

## Ordering from America To Go FAQs Overview

This Quick Reference Guide (QRG) is designed to answer some potential questions that may arise concerning ordering from America To Go

## Procedure

**Question:** How do I create an order from American To Go?

**Answer:** America To Go is a contract vendor with the University of Virginia. Their punchout catalog is available through the UVA Marketplace. Access the UVA Marketplace by following the process laid out in the [Create Catalog Purchase Requisition QRG](#). Once on the UVA Marketplace, click on the America To Go catalog link and follow the ordering process as laid out on their website.

**Question:** How do suppliers within America To Go invoice and receive payment?

**Answer:** Suppliers within American To Go do not invoice or receive payment directly from the University of Virginia. We receive invoices from America To Go and submit payments to them. America To Go pays the suppliers within their system directly.

**Question:** How do new suppliers register with America To Go?

**Answer:** If a supplier is interested in registering with America To Go, they can contact America To Go's customer service at (866) ATG-TOGO or email them at [customerservice@americatogo.com](mailto:customerservice@americatogo.com).

**Question:** What is the proper process for making a change to an America To Go order? For example, a purchase order placed through America To Go for Mission Barbeque for 100 people needs to be changed to 80 people.

**Answer:** A change order needs to be done in Workday, using the standard Change Order process. The change then needs to be conveyed directly to the restaurant. It is recommended that this be done by phone so that the restaurant is aware of the change prior to fulfilling the order. It is also highly recommended that you ask the restaurant for a new quote be emailed to you so that the change order in Workday reflects the amount that the restaurant will be charging. This quote can also be kept for reference that the restaurant is aware of the change. There is no need to send the change order to American To Go since the restaurant invoices ATG who in turn invoices us.