



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.

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



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) to request cancellation of PO to liquidate PO encumbrance.

The "Cancel" option is not available within 24-hours of delivery. Please contact America To Gohe13leAahr

