

Requesting Changes by Email

Step 1: To request a change to your order, click the *Request Changes* link found in your confirmation email. You'll then be redirected to your account.

Step 2: Fill in the appropriate fields with your changes and then click on the *Send Change/Update Request* button.

Step 3: After making the changes, you will be taken to an updated view of the order. Your catering team will review your change request to determine if it can be accommodated.

Step 1:



Dear Bob Smith,

Thank you for booking your next important event with CaterTrax. We look forward to making your event a delicious affair. **Please do not reply to this email!** *Important* If you need to make changes or updates to your event, please use the "Request Changes" link. This is the most reliable way to ensure that we have all of the appropriate details for your event. If you have any questions, please call the catering office.

We look forward to serving your event! Thank you.

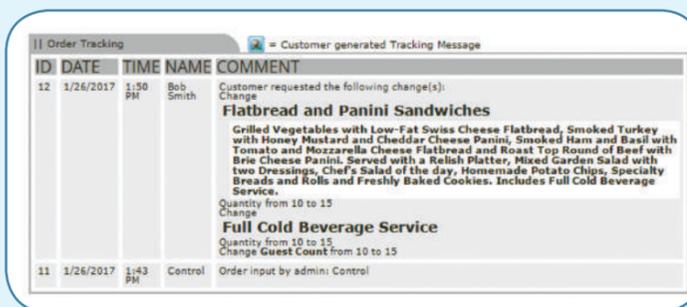
CaterTrax
274 N Goodman St, Rochester, NY 14607
8009758729

Invoice # 31

syncnow Microsoft Outlook

Delivery Date: 1/31/2017
Food Delivery Time: 11:15 AM
Event Clean-Up Time: 1:30 PM

Step 3:



Order Tracking = Customer generated Tracking Message

ID	DATE	TIME	NAME	COMMENT
12	1/26/2017	1:50 PM	Bob Smith	Customer requested the following change(s): Change Flatbread and Panini Sandwiches Grilled Vegetables with Low-Fat Swiss Cheese Flatbread, Smoked Turkey with Honey Mustard and Cheddar Cheese Panini, Smoked Ham and Basil with Tomato and Mozzarella Cheese Flatbread and Roast Top Round of Beef with Brie Cheese Panini. Served with a Relish Platter, Mixed Garden Salad with two Dressings, Chef's Salad of the day, Homemade Potato Chips, Specialty Breads and Rolls and Freshly Baked Cookies. Includes Full Cold Beverage Service. Quantity from 10 to 15 Change Full Cold Beverage Service Quantity from 10 to 15 Change Guest Count from 10 to 15
11	1/26/2017	1:43 PM	Control	Order input by admin: Control

Step 2:

Change / Update Request Form
Use this form to list any updates, changes or notes to your event. Your message will be reviewed by 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.**

INVOICE # 33
Event Date: 1/31/2017
Ordered On: 1/26/2017
Confirmed

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
Flatbread and Panini Sandwiches Grilled Vegetables with Low-Fat Swiss Cheese Flatbread, Smoked Turkey with Honey Mustard and Cheddar Cheese Panini, Smoked Ham and Basil with Tomato and Mozzarella Cheese Flatbread and Roast Top Round of Beef with Brie Cheese Panini. Served with a Relish Platter, Mixed Garden Salad with two Dressings, Chef's Salad of the day, Homemade Potato Chips, Specialty Breads and Rolls and Freshly Baked Cookies. Includes Full Cold Beverage Service.	15
Full Cold Beverage Service	15

Delivery

*Method: 100 Washington Delivery

*Event Contact: Bob Smith

*Contact Phone: 555-555-5555

*Floor: B

*Suite Number: 110

Event Details

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

*Food Delivery Time: 11:15 AM

*Event Clean-Up Time: 1:30 PM

*Guest Count: 15

Payment Type

*Payment Method: Invoice

Send Change / Update Request

Message history for this Invoice:

ID	DATE	TIME	NAME	COMMENT
11	1/26/2017	1:43 PM	Control	Order input by admin: Control

CATERTRAX®

Place Your Order Anytime, Anywhere

Online ordering gives you more convenience and control over the ordering process. Get started by creating an account. With online ordering, you can:



- Include any special instructions
- Track your order
- Request changes
- Repeat orders with the click of a button

Getting Started Is Easy

Simply use your browser to navigate to your unique CaterTrax website

Step 1: Click on Need an Account? below the Customer Login section on the home page.

Step 2: Fill out all of the required information for new customers (required information is denoted by an * symbol). Then click Continue.

Step 3: Once you have successfully set up your account, you'll be taken to the home page and greeted with a welcome message.



Creating a New Order

These easy-to-follow instructions are designed to guide you through creating an order. Once you have created an account, log into your account using your username and password. If you haven't created an account yet, take a minute and create one. Simply click on Need an Account? below the Customer Login section. Once logged in, enjoy choosing your favorite menu items.

Step 1: First select *Create New Order*.

Step 2: Choose the food category you wish to order from.

Step 3: When you find an item you like, click the *View Details* button.

Step 4: Make your selections within the product, and then click the *Order* button.

Step 1:

Step 2:

Step 3:

Step 4:

Managing Orders & Request Changes

Step 1: Click *My Account* on the home page. Note: To manage your orders, you must be logged in.

Step 2: Next, click on the *Manager Orders* button.

Step 3: Now you'll see an overview screen. This view will show you all of the orders in your order history. From this screen, you can view previous orders, repeat an order, or request changes. You can also search for your order by date.

Step 1:

Step 2:

Step 3:

Repeat the Order Request a Change