

Job Aid: Ordering Meals through America To Go (ATG)

Updated April 2023

To set up an account with America To Go (ATG), you will need to send an email to ATG Customer Service at customerservice@americatogo.com asking to be added to the UVA Health account. This can take up to 3 business days.

Once you have been added as a user, proceed to Part 1.

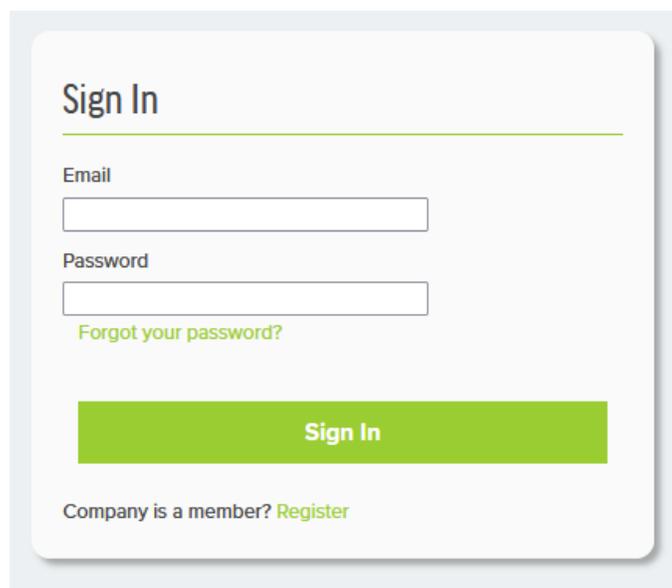
[Part 1: Placing an Order with America To Go](#)

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Part 1: Placing an Order with America To Go

Step 1: Go to <https://www.americatogo.com/> and click “Sign In” in the top right. You will use your temporary password assigned by ATG Customer Service.

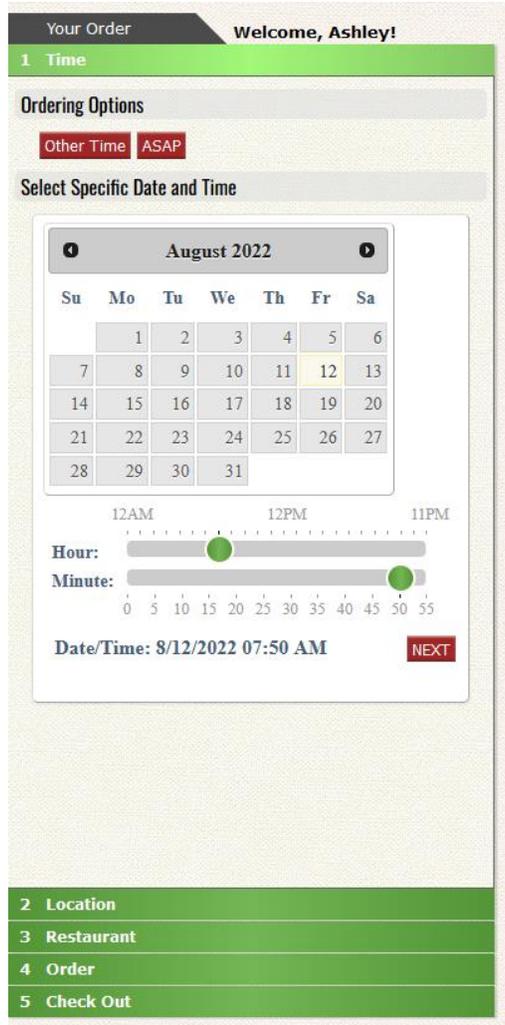


The screenshot shows a "Sign In" form with the following elements:

- Sign In** (Section Header)
- Email** (Label) with an input field
- Password** (Label) with an input field
- [Forgot your password?](#) (Link)
- Sign In** (Green Button)
- Company is a member? [Register](#) (Text and Link)

Step 2: Once you log in, you will use the widget on the left side of the screen to begin your order selection.

1. Select the date and time you would like your meal.



The screenshot displays a mobile application interface for ordering. At the top, it says "Your Order" and "Welcome, Ashley!". Below this is a green bar with the number "1" and the word "Time". Underneath is a section titled "Ordering Options" with two buttons: "Other Time" and "ASAP". The main section is titled "Select Specific Date and Time" and contains a calendar for August 2022. The calendar shows the date 8/12/2022 selected. Below the calendar are two sliders for "Hour" and "Minute". The "Hour" slider is set to 7 and the "Minute" slider is set to 50. Below the sliders, it displays "Date/Time: 8/12/2022 07:50 AM" and a "NEXT" button. At the bottom of the screen, there is a vertical list of steps: "2 Location", "3 Restaurant", "4 Order", and "5 Check Out".

2. Select your location. If you are located in the Main Hospital, use “1215 Lee Street, Charlottesville, VA 22903” as the address (this is the default address that should populate).

3. Select your Restaurant. You will want to ensure there is a check box on “delivers to you” to identify all restaurants that will deliver to your location.

Your Order **Welcome, Ashley!**

1 Time Thu, Sep 15 at 12:30pm

2 Location 22903

3 Restaurant 64 local restaurants match

Hours open Thu, Sep 15 at 12:30pm 68

Filter by name search vendor names

Services

- dine in 23
- catering 67
- no fee 22
- pickup 6
- custom catering 12
- delivers to you 73**
- full-service 3

Features

- african 1
- burgers 5
- chinese 4
- indian 3
- japanese 2
- late night 4
- middle eastern 4
- SAME DAY 20
- thai 1
- vietnamese 1
- american 51
- cakes 1
- french 6
- international 19
- korean 1
- mediterranean 11
- other 8
- spanish 2
- vegan 3
- wine 1
- catering 2
- italian 14
- gluten-free 3
- pizza 8
- kosher 1
- mexican 7
- SWaM 18
- vegetarian 1
- Zero Waste 16

Prices

- no price rating 31
- \$ 28
- \$\$ 18
- \$\$\$
- \$\$\$\$

Ratings

- no rating 11
- 1+ stars
- 2+ stars 6
- 3+ stars 21
- 4+ stars 35
- 5+ stars 4

Items search across all menus

Minimum Order any minimum

Lead Time any lead time

4 Order

5 Check Out

64 matching restaurants

sort by: Name view: More Detail

 APimento Catering 1304 East Market Street 4.5 (19) Reviews on yelp	 Afghan Kabob Palace 400 Emmet Street North 4.5 (194) Reviews on yelp	 Afghan Palace Kabob Palace 400 Emmet Street North 4.5 (194) Reviews on yelp	 AI Carbon Ch 1875 Seminole Trail 4.5 (552) Review
 Anderson's Catering 7256 Hatfield Acres Lane	 Auntie Anne's 104 14th Street NW, Suite 1	 Avocado: A Creative... 1700 East Main Street	 Beer Run 156 Carlton Road 4.5 (276) Review
 Bellair Market 2401 Ivy Road 4.5 (148) Reviews on yelp	 Boylan Heights 102 14th Street NW 4.5 (199) Reviews on yelp	 C'ville Coffee Catering 1301 Harris Street 4.5 (101) Reviews on yelp	 Carpe Donut 1715 Allied Lane 4.5 (48) Review
 Croby's Urban Viddles 32 Mill Creek Drive 4.5 (495) Reviews on yelp	 DaH Catering 218 West Market Street	 Domino's Pizza -5th... 1147 5th Street SW 4.5 (107) Reviews on yelp	 Duck Donuts 2075 Bond Street 4.5 (211) Review
 Eric Stamer Catering 19 East Frederick Street 4.5 (3) Reviews on yelp	 Extreme Pizza 335 Merchant Walk Square...	 Feast Catering 1301 Harris Street 4.5 (174) Reviews on yelp	 Firehouse Subs 820 29th Place Court 4.5 (43) Review
 Fuzzy's Taco Shop 455 Merchant Walk Square...	 Glorious Foods Cate... 1709 Allied Lane	 Great Harvest Bread... 1701 Allied Lane 4.5 (83) Reviews on yelp	 Guadalajara 2206 Fontaine Avenue 4.5 (79) Review
 Hank's Barbecue an... 49 Bloomer Springs Road	 Harvest Moon Catering 3352 Berkmar Dr	 Ivy Provisions Catering 2206 Ivy Road 4.5 (152) Reviews on yelp	 Jersey Mikes 2040 Abbey Rd, Suite 4.5 (27) Review
 Kona Ice 47 Mill Ln	 L'Etoile Custom Cate... 5857 Jarmans Gap Road 4.5 (36) Reviews on yelp	 Lucky Blue's 223 West Main Street 4.5 (22) Reviews on yelp	 Marco's Pizzz 930 Olympia Drive, St 4.5 (19) Review
 Mel's Cafe 719 West Main Street 4.5 (351) Reviews on yelp	 Mellow Mushroom C... 1321 West Main Street 4.5 (36) Reviews on yelp	 Mezeh Mediterranean... 2015 Bond Street 4.5 (196) Reviews on yelp	 Milan Indian 1817 Emmet Street 4.5 (320) Review
 Mission BBQ 3912 Lenox Avenue 4.5 (210) Reviews on yelp	 Mochiko Cville 365 Merchant Walk Square...	 Moe's Original Bar-B... 2119 Ivy Road 4.5 (114) Reviews on yelp	 Mona Lisa Pa 921 Preston Avenue 4.5 (43) Review
 Orzo Kitchen and Wi... 416 West Main Street 4.5 (289) Reviews on yelp	 Panera Bread #4427 1121 Emmet Street North 4.5 (76) Reviews on yelp	 Papa Johns - (PJ) 760 2171 Ivy Road, Suite 1 4.5 (21) Reviews on yelp	 Potbelly Sand 853 West Main Street 4.5 (21) Review
 Qdoba - C'ville 3918 Lenox Avenue 4.5 (21) Reviews on yelp	 Red Hub Food Co. C... 202 10th Street NW 4.5 (101) Reviews on yelp	 Roots Natural Kitchen 1400 Wertland Street 4.5 (296) Reviews on yelp	 Sandy Motley 1701 Allied Street, Su 4.5 (21) Review
 Sticks Kebob Shop 917 A Preston Avenue 4.5 (102) Reviews on yelp	 Take it Away Catering 115 Elliewood Avenue	 Take it Away Sandw... 115 Elliewood Avenue 4.5 (140) Reviews on yelp	 The Barbequ 102 Martinsburg Aver 4.5 (56) Review

Once you narrow down the search, you can select the restaurant you wish to order from, and begin creating your online order by selecting “Order Now”.

For this example, we selected a taco bar from Guadalajara that serves 25 people, and have added it to the cart by selecting “Add to Order”

Taco Bar - 25 Servings **\$7.50**

(Priced Per Person, Serves 25 People) Taco bar contains chicken, beef, rice, lettuce, cheese and beans.

Minimum Servings: 25 Add to Order

Qty:

Choose One Tortilla:

Hard Corn Tortilla
 Soft Flour Tortilla

Choose One Preparation:

Beef
 Chicken

Special Instructions:

Take a screenshot of your order to include later in the requisition (Part 2)

- Save your order:** Select “Save for Later” – ATG will hold your order up to two weeks. You will use this time to request a PO through E-pro.

New Order		delivery ▼
Taco Bar (Make Your Own)		
25	Taco Bar - 25 Servings, Hard Corn Tortilla, Beef	\$187.50 ×
Subtotal		187.50
Tip		<input type="text" value=".00"/>
Total		\$187.50 ×
Save For Later Check Out		

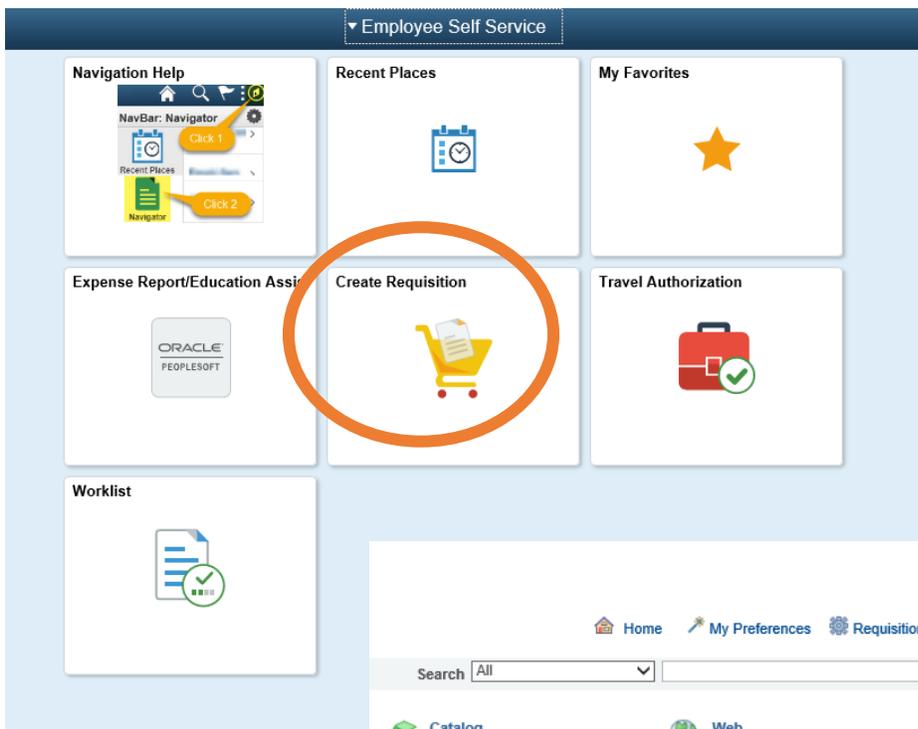
ATG MESSAGE

Order Cart #11761 will be saved for two weeks. To retrieve this order, go to My Orders and select My Saved Orders.



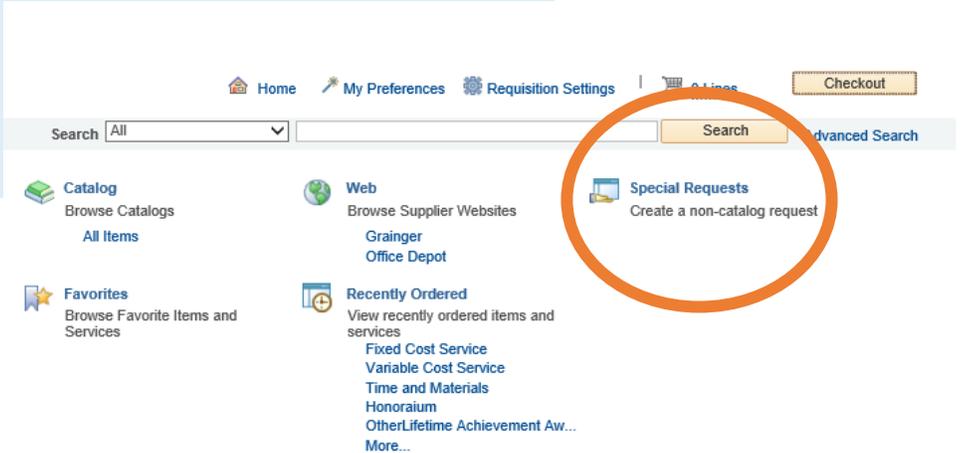
Part 2: Obtaining a Purchase Order Number (PO #) through E-Pro

Step 1: Go to KnowledgeLink (<https://www.healthsystem.virginia.edu/klink/>) and locate the “Finance (ePro)” section. Click the link and use your UVA ID and Password to log-in.



The screenshot shows the 'Employee Self Service' dashboard. The 'Create Requisition' widget, featuring a shopping cart icon, is circled in orange. Other widgets include 'Navigation Help', 'Recent Places', 'My Favorites', 'Expense Report/Education Assi...', 'Travel Authorization', and 'Worklist'. The 'Oracle PeopleSoft' logo is also visible.

Step 2: Use the “Create Requisition” widget, and select “Special Request”.



The screenshot shows the search results page. The 'Special Requests' link, which includes the subtext 'Create a non-catalog request', is circled in orange. The page also features a search bar, navigation links like 'Home', 'My Preferences', 'Requisition Settings', and 'Checkout', and several categorized sections: 'Catalog', 'Web', 'Favorites', and 'Recently Ordered'.

Step 2: Complete the following line items:

- **Item Description** – Catering/Food-Operating (this will pre-populate when you select the Category)
- **Price** – Ex: \$187.50
- **Quantity** – 1
- **Unit of Measure** – EA
- **Category** – DMNDPAY_FOOD
- **Supplier ID** – 0000046438
- **Supplier Name** – AMERICA TO GO LLC (this will pre-populate when you enter the ID #)
- **New Medical Device?** No
- **Is this an Imaging Device?** No
- **Additional Information** – “I need a PO # for America To Go order please”

Special Requests 

Enter information about the non-catalog item you would like to order:

Item Details

*Description	Catering/Food-Operating		
*Price	187.50	*Currency	USD
*Quantity	1	*Unit of Measure	EA
*Category	DMNDPAY_FOOD	Due Date	12/12/2022

Supplier

Supplier ID	0000046438	
Supplier Name	AMERICA TO GO LLC	AMERICA TO GO LLC
Supplier Item ID		

New Medical Device?

[Business Meal Certification Form](#)
[New Medical Device Request](#)

Is This an Imaging Device? Image device includes X-ray, ultrasound, Gamma, CT, MRI, etc

Additional Information

I need a PO # for America To Go order please

Send to Supplier
 Show at Receipt
 Show at Voucher

Request New Item

Request New Item
 A notification will be sent to a buyer regarding this new item request.

Step 3: Add to Cart, then select “Checkout” in the top right.

Step 4: Add a Requisition Name in the top right (Ex: “Lunch for 5W Team Meeting”)

Step 5: Add the screenshot you took of your order in ATG during Part 1 as an attachment in the Comments section (Comments→Add)

Step 6: Write in the comments section “I need a PO # for America To Go order please”

Step 7: If you wish to use your own departmental funds, then you are all set. Just scroll down and select “Save and Submit”. Your buyer will email you the PO number once it’s available, and you will move to **Part 3** of the job aid.

If you wish to use the central recognition funds (\$\$/FTE), you will need to select the grey arrow to the right of line 1, and expand the “Accounting Lines” by selecting the other grey arrow. Select the “Chartfields 2” tab, and change the department code to “2234”. Then select “Save and Submit”. Your buyer will email you the PO number once it’s available, and you will move to **Part 3** of the job aid.

Cart Summary: Total Amount 187.50 USD

Expand lines to review shipping and accounting details + Add More Items

Line	Description	Item ID	Supplier	Quantity	UOM	Price	Total	Details	Comments	Delete
1	Catering/Food-Operating		AMERICA TO GO LLC	1.0000	Each	187.5000	187.50		Add	

Shipping Line 1

*Ship To: NSDOCK29

Address: UVA Health, 4257 Seminole Trail, 29 Recv Dock for NS Deliveries, Charlottesville, VA 22911

Attention To: Bourne, Tamara

Due Date: 05/02/2023

Accounting Lines

Distribute By: City SpeedChart

Accounting Lines

Chartfields	Chartfields2	Chartfields3	Details	Details 2	Asset Information	Asset Information 2
Account	Alt	Unit	Oper Unit	Fund	Dept	
5055	6442				2234	

Select lines to: + Add to Favorites + Add to Template(s) + Delete Selected

Total Amount 187.50 USD

Requisition Comments

Enter requisition comments

I need a PO # for America To Go order please

Send to Supplier Show at Receipt Shown at Voucher

Approval Justification

Enter approval justification for this requisition

Save & submit + Save for Later + Add More Items 60 Preview Approvals

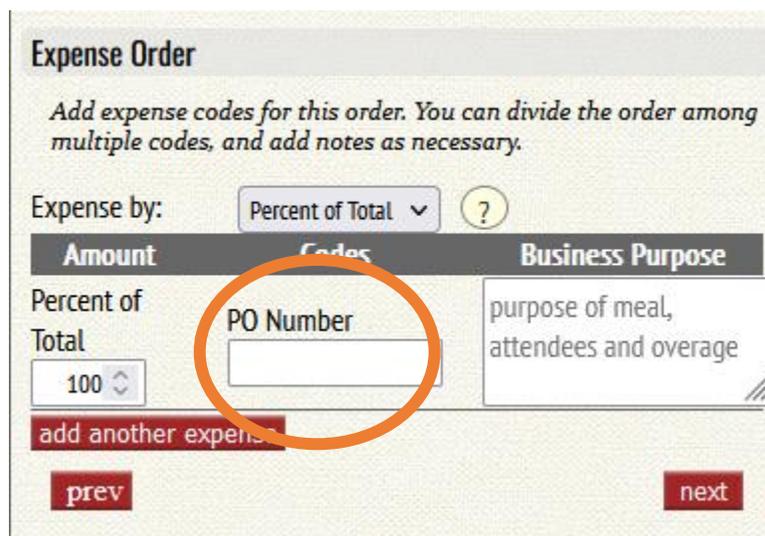
Part 3: Submitting the Purchase Order Number to America To Go

Once you have the PO number from your buyer via email, you will go back into your Saved Orders on America To Go <https://www.americatogo.com/>.

Step 1: Pull up your saved order, and go to the “Check Out” tab. Enter your supervisor’s email in the “Approver Email” section, and you will select “Next”



Step 2: Select the number of people you are feeding, and then select “Next”. On the next screen you will submit the PO Number you received from your UVA Buyer and for “Business Purpose” you will include the reason for the meal and the names of the UVA Team Members who will be partaking in the business meal. Then, click “Next” to review your order and include your cell phone number for delivery.




Step 3: Instructions for Delivery: “Deliver to UVA Loading Dock” and enter a cell phone number for whom the delivery driver can call when they arrive.



AMERICATOGO

Your Order **Welcome, Tamara!**

1 Time	Mon, Dec 5 at 5:30pm
2 Location	5 West
3 Restaurant	Guadalajara
4 Order	\$187.50
5 Check Out	

Instructions for Delivery

Use this space to provide any special instructions that you feel are needed to fulfill your order.

Instructions

cell number for delivery

prev **next**

Step 4: Ensure all the information you submitted for the order is correct, and select “Submit Now” to place your order. You will receive an email copy of your order confirmation.



Send the Order

*Check your order information to the right and click **SUBMIT NOW** to send your order to the restaurant.*

*To go back and modify the order, click **PREV**.*

submit now

prev

For questions regarding ordering through America To Go, please email AskHR@virginia.edu.