Placing an Order

This guide provides step-by-step instructions on how to place your order using America To Go's ordering platform.

It includes information on how to select delivery or pickup, select from existing locations, set your order time, find a vendor, order from their menu, and expense your order.

Finally, you will see how to track your order and get help from ATG Customer Service if you need.

1. Go to your ATG ordering homepage.

2. Click "Create an Order."

![America To Go ordering platform]

Good Morning, John
3 Select your service type and order address.

If ordering delivery, the address you select will be the exact address sent to the vendor. You have the option to add or edit your addresses and these changes will only apply to your account.

When adding or editing a location, you can fill out additional information, such as building name, floor, room number, phone number, and delivery instructions.

Please do not use the delivery instructions field to provide a contradicting address. This will cause confusion for the vendor and risk delivery to the wrong location.
4. You can optionally select a date and time to further filter your results.

5. Click "View Results"
To begin placing an order, click "Menu" on the restaurant you want to order from.

You can easily search and filter your results by using the filters on the left hand side of your screen.
On the restaurant's menu, add food to your shopping cart by clicking an item and then clicking "Add to Order."

If you have not met the restaurant's order requirements, you may see a message explaining why, and you will not be able to proceed to the checkout page.

For example, some restaurants require that you choose a service ware option before proceeding.
Once you have finished adding items to your shopping cart, click "Proceed To Checkout."

On the checkout page, please review all of your order information before proceeding. All aspects of your order can be edited at this point.
You may be required to fill out additional information, such as expensing, before placing your order. All required information will be bolded in red.

Once you have reviewed your order and filled out all required information, click "Place Order."
Congratulations! You have successfully placed an order.

You will receive an email from ATG confirming that your order was placed successfully.

For customers that use an e-procurement system, you will be navigated back to your company's system to finish placing your order there.

To track the progress of your order, go to "My Orders."

If you have questions or received an error message, please contact our customer support team.