

UC Berkeley BearBUY

Supply Chain Management

America To Go Quick Reference Guide

For more information and training resources, please see the [BearBuy Instructional Resources](#).

Logging In

How do I access America To Go?

America To Go will be available through BearBuy via the punchout process.

Ordering

Do you have a video showing the ordering process?

Yes! This video shows you how to create an order, check its status, and revise or cancel it. [Press here!](#)

How do I create a new order?

- Press on the **Create an Order** link in the sidebar.
- Select delivery or pickup.
- Select the location for delivery (or a nearby location to find a vendor for pickup).
- Select the time for the order.
- Press **View Results**.
- Find a vendor.
- Press **Menu**.
- Select items from the menu.
- When you are done, press **Proceed to Checkout**
- If necessary, expense your order.
- Add delivery instructions.
- Review the order.
- Press **Place Order**

For additional help, we provide a [Guide for Placing an Order](#).

How do I revise an order?

- Press **My Orders** in the sidebar to view your orders.
- Find the order you want to revise.
- Press the **Actions** link in the row for the order you want to revise.
- Choose **Revise** (or **Request Revision** if the vendor has already confirmed the order).
- The order will open in your shopping cart.
- Update the order items as necessary.
- **Press** Proceed to Checkout.
- Update the order information as necessary.
- Press **Revise Order** to revise the order.

For additional help, we provide a [Guide for Cancelling an Order](#).

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, e.g., put dressing on the side, hold the onions, etc.

I was building an order but didn't want to continue. What are my options?

You have several options if you want to leave and continue your order later.

At any point in your order, you can leave ATG and come back later, and your order will be waiting for you in your cart. Go to Create an Order, and ATG will prompt you to create a new order or view the order in your cart from your last visit.

Also, if you make it to checkout and your order is valid, you can click "Save for Later." Your order will be saved in your My Orders list, where you can open it and place it later.

How do I place a last-minute order or within a vendor's lead time?

Some vendors 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 vendors, especially event caterers, may always require a 72-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.

Call America To Go's Customer Service team if you are ever in doubt. They will contact the vendor and verify whether the vendor can accommodate your order before you place it, or they will find a different vendor that can.

If your order is truly last minute, e.g., you need food in an hour and know which ATG vendor can do it, call the vendor! Once you've placed the order verbally with the vendor, you can place the order in ATG to pay the vendor.

Note: if you decide to call the vendor with the order first, you must be sure the order will be approved or the vendor cannot be paid.

Note: a new feature allows you to automatically send an order to the vendor pre-approval right from ATG's site. Some institutions allow this functionality.

I received an order from a vendor. How do I approve the order?

- Press on the **My Orders** link in the sidebar.
- Find the order you want to approve.
- Press the **Actions** link in the row for the order you want to approve.
- Choose **View Order Text** to review the order.
- Choose **Approve** to approve the order (or **Reject** if you do not want to place it). After approving it, you can revise it.
- If necessary, revise your cart.
- When you are done, Press **Proceed to Checkout**.
- Update the order information as necessary.
- Press **Place Order**.

Address

Why is the Delivery Address different from the 'Ship To' address when placing my order?

When placing a delivery order in ATG, you should be very specific when entering the location, as this address will be used to tell the vendor where to go to deliver your order. At checkout, be sure to list specifics such as the order's room number, floor number, and phone number (required). You should also use the Delivery Instructions for any additional information the delivery person would need (e.g., alternate phone numbers or instructions for what to do when they arrive).

The location entered in ATG will be used to determine which vendors deliver to your exact location and what delivery fees apply.

In BearBuy, when creating the requisition, the Shipping and Delivery Address will be populated with your default street address. You should ensure that the Deliver To on the requisition matches the street/city address used in the ATG site for the order.

Order Times

Can I place a same-day order? How do I do that?

Yes, you can place an order for the same day. Be sure to select the time for your order, and the vendor list will show you matches that allow same-day orders. You can order from those vendors and place the order.

However, if the order requires approval from your institution, and that takes time, you must allow that time when planning. If your institution allows, you can send the order to the vendor immediately for pre-approval so they know the order may be coming, assuming the order is approved. However, the vendor must only fulfill the order once they get the approval and confirmation. If your institution does not allow sending the order pre-approval (you can tell because the option will not appear on checkout), you can contact ATG Customer Service for assistance.

Charges

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 specific 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 ordering.

Do all vendors charge a service fee?

No, each vendor decides whether to charge a service fee. If there is a service fee, it will be displayed in the cart for visibility before the order is placed.

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 decides 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 should alert America To Go if discrepancies are found, and America To Go will follow up with the vendor to ensure pricing is correct.

Ordering Process

Will I receive a confirmation that the vendor has my order?

You will receive a confirmation email once the vendor agrees to fulfill your order. You will also receive confirmation emails when you make revisions to an order or cancel an order.

What other communications can I expect from this system?

- On submitted orders, you will receive an email that your order has been sent to the vendor for confirmation.
- If you have outstanding orders that have not been approved, you will receive reminders that your orders are still pending approval. You will be asked to cancel the order in BearBuy and ATG via My Orders if you do not wish to fulfill this order and want to stop these reminders.

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

While you can call a vendor directly, 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 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 it arrives appropriately, 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 the invoice.

Vendors

Can I view a list of all approved vendors?

Yes. If your institution has a list of approved vendors, you can see them as a list by pressing the export icon from the vendor selector in the Create an Order process.

My Orders

What do the various order statuses mean in My Orders?

- **Abandoned:** The order was never approved and confirmed, and there was no activity for a month.
- **Awaiting Delivery:** The vendor has confirmed the order, and we are awaiting delivery.
- **Awaiting Pickup:** The vendor has confirmed the order, and we are awaiting pickup.
- **Awaiting Purchase Order:** The order has been submitted through ATG's site, but a purchase order is required and has not been received. The order has not yet been sent to the vendor for confirmation.
- **Cancelled:** The order has been cancelled.
- **Disputed:** The customer has disputed the order. The order date has passed, and the customer cannot confirm receipt because the vendor did not fulfill the order correctly.
- **Fulfilled:** The order has been fulfilled. The order date has passed, and the customer confirmed receipt or two days have passed without the customer responding to the request for receipt confirmation.
- **Not Accepted by Customer:** The vendor submitted the order and then rejected by the customer.
- **Not Accepted by Vendor:** The customer placed the order, which the vendor rejected.
- **Pending Cancellation:** The order was confirmed by the vendor, and then the customer sent a cancellation request. The order is awaiting confirmation from the vendor that it can be canceled.
- **Pending Customer Approval:** The vendor submitted the order and requires customer approval before proceeding to the next step.
- **Pending Revision:** The vendor confirmed the order, and then the customer sent a revision request. The order is awaiting confirmation by the vendor that they plan to fulfill the revised order.
- **Pending Vendor Confirmation:** The order has been approved, and the vendor is awaiting confirmation that they plan to fulfill the order.
- **Saved for Later:** The order has not yet been submitted but has been saved for later.

Rules

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

There is no minimum dollar amount needed to place an order. Vendors, however, may have their delivery minimum requirements. This information is available on each vendor's America To Go information page.

Can I override an item minimum on a vendor's menu?

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

Problems

What do I do if my order arrives and items need to be corrected or added?

After the order time, ATG will send you an email requesting that you confirm receipt. At that point, you can confirm receipt or dispute the order as is. You can request a full or partial adjustment to the order. ATG Customer Service will help resolve the dispute at that point.

What do I do if my order is not correct when it arrives?

Contact customer service when you discover a problem with an order to allow the vendor to remedy the issue by re-delivering the incorrect or missing items.

In addition, shortly after the order time, you will receive an email asking if you received the order and it was complete or if you'd like to adjust the order total because the order was not delivered as described in the order text. If you say you'd like to dispute the order as is, ATG Customer Service will immediately get involved in resolving the issue with you and the vendor.

What should I do if my order is incorrect or unsatisfactory and I want to request a credit?

If an order credit is required, contact ATG customer service as soon as possible--ideally within 24 hours of delivery. Order discrepancies (requested vs. delivered) must be reported to ATG, at the latest, within 48 hours of event delivery to obtain an adjusted invoice. If the 48-hour window is missed and the adjusted invoice is not provided, call or email ATG to request a credit.

ATG Support

E-mail: customerservice@americatogo.com

Phone: 866-ATG-TOGO

(ATG Customer Service is available 24x7 to answer any questions you have about your orders or our service.)

Campus Support

First Line of Support: BearBUY Help Desk

- Available Mon. – Fri. from 8:00 a.m. to 5:00 p.m., **Phone:** 510-664-9000 Option 1, Option 2
- **Email:** BearBUYhelp@berkeley.edu

Regional Group Purchasing Inquiries: <https://portal.berkeley.edu/regions>