

Manage Existing Orders in CaterTrax


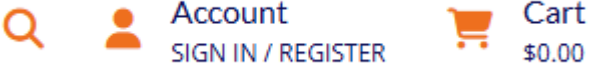
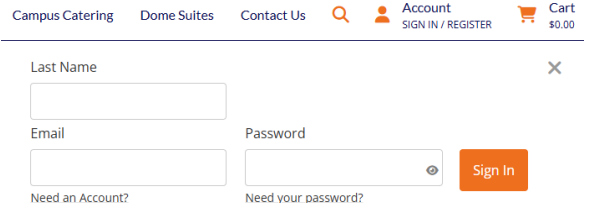
Campus Catering & Dome Suites

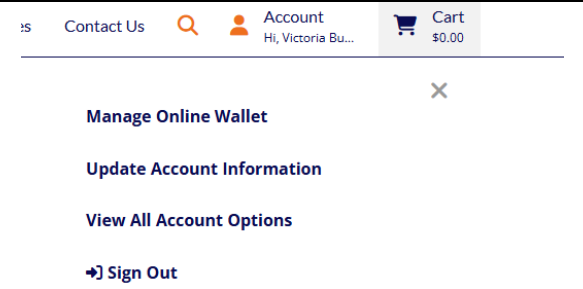
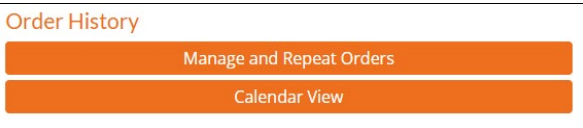
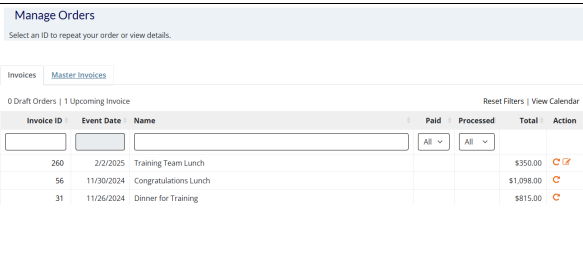
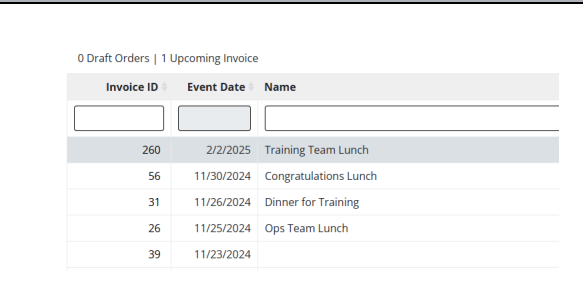
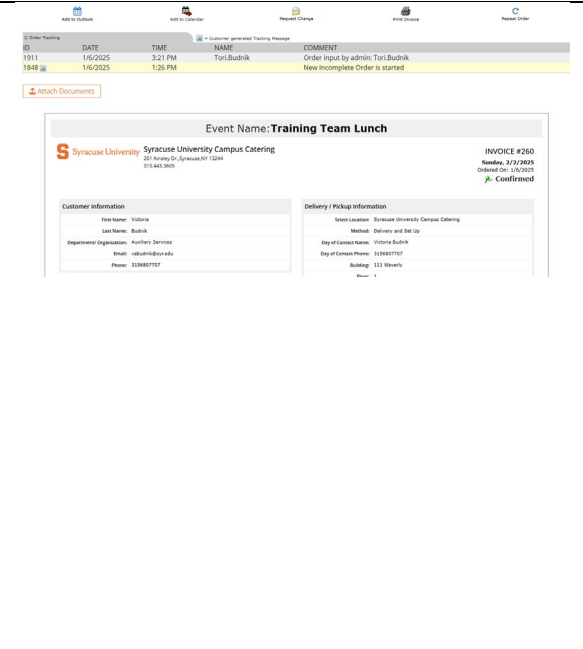
Purpose:

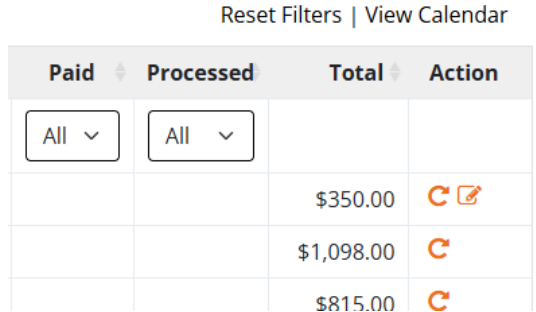
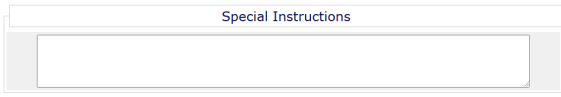
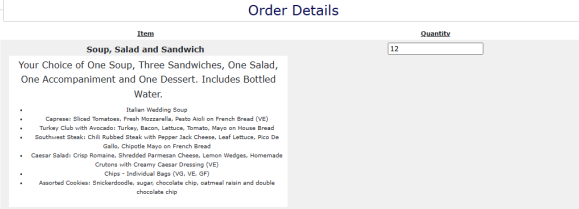
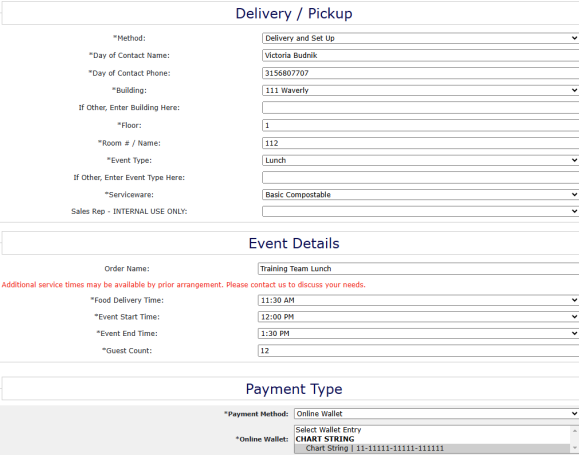

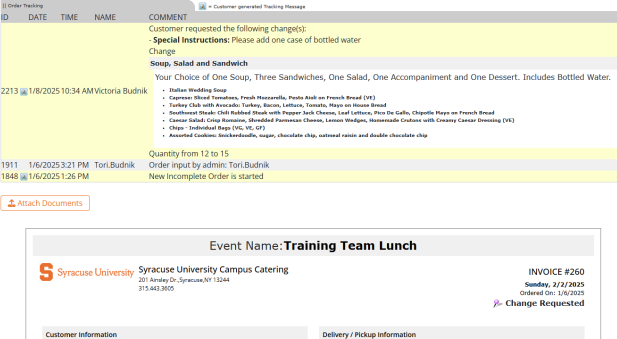
This document will provide guidance on how to maintain an existing order in CaterTrax, including:

- Viewing an invoice
- Submitting a change request / canceling an order
- Repeating an order

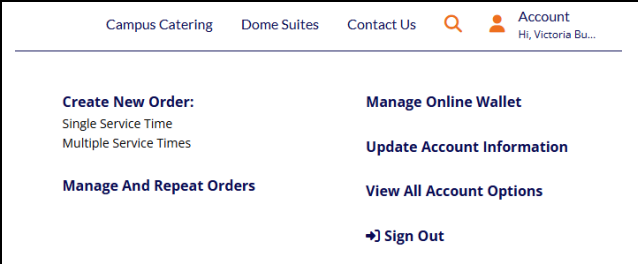
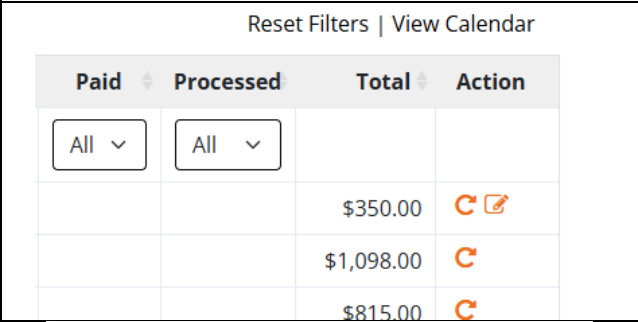
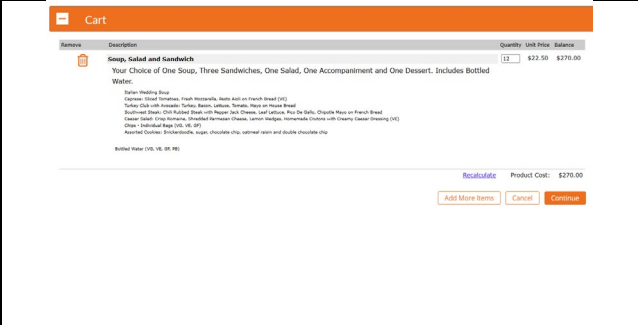

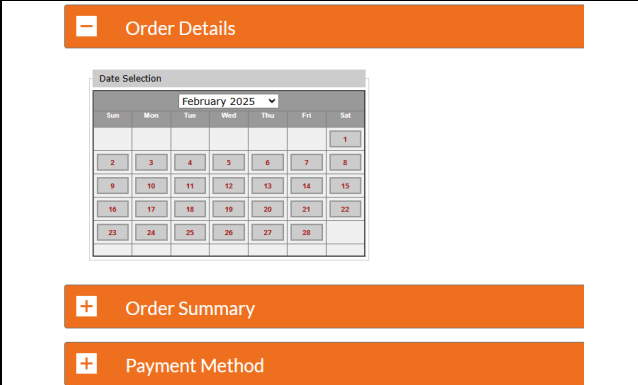
Instructions:

Step	Screenshot
<p>1. Navigate to the CaterTrax webpage. You can enter the URL directly or navigate via the Campus Catering website.</p> <p>https://syracuse.catertrax.com/</p> <p>https://campusdining.syr.edu/catering/</p>	 <p>Home / Catering</p> <p>Campus Catering Has Launched New Ordering Software</p> <p>Campus Catering is now utilizing a new online ordering system, known as CaterTrax. All Campus Catering and JMA Dome suites customers should place their catering orders via CaterTrax.</p> <p>Place Catering orders online here.</p>
<p>2. In the top right corner, click the Account Sign In/Register button.</p>	 <p>Account SIGN IN / REGISTER</p> <p>Cart \$0.00</p>
<p>3. Log in to your account by entering Last Name, Email, and Password. Then click the Sign In button.</p>	 <p>Campus Catering Dome Suites Contact Us</p> <p>Last Name <input type="text"/></p> <p>Email <input type="text"/></p> <p>Password <input type="password"/></p> <p>Need an Account? Need your password? <input type="button" value="Sign In"/></p>

Step	Screenshot																												
<p>4. If you just logged in, you will automatically be navigated to your account page. If you were already signed in, you can access your account page by clicking the Account button in the top right corner and selecting View All Account Options.</p>																													
<p>5. Click the Manage and Repeat Orders button.</p>																													
<p>6. This page provides a comprehensive list of all your current and past orders in CaterTrax.</p> <p>You can search for a specific event in the first row, or you can view your orders in a calendar view if you are a more visual person.</p>	 <table border="1"> <thead> <tr> <th>Invoice ID</th> <th>Event Date</th> <th>Name</th> <th>Paid</th> <th>Processed</th> <th>Total</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>260</td> <td>2/2/2025</td> <td>Training Team Lunch</td> <td></td> <td></td> <td>\$350.00</td> <td>C F</td> </tr> <tr> <td>56</td> <td>11/30/2024</td> <td>Congratulations Lunch</td> <td></td> <td></td> <td>\$1,098.00</td> <td>C</td> </tr> <tr> <td>31</td> <td>11/26/2024</td> <td>Dinner for Training</td> <td></td> <td></td> <td>\$815.00</td> <td>C</td> </tr> </tbody> </table>	Invoice ID	Event Date	Name	Paid	Processed	Total	Action	260	2/2/2025	Training Team Lunch			\$350.00	C F	56	11/30/2024	Congratulations Lunch			\$1,098.00	C	31	11/26/2024	Dinner for Training			\$815.00	C
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<p>8. The invoice will contain all order details including a detailed Order Tracking section at the top of the page which will document all changes made to the order, when the change was made, and who it was made by.</p> <p>From this page, you can also: attach documents, add the event to your calendar, print the invoice, request a change, and repeat the order.</p> <p>The next steps will show how to request changes and repeat an order from the Manage Orders page.</p>	 <table border="1"> <thead> <tr> <th>ID</th> <th>DATE</th> <th>TIME</th> <th>NAME</th> <th>COMMENT</th> </tr> </thead> <tbody> <tr> <td>1911</td> <td>1/6/2025</td> <td>2:21 PM</td> <td>Tori Budnik</td> <td>Order input by admin: Tori Budnik</td> </tr> <tr> <td>1848</td> <td>1/6/2025</td> <td>1:26 PM</td> <td>Tori Budnik</td> <td>New Incomplete Order is started</td> </tr> </tbody> </table> <p>Event Name: Training Team Lunch</p> <p>Syracuse University Campus Catering 201 Aronow Dr., Syracuse, NY 13244 315.443.2600</p> <p>INVOICE #250 Sunday, 2/2/2025 Ordered On: 1/6/2025 Confirmed</p> <table border="1"> <tr> <td> Customer Information First Name: Victoria Last Name: Budnik Department/Organization: Auxiliary Services Email: vebudn@Syracuse.edu Phone: 315.443.2707 </td> <td> Delivery / Pickup Information Select Location: Syracuse University Campus Catering Method: Delivery and Set Up Day of Contact Name: Victoria Budnik Day of Contact Phone: 315.443.2707 Building: 110 Westcott Room: </td> </tr> </table>	ID	DATE	TIME	NAME	COMMENT	1911	1/6/2025	2:21 PM	Tori Budnik	Order input by admin: Tori Budnik	1848	1/6/2025	1:26 PM	Tori Budnik	New Incomplete Order is started	Customer Information First Name: Victoria Last Name: Budnik Department/Organization: Auxiliary Services Email: vebudn@Syracuse.edu Phone: 315.443.2707	Delivery / Pickup Information Select Location: Syracuse University Campus Catering Method: Delivery and Set Up Day of Contact Name: Victoria Budnik Day of Contact Phone: 315.443.2707 Building: 110 Westcott Room:											
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Request a Change																													

Step	Screenshot
<p>9. On the Manage Orders screen, you may see a pencil icon to the right side of the order. This button is used to initiate the change request. Click the pencil button.</p> <p>Note: Changes are accepted up to ten days prior to the event. Once that deadline has passed, the pencil icon will automatically disappear.</p>	
<p>10. The Special Instructions field should be used for requests such as:</p> <ul style="list-style-type: none"> • Canceling the order completely • Adding menu items to the order 	<p>You may request your changes on the form below:</p> 
<p>11. You can change the Quantity of existing order items.</p>	
<p>12. Order logistical information can also be edited (i.e., event location, time, guest count, and payment method).</p>	
<p>13. Once you have made all necessary changes, click the Send Change/Update Request button.</p>	
<p>14. All changes that were requested will now be documented in the Order Tracking section of the invoice.</p> <p>The order status will automatically change to Change Requested. Once the Catering team has reviewed and approved the request, they will change the status to Confirmed.</p>	

Repeat an Order

Step	Screenshot
<p>15. If you ever need to navigate back to the Manage Orders page quickly, you can click your Account button in the top right corner of your screen. Then select Manage and Repeat Orders.</p>	
<p>16. On the Manage Orders screen, you will see a curved arrow button to the right side of the order. This button is used to repeat a past order. Click the curved arrow button.</p>	
<p>17. All menu items that were included in the original order will automatically be added to your cart. From here, you can change the quantity of existing items, but not specific detailed selections (i.e., sandwich choice).</p> <p>You can also click the Add More Items button to review the menu to include more items in this order.</p>	
<p>18. Once you have all required items in the cart, click the Continue button.</p>	
<p>19. From there, the rest of the steps are the same as if you were placing a new order. You will select the event date, enter logistical information, and select your payment method.</p>	
<p>20. Note: Through a customer account, an order can only be repeated one occurrence at a time. If you have an order that needs to repeat several times, you can reach out to the catering team who has the capability to repeat an order as many times as needed.</p>	