CATERTRAX®

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.

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:

- Place orders
- Track orders
- Request changes
- Repeat orders

GET STARTED

To start, visit your CaterTrax website.

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**.

Step 1

Step 2

Figure 1 - Create an Account

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CREATE AN ONLINE WALLET

Make sure you are logged into your account.

1. Click **Account** in the top right corner of the homepage.
2. Click **Manage Online Wallet** in the submenu. (Figure 2)
3. Select desired payment method (cost center, credit card, etc.)
4. Complete the form for the payment method.
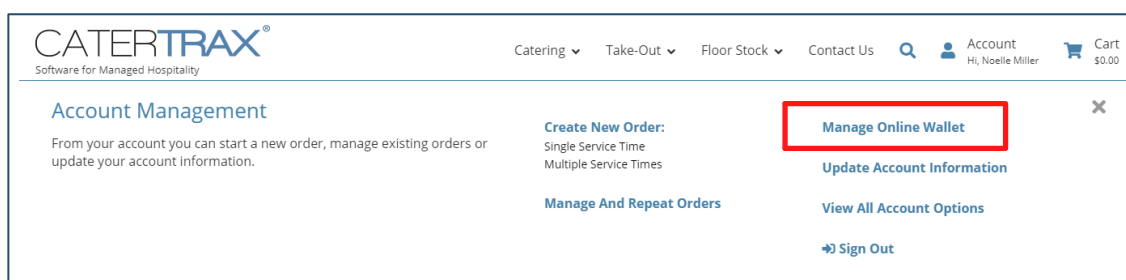5. Click **Add Wallet Entry**. (Figure 3)

Figure 2 - Manage Online Wallet

Figure 3 - Add Wallet Entry

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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**.
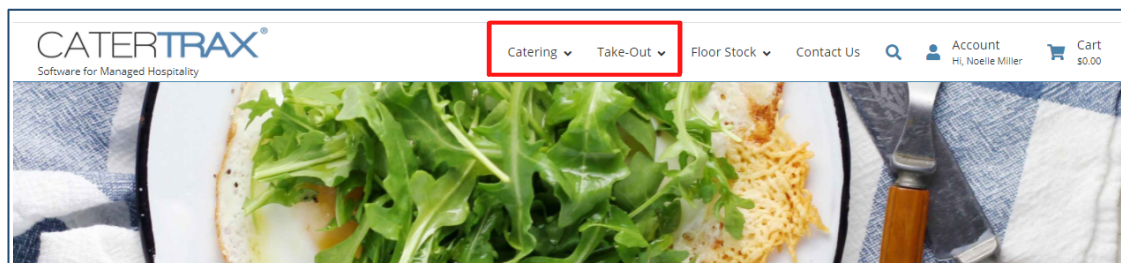7. Select your payment method, complete the details, and click **Place Your Order**. (Figure 5)

Figure 4 - Create New Order

Figure 5 - Place Your Order

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MANAGE ORDERS

Make sure you are logged into your account.

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
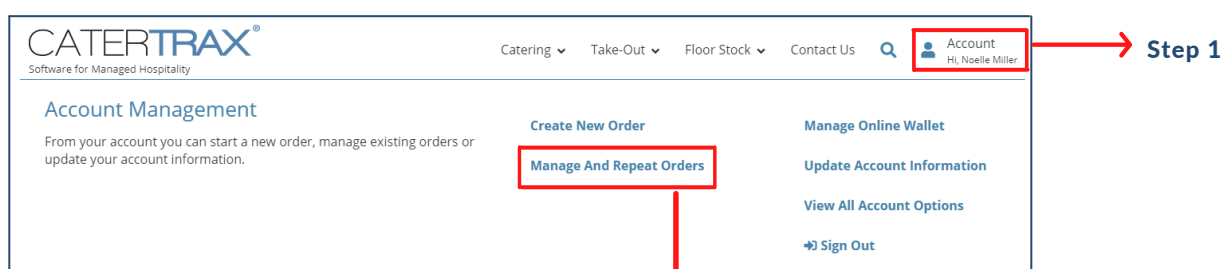   - Repeat Orders
   - Request Changes

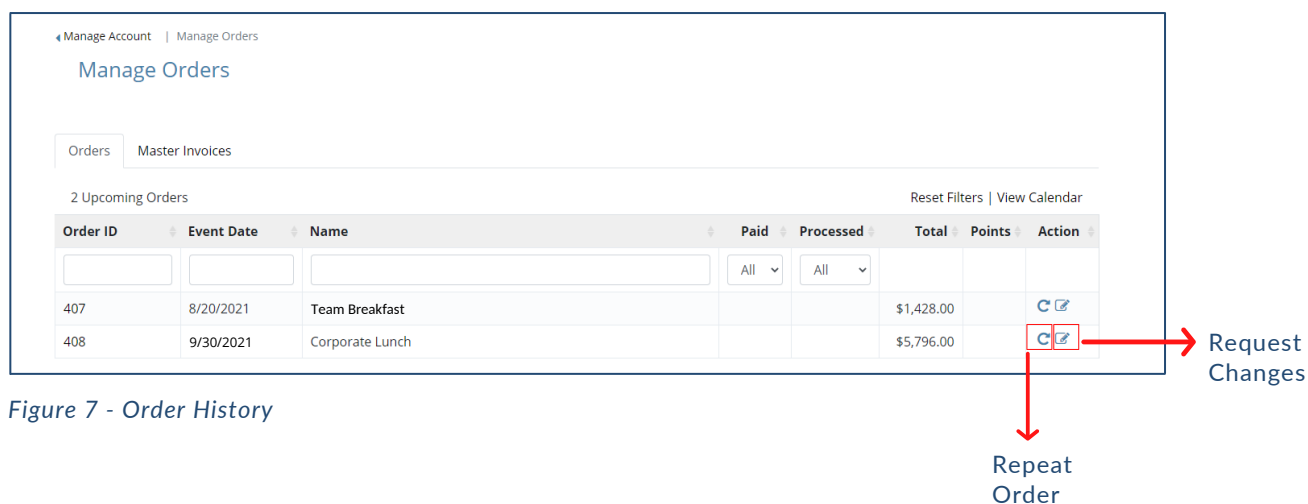*Figure 6 - Manage Orders (Account Drop-Down)*

Figure 7 - Order History

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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.
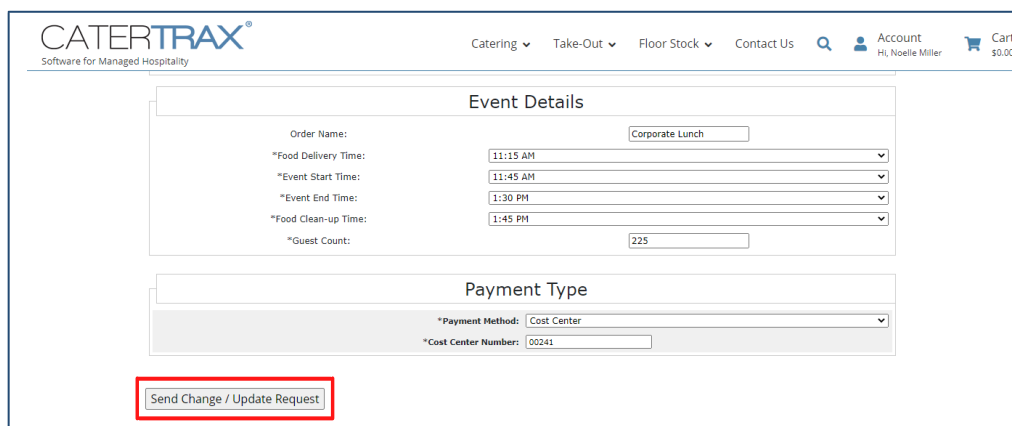

Figure 8 - Change/Update Request Form

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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)

Figure 9 - Order Details Options

QUESTIONS?

Contact your on-site catering team for more information.