

Catering Solution

Increase efficiency, productivity, and profitably

Our Catering Solution is a user-friendly system that will manage all your catering events, provide kitchen production documentation, process payments and invoices, and allow you to use advanced reporting and analytics to operate your business better.

Our robust platform will help you promote, grow, manage, and sustain your business—increasing your profitability. Created by caterers for caterers, this comprehensive solution not only manages your back of the house operations, it also provides a dynamic customer ordering interface that allows your customers to order, manage, and pay for their events online. Your customers will love the ease and convenience of ordering online anytime, anywhere.

Enterprise Capabilities

Manage multiple units across your enterprise. You can forget about managing disparate systems that don't combine sales data, order history, or customer data. Your locations can select the solutions and functionality that work best for them and you can publish promotions or limited time offers, push content, and pull data across your organization. Make CaterTrax your system of record and you'll maintain a consistent brand experience for your customers.

Flexible solutions to fit any operation

With over 2,000 possible configurations and enterprise-wide management capabilities, CaterTrax solutions are a perfect fit for any foodservice business. We also offer two editions of Catering, in addition to the full-featured, complete solution.

Lite Edition:

Ideal for small to medium foodservice operations, Lite provides the right mix of features to improve efficiencies while providing a limited menu for customers to order from.

Back of the House Edition:

Online ordering may not be necessary for your business model. You can still take advantage of this edition to improve processes and eliminate unnecessary errors in the kitchen.



Did You Know?

CaterTrax has more than 2,000 implementations across North America with some of the world's largest non-commercial foodservice operators? We also provide a portfolio of professional services and third-party integrations that can enrich functionality of our technology platform and provide efficient interaction among the various systems you use in your business. Call 1-800-975-TRAX today to schedule a personalized demonstration or request a quote.



Regardless of market segment, on average our customers experienced a 15% growth in sales revenue, number of orders, and order size after implementing the Catering Solution.

Catering Solution Features and Benefits

BACK OF THE HOUSE FEATURES	BENEFITS
Catering Event Management Calendar	Our catering event management calendar is as easy on the eyes as it will be on your schedule. See all of your catering events and the status of each order displayed across a monthly, weekly, or daily view.
Manage and Track Customer Orders	Receive email notifications as orders come in so you never miss a beat. The Catering Solution helps you stay organized when planning your production and catering events. Every order has a status pin assigned to it so you'll always know where each event stands.
Access Customer Database	We pool all of your customer online ordering accounts into one central location. Place orders on their behalf, update their information, and identify your top spenders.
Editable Administrative Invoices	Use your catering administrative privileges to make changes to your existing customer orders, add fees or discounts, change prices, remove products, and more!
Live Order Monitor	Real-time order capturing whether you are sitting in front of your computer or not. Our live invoice monitor will display all orders that come in through the solution throughout the day while you are hard at work. Have the comfort of knowing that when you return all of your orders will be there waiting.
Automatic Documentation	Print kitchen sheets for your kitchen staff and orders for your accounting department with ease. Kitchen sheets can be printed one at a time or in bulk for a specified date range.
Duplicate Bulk Catering Events	Accommodate customers with recurring meetings or catered events. Save time by repeating an unlimited number of customer orders with our quick and easy duplication feature.
Business Rules	The Catering Solution includes an option to temporarily block online orders for specific dates so you can manage your existing workflow.
Automated Kitchen Work Flow	With automated kitchen work flow, any associated taxes, gratuities, and/or service fees are updated along with the kitchen, production, and sales reports when changes are made to an order.

FRONT OF THE HOUSE FEATURES	BENEFITS
Customer Online Ordering	Quick, easy, and convenient online ordering accounts are available for your customers to use anytime, day or night.
Customer Order Tracking and Management	Give your customers more control. Your customers can easily navigate their account to check the status of their order and any changes they have requested.
Customer Change Request Form	Instead of phoning in order changes, customers can fill out a simple change request form that goes right to the catering department for approval!
Compound and Repeat Orders	Placing multiple orders with single checkout and repeating saved orders has never been so easy.
Seamlessly Integrated Menus	Let our talented menu specialists build a custom, professional-looking menu... or 2, or 3, or 4.
Online Shopping Cart/Checkout	No long lines at this checkout! Our short, user-friendly checkout process walks your customers from menu selections to secure payment processing.
Secure Payment Processing	We take pride in keeping your customer's financial information safe. The solution can accommodate many different options to pay for online orders.
Automated Customizable Business Rules	You determine your hours of operation, lead times, delivery times, and much more!