

How to Place a Take-Out Order Online

With CaterTrax online ordering, you can place a Take-Out order any time, on any device.



Follow the steps below for a quick and easy way to manage your Take-Out orders. With an online account, you gain access to place and modify Take-Out orders.

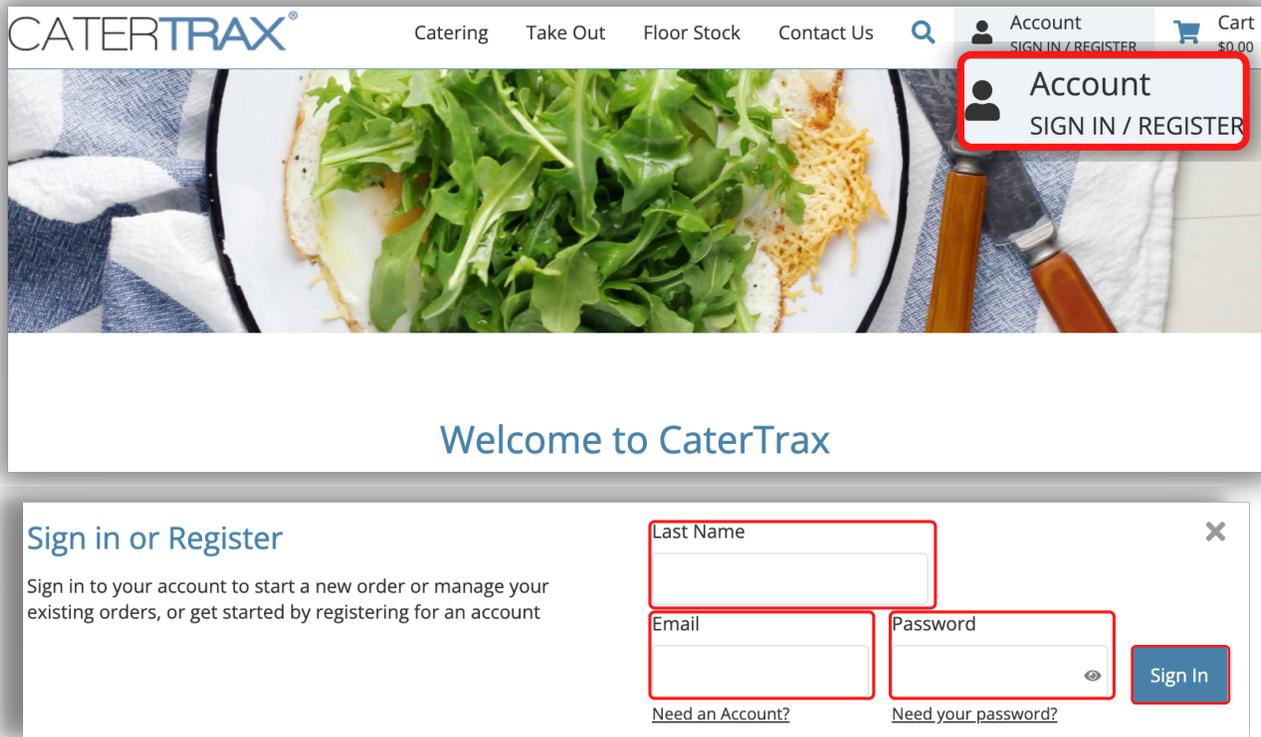
GET STARTED

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



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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

Figure 2 - Registering an Online Ordering Account

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

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CREATE A NEW ORDER

Make sure you are logged into your account.

1. Choose your Take-Out 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)

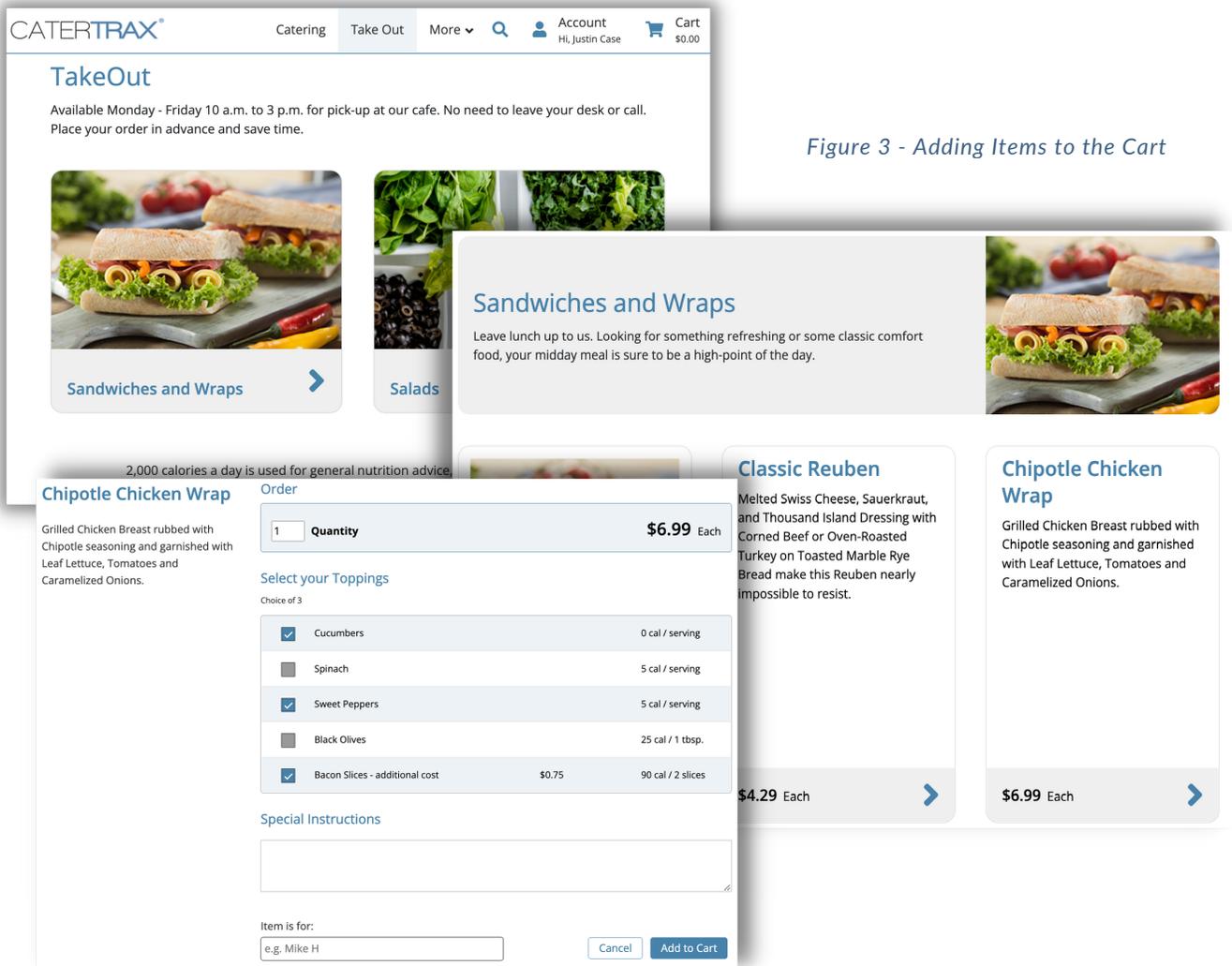


Figure 3 - Adding Items to the Cart

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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)

Order

1 Quantity **\$6.99** Each

Select your Toppings

Choice of 3

<input checked="" type="checkbox"/>	Cucumbers	0 cal / serving
<input type="checkbox"/>	Spinach	5 cal / serving
<input checked="" type="checkbox"/>	Sweet Peppers	5 cal / serving
<input type="checkbox"/>	Black Olives	25 cal / 1 tbsp.
<input checked="" type="checkbox"/>	Bacon Slices - additional cost	\$0.75 90 cal / 2 slices

Special Instructions

Item is for:
e.g. Mike H

Cancel Add to Cart

Figure 4 - Add Item to Cart

Cancel Add to Cart

1 Item(s) in Cart

View Related Items | Browse All

Placing an Order?
Select your Date and Time

1	+ Chipotle Chicken Wrap	\$7.74	🗑️
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Total **\$7.74**

Apply Promo Code >

Cancel Order

Check Out

Figure 5 - Cart Check Out

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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)

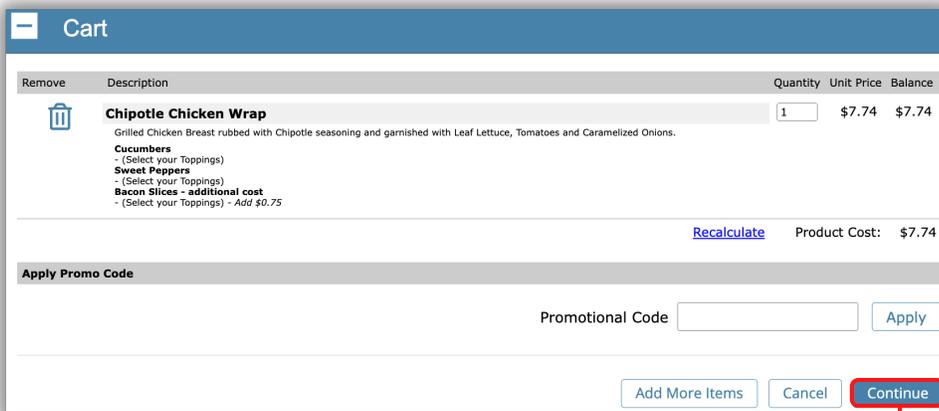


Figure 6 - Check Out Step 1

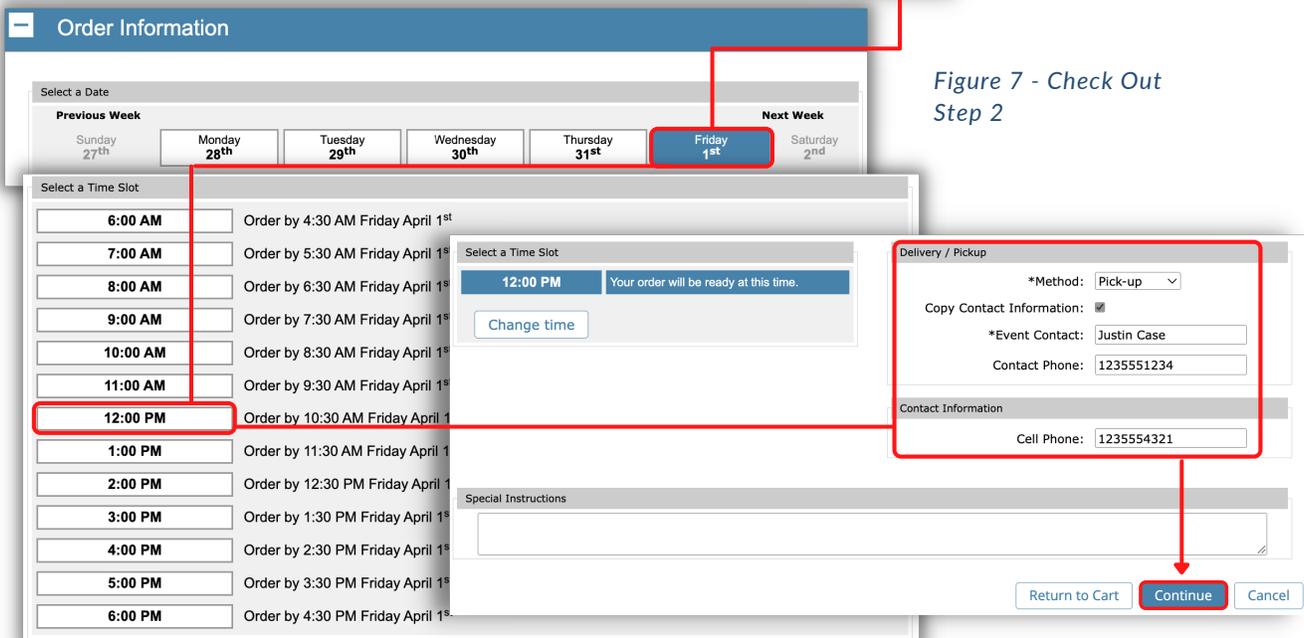


Figure 7 - Check Out Step 2

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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

Customer Information	Delivery / Pickup Information
First Name: Justin Last Name: Case Email: justin.case2022@hotmail.com Phone: 585-270-2878 Cell Phone: 1235554321	Ordering Option: Take Out Method: Pick-up Event Contact: Justin Case Contact Phone: 1235551234
	Order Information
	Pick-up/ Delivery Date: Friday, 4/1/2022 Earliest Pick-Up Time: 12:00 PM

Description	Quantity	Unit Price	Balance
Chipotle Chicken Wrap Grilled Chicken Breast rubbed with Chipotle seasoning and garnished with Leaf Lettuce, Tomatoes and Caramelized Onions. Cucumbers - (Select your Toppings) Sweet Peppers - (Select your Toppings) Bacon Slices - additional cost - (Select your Toppings) - Add \$0.75	1	\$7.74	\$7.74
		Product Cost: \$7.74	Balance: \$7.74

Back
Cancel
Continue

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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

Return to Summary Cancel **Place Your Order**

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 Take-Out 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's account management section. At the top, the navigation bar includes 'CATERTRAX', 'Catering', 'Take Out', 'Floor Stock', and 'More'. A user profile dropdown is visible with the text 'Account Hi, Justin Case'. Below this, the 'Account Management' section offers several options: 'Create New Order', 'Manage Online Wallet', 'Update Account Information', and 'View All Account Options'. A red box highlights the 'Manage And Repeat Orders' link. Below the account management section, a 'Welcome, Justin!' message is shown. The 'Manage Orders' section is active, displaying a table of orders. A red box highlights the 'Action' column in the table, which contains icons for editing and deleting orders.

Order ID	Event Date	Name	Paid	Processed	Total	Action
2235	7/21/2022	Q3 Meeting			\$121.88	
2231	2/21/2022				\$7.29	
2226	2/15/2022	AM			\$89.90	

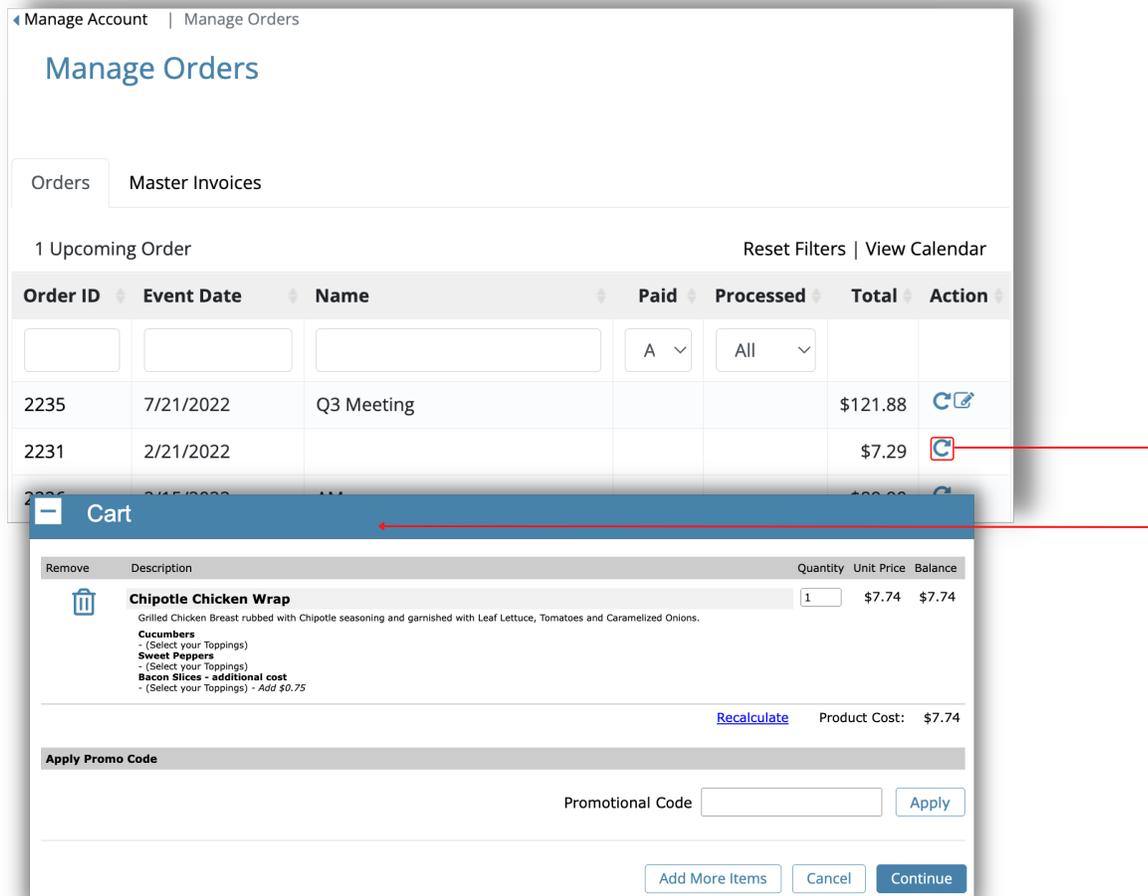
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MODIFYING EXISTING ORDERS

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 Account | Manage 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	
2236	2/15/2022	...			\$88.00	

Cart

Remove	Description	Quantity	Unit Price	Balance
	Chipotle Chicken Wrap Grilled Chicken Breast rubbed with Chipotle seasoning and garnished with Leaf Lettuce, Tomatoes and Caramelized Onions. Cucumbers - (Select your Toppings) Sweet Peppers - (Select your Toppings) Bacon Slices - additional cost - (Select your Toppings) - Add \$0.75	1	\$7.74	\$7.74

[Recalculate](#) Product Cost: \$7.74

Apply Promo Code

Promotional Code [Apply](#)

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

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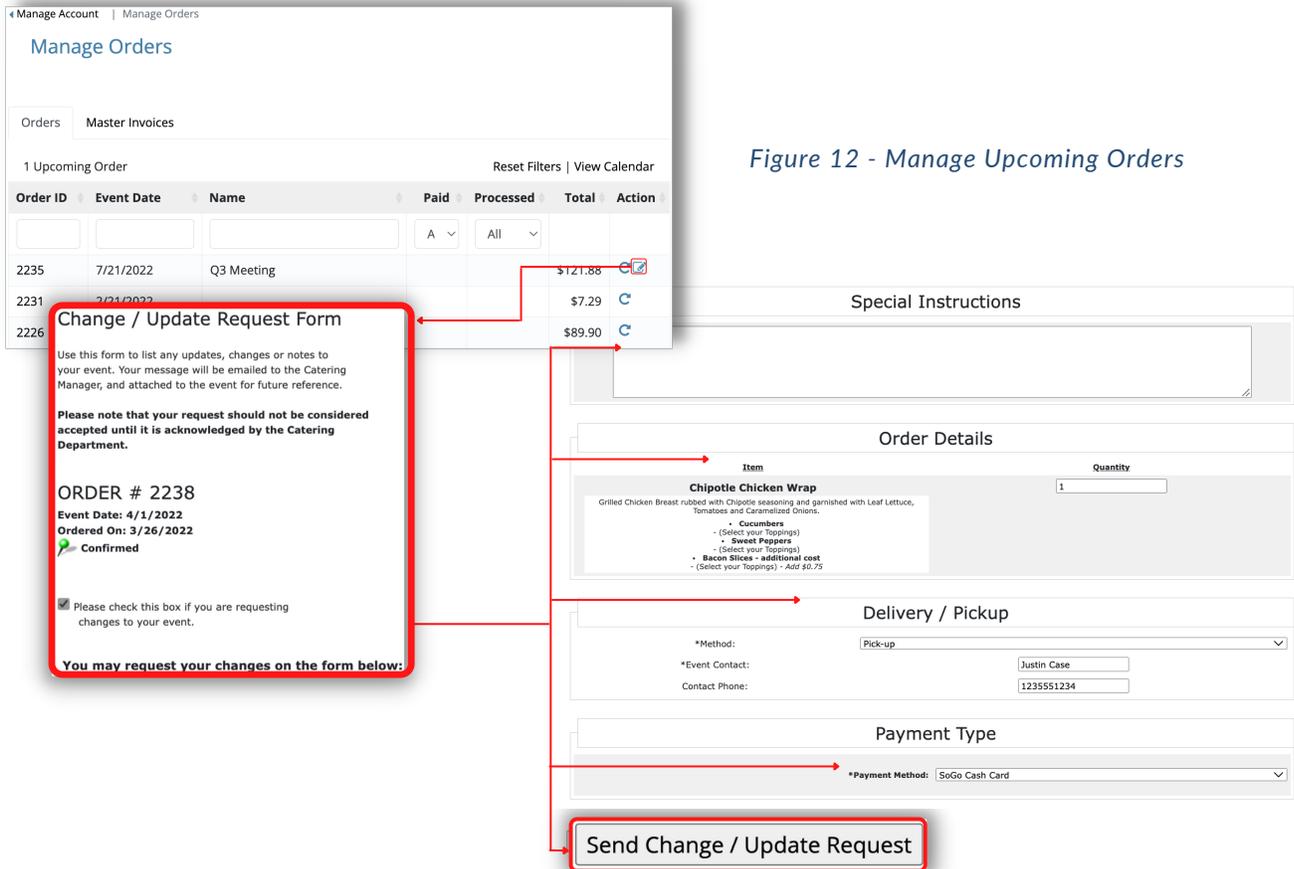
MODIFYING EXISTING ORDERS

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.*



The screenshot shows the 'Manage Orders' interface. At the top, there are tabs for 'Orders' and 'Master Invoices'. Below, a table lists upcoming orders. The table has columns for Order ID, Event Date, Name, Paid, Processed, Total, and Action. Three orders are listed: 2235 (Q3 Meeting, \$121.88), 2231 (Q3 Meeting, \$7.29), and 2226 (Q3 Meeting, \$89.90). The 'Action' column for the second and third orders contains a 'Request Change' icon (a pencil inside a square). A modal window titled 'Change / Update Request Form' is open, containing instructions and a form for updating the order. The modal includes the order number (2238), event date (4/1/2022), and ordered on date (3/26/2022). It also has a checkbox for requesting changes and a 'Send Change / Update Request' button. Red arrows indicate the flow from the 'Request Change' icon in the table to the modal, and from the modal to the 'Send Change / Update Request' button. The background shows parts of the 'Special Instructions', 'Order Details' (including a 'Chipotle Chicken Wrap' item), 'Delivery / Pickup' information, and 'Payment Type' section.

Figure 12 - Manage Upcoming Orders

QUESTIONS?



Contact your local food services team.