

Cancelling an Order

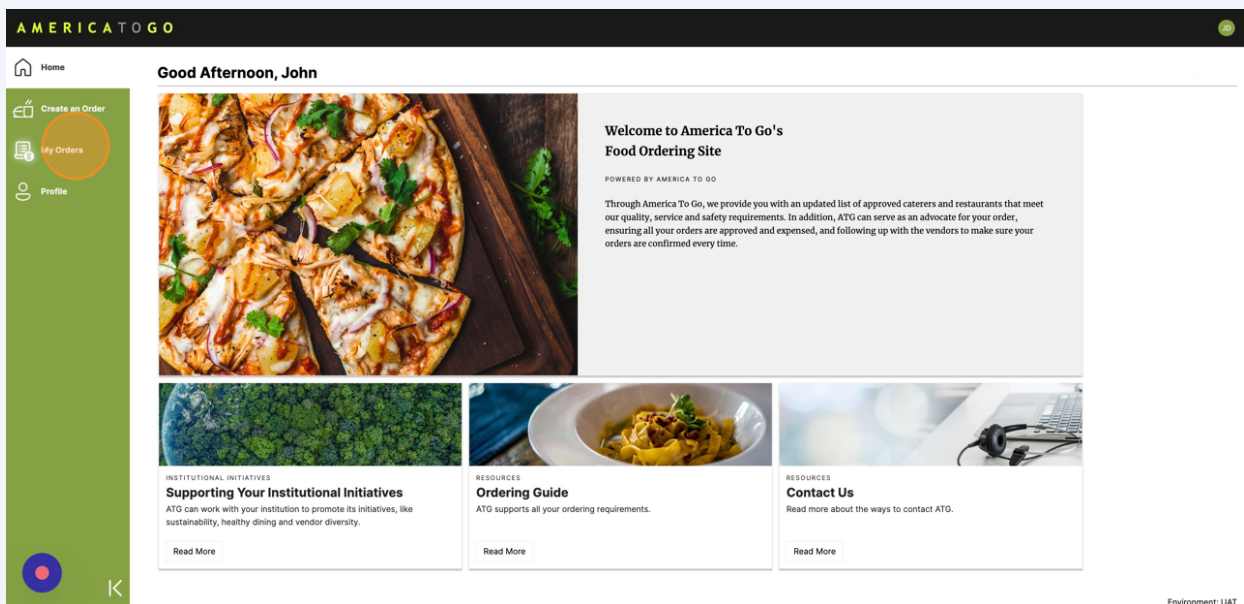
This guide provides step-by-step instructions on how to cancel an order in the America To Go ordering platform.

It includes information on how to cancel your order when the vendor has already confirmed, including any restrictions you may have due to the vendor's cancellation policy.

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

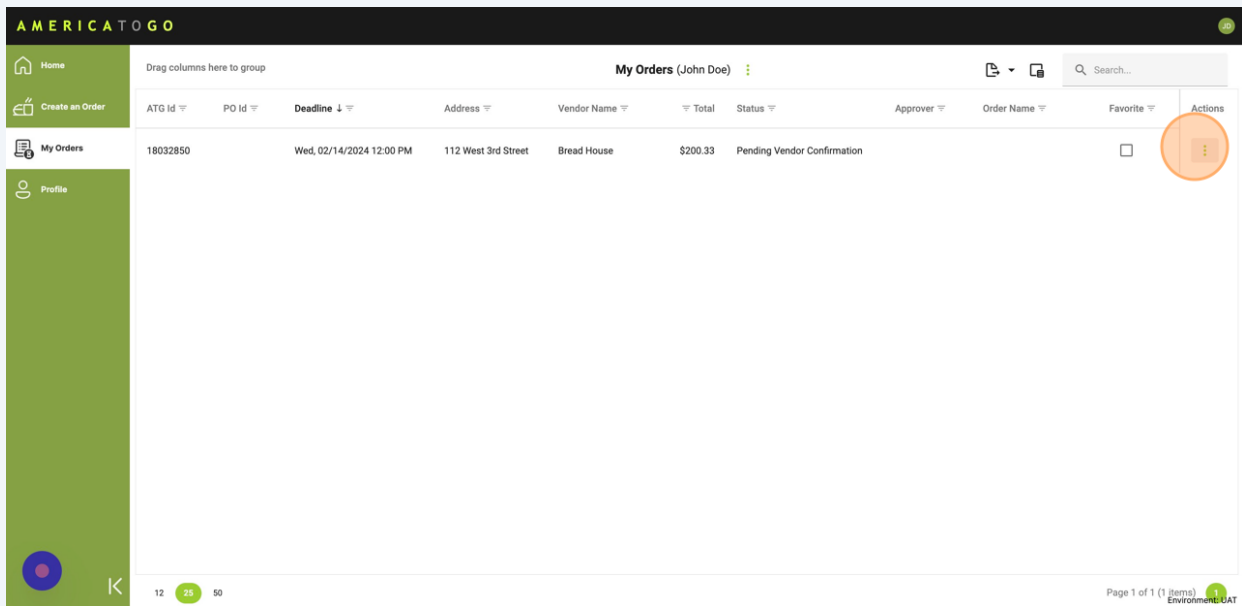
1 Go to your ATG ordering homepage.

2 Click the "My Orders" page in the side menu.



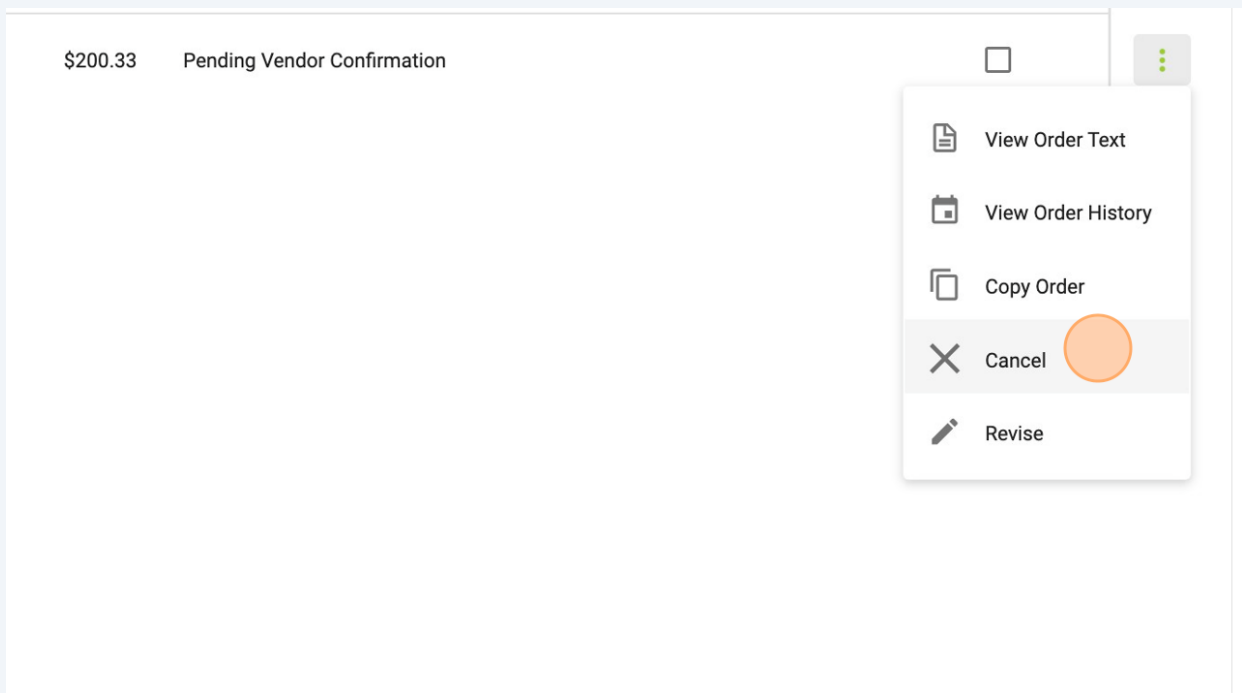
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On the order you want to cancel, click the three-dot icon or right click anywhere on the row to open the action menu.



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Click "Cancel" or "Request Cancellation" in the action menu.





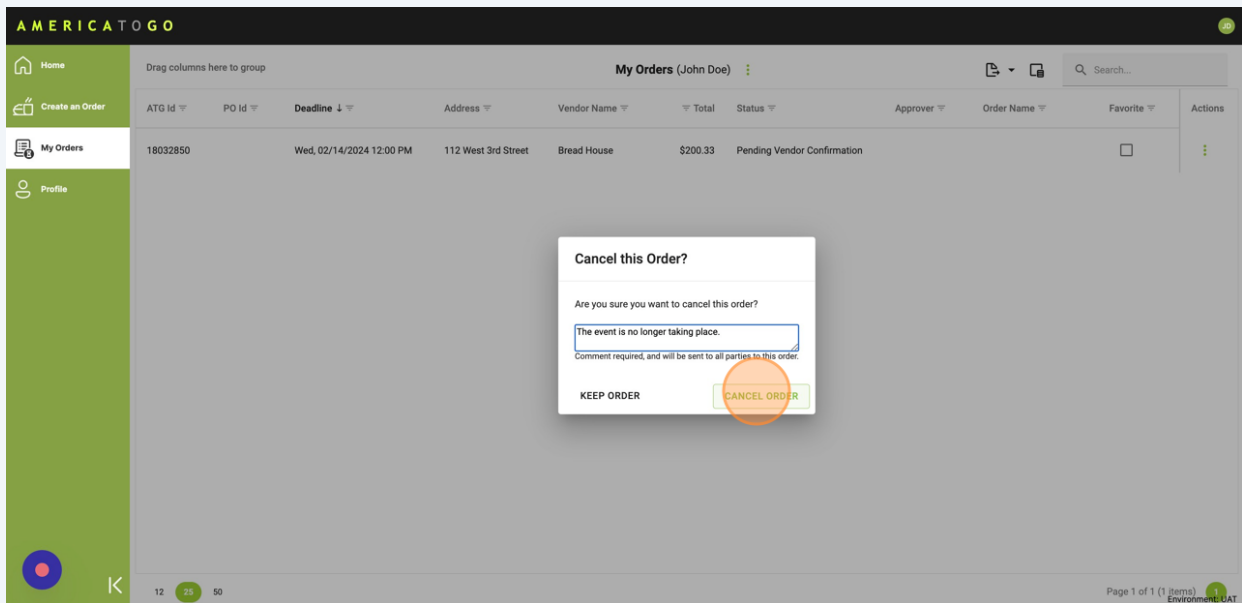
If your order has already been confirmed by the vendor, you will see the "Request Cancellation" option.

Requesting a cancellation means that you will need to wait for the vendor's confirmation that the order can be cancelled.

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Write a comment explaining the reason for cancellation.

Then, click "CANCEL ORDER."

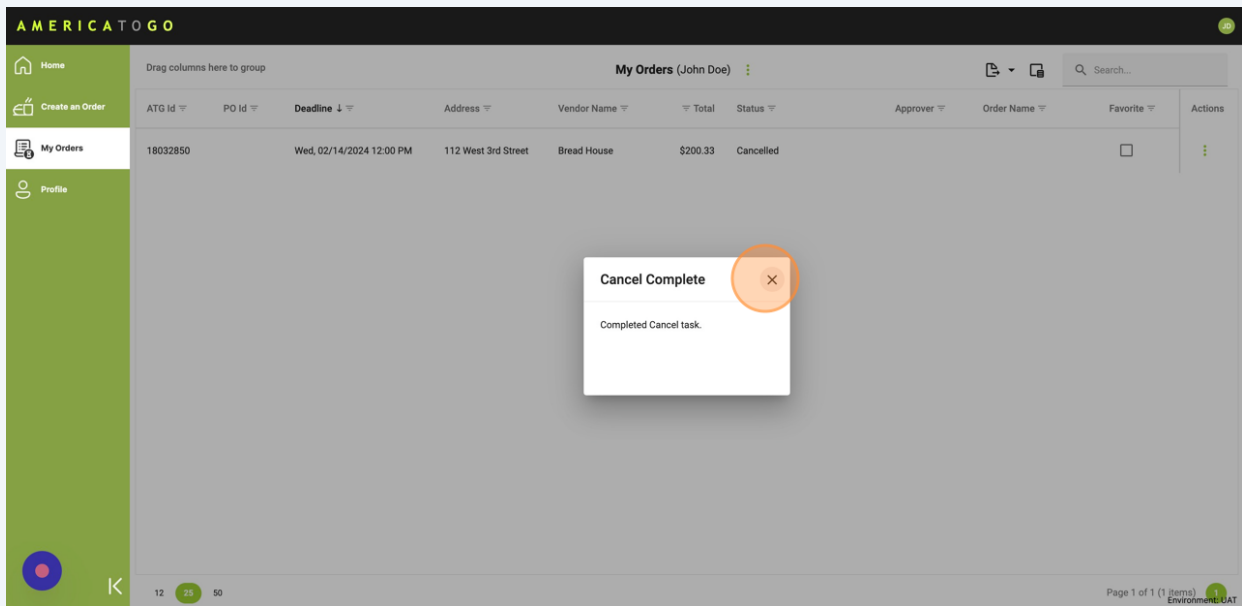


If the vendor has a cancellation policy, it will be displayed in this pop-up before you can cancel your order.

Please be aware that if you are violating the vendor's cancellation policy, you may be held responsible for payment of the order.

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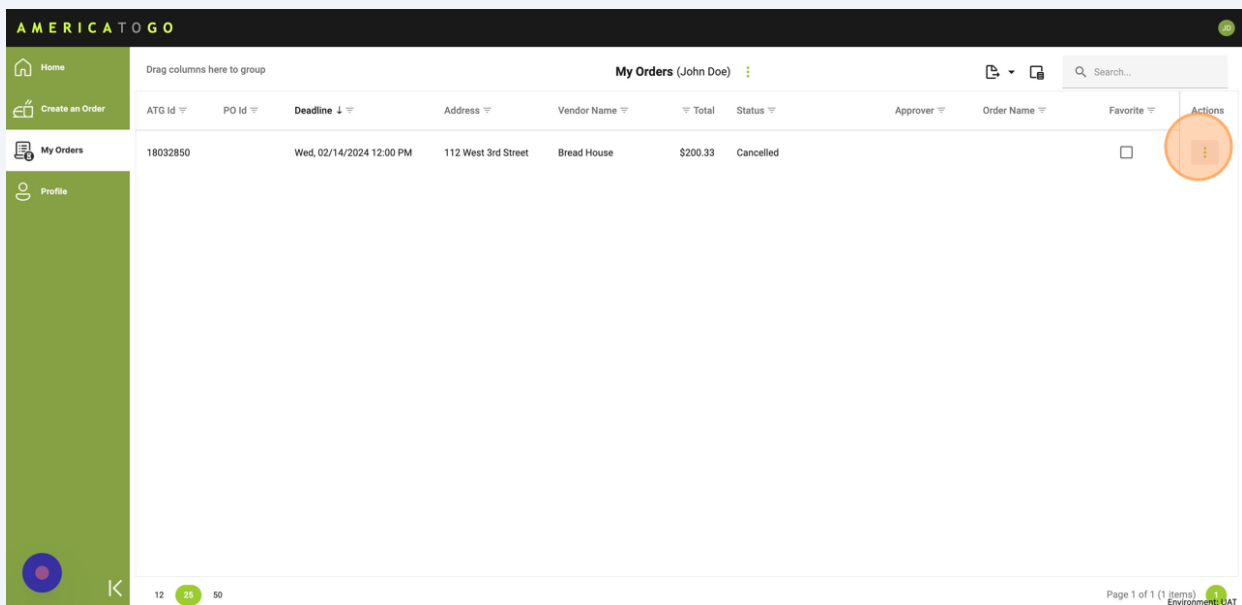
You will see a pop-up message and an email letting you know that your cancellation or cancellation request was successful.



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Optionally, you can check that your order now has the "Cancelled" status in the "My Orders" page.

If you made a cancellation request, your order's status will be "Pending Cancellation."



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You can also see the cancellation watermark on your order text once the cancellation is complete.

The screenshot displays the AMERICA TO GO web application interface. A modal window titled "Order Text" is open, showing details for order ID 18032850. The order is from "Bread House" and is scheduled for delivery on Wednesday, February 14, 2024, at 12:00 PM to John Doe at 112 West 3rd Street, New York, NY. The order items include Yogurt Topped with Fresh Fruit and Granola in Breakfast (\$2.00), Mini-Pastry Assortment in Small Plates (\$4.00), and Crudite Platter in Small Plates (\$8.00). The total amount is \$200.33, with a PAID with ATG Account amount of -\$200.33. A large, diagonal red "CANCELLED" watermark is overlaid across the entire modal. The background shows a sidebar with navigation options like Home, Create an Order, My Orders, and Profile, and a main table listing orders with columns for ATG ID, PO ID, and Deadline.