CaterTrax Overview

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How to: Create an Account

• On the Home page, locate the Customer Login Box

• Click on the link, next to “Need an Account?”
How to: Create an Account

• You will need to enter the requested information on the Account Creation Form

• When you are finished, click “Continue”

• On future visits, you will log into your account from the home page using your last name and password.
How to: Place an Order

• After creating or logging into your account, you will be brought to your “My Account” page

• To begin the ordering process, click on “Create New Order”
How to: Place an Order

- You will immediately be brought to the online menu.

- To start your order, select a category. For example, “Breakfast”
How to: Place an Order

- After selecting a category, all products in that category will be displayed.

- When you have found the product you want to order, click on “View Details”
How to: Place an Order

• Now, you will need to enter the number of guests.

• In addition, you will need to select any feature options that apply.

• If you have any special instructions, enter them in the “Special Instructions” box.

• When you are finished, click on “Order”
Step 1: Confirm Selection

• After placing items in your cart, you will be brought to Step 1 of the check-out process. If you are finished ordering, make sure your order is correct and click on “Continue>>”

• If you need to add more items to your cart, either click on “<<Add More” or simply click on one of the category buttons.
Step 2: Event Information

• In Step 2 of the check-out process, you will need to first select the date for your event.

• Any dates highlighted in red indicate the date is unavailable and you are unable to complete your order online for those dates.

• Any dates highlighted in yellow indicate you will need to contact the Catering Department to confirm your order; but you will be able to place your order online.
Step 2: Event Information

- Once an available date has been selected, you will need to enter your delivery/pick-up and event information.

- When you have finished, click on “Continue>>” at the bottom of the screen.
**Step 3: Review Selection**

- In Step 3 of the check-out process, all you need to do is review your cart to make sure everything is correct.

- If you need to make any changes, click on the shaded-out “Step 1” or “Step 2” at the top of the screen.

- When you are ready to proceed, click on “Continue>>”
Step 4: Checkout

• In Step 4 of the checkout process, you will need to enter payment information.

• After selecting a payment method, enter any necessary information.

• If required, please click on the link to read and “Accept the Terms and Conditions”.

• When you are finished, click on “Process This Order”.
Email Confirmation

- A copy of your invoice will appear on the screen. You will then have the option to print it or sync it to your Outlook.

- You will also receive a copy of the invoice in your email.
How to Confirm Your Order

• After your order has been placed, you will receive an email that contains your order details and instructions on how to confirm your order.

• All you need to do is click on “Confirm Order” at the top of the email.

• There are also links to:

  • Request changes
  • Print your invoice
How to Request Changes to Your Order

There are 2 ways to request changes to your order:

Method 1:
• The “Request Changes” link in your email

Method 2:
• Log into CATERTRAX
• Click on “Manage Orders”
• Click on “Track Order”

Both will bring you to the Change/Update Request Form. After completing the necessary information, click on “Send Change/Update Request”. The Catering Department will contact you via email when the changes have been made.