

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

The screenshot shows the CaterTrax website homepage. The top navigation bar includes links for Catering, Take Out, Floor Stock, and Contact Us, along with a search icon. On the right, there is an 'Account' link with 'SIGN IN / REGISTER' text, and a 'Cart' icon showing '\$0.00'. Below the navigation bar is a large banner image of a salad. Below the banner, the text 'Welcome to CaterTrax' is displayed. At the bottom, there is a 'Sign in or Register' section. This section contains a 'Last Name' field, an 'Email' field, and a 'Password' field. The 'Last Name' and 'Email' fields are highlighted with red boxes. Below the 'Email' field is a link that says 'Need an Account?'. Below the 'Password' field is a link that says 'Need your password?'. To the right of the password field is a 'Sign In' button. A red box highlights the 'Account SIGN IN / REGISTER' link in the top right corner of the page.

CATERTRAX® Catering Take Out Floor Stock Contact Us

Account SIGN IN / REGISTER Cart \$0.00

Account SIGN IN / REGISTER

Welcome to CaterTrax

Sign in or Register

Sign in to your account to start a new order or manage your existing orders, or get started by registering for an account

Last Name

Email

Password

Need an Account? Need your password?

Sign In

How to Place a Catering Order Online

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**

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

Figure 2 - Registering an Online Ordering Account

How to Place a Catering Order Online

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)

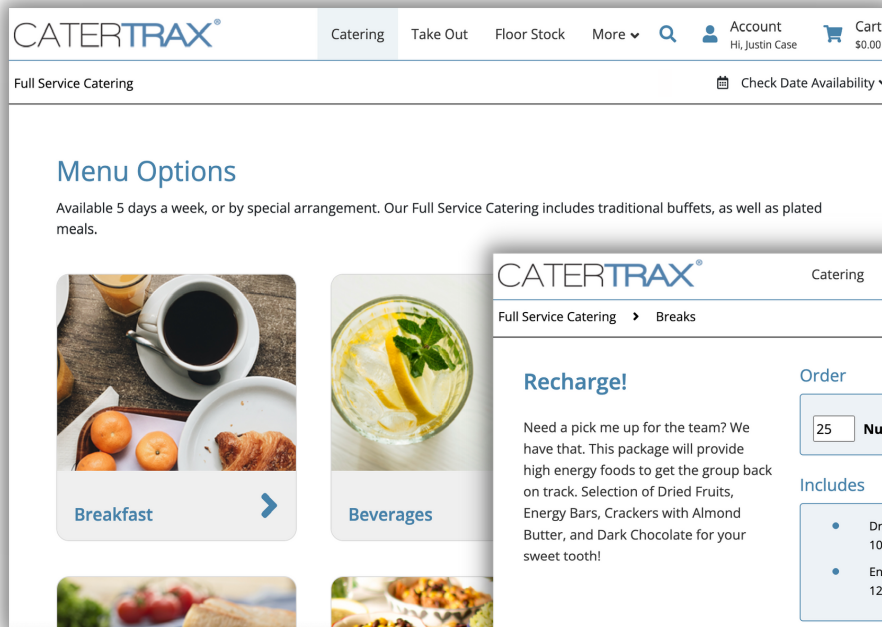
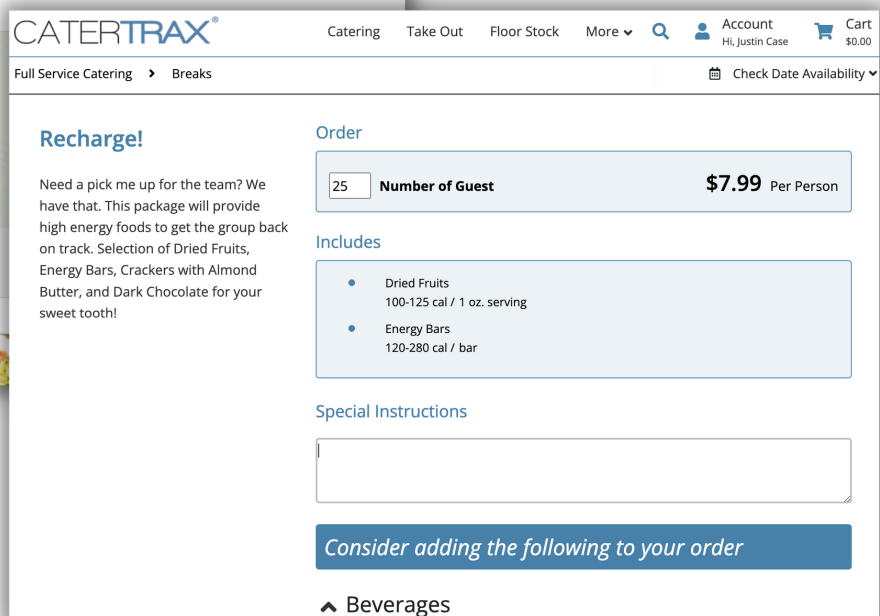


Figure 3 - Adding Items to the Cart



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

Quantity	Item Description	Price	Calories / Serving
12	Hot Coffee Service including selection of Tea and accouterments - per person	\$1.29	0-35 cal / 8 oz. serving
12	Assorted Bottled Fruit Juices - per bottle	\$1.79	100-250 cal / 10 oz. bottle
12	Assorted Bottled Sodas - per bottle	\$1.99	0-150 cal / 12 oz. bottle
12	Infused Water with Cucumber and Mint - per gallon	\$15.99	8 cal / 8 oz. serving

Special Instructions

Item is for:
Tuesday Lunch Meeting

[Cancel](#) [Add to Cart](#)

6 Item(s) in Cart

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

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

Total \$777.22

[Cancel Order](#) [Apply Promo Code >](#) [Check Out](#)

Figure 5 - Cart Check Out

How to Place a Catering Order Online

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

Cart

Remove	Description	Quantity	Unit Price	Balance
	Traditional Buffet 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. Italian Sausage with Peppers and Onions Italian Dressing Balsamic Vinaigrette	25	\$12.99	\$324.75

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!

Dried Fruits
Energy Bars

[Recalculate](#) Product Cost: \$777.22

Apply Promo Code

Promotional Code [Apply](#)

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

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

Event Information

Date Selection
3/31/2022
This date is available.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Delivery / Pickup

*Method:

Copy Contact Information: ☒

*Event Contact:

*Contact Phone:

*Building:

*Room #:

Event Details

Order Name:

Additional service times may be available by prior arrangement. Please contact us to discuss your needs. Additional labor charges may apply.

*Food Delivery Time:

*Event Start Time:

*Event End Time:

*Food Clean Up Time:

*Guest Count:

Special Instructions

[Return to Cart](#) [Cancel](#) [Continue](#)

How to Place a Catering Order Online

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

First Name: Justin
Last Name: Case
Email: justin.case2022@hotmail.com
Phone: 585-270-2878

Delivery / Pickup Information

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 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. 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! 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! 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

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 displays the CaterTrax website interface. At the top, the navigation bar includes links for Catering, Take Out, Floor Stock, and More, along with a search icon. The 'Account' link is highlighted in the top right corner. Below the navigation bar, the 'Account Management' section is visible, featuring options like 'Create New Order', 'Manage Online Wallet', 'Update Account Information', and 'View All Account Options'. The 'Manage And Repeat Orders' link is highlighted in the sidebar. Below this, the 'Manage Orders' section shows a table of upcoming orders. The 'Orders' sidebar on the right includes buttons for 'Create New Order', 'Manage and Repeat Orders' (highlighted), and 'Calendar View'.

Account Management

From your account you can start a new order, manage existing orders or update your account information.

Create New Order **Manage Online Wallet**

Manage And Repeat Orders **Update Account Information**

View All Account Options

Welcome, Justin!

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	AM			\$89.90	

Orders

Create New Order

Manage and Repeat Orders

Calendar View

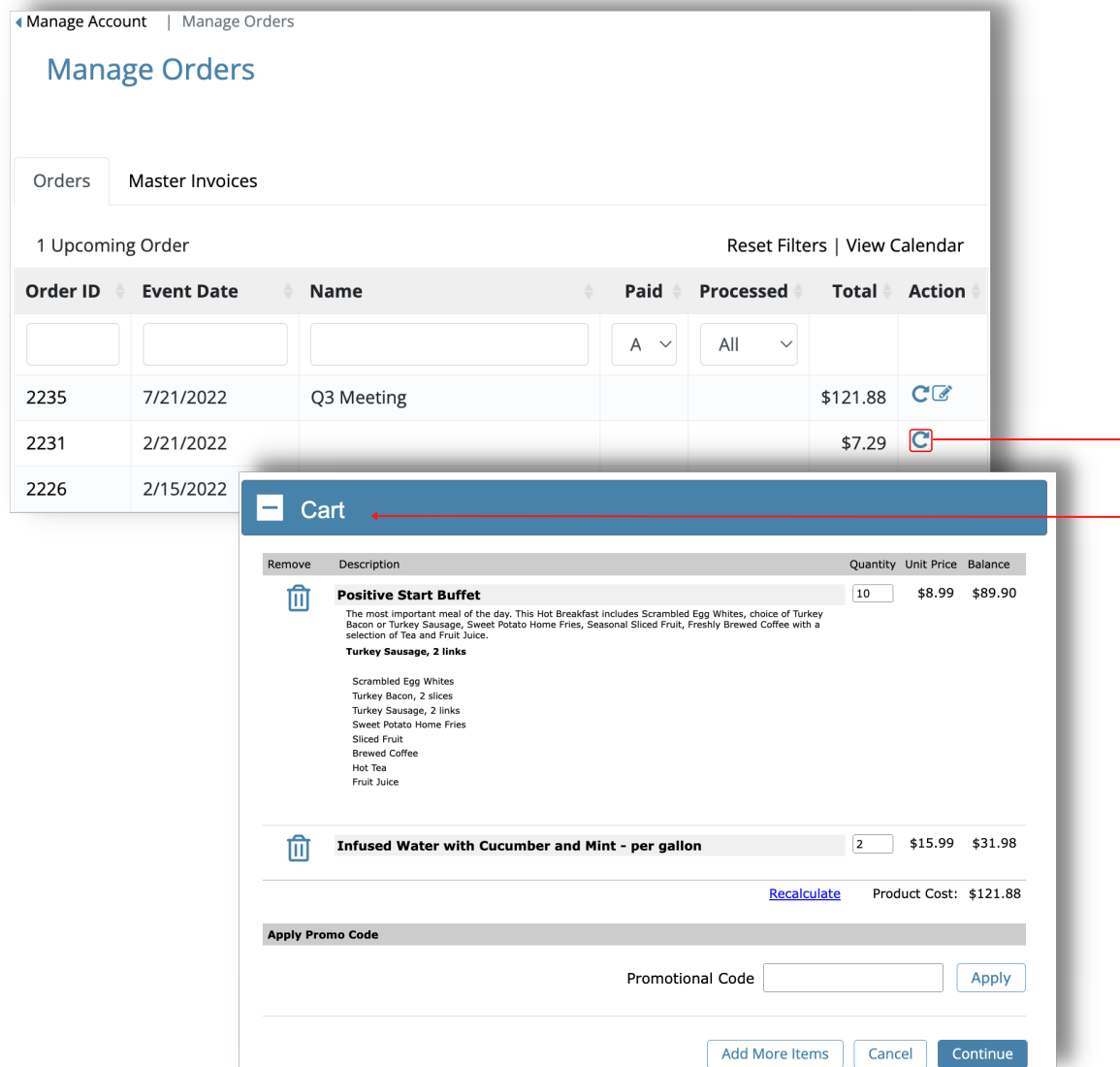
How to Place a Catering Order Online

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 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 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. 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](#)

How to Place a Catering Order Online

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.*

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
2235	7/21/2022	Q3 Meeting			\$121.88	
2231	7/21/2022				\$7.29	
2226					\$89.90	

Change / Update Request Form

Use this form to list any updates, changes or notes to your event. Your message will be emailed to the Catering Manager, and attached to the event for future reference.

Please note that your request should not be considered accepted until it is acknowledged by the Catering Department.

ORDER # 2235
 Event Date: 7/21/2022
 Ordered On: 3/26/2022
 Confirmation Pending

☒ Please check this box if you are requesting changes to your event.

You may request your changes on the form below:

Special Instructions

Order Details

Item	Quantity
Positive Start Buffet 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 Grilled Fruit, Freshly Brewed Coffee with a selection of Tea and Fruit Juice. • Turkey Sausage, 2 links	10
Infused Water with Cucumber and Mint - per gallon	2

Delivery / Pickup

*Method:

*Event Contact:

Contact Phone:

Event Details

Order Name:

Additional service times may be available by prior arrangement. Please contact us to discuss your needs. Additional labor charges may apply.

*Earliest Pick-Up Time:

*Latest Pick-Up Time:

*Guest Count:

Payment Type

*Payment Method:

Send Change / Update Request

Figure 12 - Manage Upcoming Orders

QUESTIONS?



Contact your local catering team.