Welcome to Online Ordering

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.

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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.
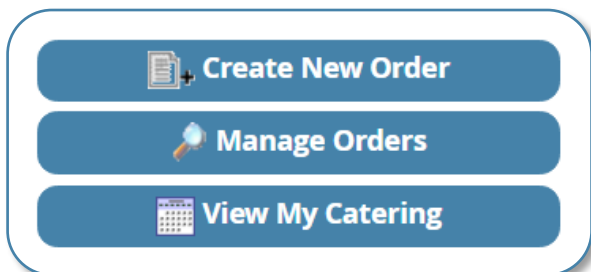
Step 1: First select *Create New Order*.

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.
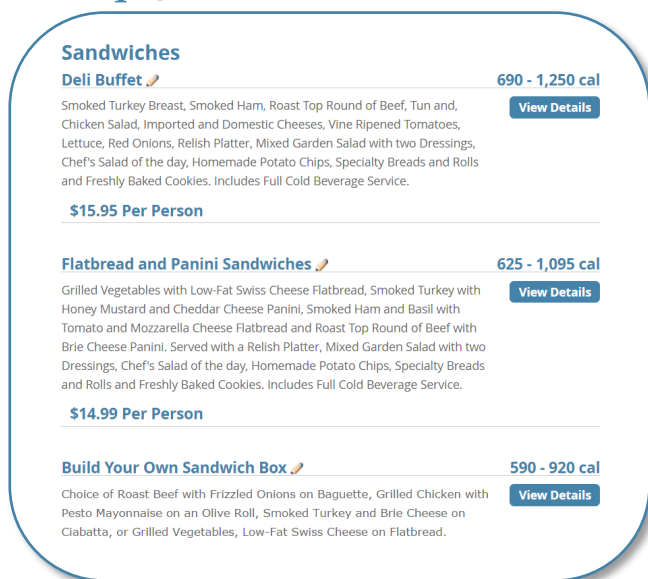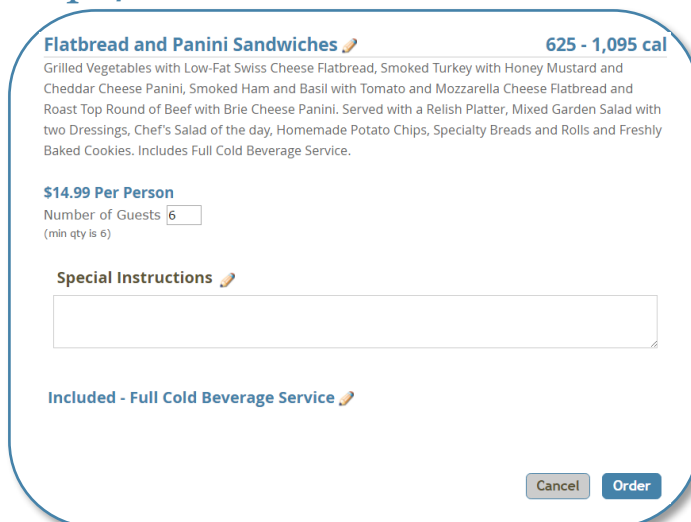
Step 1

- Create New Order
- Manage Orders
- View My Catering

Step 2

Categories

Sandwiches
The Salad Bowl
Hot Buffets
Wellness Meeting
Revitalize
Break Time
Celebrations
Of the Season
Additional Services

Step 3

Sandwiches

Deli Buffet 🖊 690 - 1,250 cal [View Details]

Smoked Turkey Breast, Smoked Ham, Roast Top Round of Beef, Tun and, Chicken Salad, Imported and Domestic Cheeses, Vine Ripened Tomatoes, Lettuce, Red Onions, 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.

$15.95 Per Person

Flatbread and Panini Sandwiches 🖊 625 - 1,095 cal [View Details]

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.

$14.99 Per Person

Build Your Own Sandwich Box 🖊 590 - 920 cal [View Details]

Choice of Roast Beef with Frizzled Onions on Baguette, Grilled Chicken with Pesto Mayonnaise on an Olive Roll, Smoked Turkey and Brie Cheese on Ciabatta, or Grilled Vegetables, Low-Fat Swiss Cheese on Flatbread.

Step 4

Flatbread and Panini Sandwiches 🖊 625 - 1,095 cal

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.

$14.99 Per Person
Number of Guests [6]
(min qty is 6)

Special Instructions 🖊

Included - Full Cold Beverage Service 🖊

[Cancel] [Order]

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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

Account Information
BOB SMITH

My Acct **Log Off**

Step 2

📋 **Create New Order**

🔍 **Manage Orders**

📅 **View My Catering**

Step 3

Search for orders by date

View		ID		Amount		Date		Name of Event		Paid		Processed	Repeat	Change
🔍		31		$159.42		1/31/2017		Team Meeting		☐		☐		

Total: $159.42

Repeat the order

Request a change

Add to Outlook   Request Change   Print Invoice   Repeat Order

|| Order Tracking   = Customer generated Tracking Message

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

Order Name: *Team Meeting*

CaterTrax
274 N Goodman St,Rochester,NY 14607
800976729

INVOICE #33
Tuesday, 1/31/2017
Ordered On: 1/26/2017
Last Modified: 1/26/2017 1:43:41 PM
✔ Confirmed

Customer Information
First Name: Bob
Last Name: Smith
Company Name: Smith Catering
Email: bob.smith@smithcatering.c...
Phone: 555-555-5555
Click To View Policies/Initial to Accept.: BS

Payment Information
Payment Type : Invoice

Delivery Information
Method: 100 Washington Delivery
Event Contact: Bob Smith
Contact Phone: 555-555-5555
Floor: 8
Suite Number: 110

Event Information
Guest Count: 10
Delivery Date: Tuesday, 1/31/2017
Food Delivery Time: 11:15 AM
Event Clean-Up Time: 1:30 PM

FOOD	Qty.	Price	Ext.
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.	10	$14.99	$149.90

BEVERAGES	Qty.	Price	Ext.
Full Cold Beverage Service	10	$0.00	$0.00

Order Summary

Food	Beverages
$149.90	$0.00

Any service/staffing/administrative charges above are charges for the --administration of the function and are not purported to be a tip or gratuity and will not be distributed as a tip or gratuity to the employees who provided service to the guests.

Order Totals

Sub Total	$149.90
Tax (6.35%)	$9.52
Order Total	$159.42
Balance Due	$159.42

Special Instructions

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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 2

Change / Update Request Form

Use this form to list any updates, changes or notes to your event. Your message will be emailed to 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	15
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.	
Full Cold Beverage Service	15

Delivery

*Method:	100 Washington Delivery ▾
*Event Contact:	Bob Smith
*Contact Phone:	555-555-5555
*Floor:	8 ▾
*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

Step 1

Request Changes   Print Invoice

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

sync now   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