

How to Place a Catering Order Online

With CaterTrax online ordering, you can place a Catering order any time, on any device.



Follow the steps below for a quick and easy way to manage your Catering orders. With an online account, you gain access to place and modify Catering orders.

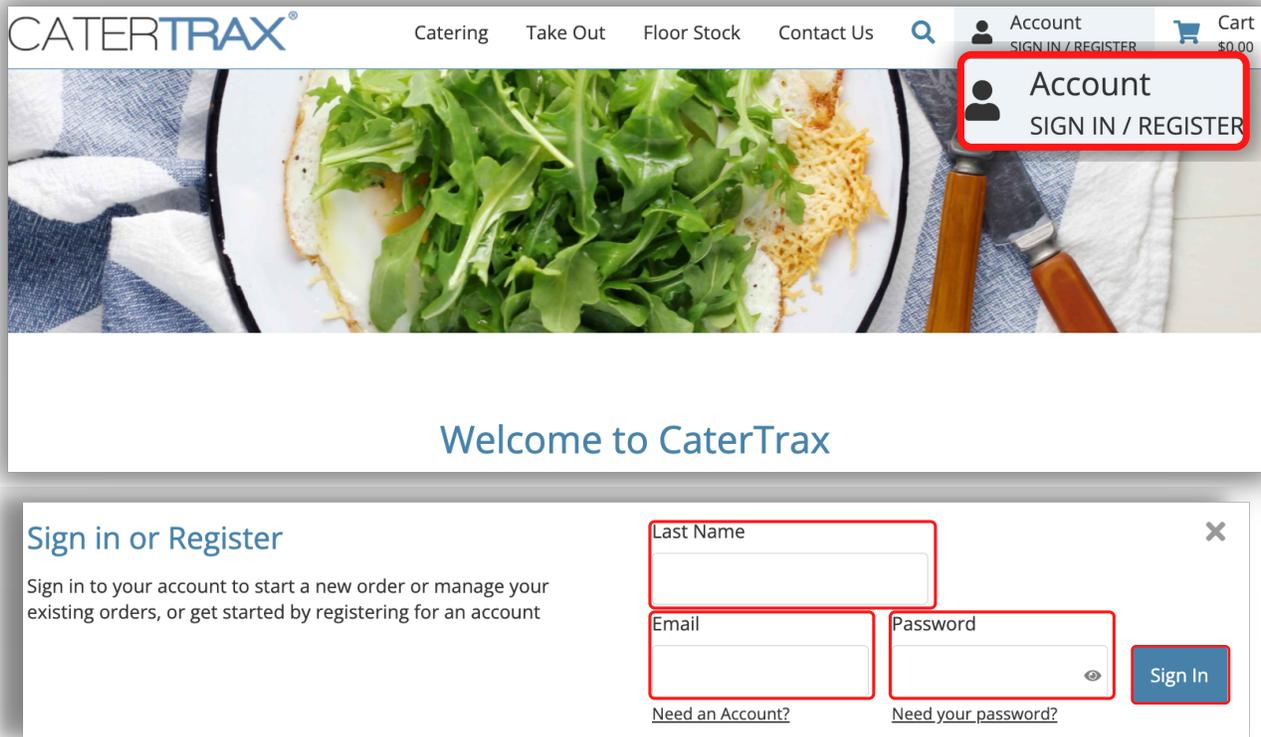
GET STARTED

To start, visit your CaterTrax website.

1. Click **ACCOUNT SIGN IN/REGISTER** in the top right corner of the homepage.
2. Existing users, enter your registered *Last Name, Email, and Password*, then click **Sign In**.

(Figure 1)

Figure 1 - Accessing Online Ordering Account



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GET STARTED

To start, visit your CaterTrax website.

1. Click **ACCOUNT SIGN IN/REGISTER** in the top right corner of the homepage.
2. New users, click **Need an Account?** and complete the necessary fields and click **Continue**. (Figure 2)

Sign in or Register

Sign in to your existing orders

New Customers Previous Customers

*Required fields

*First Name:

*Last Name:

Department:

*Email:

*Phone:

Cell Phone:

*Password:

Minimum 10 characters, at least 1 special character, 1 number, and 1 capital letter.

*Re-enter Password:

Join our mailing List:

Continue

Last Name

Email

Password

Need an Account?

Need your password?

Sign In

Figure 2 - Registering an Online Ordering Account

Note: Any field with an asterisk symbol * is required in order to complete registration.

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CREATE A NEW ORDER

Make sure you are logged into your account.

1. Choose your **Catering** menu from the listed selections.
2. Browse the menu and select the item(s) you want to order; Items will be organized by categories. (Figure 3)

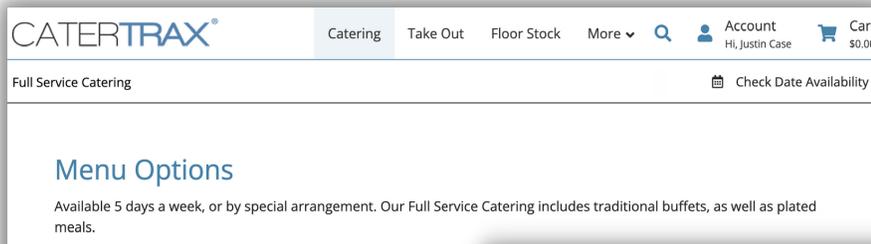
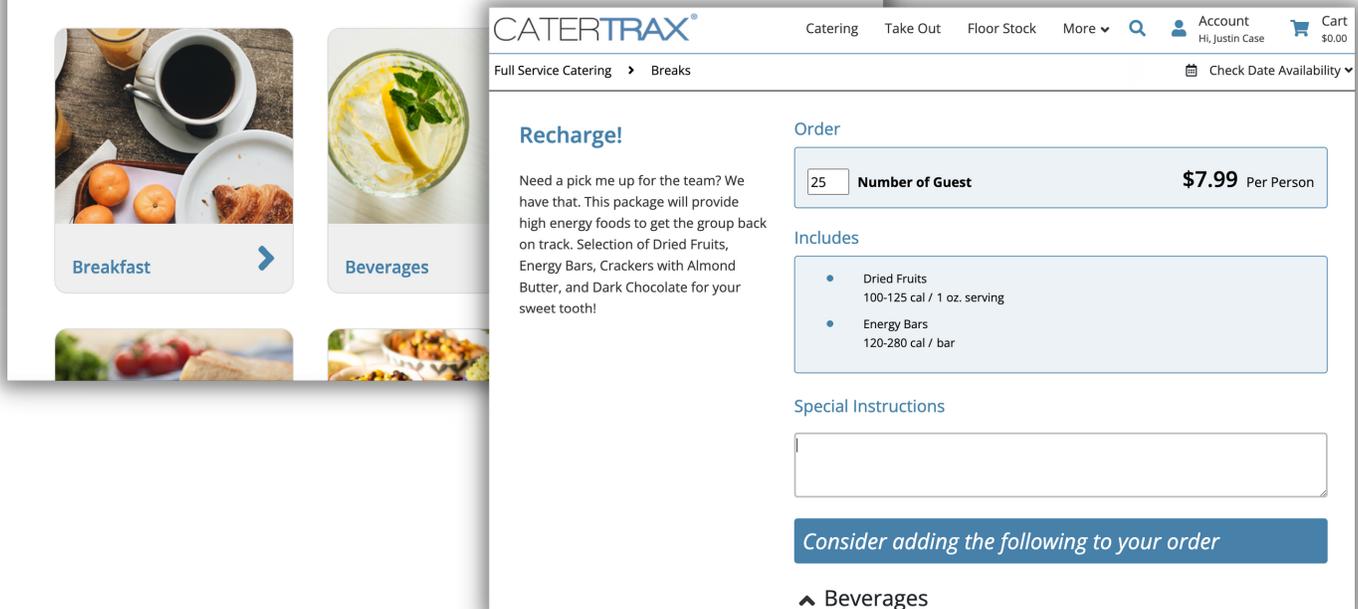


Figure 3 - Adding Items to the Cart



How to Place a Catering Order Online

ORDER CHECK OUT

Make sure you are logged into your account.

3. For each item, fill in *item quantities* along with any *additional choices* and click

Add to Cart. (Figure 4)

4. Once all items have been added to your cart, click on **Check Out** in the cart.

(Figure 5)

Figure 4 - Add Item to Cart

<input type="text" value="12"/>	Hot Coffee Service including selection of Tea and accouterments - per person	\$1.29	0-35 cal / 8 oz. serving
<input type="text" value="12"/>	Assorted Bottled Fruit Juices - per bottle	\$1.79	100-250 cal / 10 oz. bottle
<input type="text" value="12"/>	Assorted Bottled Sodas - per bottle	\$1.99	0-150 cal / 12 oz. bottle
<input type="text" value="12"/>	Infused Water with Cucumber and Mint - per gallon	\$15.99	8 cal / 8 oz. serving

Special Instructions

Item is for:

6 Item(s) in Cart ×

[View Related Items](#) | [Browse All](#)

- 25	+ Traditional Buffet	\$324.75	
- 12	+ Hot Coffee Service including selection of Tea and accouterments - per person	\$15.48	
- 12	+ Assorted Bottled Fruit Juices - per bottle	\$21.48	
- 12	+ Assorted Bottled Sodas - per bottle	\$23.88	
- 12	+ Infused Water with Cucumber and Mint - per gallon	\$191.88	
- 25	+ Recharge!	\$199.75	

Total **\$777.22**

[Apply Promo Code >](#)

Figure 5 - Cart Check Out

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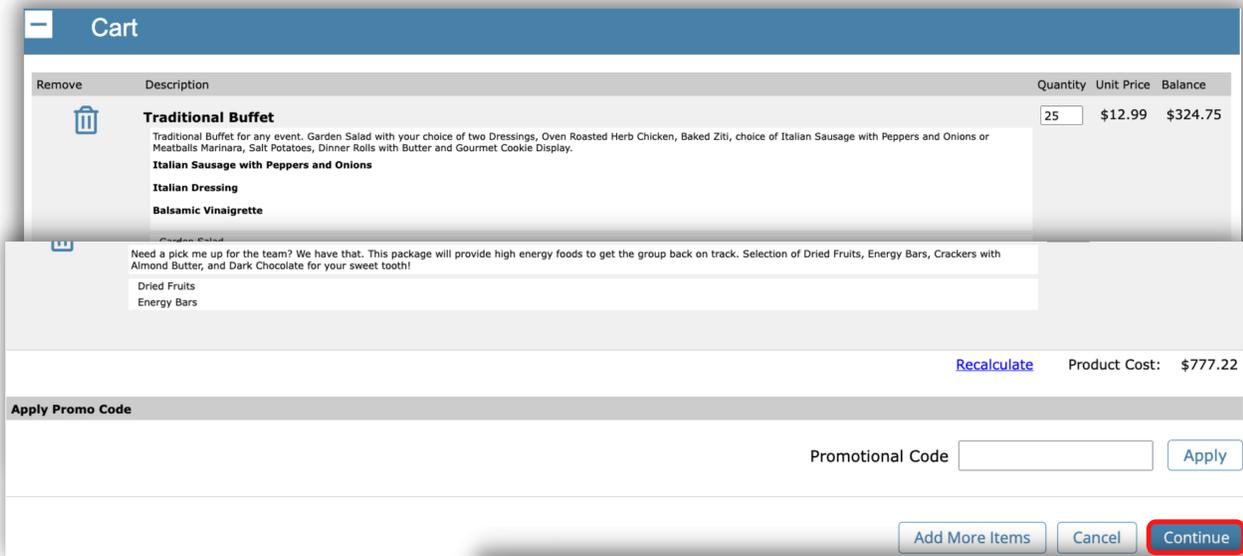
ORDER CHECK OUT

Make sure you are logged into your account.

5. Review the order on **Step 1** and click **Continue**. (Figure 6)

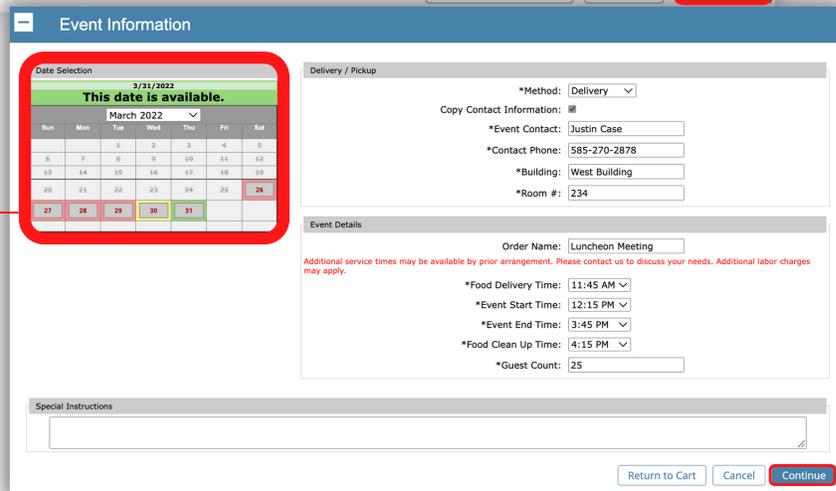
6. Select a date and time for the order on **Step 2**, and complete the applicable Pickup or Delivery information. (Figure 7)

Figure 6 - Check Out Step 1



Note: Days highlighted in Red/Yellow indicate there is not enough lead time for your order, with a prompt to contact the foodservice team to discuss the blocked date or confirm an order date.

Figure 7 - Check Out Step 2



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ORDER CHECK OUT

Make sure you are logged into your account.

7. Review Order Summary on Step 3 and, if correct, click **Continue**. (Figure 8)

Figure 8 - Check Out Step 3

Order Summary

Order Name: Luncheon

Customer Information	Delivery / Pickup Information
First Name: Justin Last Name: Case Email: justin.case2022@hotmail.com Phone: 585-270-2878	Ordering Option: Full Service Catering Method: Delivery Event Contact: Justin Case Contact Phone: 585-270-2878 Building: West Building Room #: 234

Event Information
Guest Count: 25 Pick-up/ Delivery Date: Thursday, 7/28/2022 Food Delivery Time: 11:45 AM Event Start Time: 12:15 PM Event End Time: 3:45 PM Food Clean Up Time: 4:15 PM

Description	Quantity	Unit Price	Balance
Traditional Buffet <small>Traditional Buffet for any event. Garden Salad with your choice of two Dressings, Oven Roasted Herb Chicken, Baked Ziti, choice of Italian Sausage with Peppers and Onions or Meatballs Marinara, Salt Potatoes, Dinner Rolls with Butter and Gourmet Cookie Display.</small> Italian Sausage with Peppers and Onions Italian Dressing Balsamic Vinaigrette Garden Salad Oven Roasted Herb Chicken Baked Ziti Salt Potatoes Dinner Roll with Butter Gourmet Cookie Display	25	\$12.99	\$324.75
Hot Coffee Service including selection of Tea and accouterments - per person	12	\$1.29	\$15.48
Assorted Bottled Fruit Juices - per bottle	12	\$1.79	\$21.48
Assorted Bottled Sodas - per bottle	12	\$1.99	\$23.88
Infused Water with Cucumber and Mint - per gallon	12	\$15.99	\$191.88
Recharge! <small>Need a pick me up for the team? We have that. This package will provide high energy foods to get the group back on track. Selection of Dried Fruits, Energy Bars, Crackers with Almond Butter, and Dark Chocolate for your sweet tooth!</small> Dried Fruits Energy Bars	25	\$7.99	\$199.75

Product Cost: \$777.22
Balance: \$777.22

<< Add Another Order
Back
Cancel
Continue

How to Place a Catering Order Online

COMPLETE ORDER CHECK OUT

Make sure you are logged into your account.

8. Step 4 will have you Select your *Payment Method*, complete the required details, and click **Place Your Order**. (Figure 9)

Figure 9 - Check Out Step 4

Payment Method

***Please Note: The final invoice may be re-calculated to satisfy special requests or additions to standard offer.**
You MUST click the Process This Order button below to complete this order.

Enter Payment Information
 Select a payment method

Any saved online wallet entries are now listed under the appropriate payment method

*Payment Method: **Select** ▼

CC Additional People (Optional):
email address(es)
 You may CC others on this order's correspondence (Please separate multiple email addresses with semicolons)

SSL Secure
 128-bit encryption

Return to Summary Cancel **Place Your Order**

Any saved online wallet entries are now listed under the appropriate payment method

*Payment Method: **Credit Card** ▼

*Card Type: **Visa** ▼

*First Name: **Justin**

*Last Name: **Case**

*Card Number: **4242424242424242**

*Expiration Date: **07** / **2025**

*Card Address: **123 Main St**

*Card City: **Rochester**

*Card Country: **UNITED STATES** ▼

*Card State: **NEW YORK** ▼

*Card Postal/Zip Code: **14607**

Save Wallet Entry for Future Use:

*Wallet Description: **Justin Case Card**

Make This My Default Credit Card:

CC Additional People (Optional):
email address(es)
 You may CC others on this order's correspondence (Please separate multiple email addresses with semicolons)

SSL Secure
 128-bit encryption

Return to Summary Cancel **Place Your Order**

How to Place a Catering Order Online

MODIFYING EXISTING ORDERS

Make sure you are logged into your account.

1. Access the **Account** located at the top right corner of the page.
2. Click on **Manage and Repeat Orders** or **View All Account Options**. (Figure 10)

Figure 10 - My Account: Manage and Repeating Orders

The screenshot shows the CaterTrax website interface. At the top right, the 'Account' dropdown menu is visible, showing 'Hi, Justin Case'. Below this, the 'Account Management' section contains several options: 'Create New Order', 'Manage Online Wallet', 'Update Account Information', and 'View All Account Options'. The 'Manage And Repeat Orders' link is highlighted with a red box. In the 'Orders' sidebar on the right, the 'Manage and Repeat Orders' button is also highlighted with a red box. A red line connects the 'Account' dropdown to the 'Manage and Repeat Orders' button in the sidebar. Below the sidebar, the 'Manage Orders' section is visible, showing a table of orders.

Order ID	Event Date	Name	Paid	Processed	Total	Action
2235	7/21/2022	Q3 Meeting			\$121.88	
2231	2/21/2022				\$7.29	
2226	2/15/2022	AM			\$89.90	

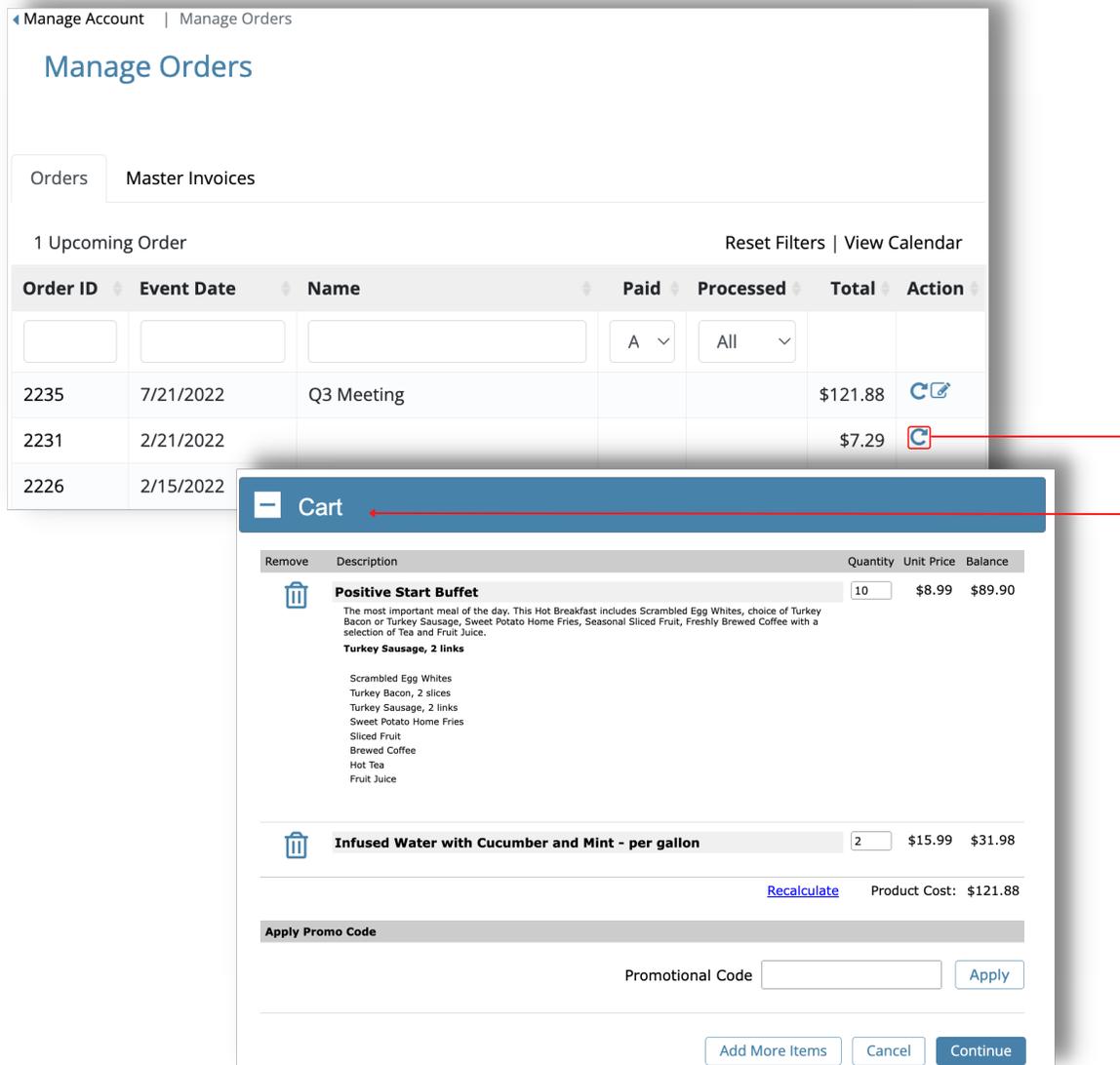
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MODIFYING EXISTING ORDERS

Make sure you are logged into your account.

3. To quickly *Repeat* an order, click on the **Repeat Order** icon  under the *Actions* column, adding all existing items from the previous items to your cart to begin Step 1 of the check out process. (Figure 11)

Figure 11 - Repeat Past Orders



Manage Account | Manage Orders

Manage Orders

Orders | Master Invoices

1 Upcoming Order Reset Filters | View Calendar

Order ID	Event Date	Name	Paid	Processed	Total	Action
			A	All		
2235	7/21/2022	Q3 Meeting			\$121.88	
2231	2/21/2022				\$7.29	
2226	2/15/2022					

Cart

Remove	Description	Quantity	Unit Price	Balance
	Positive Start Buffet <small>The most important meal of the day. This Hot Breakfast includes Scrambled Egg Whites, choice of Turkey Bacon or Turkey Sausage, Sweet Potato Home Fries, Seasonal Sliced Fruit, Freshly Brewed Coffee with a selection of Tea and Fruit Juice.</small> Turkey Sausage, 2 links Scrambled Egg Whites Turkey Bacon, 2 slices Turkey Sausage, 2 links Sweet Potato Home Fries Sliced Fruit Brewed Coffee Hot Tea Fruit Juice	10	\$8.99	\$89.90
	Infused Water with Cucumber and Mint - per gallon	2	\$15.99	\$31.98

[Recalculate](#) Product Cost: \$121.88

Apply Promo Code

Promotional Code [Apply](#)

[Add More Items](#)
[Cancel](#)
[Continue](#)

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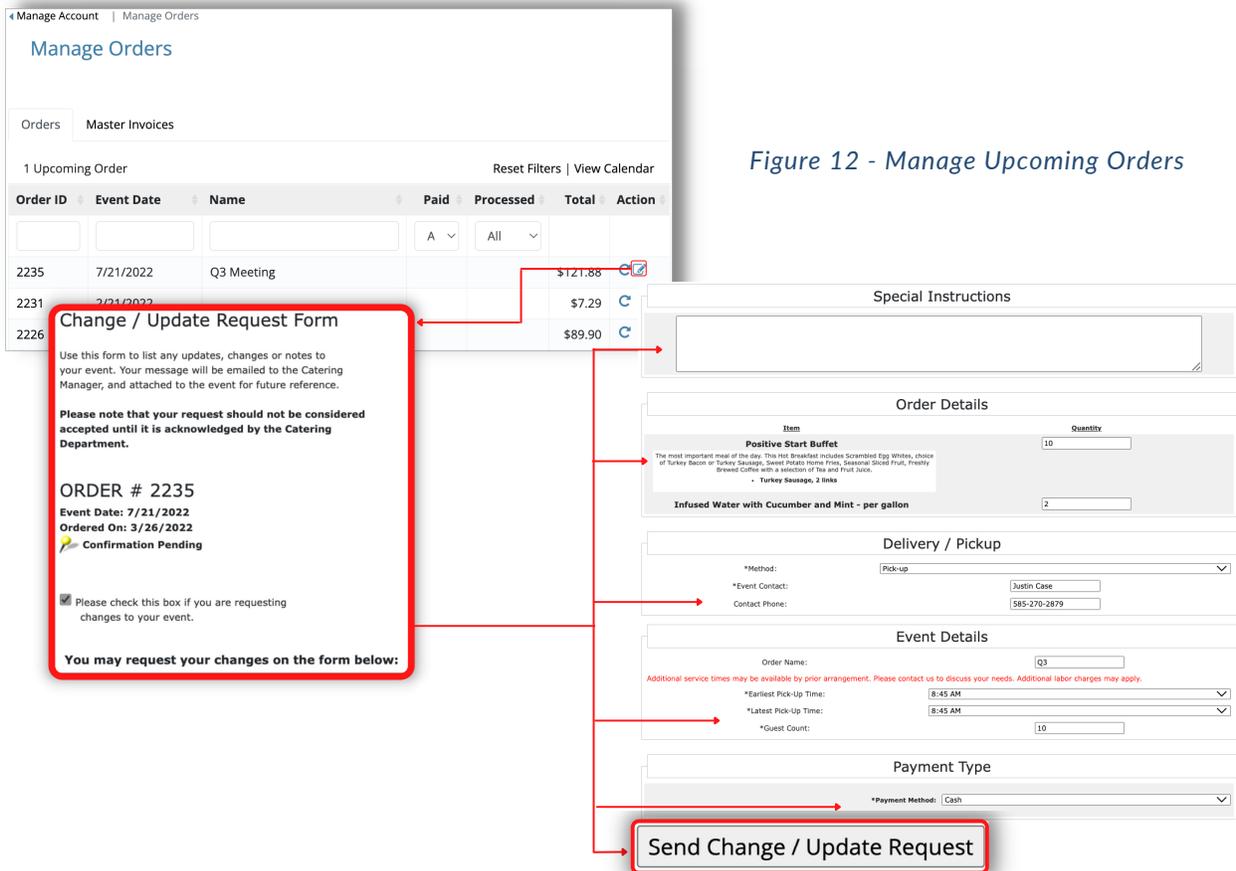
MODIFYING EXISTING ORDERS

Make sure you are logged into your account.

4. To make changes to an upcoming order, click the **Request Change** icon  under the *Actions* column.

4a. Make changes to the necessary fields, then click **Submit Changes**. (Figure 12)

All requested changes and notations will be displayed in the **Order Tracking section of the order.*



The screenshot shows the 'Manage Orders' interface. A table lists three orders: 2235 (7/21/2022, Q3 Meeting, \$121.88), 2231 (7/21/2022, \$7.29), and 2226 (7/21/2022, \$89.90). A red box highlights the 'Request Change' icon for order 2235. An overlay window titled 'Change / Update Request Form' is shown, containing instructions and a form for order 2235. The form includes fields for 'Special Instructions', 'Order Details' (with items like 'Positive Start Buffet' and 'Infused Water'), 'Delivery / Pickup' (method: Pickup, contact: Justin Case), 'Event Details' (order name: Q3, pick-up times: 8:45 AM, guest count: 10), and 'Payment Type' (method: Cash). A red box at the bottom of the form is labeled 'Send Change / Update Request'.

Figure 12 - Manage Upcoming Orders

QUESTIONS?



Contact your local catering team.