

Placing Orders through America To Go in PantherExpress Frequently Asked Questions

1. How do I access America To Go (ATG)?

In the PantherExpress System, navigate to the Shopping homepage. The ATG tile is found under Showcases towards the bottom of the page.

2. How do I reach ATG's Customer Service?

- **By Phone:** 866-284-8646
- **By Email:** customerservice@americatogo.com

3. What if the caterer or restaurant I use frequently is not on ATG?

If you have a favorite restaurant or caterer that you do not see on the list, contact Purchase Pay & Travel Customer Service to request adding the caterer to the program. The request will be reviewed internally for consideration. In the meantime, if you have an order to place, please use an existing ATG caterer.

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

There is no minimum dollar amount required to place an order. However, caterers may have their own delivery minimum requirements. This information is available on each caterer's ATG information page.

5. Can I override an item minimum on a caterer's menu?

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

6. Can I make special requests on my order?

Yes. Every item on an ATG menu includes the option to *Add Special Instructions*. This feature allows you to customize your order with specific instructions: put dressing on the side, hold the onions, package individually, etc.

7. How long after my order is fully approved will it take for ATG to receive and process my order?

Once your order is approved, it will then be sent to the caterer via ATG's automated system. Once the caterer confirms they can accommodate your order, you will receive a confirmation email from ATG. If you do not receive a confirmation email in a timely manner, contact ATG Customer Service.

Build in enough advance time for the approval process so that the caterer has adequate time to prepare and deliver your order. You can check your order status by clicking on *My Orders*. If your order is still in Draft, contact your approver to ensure the approval process is completed.

8. What do the various statuses under *My Orders* refer to?

- **Pending** - order is approved with a PO but has not been confirmed by the Catering Suppliers.
- **Confirmed** - order is approved with a PO and has been confirmed by the Catering Suppliers.
- **Cancelled** - order was cancelled either in draft or after approval.
- **Draft** - order was submitted in the ATG system but the checkout process was not completed in the PantherExpress System, or it has not completed the department approval workflow.

9. Why is the *Delivery Address* different from the *Ship To* address in my PantherExpress profile when placing my order?

The caterer will receive and use the delivery address and delivery instructions provided during the ordering process in the Punchout. The caterer will not use the Ship To address that is on the PO in PantherExpress.

It is critical that *Delivery Instructions* are provided in the punchout when checking out including building, room, and contact information.

10. After I place my order, may I contact the caterer directly or do I need to go through ATG?

While you can call a caterer directly, we highly encourage you to direct all questions to ATG's Customer Service team first. The ATG Customer Service 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, ATG, and the caterer 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 caterer directly and changes are made verbally, there is a significantly higher risk of an error in your order or on the invoice.

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

Yes. To request to add or remove items to an existing order, go to My Orders and select Edit in the Actions column. The order will load in the cart. Make the necessary edits, checkout and re-submit the order. You will receive an updated confirmation email once those changes have been confirmed with the caterer. **Your change request is not confirmed until you receive a confirmation email. Refer to the PantherExpress/ATG training material for information on how to perform a PO change on your existing ATG order.**

The Edit option is not available within 24-hours of delivery. Please contact ATG Customer Service. They will contact the caterer to see if the changes can be accommodated, and if so, adjust the order accordingly.

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

Call ATG Customer Service immediately. They will contact the caterer ASAP to ensure that the caterer corrects the error, and if necessary, adjusts the invoice. If the caterer is unable to correct the order promptly, ATG Customer Service will help find a caterer that can meet your needs.

13. How do I request an order be cancelled?

To request an order cancellation, go to *My Orders* and select *Cancel* in the Actions column. You will receive a cancellation confirmation email once the caterer has confirmed they will accept the cancellation.

Cancellations are not confirmed until you receive a Confirmation email.

The Cancel option is not available within 24-hours of delivery. Please contact ATG Customer Service. They will contact the caterer to see if the cancellation can be accommodated. **Note that each caterer sets its own cancellation policy and there may be a charge for cancellations.**

14. What is the gratuity policy and how is it handled when ordering through ATG?

The University does not have a policy on gratuity. However, it is recommended to tip at least 10% on catering orders. The tip can be modified during the checkout process. The system will not allow tips greater than 18%.

15. How do I adjust the gratuity to reflect the service level received from the caterer?

The University has left the gratuity at your discretion. If you receive substandard or extraordinary service and would like the gratuity adjusted, please call ATG's Customer Service team and the gratuity will be adjusted per your request.

16. Do all caterers charge a delivery fee?

Each caterer determines if and how it wants to charge for delivery. Some may charge a fee on all orders. Some may only charge for travel to certain locations. Others may not charge a fee at all.

Detailed delivery information is listed on each caterer's ATG information page.

17. Do all caterers charge a set-up or service fee?

Each caterer decides whether to charge a fee for set up or service. All fees will be clearly displayed in the cart for visibility before the order is placed.

18. Are the caterers required to pay ATG to become part of the network?

No. There is no cost to the caterers to join the program.

19. Does ATG have a minimum volume requirement before a caterer can be added to the program?

No. There is no minimum volume requirement to join the program.

20. What process was used to select the caterers currently listed on ATG?

The University has curated a list of first-rate caterers featuring our dining partner Compass and other local diverse businesses.

21. How can we be assured that the caterers listed on ATG have the required insurance certificates?

The University's insurance requirements are included in the contract that all caterers sign with ATG. All caterers on ATG's site have agreed to those terms and are required to provide updated certificates of insurance on an annual basis.

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

Caterers contractually agree not to mark up prices. When a caterer agrees to join the program, they submit a copy of their menu. This is the same menu and pricing you would receive if you picked up the phone to place an order.

ATG also periodically checks catering suppliers' menus. Finally, users should alert ATG if discrepancies are found, and ATG will follow-up with the caterer to ensure pricing is correct.

23. Are all the caterers listed approved to serve alcohol?

The University does not permit alcohol sales through ATG.

24. Do all the suppliers know that the University is tax-exempt?

Yes. Tax will not be charged on orders placed by the University through the ATG system.

25. We negotiated a special University discount with a supplier on the ATG network. Will that discount still be honored?

ATG and the University strongly encourage caterers to continue to offer a University discount where applicable. However, this is ultimately at each caterer's discretion.

26. Can I pay with my P-Card or Travel Card?

No. You will assign a 32-digit account code when processing the order. Be sure to assign subcode "6301" for all ATG orders. All orders through ATG will be invoiced and paid automatically.

27. Can I use ATG to order food at regional campuses?

No. Currently this is for the Pittsburgh campus only.

28. How do I reach ATG's Customer Service?

Customer Service is available at **866.ATG.TOGO** and customerservice@americatogo.com.

29. Do I need to provide a list of attendees from my event?

Yes, an attendee list is required; the order will not move through the approval workflow without it. Before submitting the order in the PantherExpress System, navigate to Internal Notes and Attachments to attach a copy of the [Catering Attendee List](#). Select the edit icon and click the checkbox to confirm the required documentation is attached.

Resources

- [America To Go Guide](#)
- Purchase, Pay & Travel website > [Conferences & Events](#) > Catering and Restaurant Services section