Placing a Catering Order through the America To Go Punch Out via the PantherExpress System
Starting in the PantherExpress System, select the tile for America To Go to begin.

From this page you can:

- Navigate using the options at the top of the page.
- Begin an order by choosing a date & time of delivery (or pickup, if applicable). NOTE: some vendors require 24-48 hours advance notice.
LOCATION

On the Location page:

- Enter a valid street address. This is the address where the event will be held.
- **Important!** This field is powered by Google Maps and will be used by vendors for deliveries. You must enter a valid street address.
RESTAURANT

On the Restaurant page:

- Filter by hours, services, features, prices, and other criteria.
- Use the Item field to filter restaurants for the items you want (e.g., sushi).
- Select the restaurant’s/caterer’s tile to open its landing page.
**Important!** We strongly recommend reading the vendor information page to reduce the possibility of questions or issues with your order!

- Note required lead time, cancellation policy, service fees, etc.
  - Orders default to the delivery option. Switch to pickup, if applicable.
  - The map indicates the delivery area.
  - The heart icon allows you to add a restaurant/caterer as a Favorite.
- Select **Order Now** to view the menu.
Click on a menu item to select it.

- Note the units in which the item is sold, e.g., dozen, serves 12, etc.
- Enter Quantity, and if needed, Special Instructions.
- Select Add to Order.
- A service fee, if applicable, will be added to the order.
- A 10% tip defaults on each order (turned off for Compass) but can be adjusted.
- When finished choosing menu items, select Check Out or Save for Later.
ORDER SUMMARY

- Review the Order.
- Enter the Number of People attending the catered event.
- Select the Order tab if you need to go back to delete an item, adjust quantities, or add an item.
Enter Instructions for Delivery – THIS IS VERY IMPORTANT!

The caterer will use this information to deliver your order.

You MUST enter your building name and room number, plus any other specific delivery instructions.

You MUST also enter a cell phone number to call in the event there are any questions regarding your order.

Select Next to proceed.
If this will be a repetitive order you can save it by giving it a name and it will be stored in the Favorites feature on the main menu.

Delivery instructions will appear in orange on the right side of the screen. Review for accuracy. Select Prev to move to the previous screen to make corrections.

Select Next when ready to proceed.
CHECK OUT CONFIRMATION

- Enter a **Location** name that you want to give the order, e.g., my office, conference room, ball room. This field is for your own use and is not used by the vendor.

- In the **Phone** field, enter a backup number to the cell number already provided.
CHECKOUT – SEND THE ORDER

- Review the order
  - Select any tab under "Your Order" to edit order information.
- Select "Submit Now" to submit the order.
Once submitted, the order goes into a PantherExpress System shopping cart.

- **Modify/View Items** will take you back to the caterer’s punchout site and allows you to view order details and modify the order.
- Select **Proceed to Checkout** to continue.
PANTHER EXPRESS SYSTEM SHOPPING CART

- Assign an Accounting Code to the order
  - You MUST use subcode 6301
- Next, scroll to Internal Notes and Attachments
PANTHER EXPRESS SYSTEM
SHOPPING CART

- **Required Attachment**
  - Attach a copy of the **Catering Attendee List**.
  - **Important!** If the **Catering Attendee List** is not attached, the order will not move through the approval workflow and will be returned!

- After attaching the **Catering Attendee List**, select the edit icon (pencil), click in the check box to confirm required documentation is attached, then select **Save**.

- Select **Submit Requisition**.
ORDER APPROVAL

The order will follow standard workflow approval.

- When creating the order, be sure to build in enough time for the approval process.
- Follow up with the approver, based on the urgency of your order.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition number</td>
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<td>Requisition status</td>
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<tr>
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<tr>
<td>Requisition total</td>
<td></td>
</tr>
<tr>
<td>Number of line items</td>
<td></td>
</tr>
</tbody>
</table>
CANCEL AN ORDER

- Make sure you are aware of the lead time necessary to cancel an order! Also, each caterer sets its own cancellation policy.

- To cancel an order in ATG, go to My Orders, find the order and select Cancel in the Actions column.

- The Cancel option is not available within 24-hours of delivery. Contact ATG. They will contact the caterer to see if the cancellation can be accommodated.

- Important! Cancellations are not confirmed until you receive a confirmation email from the caterer!
CHANGE ORDERS

To change quantities, items, etc., on an order, note the following:

- If the order is awaiting approval, it must be withdrawn from the approval queue and re-entered. Withdrawn orders cannot be modified.

- If the order is approved, call ATG Customer Service. ATG will confirm the change with the vendor.

- The Buyer that originated the order **MUST** correct the PO amount in the Panther Express System ASAP using the Create Change Request feature.
ATG will invoice PITT 48 hrs. after date/time of delivery.

Payment Terms for ATG orders are set to immediate payment.
HELP

ATG Customer Service

- Phone: 866-ATG-TOGO or 212-790-9587
- Email customerservice@americatogo.com
- Contact Customer Service if you need assistance with a specific order or have any questions regarding the ordering process.
RESOURCES

Frequently Asked Questions

- Review the FAQ document for additional information about ordering through the ATG punchout via the PantherExpress System.

Purchase, Pay & Travel website

- Review the Catering and Restaurant Services section of the Conferences & Events page.