



UC MERCED

Placing Orders through ATG

Frequently Asked Questions

(Note: due to contracting out restrictions, Caterers cannot set up events or tear down events or perform any labor. That process is restricted to internal Dining)

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

Campus users will access the America To Go punchout via. Bobcat Buy. If you are not provisioned in Oracle please visit the Division of Finance and Administration (DFA) Service Catalog for access requests:
[Purchasing User Access Provisioning Request](#)

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

By Phone: 866-284-8646

By Email: customerservice@americatogo.com

By Chat: click on the green icon in the lower right corner of the landing page to open a chat box

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 ATG Customer Service at customerservice@americatogo.com to request adding the Caterer to the program. ATG will contact the supplier to invite them to join.

In the meantime, if you have an order to place, please use an existing ATG Caterer. This will reward suppliers that replied to UC Merced University early and will encourage others to quickly join the program.

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 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 Bobcat Buy or it has not been finalized by your Approver.

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

When placing your order, a default generic UC Merced University address will appear. Once your order is approved, the *Ship To* address from your UC Merced profile will be included on your order and be sent to the Catering Suppliers.

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.

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 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 add or 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 Catering Suppliers.

The Edit option is not available within 24-hours of delivery. Please contact ATG. 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 immediately. They will contact the Caterer ASAP and ensure that the Caterer corrects the error, and, if necessary, adjust the invoice. If the Caterer is unable to correct the order promptly, ATG will help find a Caterer that can meet your needs if an alternative is set up on the platform.

13. 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 Caterer has confirmed the cancellation.

The Cancel option is not available within 24-hours of delivery. Please contact ATG. 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 last-minute cancellations.

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

Gratuities can be added during the checkout process in ATG. There is an editable field that allows you to add a tip at your discretion up to 18% of the order.

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

UC Merced 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 within 48 hours of the delivery time and the gratuity will be adjusted per your request.

16. Do all Caterers charge a delivery fee?

Each Career determines if and how it wants to charge for delivery. Some may charge a 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 Caterers ATG information page so you can find out before you order.

17. Are the Caterers required to pay ATG to become part of the network?

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

18. 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.

19. How do I place a last-minute order or an order with less notice than Caterers required advance notice?

Some Caterers 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 Caterers especially event caterers, may always require 72-hour notice. ATG lists this information on each Caterers at front page so you know before you place your order.



If you are ever in doubt, call ATG's Customer Service team. They will contact the Caterer and verify whether the Caterers are able to accommodate your order before you go through the trouble of placing it, or they will find a different Caterer that can, if one exists on the platform.

If your order is truly last minute, e.g., you need food in an hour, and you know which ATG Caterer can do it, call them! Once you have placed the order verbally, contact ATG to coordinate with the Caterer to ensure that order is uploaded in the system for you to process accordingly.

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

Contact the Caterer or ATG's Customer Service team with the event information. Once the event details are finalized, ATG will upload the order for processing through the ATG System.

You will receive an email once the order is ready for processing including steps on how to process it. Once you are notified, please log-in to ATG and process the order. (note that due to contracting out restrictions, Caterers cannot perform any labor of setting up events or breaking down events)

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

Yes. Contact ATG's Customer Service team, and they will put you in touch with your 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, ATG will work with the Caterer to make sure it is entered and invoiced properly through the system. (note that due to contracting out restrictions, Caterers cannot perform any labor of setting up events or breaking down events)

22. How do I process an order that has already taken place (past-dated) for an ATG Catering Supplier?

You can process a past-dated order exactly how you would a normal order except when you enter the past date, you will receive a pop-up warning asking you to confirm that you intend to place a past-dated order. Simply select OK and continue to the Caterers menu to process your order.

As a reminder, past-dated orders need to be approved for invoicing and payment just like a normal order. Once the order is approved by your Approver and received by ATG, past charges will be verified with the Catering Suppliers, and the order will be invoiced to UC Merced University accordingly.

23. How do I process an order for a Caterer that is not currently listed on the ATG site?

Contact Customer Service to see if the Caterer is already in the pipeline and how soon they will be available to receive orders.

If the Caterer is not in the process of being made available, ATG will try to get them on board. If the Caterer does not agree to join and you have a future order, please use another Caterer available on the ATG site.

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

UC Merced sent ATG a list of restaurants and caterers along with UC Merced's Insurance requirements. ATG sent a letter to those Caterers on behalf of UC Merced. Those Caterers that agreed to all the terms and met the requirements were included in the program.



If you have a favorite restaurant or caterer that you do not see on the list, click Request a Caterer at the top of the ATG home page, fill out the form that appears and click submit. ATG will invite the Caterer to join the program as soon as possible and will keep you posted.

In the meantime, if you have an order to place, please use an existing ATG Catering Suppliers. This will reward Caterers that replied to UC Merced early and will encourage others to quickly join the program.

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

UC Merced'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.

26. 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 Supplier's menus. Finally, users should alert ATG if discrepancies are found and ATG will follow-up with the Caterer to ensure pricing is correct.

27. Are all 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 Caterer has liquor liability coverage that meets UC Merced's standard, please contact ATG's Customer Care team. They will check the insurance certificate on file.

28. We negotiated a special UC Merced Discount with a supplier on the ATG network. Will that discount still be honored?

ATG and UC Merced strongly encourage Caterers to continue to offer a UC Merced Discount where applicable. However, this is ultimately at each Caterer's discretion.

29. Can I pay with my P-Card?

No. All orders through ATG will be invoiced and paid automatically.

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

Yes. Caterers are available in many other cities. If you would like to have a Caterer added in another city or to learn more, please contact ATG's Customer Service team.

31. What do I do if ATG is unavailable?

Please call ATG Customer Service team to place your order. ATG will coordinate with the Caterer to ensure your order is delivered on-time and will help you process the order through the system once service is restored.