



## **Brown University**

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

#### **1. How do I access America To Go?**

America To Go will be available through Workday, via the punchout process. For instructions on how to access and create an order, please see the job aid in Workday Training. From the [Workday@Brown page](#), select Workday Training and then in the search box in the upper left corner, type in *America To Go* to display the job aid.

#### **2. How do I reach America To Go's Customer Service?**

Customer Service is available at **866.ATG.TOGO (866.284.8646)** and [customerservice@americatogo.com](mailto:customerservice@americatogo.com). You can also chat with ATG customer service representatives from within the ATG punchout in Workday by clicking on the green icon in the lower right corner of the landing page to open a chat box.

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

There is no minimum dollar amount required to place an order. Vendors, however, may have their own delivery minimum requirements. This information is available on each vendor's America To Go information page.

#### **4. Can I override an item minimum on a vendor's menu?**

Yes, but it depends on the vendor. Contact America To Go Customer Service. 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.

#### **5. 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, e.g., put dressing on the side, hold the onions, etc.

#### **6. How will gratuities be handled?**

Optional gratuities are added during the check-out process in the America To Go punchout. If a vendor is eligible to receive a gratuity, you will see a tip field in the cart allowing you to enter any dollar amount up to, but not to exceed, 15% of the order. The tip field will not appear for vendors that charge a service fee as this fee usually includes a tip.

**7. 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. When the vendor confirms they can accommodate the order at that date and time with the items requested, you will receive a confirmation email from America To Go ([customerservice@americatogo.com](mailto:customerservice@americatogo.com)).

Please note, to ensure timely submission to the vendor, you must build in enough time for the cost center manager in your department to approve it. For orders over \$3,000, Brown Dining's Catering Services must also approve the order. If you have not received a confirmation email from America To Go, we recommend contacting 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.

Catering Services typically takes three business days to review orders over \$3,000.

If you would like to check on the status of your order, please go to My Orders and check the Status column.

**8. Will I receive a confirmation that the vendor has my order?**

Yes, you will receive a confirmation email once the vendor agrees to fulfill your order. You will also receive confirmation emails when you make revisions to an order or cancel an order.

**9. What other communications can I expect from this system?**

On submitted orders, you will receive an email that your purchase order has been sent to the vendor for confirmation.

If you have draft orders that are 72 hours from your selected delivery date, you will receive reminders that your order is still pending approval. You can cancel the draft order via My Orders if you do not wish to fulfill this order and want to stop these reminders.

**10. Why is the Delivery Address different from the 'Ship To' address when placing my order?**

When placing your order on ATG, a default Brown University address of 1 Prospect Street will appear. During the ATG checkout process, you will then be required to type in the specific delivery address for your order. Be sure to list specifics such as room number, floor number or even location on the Green.

In Workday, when creating the requisition, your Brown street address will default into the Shipping and Delivery Address. You should ensure that the Deliver To on the requisition matches the street/city address of the delivery instructions typed in on the ATG vendor order.

If your delivery is going to an alternate location or you want to add additional delivery information, use the 'Delivery Instructions' field when checking out in order to list specific building, room and contact information. It's recommended to include a cell phone number if your order is being delivered.

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

While you can call a vendor directly, we highly encourage you to direct all questions to America To Go's Customer Service team first. The 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, 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.

## 12. I was building an order but don't want to continue. What are my options?

You have a couple of options.

- If you want to start again, click the 'New Order' button to be brought back to Step 1 and you can start at the beginning of the ordering wizard.
- If you want to order different items from the same vendor, click the 'X' next to the total and your cart will be cleared, but you will still be on the same vendor's menu.
- If you want to select a new vendor, go back to Step 3 (Restaurant) to review the vendor list again. If you select a new vendor, you will receive a pop-up asking if you want to erase your previous order.

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

If you need **to add** items or quantities to your order, you can either:

1. cancel your original order and submit a new order, or
2. create another order to the same vendor for the additional items. You should reference your original order number in the Internal Memo field, e.g. "Addition to PUR-00xxxxx." Submit this new order for approval. We also encourage you to contact America To Go so they can walk you through this process.

Note: If the order is cancelled, you must cancel the requisition and /or purchase order in Workday. Contact [purchasing@brown.edu](mailto:purchasing@brown.edu) for assistance.

**To remove** items to an existing order, simply go to My Orders and select Edit in the Actions column. The order will load in the cart. Simply 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 vendor.

The Edit option is not available within 24-hours of delivery. In these cases, please contact America To Go. They will contact the vendor to see if the changes can be accommodated and if so, adjust the order accordingly.

## 14. What do the various statuses mean under "My Orders"?

**Confirmed** - order is approved with a PO and has been confirmed by the vendor.

**Pending** - order is approved with a PO but has not been confirmed by the vendor.

**Draft** - order was submitted in the ATG system and brought back to Workday in a Workday cart but

- the checkout process was not completed in Workday or
- it has not been approved by the cost center manager or
- if greater than \$3,000 it has not been approved by Dining's Catering Services

**Cancelled** - order was cancelled either in draft or after approval with a PO.

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

Contact customer service at the time you discover there is a problem with an order to give the vendor an opportunity to remedy the issue, by re-delivering the incorrect or missing items.

**16. What should I do if my order was incorrect or unsatisfactory and I want to request a credit?**

If an order credit is required, contact ATG customer service as soon as possible--ideally within 24 hours of delivery. Order discrepancies (requested vs. delivered) must be reported to ATG, at the latest, **within 48 hours of event delivery** to obtain an adjusted invoice. If the 48-hour window is missed and the adjusted invoice was not provided, call ATG to request a credit invoice to be sent to you via email. You will need to process this adjustment in Workday.

**17. How do I cancel an order?**

To cancel your order, simply go to My Orders and select Cancel in the Actions column. You will receive a cancellation confirmation email once the vendor has confirmed the cancellation.

The Cancel option is not available within 24-hours of delivery. Please contact America To Go. They will contact the vendor to see if the cancellation can be accommodated. Note that each vendor sets its own cancellation policy and there may be a charge for last-minute cancellations.

**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 that you can find out before you order.

**19. Do all vendors charge a set-up fee?**

No. Each vendor decides whether to charge a set-up fee. If there is a set-up fee, it will clearly be displayed in the cart for visibility before the order is placed.

**20. 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 a 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 Service team. They will contact the vendor and verify whether the vendor is able to accommodate your order before you go through the trouble of placing it, or they 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 ATG vendor can do it, call them! Once you've placed the order verbally with them, let America To Go know. They will coordinate with the vendor to ensure that order is uploaded in the system for you to process accordingly.*

**21. How do I place a custom order or put together a customized event?**

Please keep in mind that orders over \$3,000 need to be reviewed by Brown Catering Office. If you anticipate your event costs exceeding that amount, please consult with a Catering Sales Manager first by calling 863-2712. For orders of \$3,000 or less, work with the vendor to customize your event order. Once the event details are finalized, America To Go or the vendor will upload the order for processing through the ATG System. You will receive an email asking you to login and complete your order.

**22. 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 checks vendors' menus. Finally, users should alert America To Go if discrepancies are found and America To Go will follow-up with the vendor to ensure pricing is correct.

**23. We negotiated a special Brown University Discount with a supplier on the America To Go network. Will that discount still be honored?**

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

**24. Can I pay with my P-Card?**

Restaurant purchases are prohibited per [Brown's Purchasing Card Policy](#).

**25. What spend category should I use?**

The new spend category is *America To Go Catering*.

**26. I've never purchased anything through Workday, do I have to request access?**

No, all Brown employees can order from ATG even if they can't submit other requisitions via Workday.

**27. Will new vendors be added to Brown First as part of this change?**

No, this change was made to streamline the ordering and reconciliation of catered business meals. Brown prefers to use Brown's [Catering Office](#) for business meals whenever possible.

**28. What are the various fees that may be added to an order?**

Based on the vendor's business terms, there are different fees that would be added to an order. This information will be contained in the vendor's information page (first page of the menu).

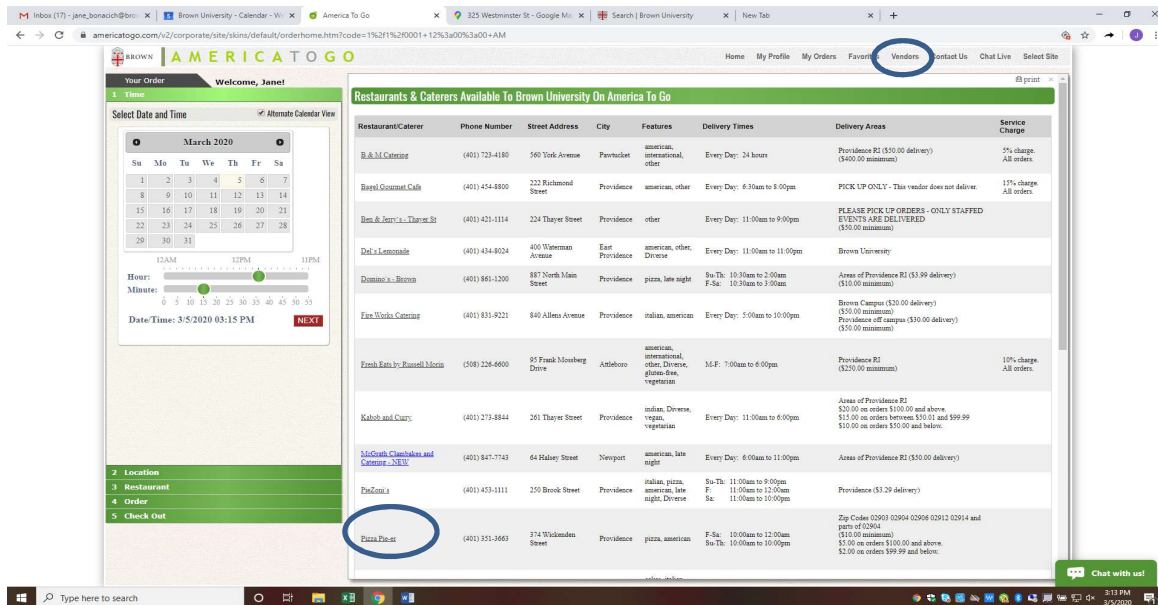
The different fees are:

- **Delivery Fees**- Delivery fees typically cover labor and vehicle related expenses that are directly associated with making a delivery.
- **Service Fees** - Service fees are a percentage of the bill, for the service provided by the vendor. With ATG orders, the tip field will not appear for vendors that charge a service fee as this fee usually includes a tip.

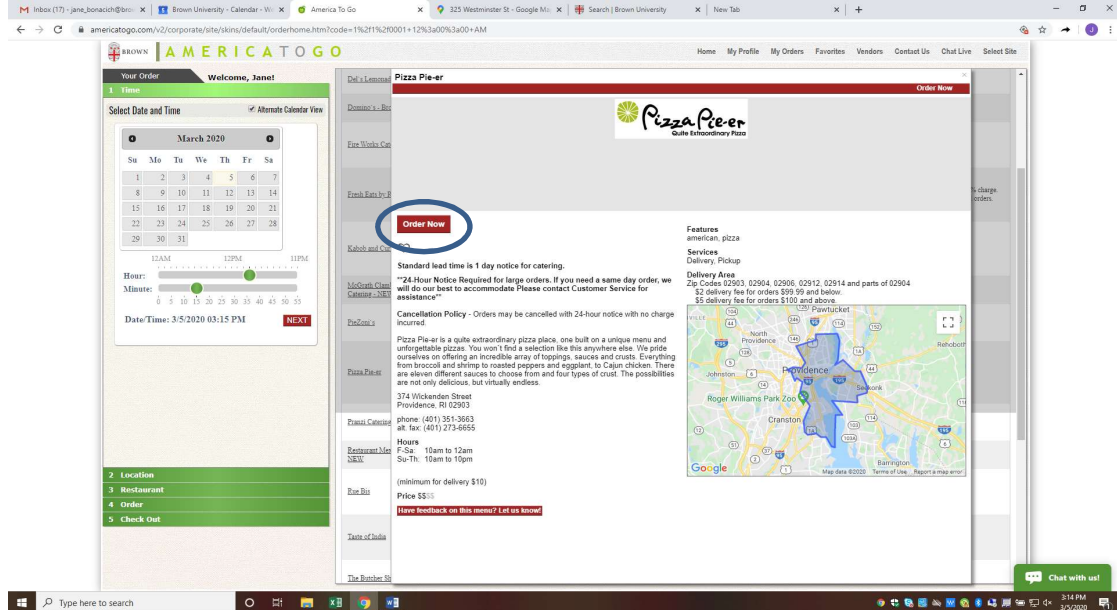
- **Gratuity**- A gratuity is a tip for service that is provided to delivery or wait staff.

## 29. How do I view a menu without starting an order?

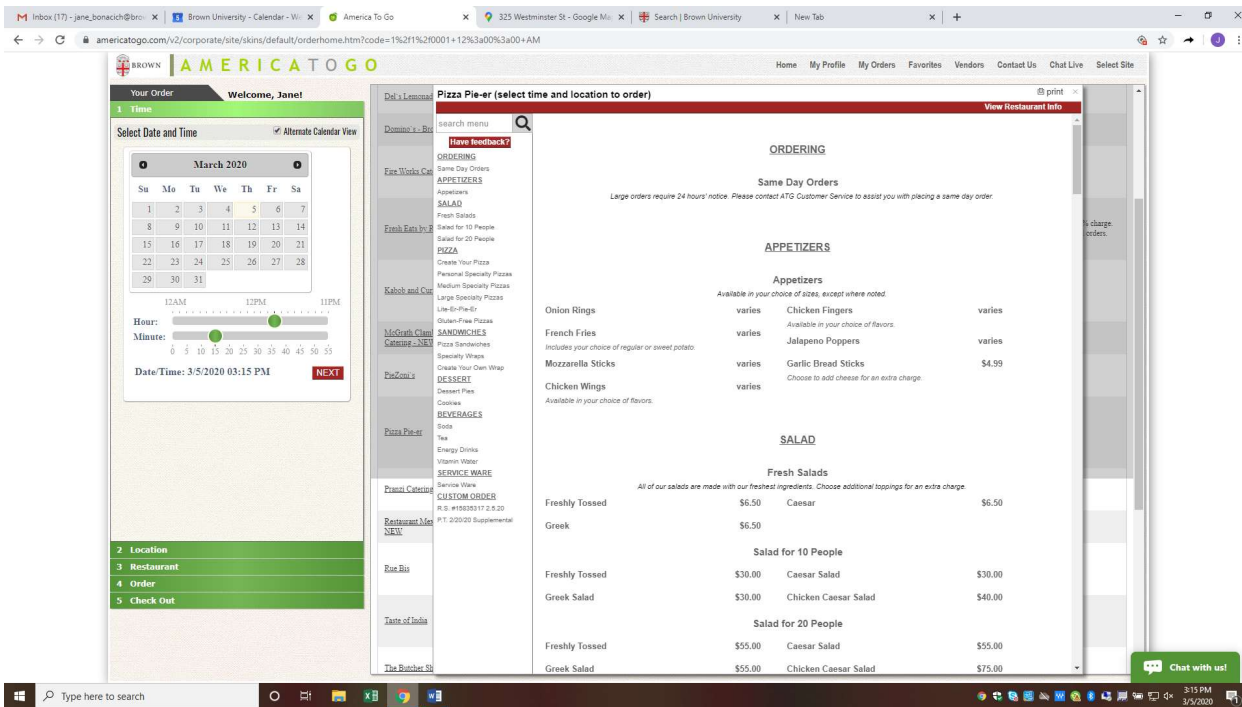
1. Select **Vendors**, in the menu bar at the top of the screen. Then select the **name of the vendor** of interest.



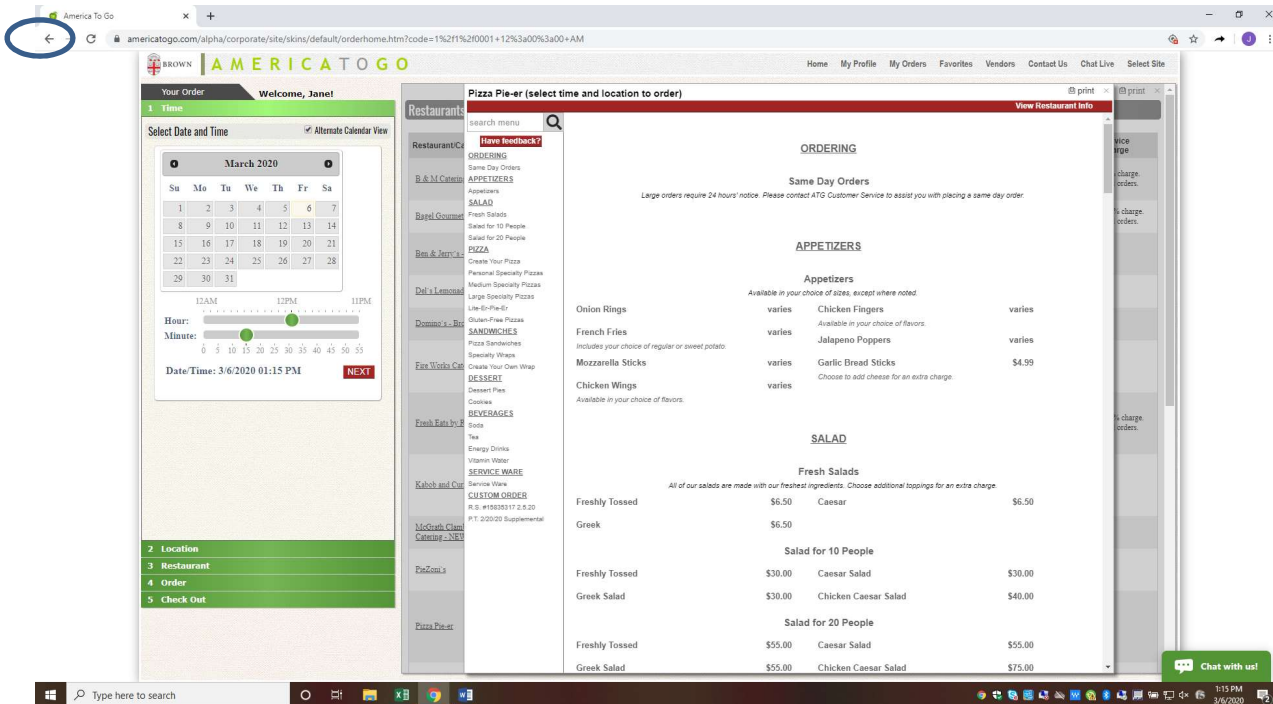
2. Select **Order Now** on the vendor's **Information Page** to open the menu.







3. To return to Workday, click on the back arrow at the top of the screen



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