

# Place an Order in CaterTrax


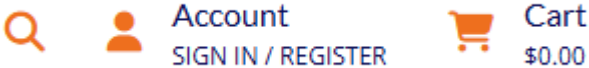
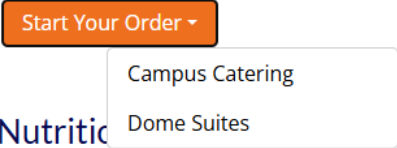
## Dome Suites

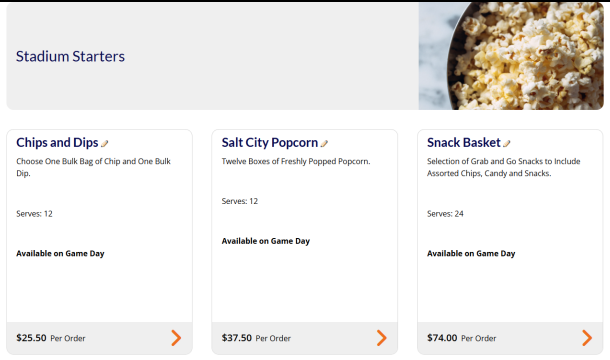

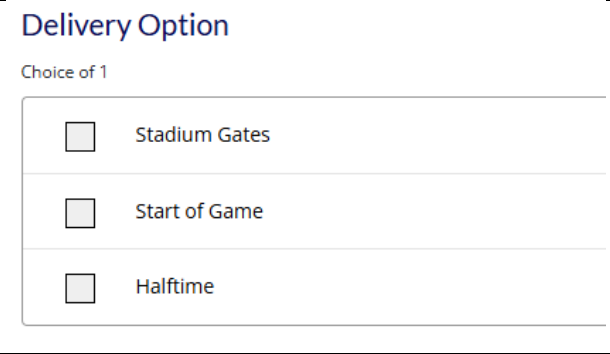
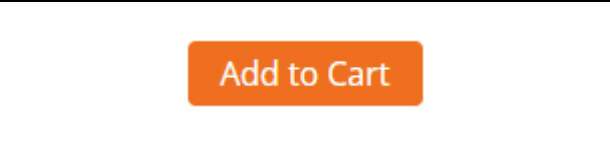
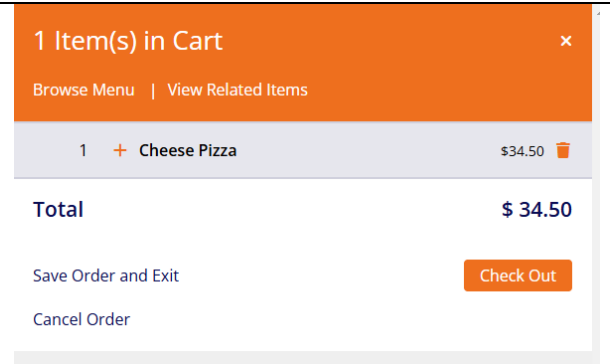
### Purpose:

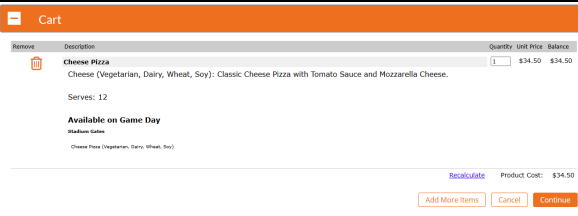
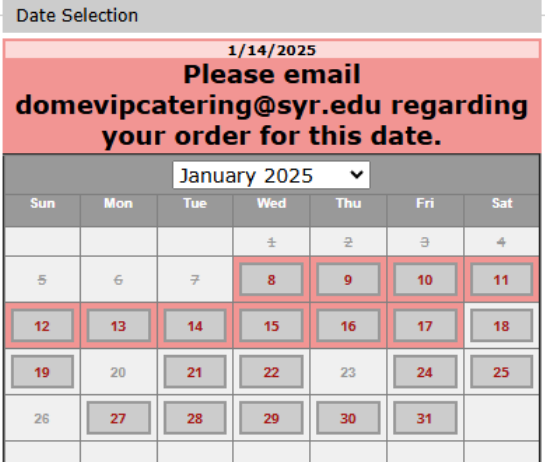
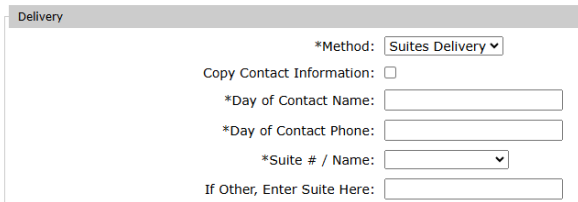




This document will provide guidance on how to place a Dome Suites order in CaterTrax, including:

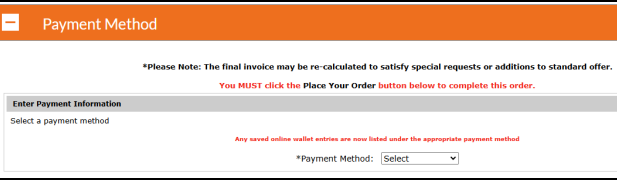
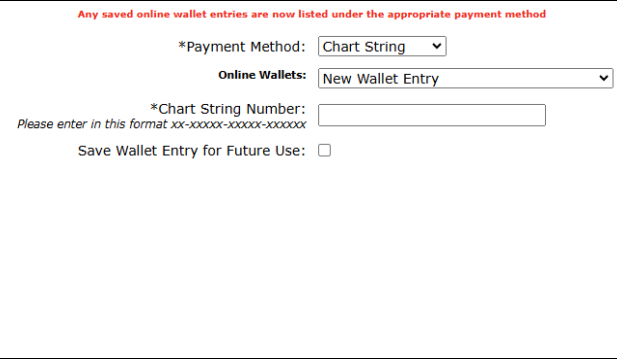
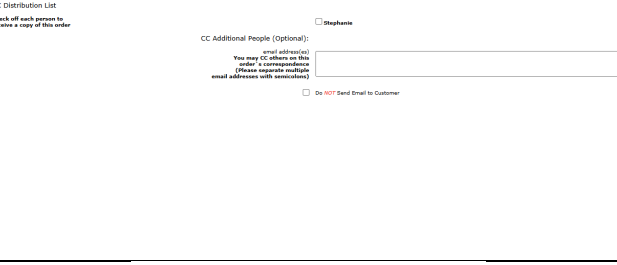
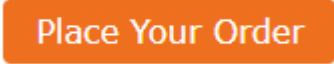
- Viewing/selecting menu items
- Scheduling logistics
- Payment

### 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><a href="https://syracuse.catertrax.com/">https://syracuse.catertrax.com/</a></p> <p><a href="https://campusdining.syr.edu/catering/">https://campusdining.syr.edu/catering/</a></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><a href="#">Place Catering orders online here.</a></p>
<p>2. If you are not yet signed in, do so by clicking the <b>Account Sign In/Register</b> 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>Account SIGN IN / REGISTER</p> <p>Cart \$0.00</p>
<p>3. Click the <b>Start Your Order</b> button in the middle of the screen and then select <b>Dome Suites</b>.</p> <p>You can also initiate an order from your account page if you prefer.</p>	 <p>Start Your Order ▾</p> <p>Campus Catering</p> <p>Dome Suites</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 Sandwiches or Stadium Starters. Click the appropriate tiles to see more options.</p> <p>Note: Some items are marked as <b>Available on Game Day</b>. These are items that you can order the same day as the event. Items that do not have this label should be pre-ordered.</p>	 <p>The screenshot shows a menu section titled "Stadium Starters" with a background image of popcorn. Below the title are three item cards: "Chips and Dips" (Choose One Bulk Bag of Chip and One Bulk Dip, Serves: 12, Available on Game Day, \$25.50 Per Order), "Salt City Popcorn" (Twelve Boxes of Freshly Popped Popcorn, Serves: 12, Available on Game Day, \$37.50 Per Order), and "Snack Basket" (Selection of Grab and Go Snacks to Include Assorted Chips, Candy and Snacks, Serves: 24, Available on Game Day, \$74.00 Per Order). Each card has an orange arrow pointing right.</p>
<p>5. Once you find the item you wish to order, you will be prompted to make a few selections. Enter the required <b>Number of Orders</b>.</p> <p>Note: the item description provides estimates on how many people one order serves</p>	 <p>The screenshot shows the "Cheese Pizza" order form. It includes the item name "Cheese Pizza" with a checkmark, a description "Cheese (Vegetarian, Dairy, Wheat, Soy): Classic Cheese Pizza with Tomato Sauce and Mozzarella Cheese.", and "Serves: 12". There is a "Number of Orders" input field with the value "1". Below is an "Includes" section with a radio button selected for "Cheese Pizza (Vegetarian, Dairy, Wheat, Soy)".</p>
<p>6. Select the <b>Delivery Option</b>.</p> <p>Delivery Option indicates when you would like this item delivered to your suite. When the stadium gates open, at the start of the game, or at half time.</p>	 <p>The screenshot shows the "Delivery Option" selection screen. It has a title "Delivery Option" and a subtitle "Choice of 1". There are three radio button options: "Stadium Gates", "Start of Game", and "Halftime".</p>
<p>7. Click the <b>Add to Cart</b> button.</p>	 <p>The screenshot shows a large orange button with the text "Add to Cart" in white.</p>
<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 <b>Check Out</b> button.</p>	 <p>The screenshot shows a cart preview overlay. At the top, it says "1 Item(s) in Cart" with a close button. Below that are links for "Browse Menu" and "View Related Items". The cart contains one item: "1 + Cheese Pizza" for "\$34.50". The total is "\$ 34.50". At the bottom, there are buttons for "Save Order and Exit", "Cancel Order", and "Check Out".</p>

Step	Screenshot
<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 <b>Continue</b>.</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. Dates that show as washed out cannot be selected for an order.</p>	
<p>11. Complete the fields in the <b>Delivery</b> section including day of contact information and Suite #.</p>	
<p>12. Complete the fields in the <b>Event Details</b> section by selecting <b>Tax Exempt</b> if applicable.</p>	
<p>13. There is a special instructions field that can be used to communicate any extra information to the Dome Catering Team.</p> <p>Note: Any additional requests listed here are not guaranteed until confirmed by the Dome Catering team.</p>	
<p>14. Click <b>Continue</b>.</p>	
<p>15. Review the <b>Order Summary</b> for accuracy. This is the last step where you can make edits to the order without assistance from the Dome Catering team. Once you have confirmed the information, click <b>Continue</b>.</p>	

Step	Screenshot
<p>16. Select your <b>Payment Method</b> (Chart String, Credit Card, Business Check).</p>	
<p>17. 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 <b>Save Wallet Entry for Future Use</b> box, and it will be saved to your account.</p>	
<p>18. 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>19. Click <b>Place Your Order</b>.</p>	
<p>20. You will navigate to an order confirmation page. Orders will be submitted in a "Confirmation Pending" status. Once the Dome 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., Tax Exempt documentation), add the event to your Outlook calendar, or view the full invoice.</p>	