

GEORGIA INSTITUTE OF TECHNOLOGY

Frequently Asked Questions about Ordering on America To Go

1. What if the caterer or restaurant I want is not on America To Go?

If you have a favorite restaurant or caterer that you do not see on the list, contact America To Go's Customer Care team. America To Go will look into adding them to the program as soon as possible and will keep you posted. America To Go will regularly add new restaurants and caterers ("vendors").

In the meantime, if you have an order to place, please use an existing Buzzmart/America To Go vendor. This will reward vendors that replied to Georgia Tech early and will encourage others to quickly join the program.

2. Can I place last minute orders?

Yes, but it depends on the vendor.

Some vendors can almost always turn around an ASAP order. Others may always require 24-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 Care team. They will verify that the vendor is able to accommodate your ASAP order or will find a different vendor that can.

3. How do I order a custom item, place a custom order, or put together a customized event?

Contact the vendor or America To Go's Customer Care team with the item or event information. Once item or event information is finalized, you will be notified that it is available on America To Go. Once you are notified, log-in to Buzzmart, punch-out to America To Go, and place your custom order.

4. 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 and you will receive a confirmation email from America To Go (customerservice@americatogo.com).

Please note, to ensure timely submission to the vendor, you must complete your Buzzmart requisition in enough time for the persons responsible for approving your order to log-in and approve it. If you have not received a confirmation email from America To Go, feel free to communicate with 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.

If you would like to check on the status of your order, please contact America To Go's Customer Care team and they will work with you to make sure it gets to the vendor on time.

5. I already placed my order. Can I add additional items to it?

To add items to an existing order, simply place a second order for the additional items and reference your original order in the “Delivery Instructions.”

The one exception is if the vendor you are using charges a delivery fee. To avoid a double-delivery fee, call America To Go. They will cancel the original order in their system and instruct you to cancel it in Buzzmart. Next they will alert the vendor to the changes and ask you to place new order.

6. I already placed my order. Can I remove items from an order?

To remove or change items, call America To Go. They will cancel the order in their system and instruct you to cancel it in Buzzmart. Next, they will alert the vendor to the changes and ask you to place a new order.

Because the Buzzmart system is designed to drive accuracy and transparency, items cannot be removed once approved. They can only be canceled or amended by placing a second order.

7. How do I cancel an order?

To cancel your order, please first contact America to Go. America To Go will cancel the order in their system and alert the vendor.

Follow up by completing the Purchasing Change Request in Buzzmart so that we may close the Purchase Order in Buzzmart and remove the encumbrance.

Note that each vendor sets its own cancellation policy.

8. Once I punch out from Buzzmart, which do I choose: Group Meetings or Take Out and Delivery Orders?

To help ensure you order from a list of vendors that can fulfill your order, vendors are divided into two lists:

- Group Meetings: Menus with platters and trays for small group meetings
- Take Out and Delivery Orders: Order individual and take-out style meals from area restaurants

9. How will gratuities be handled?

Georgia Tech has designated a 10% automatic gratuity on all orders. This will calculate automatically on all orders.

10. How do we adjust the gratuity so as to reflect the service level we receive from the caterer?

Georgia Tech has set a standard gratuity rate that is applied to all orders. If you receive substandard or extraordinary service and would like the gratuity adjusted, please call America To Go’s Customer Care team at **866.ATG.TOGO** or email customerservice@americatogo.com and the tip will be adjusted or reviewed per Georgia Tech policy.

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

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

12. What process was used to select the caterers currently listed on America To Go?

Georgia Tech sent America To Go a list of restaurants and caterers along with Georgia Tech's insurance requirements. America To Go sent a letter to those vendors on behalf of Georgia Tech and visited them all to discuss the program. Those vendors that agreed to all the terms and met all of the requirements were included in the program.

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

Georgia Tech's insurance requirements are included in the contract that all vendors sign with America To Go. All vendors on America To Go's Buzzmart site have agreed to those terms and are required to provide updated certificates of insurance on a yearly basis.

14. Do all of the suppliers know that Georgia Tech is tax exempt?

Yes. Tax will not be calculated on all orders.

15. Are the vendors required to pay America To Go to become part of Georgia Tech's network?

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

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

Each vendor sets its minimum order size. Some vendors may have no minimum. Others, particularly caterers, may have minimums of well over \$100. Information on order minimums can be found in several places:

- When you punch out to America To Go and scroll over the list of restaurants, minimum order amounts will appear in red text.
- Each vendor's information page will display any minimum order policies
- As you place an order, the vendor's minimum will appear in parenthesis beside the order total.

17. Can I override the minimum on a vendor's menu?

Yes, but it depends on the vendor. Contact America To Go Customer Care. They will call the vendor and ask if a minimum can be removed so you can process your order. Please note that minimums are set at the vendor's discretion and therefore, cannot always be overridden.

18. We negotiated a special Georgia Tech Discount with a supplier on the America To Go network. Will that discount still be honored?

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

19. 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 check vendors' menus. Finally, users alert America To Go if they find discrepancies. If you find that the pricing is not consistent, please let America To Go know. They will follow-up with the vendor to ensure pricing is correct.

20. Does America To Go have a minimum volume requirement before a vendor can be added to the program?

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

21. Can I pay with my P-Card?

No. All orders through Buzzmart will be invoiced and paid electronically.

22. 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 you can find out before you order.

23. Do all vendors charge set-up fees?

No. Each vendor decides whether to charge a set-up fee. If there is a set-up fee, the vendor should clearly display the set-up fee in the order text before the order is placed.

24. 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.

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

When placing your order a default generic Georgia Tech address will appear. Once your order is approved, the ‘Ship To’ address from your Buzzmart profile will be included on your order and be sent to the vendor.

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.

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

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

27. Can I use Buzzmart to order food in other cities?

Yes. Vendors are available in many other cities. To learn more, please contact America To Go’s Customer Care team.

28. Can Development/Entertainment Activities use the America To Go Process?

No. These activities must go directly through the Foundation.

29. What account code do I use in the Buzzmart Requisition?

Use Account Code 727700-Group Meals/Food ATG.

30. I still have questions who can I contact?

Contact: purchasing.ask@business.gatech.edu

31. How do I reach America To Go’s Customer Care?

Customer Care is available 24/7 at **866.ATG.TOGO** and customerservice@americatogo.com.