

Collin College

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 contact them about the program as soon as possible and will keep you posted. America To Go will add new restaurants and caterers ("vendors") as needed.

In the meantime, if you have an order to place, please use an existing CougarMart /America To Go vendor. This will reward vendors that replied to Collin 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 a certain amount of notice. America To Go lists this information on each vendor's landing 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 order or will help 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 catering needs and event information. Once the items or event information is finalized, you will be notified that it is available on America To Go. Once you are notified, log-in to CougarMart, punch-out to America To Go, and place your custom order.

4. How long after my order is 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 then once the vendor has reviewed and accepted you will receive a confirmation email from America To Go (customerservice@americatogo.com).

Please note, to ensure timely submission to the vendor, you must build in enough time for the person 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 or remove items?

Yes as long as it is not to close the delivery time, most vendors will happily accommodate. To add or remove items to an existing order, simply call America To Go. They will make the necessary adjustments and you will receive an updated confirmation email once those changes have been confirmed with the vendor.

6. How do I cancel an order?

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

Follow up with a Purchasing Change Request in CougarMart so that we may close the Purchase Order in CougarMart and Banner to remove the Purchase Order and/or invoice.

Note that each vendor sets its own cancellation policy.

7. How will gratuities be handled?

Collin College has a default tip of 15% but it is editable on all orders.

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

Call America To Go immediately. They will contact the vendor and ensure that the vendor corrects the error, and, if necessary, adjust the invoice.

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

Yes. Contact America To Go's Customer Care team, and they will put you in touch with a 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, America To Go will work with the vendor to make sure it is entered and invoiced properly through CougarMart.

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

Collin sent America To Go a list of restaurants and caterers. America To Go sent a letter to those vendors on behalf of Collin and visited them to discuss the program. Vendors were also added by user request or per research into area vendors meeting Collin's specifications. Those vendors that agreed to all the terms, met all of the requirements and returned all of the paperwork in time, were included in the initial launch.

11. Are all of the caterers listed approved to serve alcohol?

Alcohol is currently not listed on the site. If you are organizing a custom event for which the Board of Trustees has approved serving alcohol and would like America To Go to check if a vendor has liquor liability coverage that meets Collin's standard, please contact America To Go's Customer Care team.

12. Do all of the suppliers know that Collin College is tax exempt from City and Local taxes?

Yes.

13. Are the vendors required to pay America To Go to become part of Collin's network?

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

14. 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:

A M E R I C A T O G O

- 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.

15. 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.

16. 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 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.

17. Can I pay with my P-Card or by other methods?

No. All orders need to go through CougarMart and will be invoiced and paid electronically.

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 you can find out before you order.

19. 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.

20. Why is the Delivery Address different from the 'Ship To' address in my Collin's CougarMart profile when placing my order?

When placing your order, a default campus address will appear. Once your order is approved, the 'Ship To' address from your CougarMart profile will be included on your order and be sent to the vendor.

Use the "Delivery Instructions" field when checking out to list building, room and contact information.

21. 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

**1001 Avenue of the Americas • Fourth Floor • New York, NY 10018
P. 212-398-3500 • F.267-295-1739 • www.americatogo.com**

A M E R I C A T O G O

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 risk of an error in your order or on the invoice.

22. What do I do if CougarMart is unavailable?

Please call Purchasing to get authorization to place your order. Purchasing will send an e-mail to America To Go to authorize the purchase due to technical difficulties. Once CougarMart service is restored the order will need to be entered and approved.

23. How do I reach America To Go's Customer Care?

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