Frequently Asked Questions about Ordering on America To Go

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

Let us know. 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 OSCAR/America To Go vendor. This will reward vendors that replied to Rensselaer early and will encourage others to quickly join the program.

So if you have a favorite restaurant or caterer that you do not see on our list, contact our Customer Care team. We will look into adding them to the program as soon as possible and will keep you posted.

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. We list 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, give our Customer Care team a call. We will verify that the vendor is able to accommodate your ASAP order or we will find a different vendor that can.

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.

3. Do all vendors charge a delivery fee?

No. Each vendor determines if and how they want 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.

4. 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.
5. Can I order an item that is not on the menu or put together a customized event?

Yes. Contact America To Go’s Customer Care with the item or event information. We will work with the vendor to confirm that they can provide the items requested. We will then make those items visible for ordering through OSCAR and contact you when the menu is ready.

6. How will I know that my order has been approved in OSCAR?

Once your order is approved, it will be sent to the vendor and you will receive a confirmation email from Customer Care (customerservice@americatogo.com).

We encourage you to place your order as far in advance as possible to allow for approval time. If you have not received a confirmation 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 Customer Care and we will work with you to make sure it gets to the vendor on time.

7. 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.”

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

To remove or change items, call America To Go. We will cancel the order in our system and instruct you to cancel it in OSCAR. Next, we will alert the vendor to the changes and ask you to place a new order.

Because the OSCAR 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.

9. How do I cancel an order?

Call America To Go. We will cancel the order in our system and alert the vendor. You simply need to cancel the order in OSCAR to ensure you are not billed for it.

Note that each vendor sets its own cancellation policy. All orders are subject to the vendor’s particular requirements.

10. Why do I not see my ‘Ship To’ address when placing my order?

Each America To Go user’s profile is pre-set with a universal Rensselaer address to ensure compliance with the University’s ordering policies. Your Ship-To address will appear on your order once it’s been approved and sent to the vendor.

To ensure your order is delivered to the proper location, use the “Delivery Instructions” option when checking out to list building, room and contact information.
11. Once I punch out from OSCAR which option do I choose: Rensselaer Catering or Rensselaer Take-Out?

To help ensure you order from a list of vendors that can fulfill your order, vendors are divided into two lists:
- Rensselaer Catering: Order from off-premise caterers that will deliver to you
- Rensselaer Take-Out: Order individual and take-out style meals from area restaurants

12. Should I tip the delivery person?

No. Rensselaer has designated an 18% automatic tip on all orders.

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

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

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:
- 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 someone help me plan an event or larger catering order?

Yes. Contact our 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, we will work with the vendor to make sure it is entered and invoiced properly through OSCAR.

16. How do I reach Customer Care?

Customer Care is available 24/7 at 866.ATG.TOGO and customerservice@americatogo.com
How to Place a Food Order on OSCAR via America To Go

1. **Log-in to OSCAR and select America To Go.** America To Go is listed in the punch-out section.

2. **Select Catering or Take Out.** This selection will be based on the type of order you need. Catering will give you menus with items that will be delivered on platters, trays or other catering-style presentations. Take-Out will list restaurants offering individual and take-out style meals. Please note - a vendor may appear on both lists if it offers both a catering and take-out menu.

3. **Set your delivery date and time.** The vendors available at the time selected will appear in greater.

4. **Select a Vendor.** Click directly on the vendor’s name. Preliminary information will appear including cuisines, delivery minimums and fees, if applicable.

5. **Place an Order.** The “Order Now” button will allow you to view the vendor’s menu. Click on the items you want and select the “Add to Order” button. Your order becomes visible and editable in the cart on the left. Once your order is complete, select “Next.”

6. **Confirm Your Order.** Review the summary, check (and edit, if necessary) the delivery time and input any delivery instructions pertaining to your order, e.g. deliver to Smith Hall and contact you at x123.

7. **Submit Your Order.** When you are satisfied that all details are correct, click “Submit”. Your requisition will be returned to your OSCAR cart to follow your normal approval process.

**NOTE** - Your order will not be received by the vendor until it has been approved. Therefore, please place your order as far in advance as possible and make sure your approver confirms your order in time for your event. Please remember that some vendors may require up to 48-hours lead time to prepare your order.

If you have a last minute order or any other questions, please contact America To Go’s 24/7 Customer Care Team at (866) 284-8646 or send an email to customerservice@americanatogo.com.