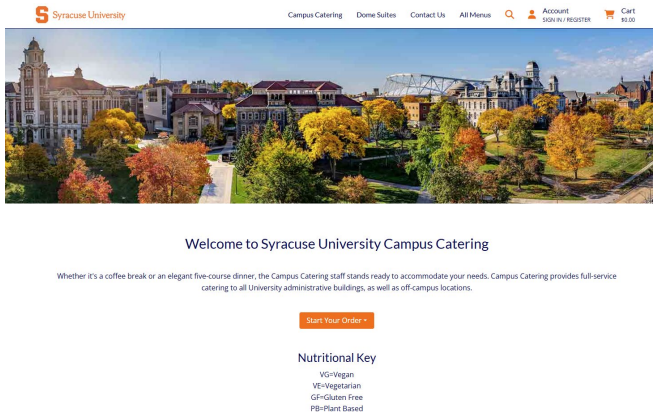

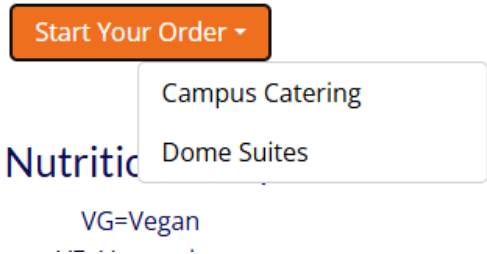


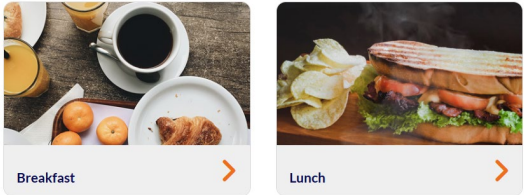
Place an Order for Student Group/Organization

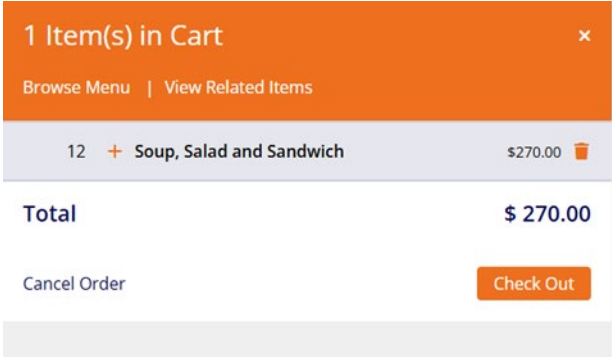
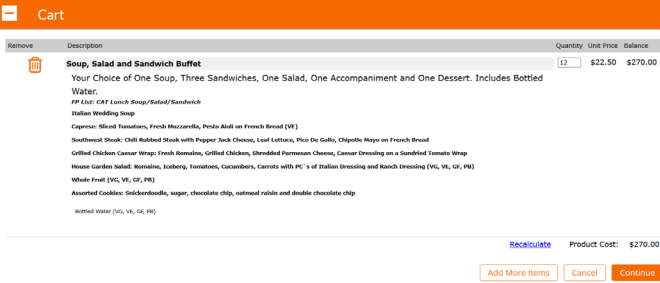
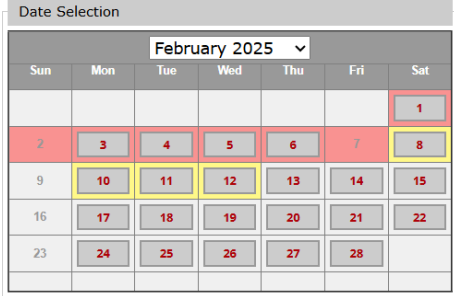
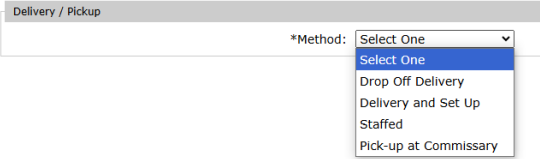
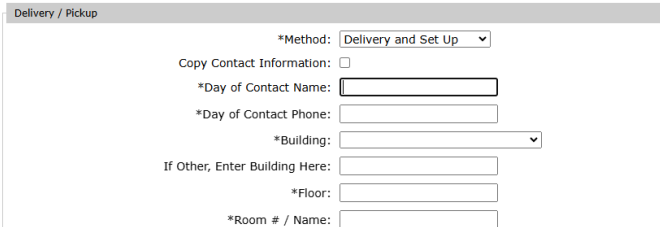
Purpose: To provide guidance on how to place an order in CaterTrax, including:

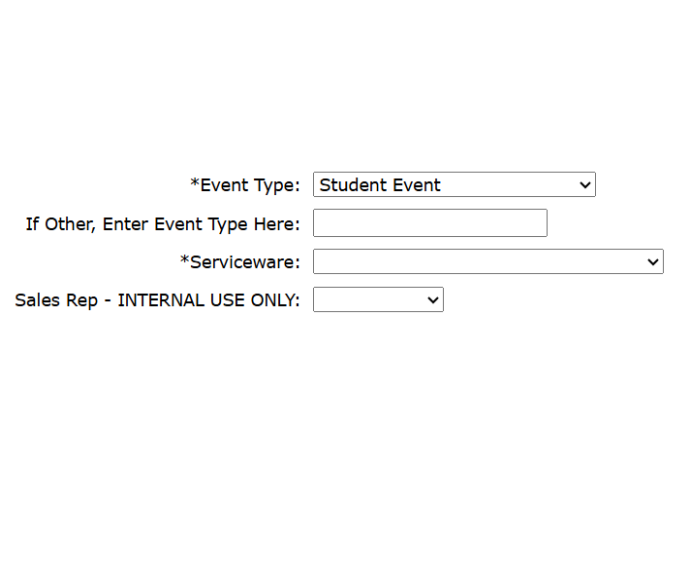
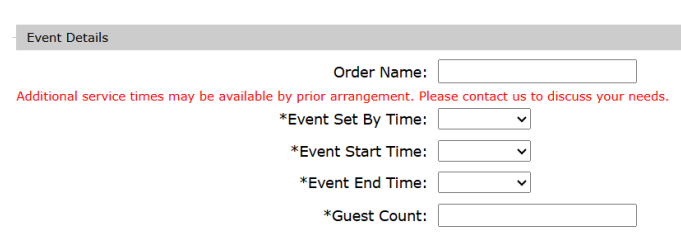
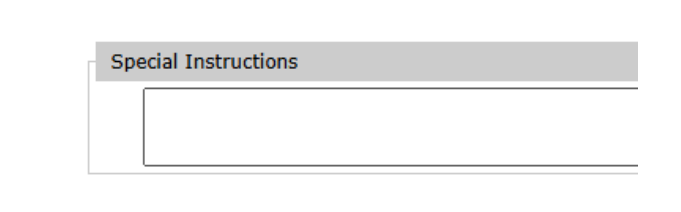
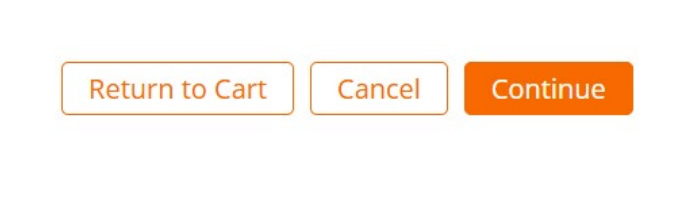
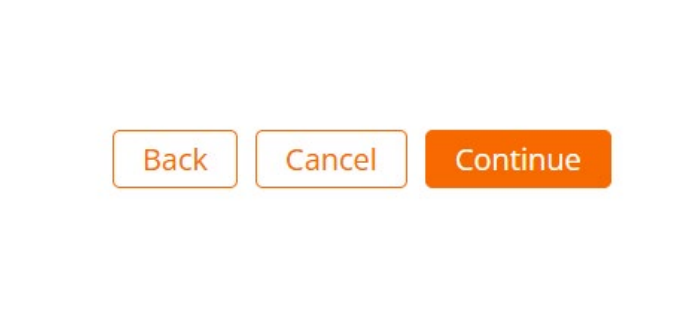
- Viewing/selecting menu items
- Scheduling Logistics
- Checkout

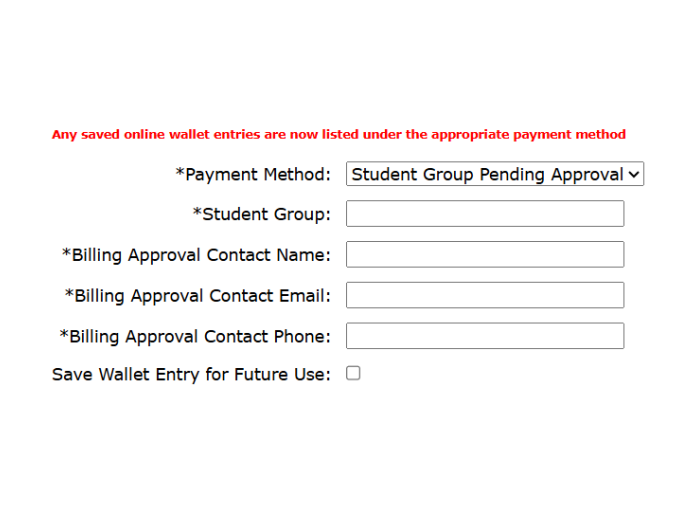
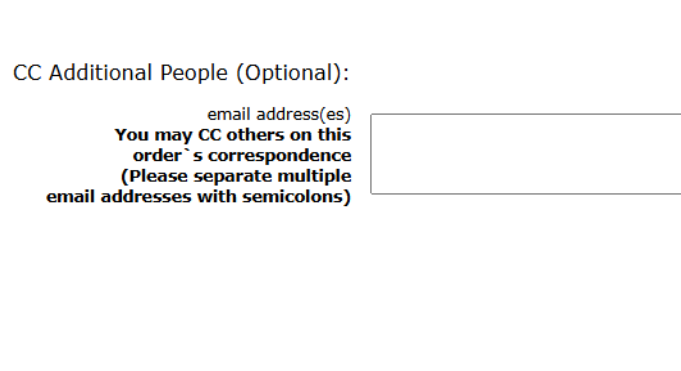
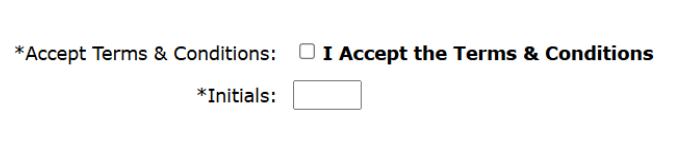

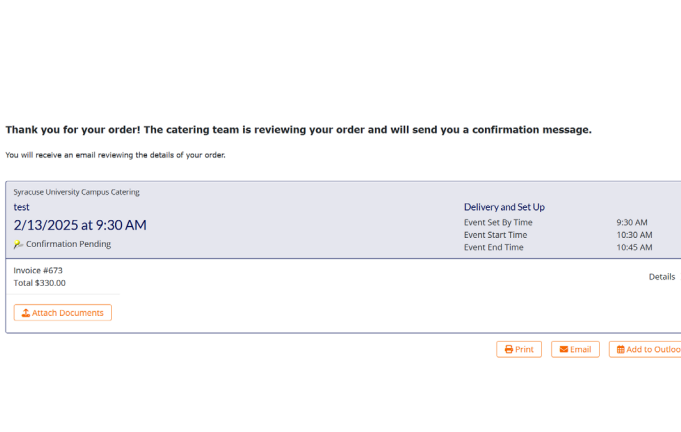
Procedure:

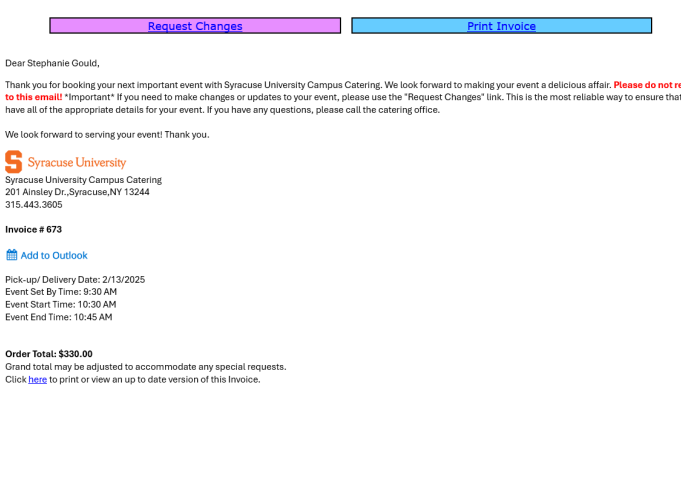
Step	Screenshot
<p>1. Navigate to the CaterTrax webpage.</p> <p>https://syracuse.catertrax.com/</p>	
<p>2. If you are not yet signed in, do so by clicking the Account Sign In/Register button and entering your user credentials.</p> <p>Note: if you do not sign in prior to adding items to your cart, the 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>Note: you can also initiate an order from your account page also.</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>Menu Options</p>  <p>The screenshot shows two menu tiles. The 'Breakfast' tile features an image of a coffee cup, a croissant, and some fruit. The 'Lunch' tile features an image of a sandwich and a salad. Both tiles have a right-pointing arrow at the bottom.</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> <ol 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>Soup, Salad and Sandwich Buffet 🍴</p> <p>Your Choice of One Soup, Three Sandwiches, One Salad, One Accompaniment and One Dessert. Includes Bottled Water.</p> <p><small>FP List: CAT Lunch Soup/Salad/Sandwich</small></p> <p>Order</p> <p><input type="text" value="12"/> Number of Guests (min qty is 12)</p> <p>Includes</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Bottled Water (VG, VE, GF, PB) <p>Choose One Soup</p> <p>Choice of 1</p> <p><input type="checkbox"/> Italian Wedding Soup Contains: Eggs, Milk, Wheat</p>
<p>6. Enter any Special Instructions. 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 ONLY A REQUEST and is not guaranteed until confirmed by the Campus Catering team.</p>	<p>Special Instructions 🍴</p> <div style="border: 1px solid #ccc; height: 50px; width: 100%;"></div>
<p>7. Click the Add to Cart button</p>	<p><input type="button" value="Cancel"/> <input type="button" value="Add to Cart"/></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. 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>Note: If the method Staffed is selected, staffing charges will not be automatically added to your order, the catering team will add the charges after your order has been placed.</p>	
<p>12. Complete the fields in the Delivery / Pickup section including day of contact information and location.</p>	

Step	Screenshot
<p>13. Select Student Event as Event Type and select the serviceware option.</p> <p>Note: If China, Glass & Silver is selected as serviceware you will require staffing charges, the catering team will add the charges after your order has been placed.</p> <p><i>The field named Sales Rep - INTERNAL USE ONLY is used by Campus Catering, you do NOT need to complete this field.</i></p>	
<p>14. Complete the fields in the Event Details section including the name of the order (event name), what time you want the event setup, start and end time of the event and your expected guest count.</p>	
<p>15. There is a special instructions field that pertains to the delivery and logistics of the order instead of the food. You can put any important details in this box.</p>	
<p>16. Click Continue.</p>	
<p>17. 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 all the information is correct and accurate, click Continue.</p>	

Step	Screenshot
<p>18. Select Student Group Pending Approval as your Payment Method. Enter the following:</p> <ul style="list-style-type: none"> • Name of your Student Group • Billing Contact Name (FASA or RSO Consultant) • Billing Contact Email • Billing Contact Phone <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>Any saved online wallet entries are now listed under the appropriate payment method</p> <p>*Payment Method: Student Group Pending Approval ▼</p> <p>*Student Group: <input type="text"/></p> <p>*Billing Approval Contact Name: <input type="text"/></p> <p>*Billing Approval Contact Email: <input type="text"/></p> <p>*Billing Approval Contact Phone: <input type="text"/></p> <p>Save Wallet Entry for Future Use: <input type="checkbox"/></p>
<p>19. Add your RSO/FASA Consultanat or Budget Approvers email in CC Additional People. You can also include others that you are planning the event with here as well.</p> <p>Note: 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>CC Additional People (Optional):</p> <p>email address(es)</p> <p>You may CC others on this order's correspondence (Please separate multiple email addresses with semicolons)</p>
<p>20. Check the I Accept the Terms & Conditions box and type your initials for confirmation.</p>	 <p>*Accept Terms & Conditions: <input type="checkbox"/> I Accept the Terms & Conditions</p> <p>*Initials: <input type="text"/></p>
<p>21. Click Place Your Order.</p>	 <p>Return to Summary Cancel Place Your Order</p>
<p>22. 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 "Proposal".</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>Thank you for your order! The catering team is reviewing your order and will send you a confirmation message.</p> <p>You will receive an email reviewing the details of your order.</p> <p>Syracuse University Campus Catering test 2/13/2025 at 9:30 AM Confirmation Pending</p> <p>Delivery and Set Up Event Set By Time 9:30 AM Event Start Time 10:30 AM Event End Time 10:45 AM</p> <p>Invoice #673 Total \$330.00</p> <p>Details ></p> <p>Attach Documents</p> <p>Print Email Add to Outlook</p>

Step	Screenshot
<p>23. You will receive a confirmation email of your order. You will be able to request changes and print your invoice from this email. This is not a confirmation of your event; Campus Catering will contact you for any additional needs you may have i.e. linens and staffing.</p> <p>Note: Please do not reply to this email, if you need to make changes to your event use the "Request Changes" link in the email.</p>	 <p>Request Changes Print Invoice</p> <p>Dear Stephanie Gould,</p> <p>Thank you for booking your next important event with Syracuse University Campus Catering. 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.</p> <p>We look forward to serving your event! Thank you.</p> <p>S Syracuse University Syracuse University Campus Catering 201 Ainsley Dr., Syracuse, NY 13244 315.443.3605</p> <p>Invoice # 673</p> <p>Add to Outlook</p> <p>Pick-up/ Delivery Date: 2/13/2025 Event Set By Time: 9:30 AM Event Start Time: 10:30 AM Event End Time: 10:45 AM</p> <p>Order Total: \$330.00 Grand total may be adjusted to accommodate any special requests. Click here to print or view an up to date version of this Invoice.</p>