

How to Book an Order – Customer Portal Mobile Device

Order-Entry Steps

Start a New Order

- Tap + CREATE ORDER on your order screen.

Confirm or Update Pickup Address

- The default pickup address will appear.
- If correct, continue to the next step.
- To change it, tap the address, update details, and tap OK.

Add Delivery Address

- The default pickup address will appear.
- If correct, continue to the next step.
- To change it, tap the address, update details, and tap OK.

Add Items

- Tap Select Items.
- Enter the required details and tap OK.

(If pricing is distance-based, it will already show.)

Set Delivery Options

- Tap Select Delivery Options.
- Enter details like Ready for Pickup, Service Level, and Vehicle Type.
- For scheduled pickups, toggle Ready for Pickup and enter date/time.
- Tap OK.

Add Notes & Place Order

- Optionally, tap Add Note for the Driver.
- Tap PLACE ORDER to finish.

Your order will appear at the top of your order list.

