



# GoGo

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HOW TO ORDER GOURMET.

<https://gogograndparent.com/>

1 (855) 464-6872

## WAYS TO ORDER

- Operator
- Automated system (IVR)
- Schedule Order



# ORDERING A MEAL

Order the meals you crave from local restaurants. GoGo gives you access to hundreds of chains and local restaurants in your area. We can help you order gourmet meals, takeout, and food that meets your dietary needs and preferences.

**25,000 +**

Meals ordered  
in 2022

LOADING . . .



Meals ordered  
in 2023



# ORDERING WITH AN OPERATOR



## STEP ONE

Call 1 (855) 464-6872 and Press 7. If you are placed on hold, please wait until an operator becomes available.



## STEP TWO

Provide the operator with the delivery address, name of the restaurant and items you would like to order. You may also inform the operator of any special request for your order.



## STEP THREE

Allow the operator to go over the order and confirm the information (items, cost, contact number, delivery address, notes to driver, etc.)



## STEP FOUR

The operator will provide you with the ETA for the delivery. Please be sure to keep your lines open until the food has been delivered. Our team will be in contact with you if they encounter any issues.



## STEP FIVE

Our team will contact you once the order shows as delivered. If you miss the call and you have any feedback or issues with your order, please be sure to call us within 24 hours.



# ORDERING WITH THE IVR

01

Call us at **1 (855) 436-6872** and **Press 7**. Listen to the menu and press the digit that is right for you.

02

Press the desired order (orders #1-7) you wish to place. You can press at any time:

- **Press 8** to go back to previous
- **Press 9** to go next
- **Press \*** to repeat
- **Press 0** to speak with an operator

03

Once you press your desired order for placing, The system will confirm the following:

- Items being ordered
- Delivery address
- Order total (estimate)
- Delivery ETA

04

You will need to **Press 1** to confirm and place your order. Once you confirm your order, the system will place the order for you and provide you with the delivery ETA. Our team will be in touch with you to confirm you received your order.





# SCHEDULING AN ORDER

GoGo allows you to schedule orders in advance with an operator. All you need to do is follow the same steps as you would when placing a regular order with an operator for now.

Please be sure to inform the operator that you wish to schedule the order at the beginning of the call.



Please provide the operator with the date and time for delivery while keeping in mind that you can expect to receive your order up to 30 minute before or after the time provided.

If you place or schedule multiple orders with an operator, we will apply a discount concierge fee on the second order and any other subsequent order. As long as the multiple orders are placed on the same call with the same operator.





### STEP ONE

Go to our website <https://gogograndparent.com/> and click on **Log In**. Enter your login information

### STEP TWO

Go to **Order History** and click on **Gourmet**

### STEP THREE

Go to "**Saved Meals**", select the meal you wish to place, and click "**Re-Order**"

### STEP FOUR

During checkout, please be sure to review the information. Here you can add a tip for the driver as well as notes. Please click on "Place Order". and the system will provide you with the delivery ETA.



# ORDERING WITH THE FAMILY DASHBOARD

### STEP FIVE

Our team will contact you once the order shows as delivered. If you miss the call and you have any feedback or issues with your order, please be sure to call us within 24 hours.



# SAVED ORDERS



You can save orders to your account by speaking with an operator. These will automatically become available in the Family Dashboard

We recommend that you save orders:

- From your favorite restaurant
- Breakfast, Lunch, and Dinner
- Desserts
- Order for a loved one
- and more!





# MEET OUR CUSTOMERS



**Cecelia, a customer**

GoGo is very useful and allows me to stay independent. I feel safe every time I take a ride with GoGo.



**David, a customer**

My driver Carlos took great care of me. He went the extra mile and I am grateful for him and GoGo.



**Christine, a customer**

I am really excited about getting to travel outside the house and going shopping. Thanks to GoGo, this nana is getting up and go go going to get her freedom.



# CONTACT US

+1 (855) 464-6872

[support@gogograndparent.com](mailto:support@gogograndparent.com)

<https://gogograndparent.com/>

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A close-up photograph of an elderly person's face, focusing on the eye and skin texture. A blue silhouette of a person's head and shoulders is overlaid on the right side of the image, partially obscuring the face.

# **START YOUR LIFE **ON THE GO** TODAY!**

 GOGO TECHNOLOGIES, INC

**Thank you for  
being with us!**