CATERTRAX®

CaterTrax Tutorial



CaterTrax Overview

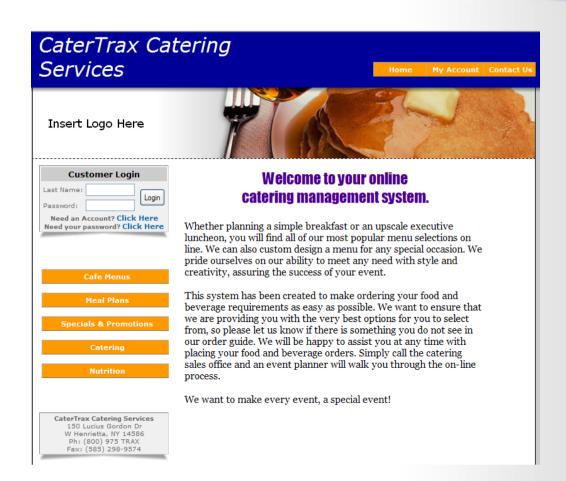
Contents

Create an Account	3
Place an Order Check-out	5
Request Changes to Your Order	16



How to: Create an Account

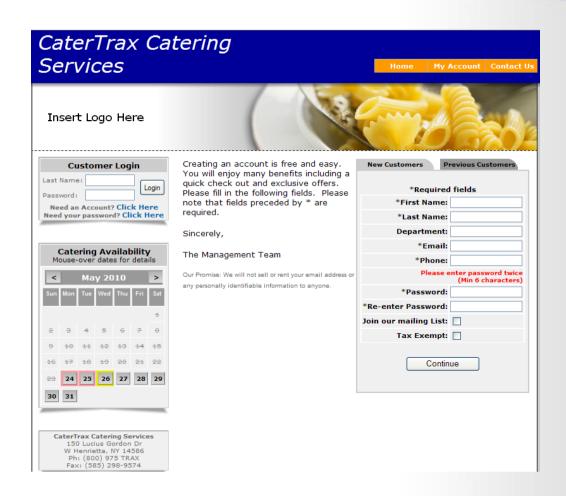
- On the Home page, locate the Customer Login Box
- Click on the link, next to "Need an Account?"





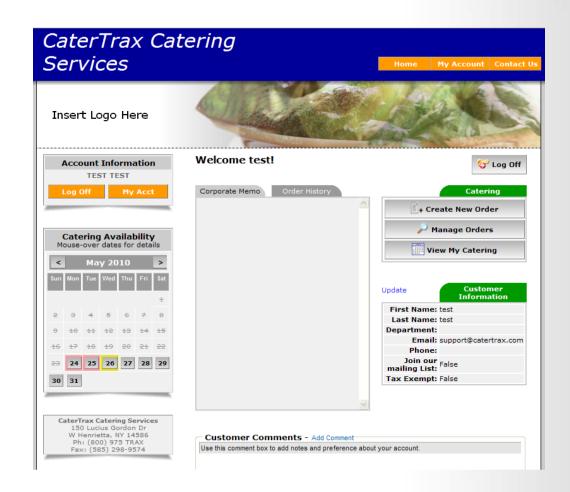
How to: Create an Account

- 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.





- 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"





- You will immediately be brought to the online menu.
- To start your order, select a category. For example, "Breakfast"





- 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"





- 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

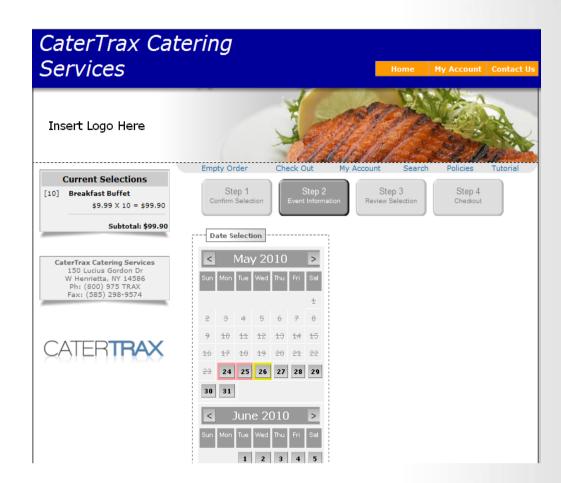
- After placing items in your cart, you will be brought to Step 1 of the check-out process. If you are finished ordering, make sure your order is correct and click on "Continue>>"
- If you need to add more items to your cart, either click on "<<Add More" or simply click on one of the category buttons.





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/pickup 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

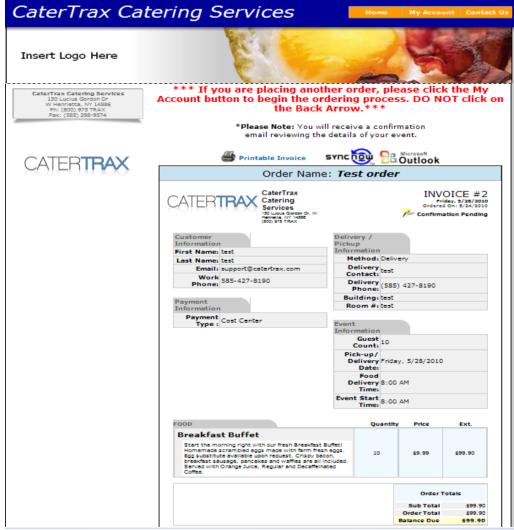
- In Step 4 of the checkout process, you will need to enter payment information.
- After selecting a payment method, enter any necessary information.
- If required, please click on the link to read and "Accept the Terms and Conditions".
- When you are finished, click on "Process This Order".





Email Confirmation

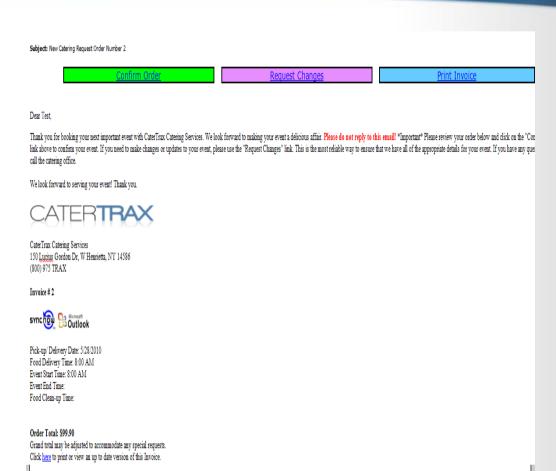
- A copy of your invoice will appear on the screen. You will then have the option to print it or sync it to your Outlook.
- You will also receive a copy of the invoice in your email.





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.

