



Catering and Meal Voucher Process

Allmora Culinary Services operates Socrates Café and Plato II Go/Starbucks on the LIFE campus. Allmora is the University's preferred caterer for events both small and large, and the only caterer permitted in the Café dining room and President's Dining Room. Catering happens any time, all the time, regardless of Café hours or school breaks.

What does "preferred caterer" mean?

Life University and Allmora have contracted for food service (catering, dining, vending) on campus. Therefore, catering for events of all sizes, from boxes to banquets, must be ordered through Allmora, or a request for authorization to use an outside provider must be made to Auxiliary Services, the department that has oversight of food service on campus. (More information is provided in the "Outside Caterer" section of this document.) All catering estimates will include a minimum of 12% Delivery and Set Up or Facilities Use Fee.

Food and Beverage Ordering Process

It is important to follow the processes described in this document and useful information is provided, but there is one simple step to request food and beverage service at LIFE:

catering@life.edu

Send your request, with as much detail as you have, to this email which goes to several people who need the information.

Estimates and Invoices

It is necessary to "approve" your catering estimate with your signature so arrangements can proceed. And, when you receive the invoice, it is necessary to notify the Director of Auxiliary Services within 5 working days if there is a question or appears to be a discrepancy.

Please direct all questions regarding food service (dining, catering, food trucks, athletics concessions, vending) on campus, and questions regarding the use of campus facilities and spaces by outside entities, to the Director of Auxiliary Services.

Full Service Catering – catering@life.edu

See the Full Service Catering Menu at life.edu/café and catering for inspiration and basic pricing.

Ordering & Planning:

1. LIFE Event Planner (EP) requests and receives approval for the appropriate space through the University's online scheduling system, FSDirect, prior to ordering catering.
 - Tables (eating, food, buffet, or exhibit) and skirting are ordered through FSDirect.
 - Questions about FSDirect access should be directed to the Office Manager of the Physical Plant
2. EP sends the University's caterer an e-mail (catering@life.edu) with relevant event information (see list below for ideas) and menu selection, and to schedule an appointment to discuss the event.
 - Event title, date and location, budget for the event
 - Type of event: business meeting, reception, ceremony, formal, casual, etc.
 - Number of participants and who are the guests
 - Concept – be creative and detailed! (information will be further discussed at planning meeting)
 - Does your event have a theme, decorations, or a "vibe" you'd like to convey?
 - Are there unique foods you'd like included? Special recipes?
 - Set-up completion time, event start time, event end time, break-down time
 - Table linens, equipment and dining ware
 - Note: if this is a VIP, student, University-wide, or custom menu event, a planning meeting must be scheduled.
3. A Catering Estimate (CE) will be created by the University's caterer and sent to EP within 4 working days after the planning meeting (or follow-up email if planning meeting is not required).
 - The CE is a working document and a starting place; there may be some back and forth to arrive at a final arrangement.
 - EP reviews CE carefully. Any discrepancies about estimated price or other items on the CE must be resolved within 5 working days.
 - If CE is altered, the revision is e-mailed again to the EP who will add their initials and scan, or note agreement, on the CE.
4. EP must sign and scan final CE to caterer and Director of Auxiliary Services at least 3 business days prior to event date. Event may not be executed without a signed copy of the CE received by caterer and Director of Auxiliary Services.
5. Ordering deadlines:
 - Standard catering menu – 3 business days prior to the event
 - Custom menu – 5 business days prior to the event

NOTE: If EP makes their own rental arrangements, the caterer, or LIFE staff, will not be responsible for delivery, set up, moving, storage, handling, and return of independently rented items.

Attendant Services Clarification:

The number and type of attendants is determined by the service style, menu, and size of each event. Our caterer will work with you to be sure this is explained fully. Each LIFE event must have an appropriate number of staff to ensure good service.

If using only disposable product, with no clean-up requested after the event, you can have a "Drop Off" with no additional labor charges.

Pre-Event Final Confirmation:

1. EP must e-mail confirmation of the final count/guarantee to caterer at least 3 business days prior to the event. This is the minimum number of guests that will be charged for.
 - If the actual number falls below, you will be charged for the guarantee.
 - If the actual number exceeds the guarantee, you will be charged for the actual number.
 - Increase in count may be made up to 2 business days prior to event; this may not be possible with custom and/or special orders.

Change & Cancellation Policies:

1. Notice of changes to or cancellations of an event must be e-mailed to caterer at least 2 business days prior to the event.
 - If changes are requested after this time, every effort will be made to accommodate but cannot be guaranteed.
2. During the event, the only reasons prices are subject to change from the ones quoted on the CE are because of additional guests, extended event times, last minute requests for additional food or equipment, etc.
 - Add-ons and last minute changes must be discussed, understood, and agreed upon by both caterer and planner.
3. If cancellation occurs less than 2 business days before the event, the EP will be responsible for one-half of the original CE amount. An invoice will be sent to the EP.
4. Rentals must be cancelled with caterer a minimum of 5 days prior to the event, or a cancellation fee will be charged to the EP.

Billing & Payment:

1. EP creates purchase requisition for CE amount. EP scans purchase requisition and e-mails that scan and the confirmed CE to Purchasing.
 - Purchasing replies via e-mail to EP and copies catering@life.edu with Purchase Order number.
2. During the event, the only reasons prices are subject to change from the ones quoted on the CE are because of additional guests, extended event times, last minute requests for additional food or equipment, etc. Add-ons and last minute changes must be discussed, understood, and agreed upon by both caterer and planner.
3. Post-event, caterer e-mails invoices (within 10 days) to EP and Director of Auxiliary Services.
 - Director of Auxiliary Services may solicit feedback on catering service from EP
4. EP prints invoice, writes "OK to pay" with signature, date, PO number, or BPO number circled, and scans back to Purchasing. Payment is due from Life University to caterer within 30 days of receipt of invoice.
 - Disputes regarding invoices must be initiated within 5 working days via e-mail to the Director of Auxiliary Services, and resolution will be in e-mail format.
5. If a purchase requisition was not obtained prior to the event, EP creates one, attaches invoice and sends on for approvals.
6. If the invoice is higher than the amount of the purchase order, within \$100.00 may be processed without notification to EP. Above that amount, the EP writes to Purchasing, copying other signers, and authorizes the increased amount.

Concurrently, paper forms are being sent inter-office and will arrive in purchasing.

Café Catering Quick Menu – cafemanager@life.edu

With just 4 hours' notice Socrates Café can deliver to your on-campus location - just send an e-mail to cafemanager@life.edu. A variety of items is available, see the Café Catering Quick Menu for details.

Meal Vouchers – cafemanager@life.edu

1. Department requestors may obtain Meal Vouchers from the Café by completing a Blanket Purchase Order or standard Purchase Requisition for the total number of vouchers desired. Vouchers have a face value of \$10.00. The Café Dining Manager or Assistant Manager maintains the supply of Meal Vouchers, and is the only distributor of them.
2. Vouchers will not be released to a department without a PO or BPO number assigned.
3. Purchasing will assign a PO or BPO number, and e-mail it to the requestor and cafemanager@life.edu.
4. The Department requestor will arrange a time with a café manager to sign for and pick up their Vouchers at the Café; numbers assigned will be recorded. Please give as much notice as possible for pick-up. Last minute requests will be accommodated if possible.
5. Guests may exceed the \$10 face value of the voucher, but Café staff will not challenge customers at the register about dollar amounts or authorized dates of use. If requestors wish to impose those guidelines, they must do so when distributing their vouchers.
6. Requestors should complete the fields below on the voucher before distributing to anyone:
 - Department and Budget Codes
 - Authorized Signature (Requestor)
 - Date Issued
7. After redemption of a voucher, the receipt is attached and the actual purchase price charged back to the department. Voucher numbers redeemed will be included with the invoice.
8. Meal Voucher invoices will be e-mailed to the requestor each Tuesday, with payment due within 30 days of receipt.
9. It is suggested that departments anticipate their use on a quarterly basis and prepare a BPO accordingly.
10. BPO's expire at the end of each quarter.

Outside Caterer:

1. A request must be made via e-mail to the Director of Auxiliary Services to use an outside caterer.
2. If approval is given, the Director of Auxiliary Services contacts outside caterer and presents documents for agreement:
 - Life University Catering Process
 - Invoicing Process
 - University Facilities Use Agreement
3. Director of Auxiliary Services reviews the outside caterer invoicing, billing and payment process with the EP.
4. Outside caterer may not use LIFE-owned catering equipment and diningware.
5. Outside caterer estimate must include a minimum 12% Facilities Use Fee on catering services (excluding rentals, which are estimated and invoiced separately).
6. EP creates purchase requisition (example will be provided by Director of Auxiliary Services) for CE amount, including Facilities Use Fee. EP obtains appropriate signatures, scans purchase req, emails that scan and the confirmed CE to Purchasing with cc to Director of Auxiliary Services.
7. Purchasing replies via e-mail to EP and copies caterer and Director of Auxiliary Services with Purchase Order number.
8. During the event, the only reasons prices are subject to change from the ones quoted on the CE are because of additional guests, extended event times, last minute requests for additional food or equipment, etc. Add-ons and last minute changes must be discussed, understood and agreed upon by both caterer and planner.
9. Auxiliary Services representative or their designee may attend event and assess for quality and service.
10. Post-event, caterer e-mails invoice within 10 days to EP, with cc to Director of Auxiliary Services. Disputes regarding invoices must be initiated via e-mail within 5 working days and resolution will be in e-mail format, with cc to Director of Auxiliary Services.
11. EP prints invoice, writes "OK to pay" with signature, date, PO number or BPO number circled, and scans back to Purchasing with cc to Director of Auxiliary Services. Payment is due from Life University to caterer within 30 days of receipt of invoice.
12. If a purchase req was not obtained prior to the event, EP creates one per the example provided, obtains appropriate signatures, attaches invoice and sends on for approvals, cc to Director of Auxiliary Services.
13. If the invoice is higher than the amount of the purchase order, within \$100.00 may be processed without notification to EP. Above that, the EP writes to Purchasing, copying other signers, and authorizes the increased amount.

Concurrently, paper forms are being sent inter-office and will arrive in purchasing.

End.