

Revising an Order

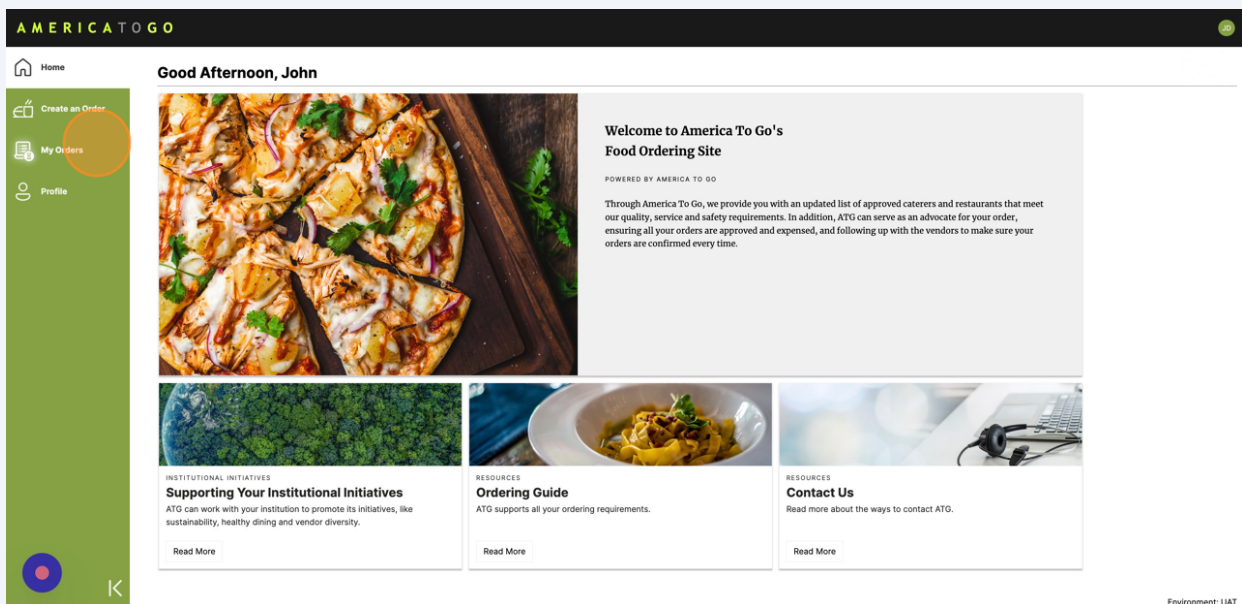
This guide provides step-by-step instructions on how to revise an order in the America To Go ordering platform.

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.

The screenshot shows the AMERICATOGO interface. The header includes the logo and a search bar. The main content is a table titled "My Orders (John Doe)". The table has columns for ATG Id, PO Id, Deadline, Address, Vendor Name, Total, Status, Approver, Order Name, Favorite, and Actions. A single order is listed with ATG Id 18032850, Deadline Wed, 02/14/2024 12:00 PM, Address 112 West 3rd Street, Vendor Name Bread House, Total \$137.18, and Status Pending Vendor Confirmation. The Actions column for this order contains a three-dot icon, which is highlighted with an orange circle.

4

Click "Revise" or "Request Revision" in the action menu.

This screenshot shows the same "My Orders" table as the previous image, but with the action menu open for the selected order. The menu contains the following options: View Order Text, View Order History, Copy Order, Cancel, and Revise. The "Revise" option, which includes a pencil icon, is highlighted with an orange circle.



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.

The screenshot shows the AMERICATOGO website interface. On the left is a navigation menu with categories like BREAKFAST, SMALL BITES, SALAD, LUNCH SANDWICHES, BREADS AND SPREADS, DESSERT, BEVERAGES, and SERVICE WARE. The main content area displays a menu with items such as Mini-Pastry Assortment (\$54.00), Mini-Quiche Assortment (\$75.00), Mini-Burekas Assortment (\$68.00), Cheese Straw Bites (\$52.00), Crudite Platter (\$58.00), Swiss Muesli Brio Bites (\$52.00), Salmon Crostini (\$66.00), and Roasted Vegetables (\$78.00). A red circle highlights the 'Request Revision' button for the Crudite Platter. On the right, a shopping cart summary shows an order total of \$137.18 and a 'Proceed To Checkout' button. A 'Cancel Order' link is visible at the bottom right of the cart area.



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"

The screenshot shows a web interface for editing an order. The main content area is divided into sections: **BREAKFAST** and **SMALL BITES**. Under **BREAKFAST**, there are items like **Mini-Pastry Assortment** (\$54.00), **Yogurt Topped with Fresh Fruit and Granola** (\$52.00), and **Mini-Quiche Assortment** (\$75.00). Under **SMALL BITES**, there are items like **Mini-Burekas Assortment** (\$68.00), **Cheese Straw Bites** (\$52.00), **Crudite Platter** (\$58.00), **Swiss Muesli Brie Bites** (\$52.00), **Salmon Crostini** (\$66.00), and **Roasted Vegetables** (\$78.00). On the right side, there is a summary box titled "Editing Order 18032850" showing an **Order Total*** of **\$200.33** (including charges and fees). A prominent yellow button labeled **Proceed To Checkout** is highlighted with a red circle. Below it, there is a checkbox for **No service ware needed** and a **Close** button. At the bottom of the main content area, there is a quantity selector (Qty: 1) and an **Add to Order** button.

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

When you are finished, click "Place Order."

The screenshot shows the "Edit Order 18032850" page. On the left, there is a navigation menu with options: **Home**, **Create an Order**, **My Orders**, and **Profile**. The main content area is divided into two columns. The left column contains order details: **1 Customer** (John Doe), **2 Delivery Address** (112 West 3rd Street, New York, NY 10012), **3 Delivery Time** (Wednesday, February 14, 2024 at 12:00 PM EST), **4 Vendor** (Bread House), **5 Payment Method** (ATG Account \$200.33), **6 Expensing** (Expenses: none), and **7 Other Info** (Order Name: none). The right column shows the **Order Items** section with a table listing the items and their prices: **Yogurt Topped with Fresh Fruit and Granola** (\$52.00), **Mini-Pastry Assortment** (\$54.00), and **Crudite Platter** (\$58.00). Below the table, there is a subtotal of \$164.00, delivery of \$20.00, tax of \$16.33, and a total of \$200.33. A **No Service Ware Needed** checkbox is checked. At the bottom right, there are two buttons: **save for later** and **Place Order**, with the latter highlighted by a red circle. The environment is noted as "Environment: UAT" at the bottom right.

8 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.

The screenshot displays the AMERICA TO GO customer portal. The header includes the logo and contact information: 866.ATG.TOGO, AMERICA TO GO, and customerservice@americatogo.com. The main content area shows a notification: "Your order 18032850 has been updated." Below this, there are tabs for "Customer View" and "Vendor View". The order details include: ATG Order ID: 18032850, revised on 02/09/2024 at 14:29 UTC. The vendor is Bread House, located at 20 East 20th Street, 8662848646. Delivery information: Deliver to John Doe, America To Go, 112 West 3rd Street, New York, NY 10012, (212) 398-3500. Deliver at 12:00 PM on Wednesday, February 14, 2024. A table lists the items: 1 Yogurt Topped with Fresh Fruit and Granola in Breakfast (\$2.00), 1 Mini-Pastry Assortment in Breakfast (\$4.00), and 1 Crudite Platter in Small Bites (\$8.00). The total is \$200.33, with a note "PAID with ATG Account" for -\$200.33. A footer message says "Thank you for ordering from a Diverse vendor!"

AMERICA TO GO

Home

Create an Order

My Orders

Profile

Your order 18032850 has been updated.
An email confirmation will be sent once your order revision is confirmed with the vendor. You can also track this order or review all of your orders via [MY ORDERS](#).

Customer View Vendor View

866.ATG.TOGO AMERICA TO GO customerservice@americatogo.com

ATG Order ID: 18032850 **Bread House**
20 East 20th Street
8662848646

REVISED 02/09/2024 14:29
UTC

Deliver to
John Doe
America To Go
112 West 3rd Street
New York, NY 10012
(212) 398-3500

Deliver at
12:00 PM
Wednesday, February 14, 2024

Qty	Item	Price
1	Yogurt Topped with Fresh Fruit and Granola in Breakfast	\$2.00
1	Mini-Pastry Assortment in Breakfast	\$4.00
1	Crudite Platter in Small Bites	\$8.00

No service ware needed!

Subtotal	\$164.00
Delivery	\$20.00
Tax	\$16.33
Total	\$200.33
PAID with ATG Account	-\$200.33

Thank you for ordering from a Diverse vendor!

i 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.