

Quick Start Guide: Online Ordering

With CaterTrax online ordering, you can place a catering or take-out order at any time, on any device. Whether you are planning for a special event, team meeting, or your next meal, we've got you covered.

	<p>Follow the steps below for a quick and easy way to manage your catering and take-out orders. With an online account, you gain access to:</p> <ul style="list-style-type: none">• Place orders• Track orders• Request changes• Repeat orders
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Get Started

To start, visit your CaterTrax website at slps.catertrax.com

1. Click Account **Sign In/Register** in the top right corner of the homepage. (Figure 1)
2. Click **Need an Account?** in the submenu.
3. Complete all required fields in the **New Customers** tab and click **Continue**.

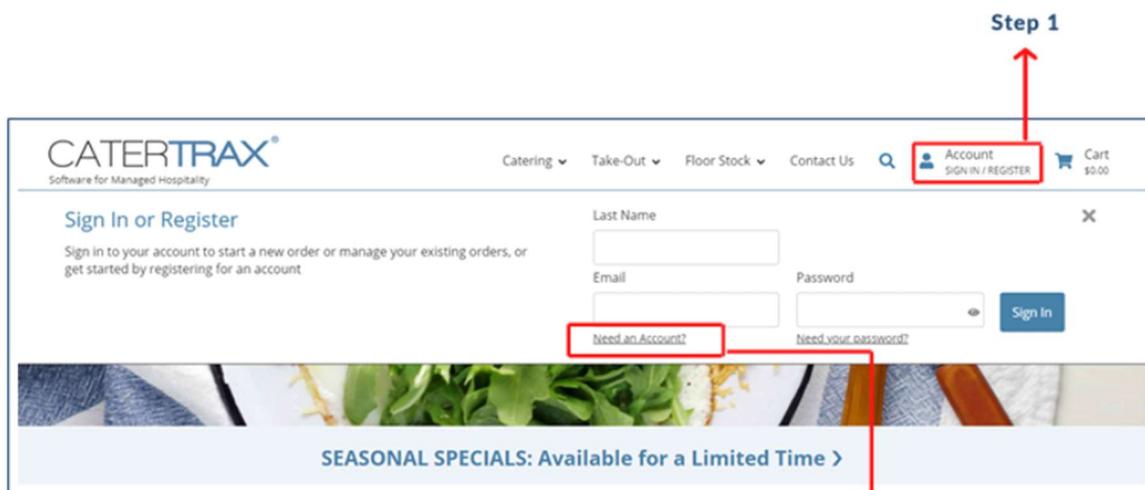


Figure 1 - Create an Account

Step 2

Create a New Order

Make sure you are logged into your account.

1. Choose a menu starting from the top navigation. (Figure 4)
2. Browse the menu and select the item(s) you want to order.
3. For each item, fill in item details and click **Add to Cart**.
4. Once all items have been added to your cart, click on **Check Out** in the cart.
5. Select your order date and pick-up or delivery method, complete the details, and click **Continue**.
6. Review Order Summary and, if correct, click **Continue**.
7. Select your payment method, complete the details, and click **Place Your Order**. (Figure 5)



Figure 4 - Create New Order

The image shows a 'Payment Method' form. At the top, there is a blue header with a minus sign icon and the text 'Payment Method'. Below the header, there is a note: '*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.' The form is titled 'Enter Payment Information' and has a sub-header 'Select a payment method'. Below this, there is a red note: 'Any saved online wallet entries are now listed under the appropriate payment method'. The form contains several fields: '*Payment Method:' with a dropdown menu set to 'Cost Center'; '*Cost Center Number:' with a text input field containing '00241'; 'Save Wallet Entry for Future Use:' with an unchecked checkbox; '*Approval Email Address:' with a dropdown menu set to 'Accounting Dept. <CATERTRAX@pubstrax.com>'; and 'CC Additional People (Optional):' with a text input field. Below the input fields, there is a note: 'You may CC others on this order & correspondence (Please separate multiple email addresses with semicolons)'. At the bottom of the form, there is an 'SSL Secure' logo. At the bottom right of the form, there are three buttons: 'Return to Summary', 'Cancel', and 'Place Your Order', with the 'Place Your Order' button highlighted with a red border.

Figure 5 - Place Your Order

Manage Orders

1. Click Account in the top right corner of the homepage. (Figure 6)
2. Click Manage and Repeat Orders in the submenu. (Figure 6)
3. You'll see an overview of your order history (Figure 7). From this view, you can:
 - Search for Orders by Date
 - View Previous Orders
 - Repeat Orders
 - Request Changes



Figure 6 - Manage Orders (Account Drop-Down)

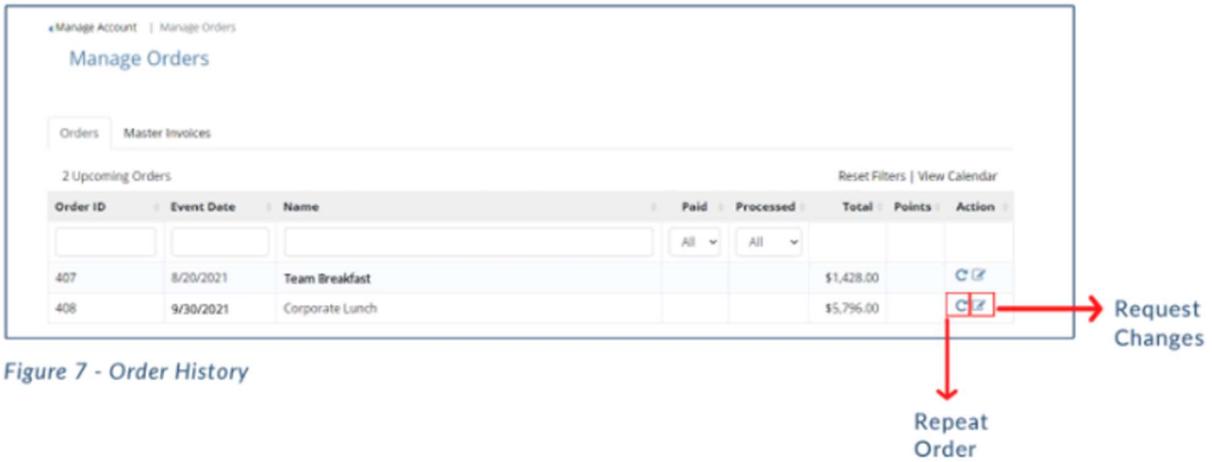


Figure 7 - Order History

Request Changes

Some CaterTrax sites do not permit customers to request changes online or if an order is placed within a certain time period of the pickup or delivery date. If this feature is available to you, please follow the steps below.

Make sure you are logged into your account.

1. Click **Account** in the top right corner of the homepage.
2. Click **Manage and Repeat Orders** in the submenu.
3. Locate your order and click the **Request Changes** icon under **Action**.
4. Complete the **Change/Update Request Form** and click **Send Change/Update Request**. (Figure 8)

You will see an updated view of your order. The food service team will review your requests to determine if they can be accommodated. Note that changes and cancellations are **not** confirmed until the food service team responds to you.

The screenshot shows the CaterTrax user interface for a 'Change/Update Request Form'. At the top, the CaterTrax logo and navigation links (Catering, Take-Out, Floor Stock, Contact Us) are visible. The main form is divided into two sections: 'Event Details' and 'Payment Type'. The 'Event Details' section contains several dropdown menus and a text input field: 'Order Name' (Corporate Lunch), '*Food Delivery Time' (11:05 AM), '*Event Start Time' (11:45 AM), '*Event End Time' (1:30 PM), '*Food Clean-up Time' (1:45 PM), and '*Guest Count' (225). The 'Payment Type' section includes '*Payment Method' (Cost Center) and '*Cost Center Number' (0024). A red rectangular box highlights the 'Send Change / Update Request' button located at the bottom left of the form.

Figure 8 - Change/Update Request Form

Repeat Orders

Make sure you are logged into your account.

1. Click **Account** in the top right corner of the homepage.
2. Click **Manage and Repeat Orders** in the submenu.
3. Locate your order and click the **Repeat Order** icon under **Action**.
4. Review your cart and select your new date, time, and delivery method.
5. Add your order name, review your order summary, and proceed to payment.

6. Enter your payment method details and click **Place Your Order**.

Like placing an individual order, you will be directed to a page with order details. From that page, you have the option to print order details, send details via email, or add the order to your Outlook calendar. (Figure 9)

Thank you! The catering team is reviewing your order and will send you a confirmation message.

You will receive an email reviewing the details of your order.

Posh Catering		Delivery On Campus	
Corporate Lunch		Event Setup By	11:15 AM
9/30/2021 at 11:15 AM		Event Start Time	12:00 PM
Confirmation Pending		Event End Time	1:00 PM
		Food Pick Up Time	1:30 PM

Event #408
Total \$5,796.00 Details >

[Attach Documents](#) [Event Schedule](#) [Registration List](#) [Venue Diagram](#)

[Print](#) [Email](#) [Add to Outlook](#)

Figure 9 - Order Details Options