Revising an Order

This guide provides step-by-step instructions on how to revise an order in the America To Go ordering platform.

It includes information on how to revise your order when the vendor has already confirmed the original version, including any restrictions you may have on revising your order outside the vendor’s normal revision timeframe.

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

1. Go to your ATG ordering homepage.

2. Click the "My Orders" page in the side menu.
3. On the order you want to revise, click the three-dot icon or right click anywhere on the row to open the action menu.

4. Click "Revise" or "Request Revision" in the action menu.
If your order has already been confirmed by the vendor, you will see the "Request Revision" option.

Requesting a revision means that you will need to wait for the vendor's confirmation that the order can be fulfilled as revised.

5 Edit your shopping cart as needed.

You may be prevented from proceeding to checkout if your revision surpasses your company's allowed revision amount. If this is the case, you will see a bolded message in the shopping cart explaining why you can't proceed.
6. Click "Proceed To Checkout"

In the checkout page, you can edit your order information as needed.

When you are finished, click "Place Order."
Congratulations! You have successfully revised your order.

If you made a revision request, your order's status will be "Pending Revision" until the vendor confirms your revision.

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 any questions or were unable to place your revision, please contact our support team.