



# FREQUENTLY ASKED QUESTIONS

## General Questions

**1. What type of meals/events can be ordered through America To Go (ATG)?**

America To Go should only be used for special meals provided at “University Approved Events.”

It should not be used for non-University approved/private funded events such as fundraisers, office/retirement parties, or events paid with Agency funds (FD900) or Foundation funds (paid by a Foundation check or credit card).

**2. Do I still need to complete the AS499 “Request for Special Meal” form for LSU Accounts Payable & Travel?**

Yes, the AS499 form is still required and should be approved by the department prior to the event and before any reservations are initiated in America To Go.

The completed/approved AS499 form along with the guest list, when applicable, must be attached to the requisition in Workday. The special meal rates are configured in ATG to ensure compliance with the meal allowances.

**3. How do I reach America To Go Customer Service?**

Customer Service is available 24/7 at **866.ATG.TOGO** and [customerservice@americatogo.com](mailto:customerservice@americatogo.com).

**4. What if the caterer or restaurant I want is not on America To Go? How quickly can I access them in ATG?**

Contact America To Go and they will invite the caterer to join the program.

Once America To Go has reached out to the caterer, ATG will update you with the caterer's decision. If the caterer agrees to join the ATG platform, the typical timeframe for a caterer to be setup and ready to order in the ATG Workday catalog is 1-2 weeks from completion and submission of all paperwork, menus, and pricing.

If the caterer does not agree to join and you have a future order, you are encouraged to use another caterer available on the America To Go site.

**5. How can we be assured that the caterers listed on America To Go have the required insurance certificates?**

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

**6. We negotiated a special LSU Discount with a caterer on the America To Go network. Will that discount still be honored?**

America To Go and LSU strongly encourage caterers to continue to offer a LSU Discount where applicable. However, this is ultimately at each caterer's discretion.

**7. 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 America To Go program, it submits a copy of its public-facing menu & pricing. This is the same menu and pricing you would receive if you picked up the phone to place an order. Additionally, ATG periodically checks caterers' menus & pricing to ensure contract compliance.

LSU end users should alert America To Go if discrepancies are found and ATG will follow-up with the caterer to ensure pricing is corrected.



**8. Are the caterers listed approved to serve alcohol?**

The America To Go platform is to procure meals/refreshments for “University Approved Events” therefore alcohol cannot be ordered or paid for through the Workday/America To Go system.

However, authorized Licensed Caterers may serve alcohol. Departments are to work directly with the caterer outside of Workday. The caterer must provide a separate invoice itemizing any alcohol ordered for the event and expenses would be paid directly to the caterer using private/foundation funds.

## Orders

**9. How do I access America To Go?**

The America To Go punch-out catalog is available in Workday. See the [Create a Requisition from Supplier Website](#) job aid for general instructions.

**10. What do I do if the America To Go platform is unavailable?**

Please submit an LSU IT service ticket & email LSU Procurement ([purchase@lsu.edu](mailto:purchase@lsu.edu)) to report catalog unavailability.

**11. What is the minimum dollar amount required to place an order? Can I override an item minimum on a caterer’s menu?**

Minimum order requirements vary by caterer. This information is available on each caterer’s America To Go information page and appears as an alert when placing an order.

Variations from the caterer’s menu pricing depends on the caterer. Simply contact ATG Customer Service who will facilitate menu pricing modifications with the caterer on your behalf.

**12. 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.

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

Your order will be sent to the caterer immediately after a purchase order is issued. When the caterer 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 America To Go orders follow the punch-out catalog requisition process which require the Cost Center Manager approval prior to a purchase order being issued. If you have not received a confirmation email from ATG, refer to the process history to ensure all approvals were obtained.

To check on the status of your order, return to the ATG Workday platform, go to **My Orders** and check the **Status** option.

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

When placing your order in the America To Go system, a campus-based generic address will appear. This campus-based address allows for the search results to be geographically based (i.e. Baton Rouge, Alexandria, Eunice, etc.) Once your order/cart is completed in the ATG system, the Workday requisition will require the valid ‘Ship To’ address that the order will be delivered to, which will be included on your order and be sent to the caterer.



**15. After I place my order, may I contact the caterer directly or do I need to go through America To Go?**

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 order cancellations. 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.

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

No, you cannot add items to an existing order, but you can remove items/quantities from an existing order by calling America To Go Customer Service. You will receive an updated confirmation email once those changes have been confirmed with the caterer.

**17. What do I do if my order is not correct when it is delivered?**

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

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

To cancel your order, simply return to the ATG Workday platform, 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. Send cancellation email to LSU Procurement ([purcahse@lsu.edu](mailto:purcahse@lsu.edu)) to request cancellation of PO to liquidate PO encumbrance.

The "Cancel" option is not available within 24-hours of delivery. Please contact America To Go and 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.

**19. Can I place a last-minute order?**

Caterer lead time is displayed on their ATG menu front page. Some can easily turn around a last-minute (ASAP) order or squeeze in an order for the following day while others may always require 72-hour notice. If you in doubt, call America To Go's Customer Service team. They will contact the caterer and verify whether the caterer is able to accommodate your order before you go through the trouble of placing it, or they will recommend a different caterer that can.

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

Contact the caterer or America To Go's Customer Service team with the event information. Your dedicated Account Manager can help you select a caterer that meets your needs and fits your budget. Once the event details are finalized, you will receive an email from ATG or the caterer notifying you that the order has been uploaded in the ATG Workday platform with instructions on how to retrieve and process the order.

**21. Can I process an order in ATG after the event has already taken place (past-dated)?**

No, America To Go's platform cannot be used for past events. The invoice & required forms will need to be processed via Direct Charge or LaCarte.

## Fees/Gratuity

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

Gratuities are added during the checkout process in the America To Go platform. If a caterer is eligible to receive a gratuity, you will see a tip field in the cart allowing you to enter any dollar amount not to exceed 20% of the order.



A M E R I C A T O G O

**23. Do caterers charge a delivery fee? Set-up fee?**

Each caterer determines if and how it wants to charge for delivery and/or set-up.

Details regarding delivery and set-up fees are listed on each caterers' America To Go information page and displayed in the cart for visibility before the order is placed.

## Payments

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

No. All orders through America To Go will be invoiced and processed for approval through the supplier invoice workflow in Workday.

**25. Do all of the caterers know that Louisiana State University (LSU) is tax-exempt?**

Yes. LSU has presented its tax exemption certificate to America To Go to pass along to all contracted caterers within the ATG platform to ensure tax will not be charged on orders placed by LSU through the ATG platform.