

Place an Order in CaterTrax

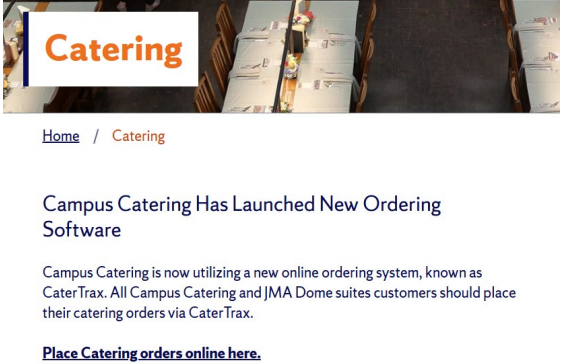
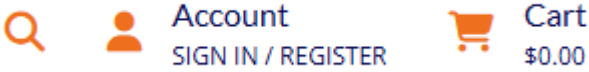
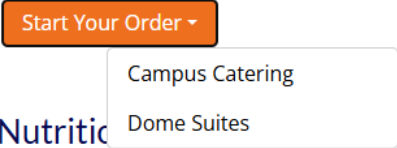
Campus Catering

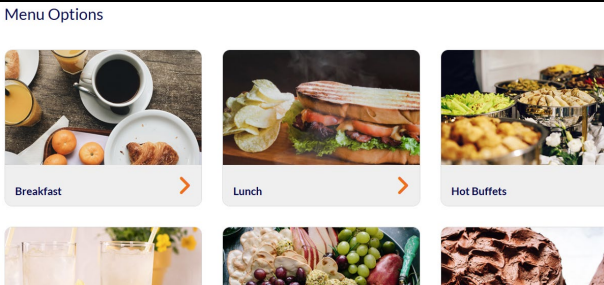

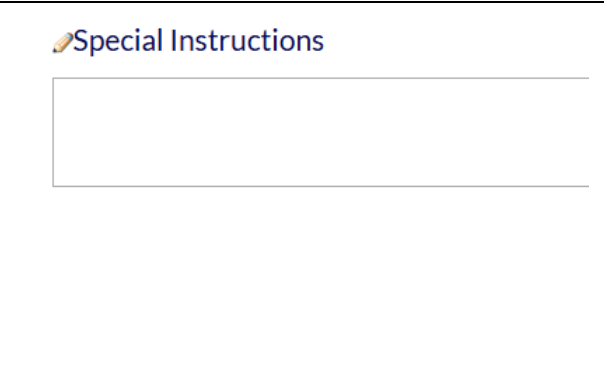
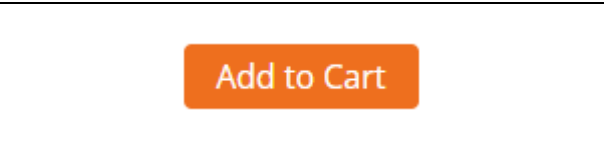
Purpose:

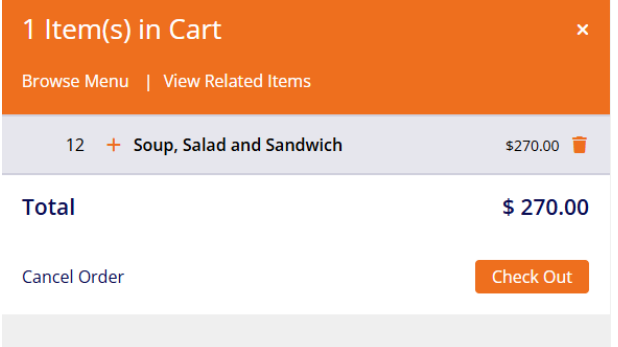
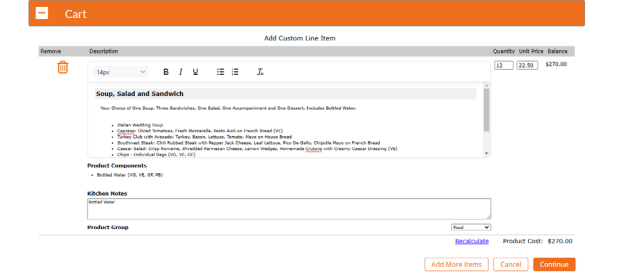

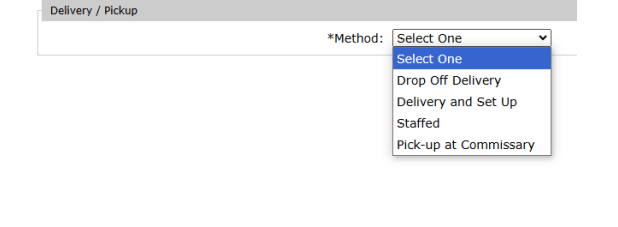
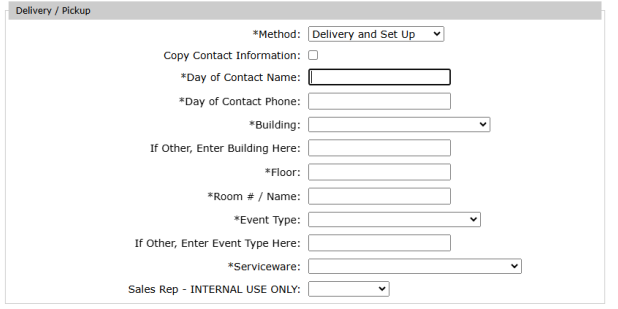
This document will provide guidance on how to place a Campus Catering order in CaterTrax, including:

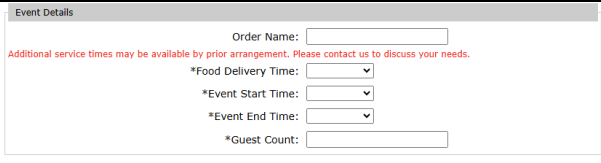



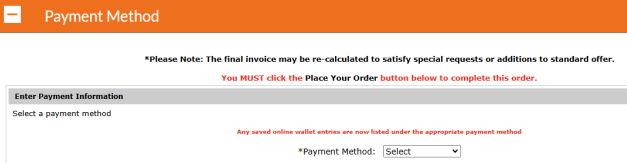
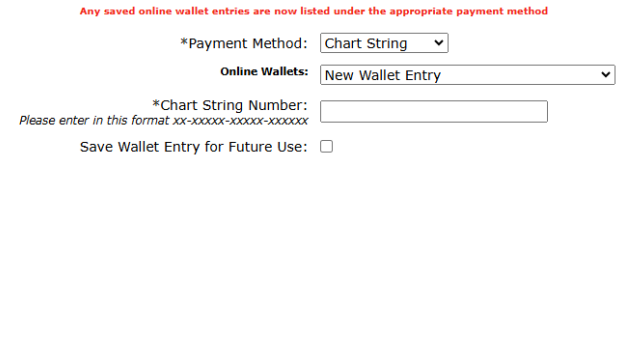
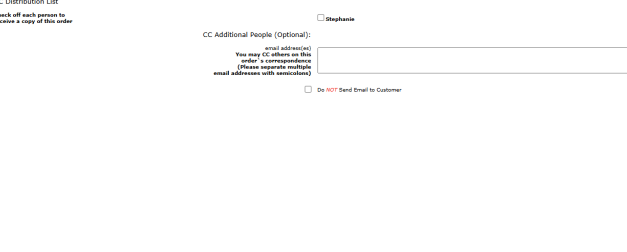
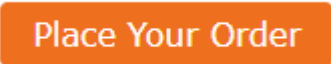
- Viewing/selecting menu items
- Scheduling logistics
- Payment

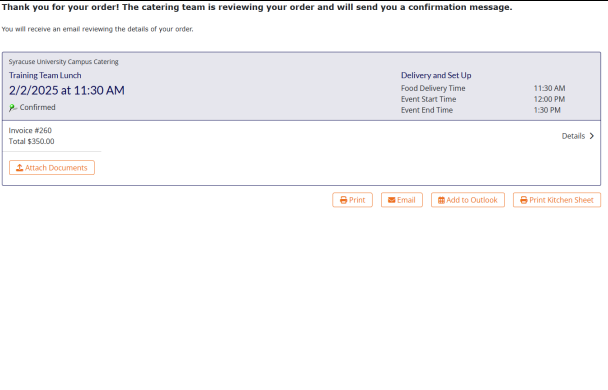
Instructions:

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>2. If you are not yet signed in, do so by clicking the Account Sign In/Register button and entering your user credentials.</p> <p>Note: if you do not sign in prior to adding items to your cart, the system will require you to sign in before checking out.</p>	
<p>3. Click the Start Your Order button in the middle of the screen and then select Campus Catering.</p> <p>You can also initiate an order from your account page if you prefer.</p>	

Step	Screenshot
<p>4. Review the menu to find the selections you would like to add to your order. The items are sorted into categories such as Breakfast or Lunch. Click the appropriate tiles to see more options.</p>	 <p>The screenshot shows a 'Menu Options' section with six tiles. The top row contains 'Breakfast' (with coffee and pastries), 'Lunch' (with a sandwich and chips), and 'Hot Buffets' (with a buffet spread). The bottom row contains three more food items. Each tile has a right-pointing arrow.</p>
<p>5. Once you find the item you wish to order, you will be prompted to make a few selections. These selections may vary depending on the food item, but may include:</p> <ul style="list-style-type: none"> Quantity – this could be a guest headcount (i.e., for a buffet) or an item count (i.e., for a cake). Some items have a minimum order quantity. You will receive an error if you try to order less than that minimum. Selections – you may be prompted to make a certain number of selections (i.e., one soup option). Once you have selected the appropriate number of checkboxes, you will not be allowed to select any more. 	 <p>The screenshot shows the 'Order' form for 'Soup, Salad and Sandwich'. It includes a 'Number of Guests' input field set to 12, an 'Includes' section with a checked 'Bottled Water' option, and a 'Choose One Soup' section with two unselected options: 'Italian Wedding Soup' and 'Broccoli Cheddar Soup'.</p>
<p>6. Enter any Special Instructions.</p> <p>This field exists at the bottom of every food item order page and is a good place to put request for this specific dish (i.e., if you have allergy concerns for your group).</p> <p>Note: anything added to this box is a REQUEST and is not guaranteed until confirmed by the Campus Catering team.</p>	 <p>The screenshot shows the 'Special Instructions' section with a large, empty text input box.</p>
<p>7. Click the Add to Cart button.</p>	 <p>The screenshot shows a large orange button with the text 'Add to Cart' in white.</p>

Step	Screenshot
<p>8. A preview of your cart will appear on the right. From here you can increase/decrease quantities of items in your cart, delete items, proceed to checkout, or close the preview to continue shopping.</p> <p>Repeat these steps to add all desired items to your cart. Once finished, click the Check Out button.</p>	
<p>9. The first step of checkout is to review your order. You can change quantities, delete items, or choose to continue shopping in this step. Once you are set with the order content, click Continue.</p>	
<p>10. Using the calendar, select the date of your event.</p> <p>Note: Dates highlighted in red cannot be selected as they do not provide enough notice per the Campus Catering policy. Those in yellow can be selected but will require verbal confirmation from the catering team.</p>	
<p>11. Select the appropriate Method for delivery.</p>	
<p>12. Complete the fields in the Delivery / Pickup section including day of contact information and delivery location.</p> <p>Note: there is a field named Sales Rep – INTERNAL USE ONLY. This field will only be used by the Campus Catering team. You do NOT need to add a value to this field.</p>	

Step	Screenshot
<p>13. Complete the fields in the Event Details section including the name of the order, when you would like the food delivered, the timing of your event, and the expected guest count.</p>	
<p>14. There is a special instructions field that pertains to the delivery and logistics of the order instead of the food. This is a good place to add information such as an itinerary or guest list.</p>	
<p>15. Click Continue.</p>	
<p>16. Review the Order Summary for accuracy. This is the last step where you can make edits to the order without assistance from the Catering team. Once you have confirmed the information, click Continue.</p>	
<p>17. Select your Payment Method (Chart String, Credit Card, Business Check).</p>	
<p>18. If you are using a payment method already saved in your Online Wallet, select it from the drop-down. If not, enter the appropriate information in the Chart String / Credit Card fields.</p> <p>Note: If you would like to save this payment method for future use, you can select the Save Wallet Entry for Future Use box, and it will be saved to your account.</p>	
<p>19. If you would like additional people copied on communications regarding this order (i.e., invoice, change requests), you can enter their email addresses here. If the person is already added to the Distribution List in your account, you can just select the checkbox next to their name.</p>	
<p>20. Click Place Your Order.</p>	

Step	Screenshot												
<p>21. You will navigate to an order confirmation page. Orders will be submitted in a "Confirmation Pending" status. Once the Campus Catering team reviews and approves the order, they will change the status to "Confirmed".</p> <p>On this page, you can attach documents to the order (i.e., a floor plan), add the event to your Outlook calendar, or view the full invoice.</p>	 <p>The screenshot displays the following information:</p> <ul style="list-style-type: none"> Confirmation Message: "Thank you for your order! The catering team is reviewing your order and will send you a confirmation message. You will receive an email reviewing the details of your order." Event Details: <table border="1"> <tr> <td>Syracuse University Campus Catering</td> <td>Delivery and Set Up</td> <td></td> </tr> <tr> <td>Training Team Lunch</td> <td>Food Delivery Time</td> <td>11:30 AM</td> </tr> <tr> <td>2/2/2025 at 11:30 AM</td> <td>Event Start Time</td> <td>12:00 PM</td> </tr> <tr> <td>Confirmed</td> <td>Event End Time</td> <td>1:30 PM</td> </tr> </table> Invoice Information: <ul style="list-style-type: none"> Invoice #260 Total \$350.00 Details > Action Buttons: <ul style="list-style-type: none"> Attach Documents Print Email Add to Outlook Print Kitchen Sheet 	Syracuse University Campus Catering	Delivery and Set Up		Training Team Lunch	Food Delivery Time	11:30 AM	2/2/2025 at 11:30 AM	Event Start Time	12:00 PM	Confirmed	Event End Time	1:30 PM
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