace to order food in other cities?

Yes. Vendors are available in many other cities. If you would like to have a vendor added in another city or to learn more, please contact America To Go’s Customer Care team.
31. What do I do if UVa Marketplace is unavailable?

Please call America To Go Customer Care team to place your order. America To Go will coordinate with the vendor to ensure your order is delivered on-time and will help you process the order through UVa Marketplace once service is restored.

32. How do I reach America To Go’s Customer Care?

Customer Care is available 24/7 at 866.ATG.TOGO and customerservice@americatogo.com.