Step-By-Step Instructions
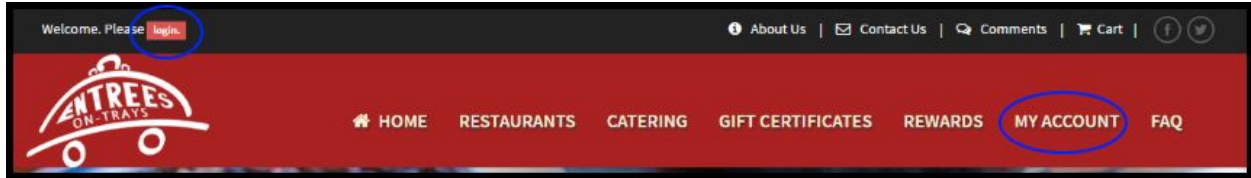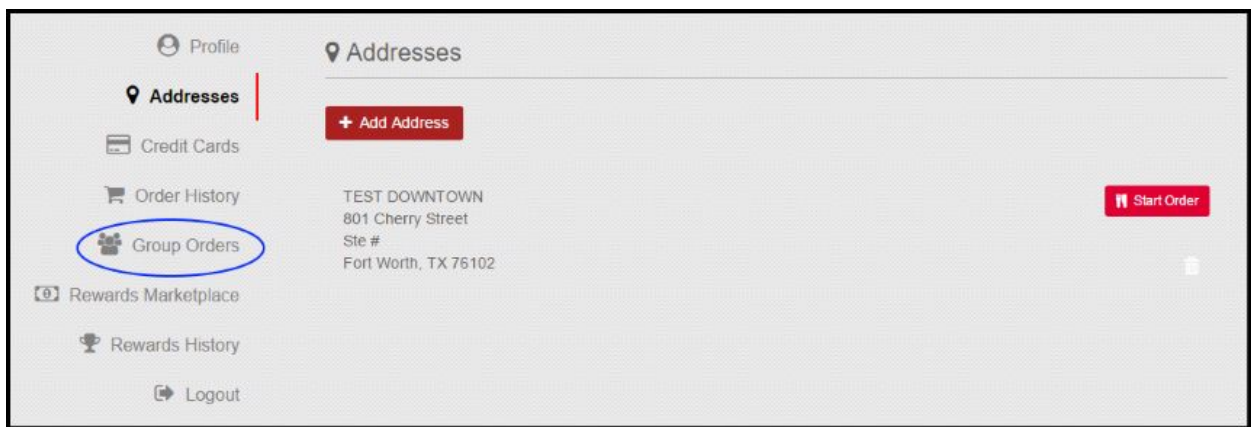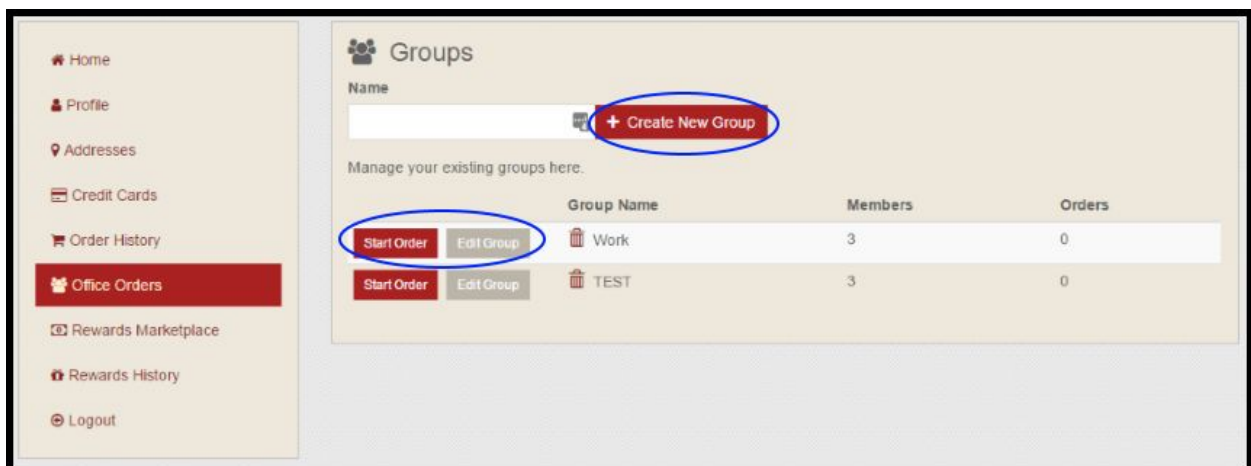
Start by going to our website at EntreesOnTrays.com.

At the top left-hand corner click "login" to enter your login info or create an account. When you've logged in, click "MY ACCOUNT" on the right to go to your account info.


On the left side of your account page, find the link for "Group Orders" and click it.

This will bring up a page called "Groups." You'll need to choose an existing group or create a new group to start your order. These are the people who will be sent an email inviting them to order. If this is your first Group Order, you'll need to create your group by entering the names and email addresses of whoever you want to participate in your order. Groups you create are saved so you can use them in the future. You can also add or delete people as needed. Creating a new group automatically adds you as a member of that group.
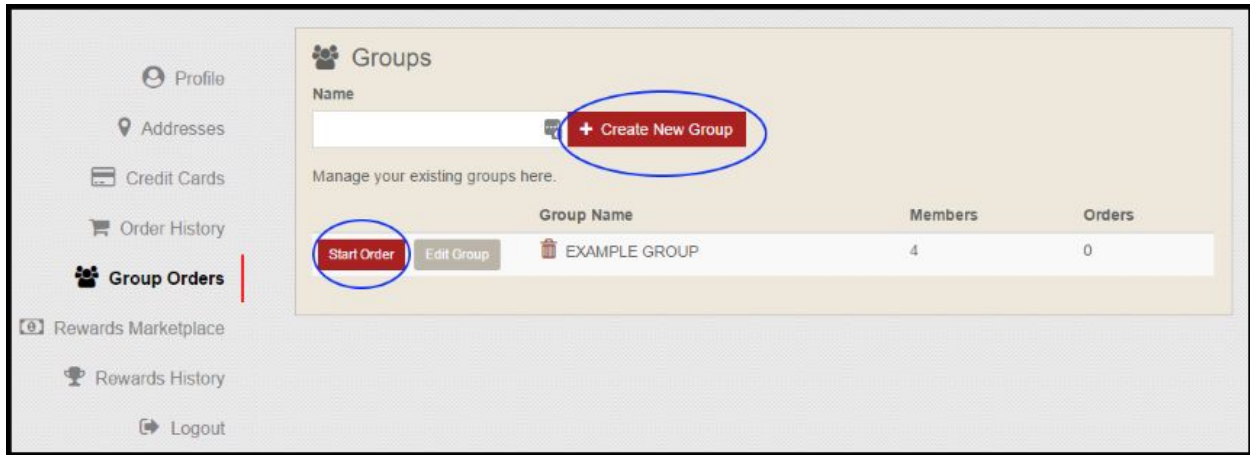
You can now add names, emails & phone numbers of people you would like to include in a group. Begin your order with the group by hitting "Start New Order." It will take you through several steps that will ask you for all the information we'll need to deliver your Group Order.
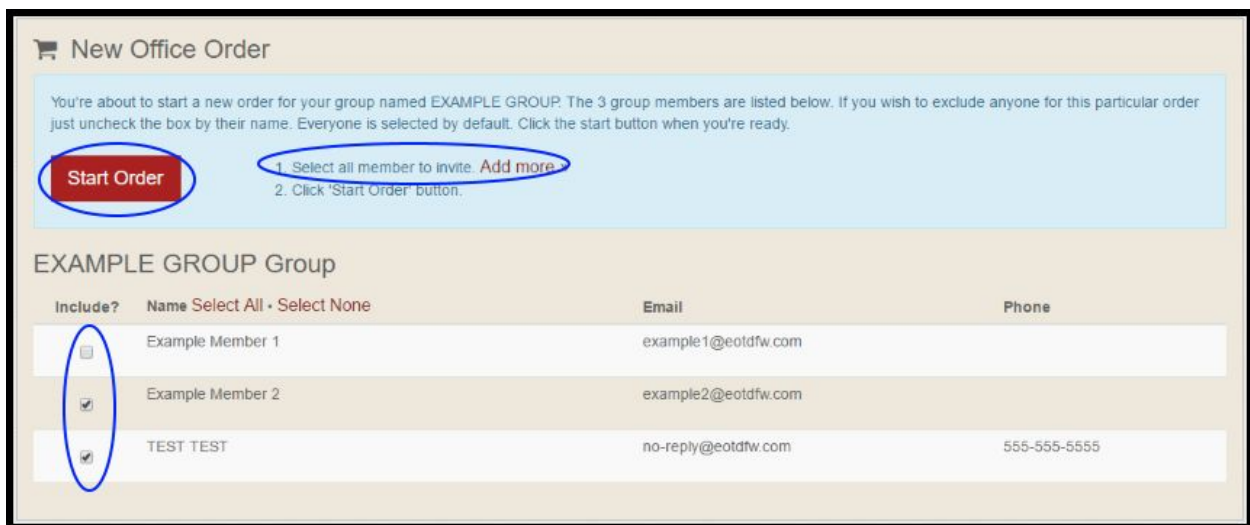
Who: Who in your group will get an invitation? You don't have to send an invitation to everyone in the group you've selected. You will have a chance to omit people without permanently deleting them from the group. Just untick the box next to their name. This is helpful if someone is sick or on vacation. You can also add people to the group from here. When you're satisfied, click the "Start Order" button. Don't worry- you can add people even after you've sent out the invitations.

Where: Decide where you want your food delivered to. Choose an address you already have on file, or enter a new address.

When: What time do you want your Group Order to arrive? The time you choose will affect what restaurants will be available to you. For instance, if you want your order to arrive at 12pm, restaurants that only serve dinner will be down at the bottom under the "CLOSED" section.

Choose a time that the order will cut off. This is when Entrees On-Trays will receive the order and the people you have invited to the Group Order will no longer be able to place orders with the links from their email invitations.

Keep in mind if you have a large group and you anticipate a lot of people will order (say, 12 or more), Entrees On-Trays and the restaurant will need extra time between the cut-off and delivery time to ensure it arrives at your specified time. Peak restaurant times or food that requires a longer cooking time may affect the time it takes to get an order out and orders with large numbers of items require more time for the driver to ensure accuracy. Of course, Entrees On-Trays and our restaurant partners will do everything we can to get the order delivered when you need it. If you have questions about preparation time, please call Entrees On-Trays at (817)735-8558.

You can send invitations out immediately or delay them until a set time.

Food: Which restaurant do you want? Each restaurant shows its minimum required order and estimated delivery fee. *If the minimum order total is not met when the cutoff time arrives, the order organizer will receive an email stating that the order did not meet the minimum and could not be placed.*

Payment: There are 3 payment options for group orders. **Regardless of what payment method is chosen, the organizer will be responsible for paying the delivery fee and gratuity.**

"I will pay for everybody" - You, the organizer, will take care of all costs by credit card or corporate account. Individuals will not be required to stick to a budget.

"Everyone pays for themselves" - Each individual who orders will use a credit card to pay for their food & tax. If you order food for yourself, your food costs will go on the payment method you used to pay for the delivery fee and gratuity.

"I will pay but set a budget" - You, the organizer, will take care of costs but set a per-person budget amount. If an individual's order is more than the budget you set (food cost plus tax), they can enter a credit card to pay the difference. If you order food for yourself, your food costs will go on the payment method you used to pay for the delivery fee and gratuity. (You, as the organizer, do not have to stick to the budget. It's nice to be the organizer, isn't it?)

Choose one of the three above payment options. You will then need to choose a payment method. This can be a credit card or a corporate account.

You can enter a tip for the driver as a percentage. If the total of the food is over $75, an automatic 15% gratuity will be added.

After you click on your payment method you will be forwarded to the next step. If you need to go back to the Payment screen to make a change, click "5. Payment" at the top.

Status: Is everything the way you want it? Check the information on the Status screen to make sure everything is setup correctly. When you're satisfied, click "BEGIN OFFICE ORDER". This sends the invitations (unless you've chosen to delay them for a set time) and sets things in motion.

Remember that before you click "BEGIN OFFICE ORDER", you can still click on the top row (seen below) to make changes at each of these steps. **You won't be able to change the time, date, restaurant or payment info after you click "BEGIN OFFICE ORDER."**

You can still add people to the order after you have begun the office order. Click on "1. Who" and add their name and email address. An invitation will be sent to them automatically. If you need to resend some or all of the invitations, you can do this from the same screen.

When the cutoff time has arrived, Entrees On-Trays will receive the order. Please call us at (817)735-8558 if you need to make a change to your order after the cutoff time. We can make changes until we send the order to the restaurant.

If you still have questions or need help with something this guide did not address, please give us a call at (817)735-8558. That is what we're here for.