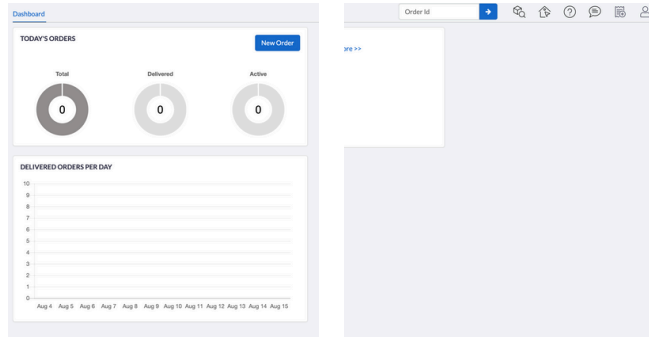# American expediting

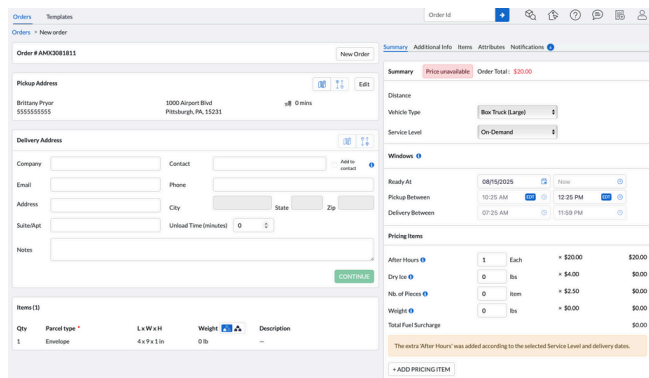# How to Book an Order - Customer Portal
Website

Starting a New Order

- Click the New Order button in the middle of your dashboard, at the top right of the screen, or in the My Orders section.
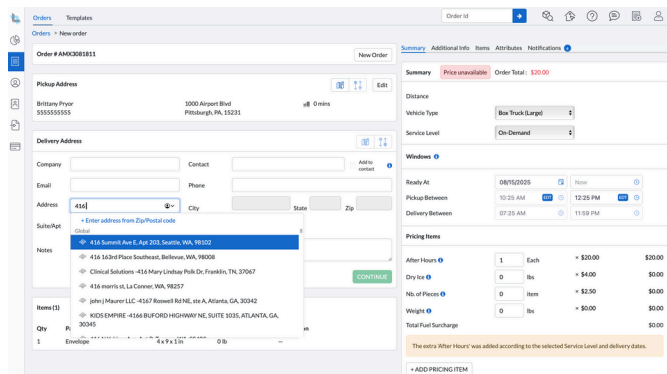- You can also click the chevron next to an order in your My Orders table and select an option.

*Both options will launch the Order-Entry screen

Order-Entry Steps

Pickup Address
- Usually pre-filled with your business address.
- To change, click Edit, update contact details, then click **Continue**.

Delivery Address
- Auto-Complete: Start typing the contact name. If found in your contacts, select it and the form fills automatically.
- If not in contacts, enter contact name, email, and phone manually.
- Start typing the street address to see suggestions.
- Select the correct one, then complete Address Line 2, company name, unload time, and notes.
- Click **Continue**

Order-Entry Steps

Items
- Click + to add more of the same item or +Add Item for different items.
- Select item type, enter weight and optional description.
- Click **Continue**.

Shipping Details
- Summary Tab: View price estimate, vehicle type, or add pricing items.
- Additional Info: Add PO number or other required details.
- Items Tab: Edit or remove items.
- Attributes Tab: Request special order attributes.
- Notifications Tab: Choose who receives updates, edit defaults, or add recipients.

Notes & Timing
- Add special instructions.
- Set ready time (default is Now) and pickup/delivery windows.
- Click **Create Order** to finish.

Tip
- To print a barcode or order details, open the order, click Export, and select Barcode Label.