How to Place a Catering Order Online

Direct URL to video:
https://catertrax-1.wistia.com/medias/fzhxdpgnef

With CaterTrax online ordering, you can place a Catering order any time, on any device.

	Follow the steps below for a quick and easy way to manage your Catering orders. With an online account, you gain access to place and modify Catering orders.

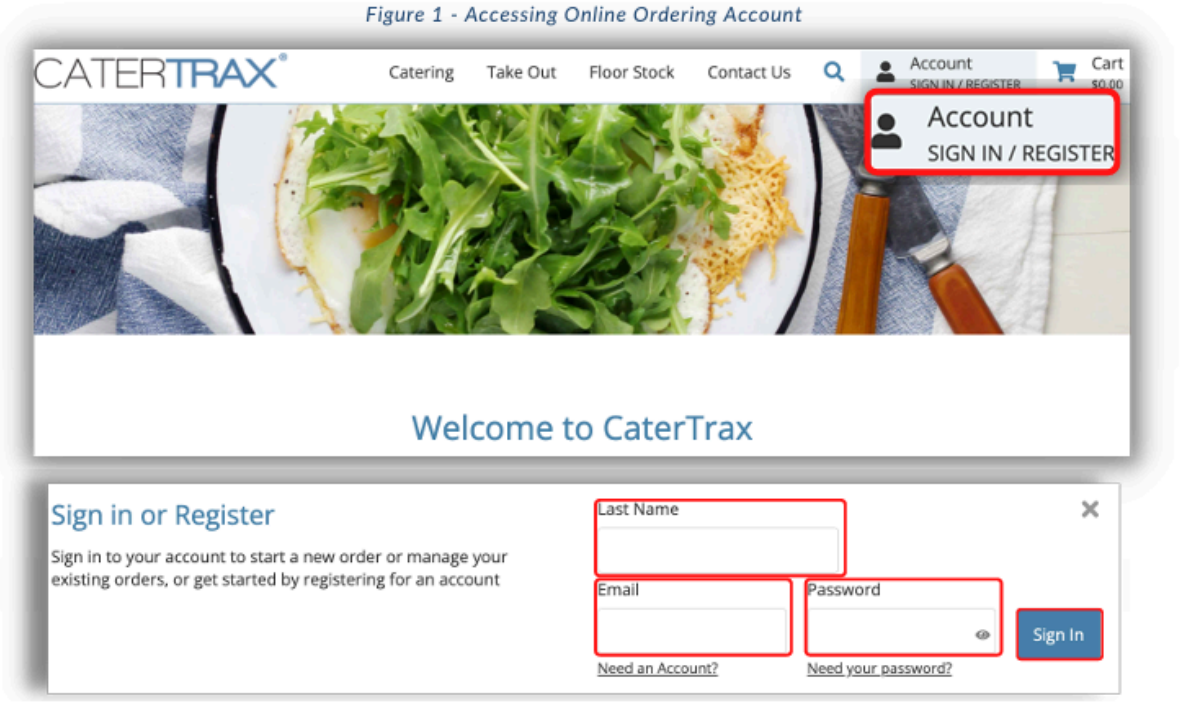
Get Started

To start, visit your CaterTrax website.

1. Click **ACCOUNT SIGN IN/REGISTER** in the top right corner of the homepage.

2. Existing users, enter your registered Last Name, Email, and Password, then click **Sign In**. (Figure 1)

Figure 1 - Accessing Online Ordering Account



3. New users, click **Need an Account**? and complete the necessary fields and click **Continue**. (Figure 2)

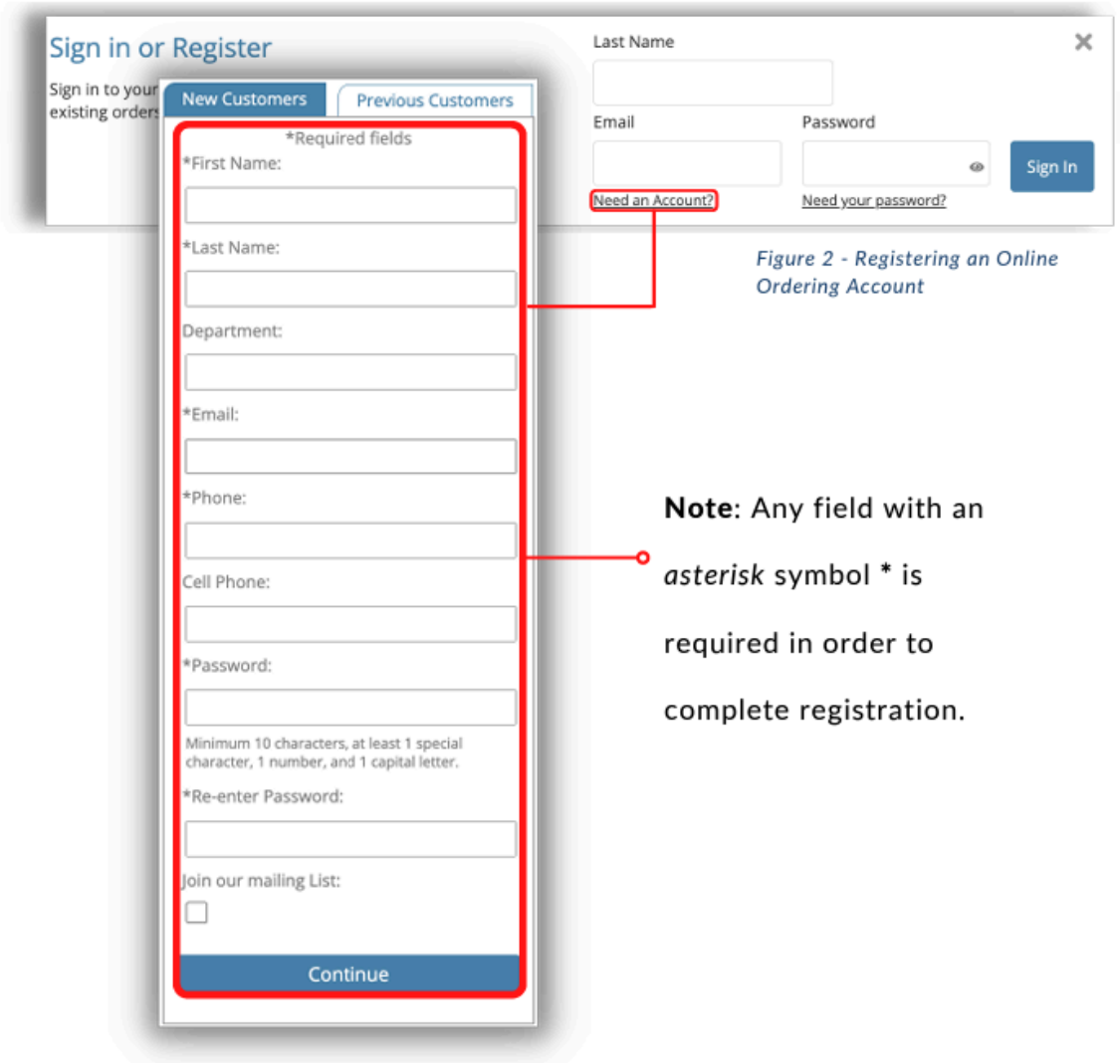


Figure 2 - Registering an Online Ordering Account

Create a New Order

Make sure you are logged into your account.

1. Choose your **Catering** menu from the listed selections.

2. Browse the menu and select the item(s) you want to order; Items will be organized by categories. (Figure 3)

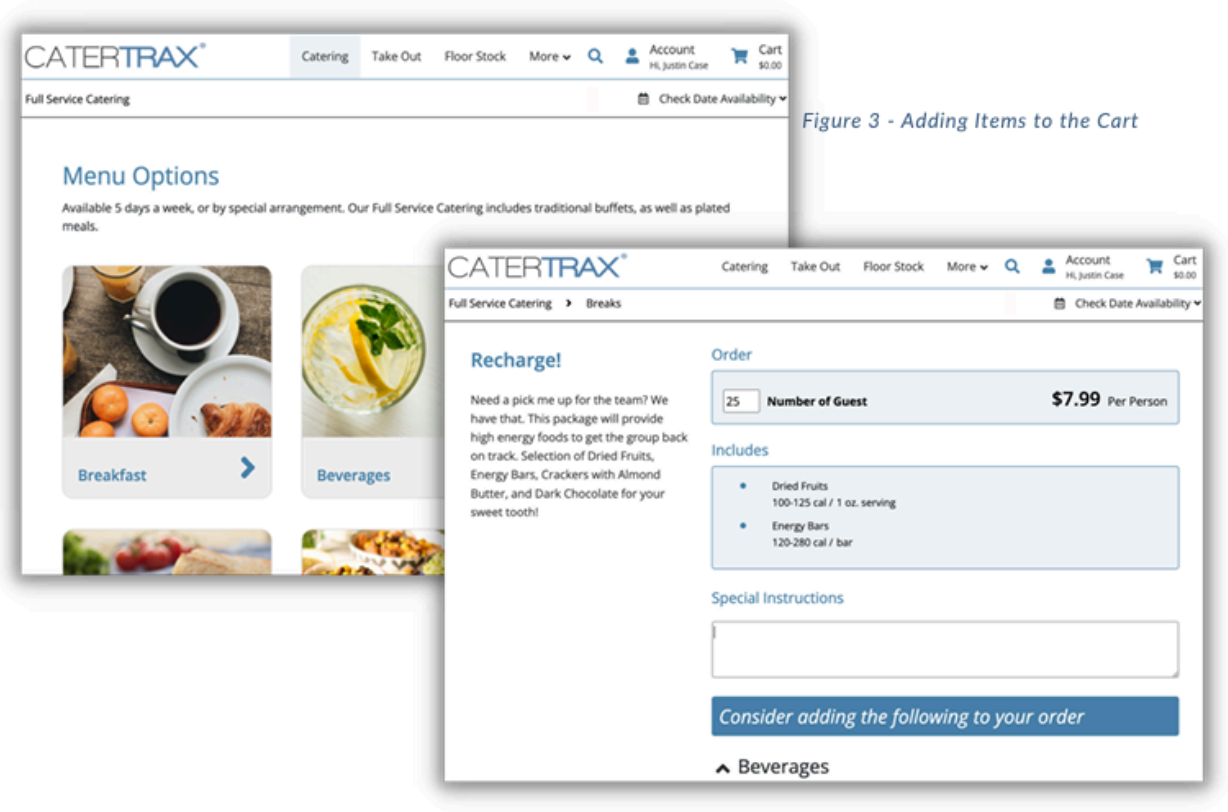


Figure 3 - Adding Items to the Cart

Order Check Out

3. For each item, fill in item quantities along with any additional choices and click **Add to Cart**. (Figure 4)

4. Once all items have been added to your cart, click on **Check Out** in the cart. (Figure 5)

Figure 4 - Add Item to Cart

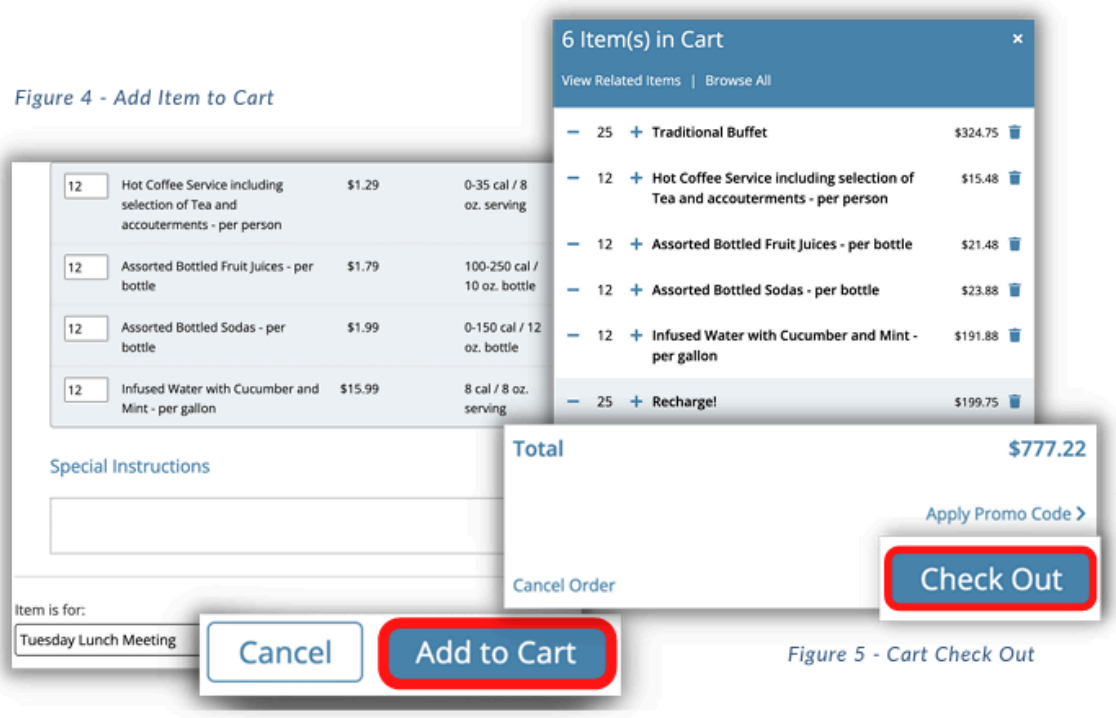
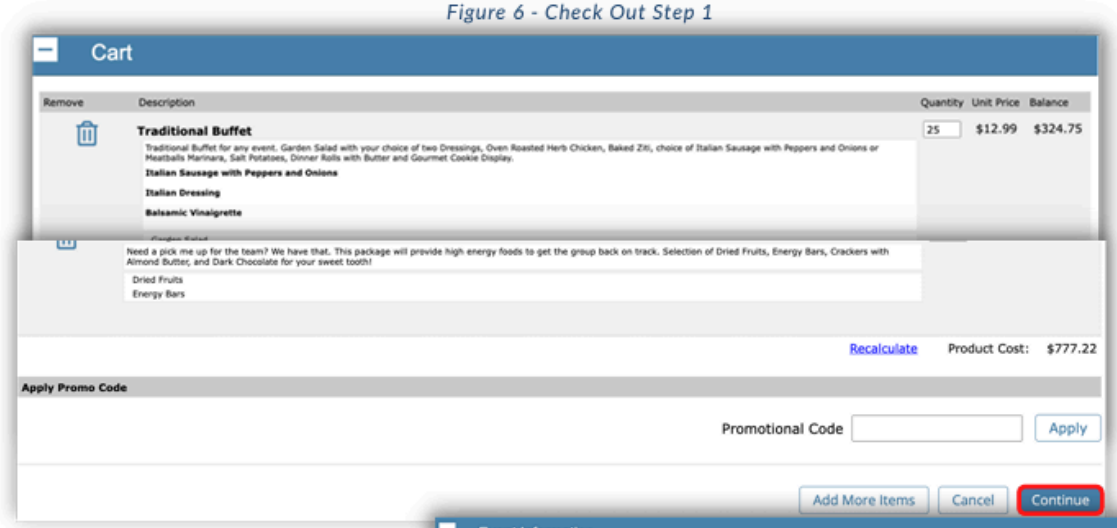


Figure 5 - Cart Check Out

5. Review the order on Step 1 and click Continue. (Figure 6)

6. Select a date and time for the order on Step 2, and complete the applicable Pickup or Delivery information. (Figure 7)

Figure 6 - Check Out Step 1



Note: Days highlighted in **Red**/**Yellow** indicate there is not enough lead time for your order, with a prompt to contact the foodservice team to discuss the blocked date or confirm an order date.

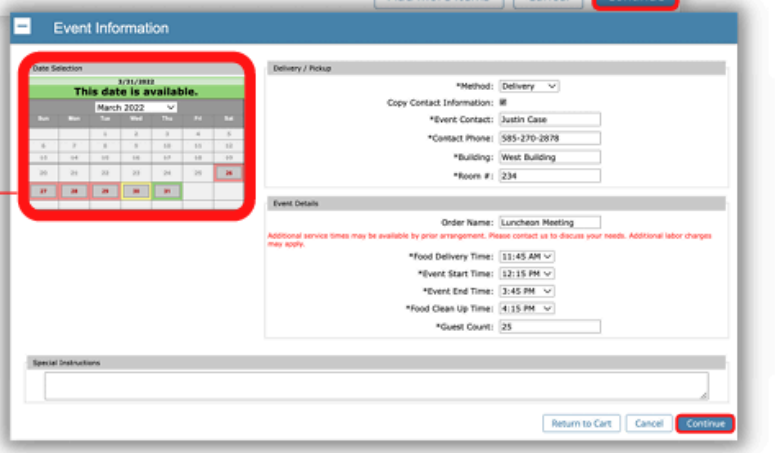
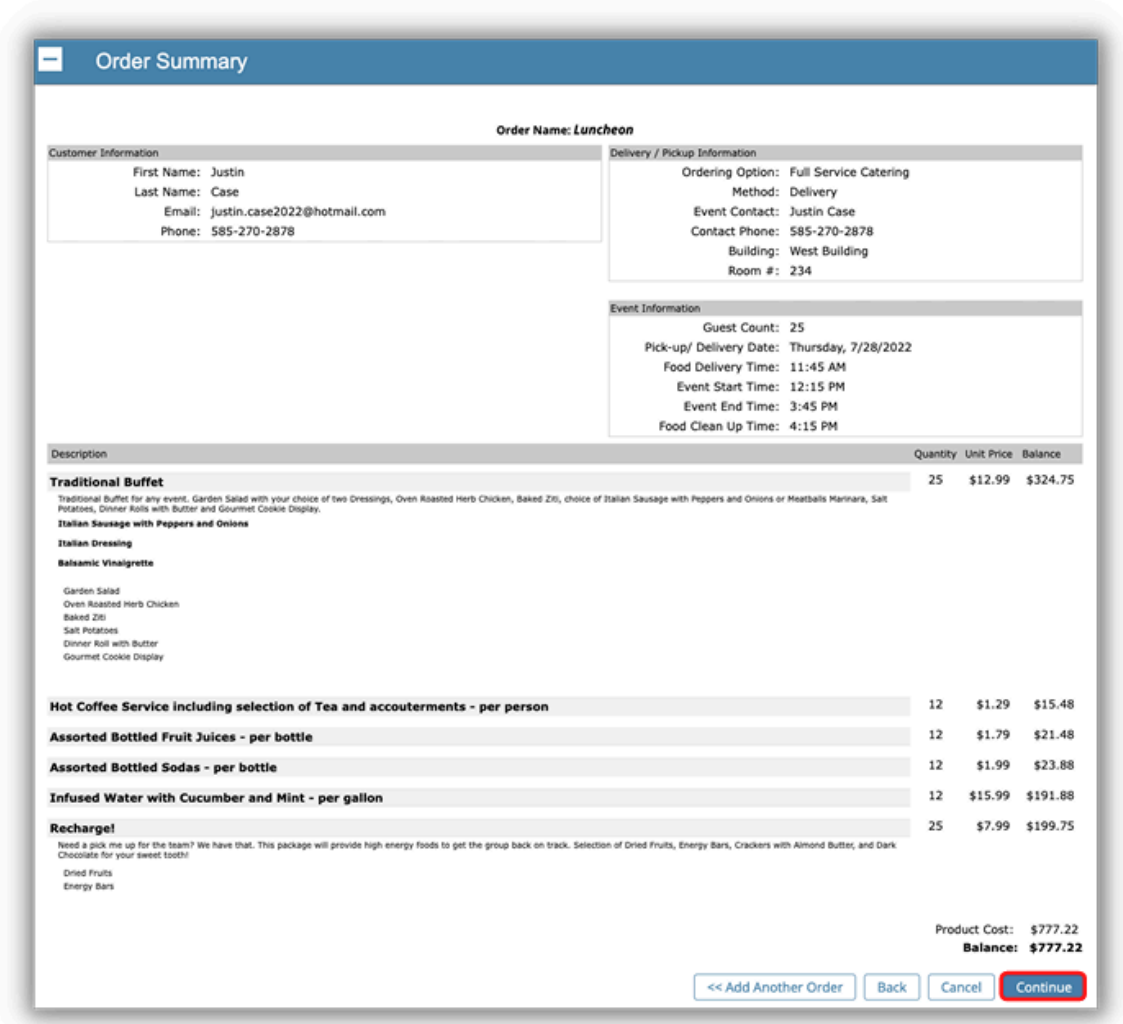


Figure 7 - Check Out Step 2

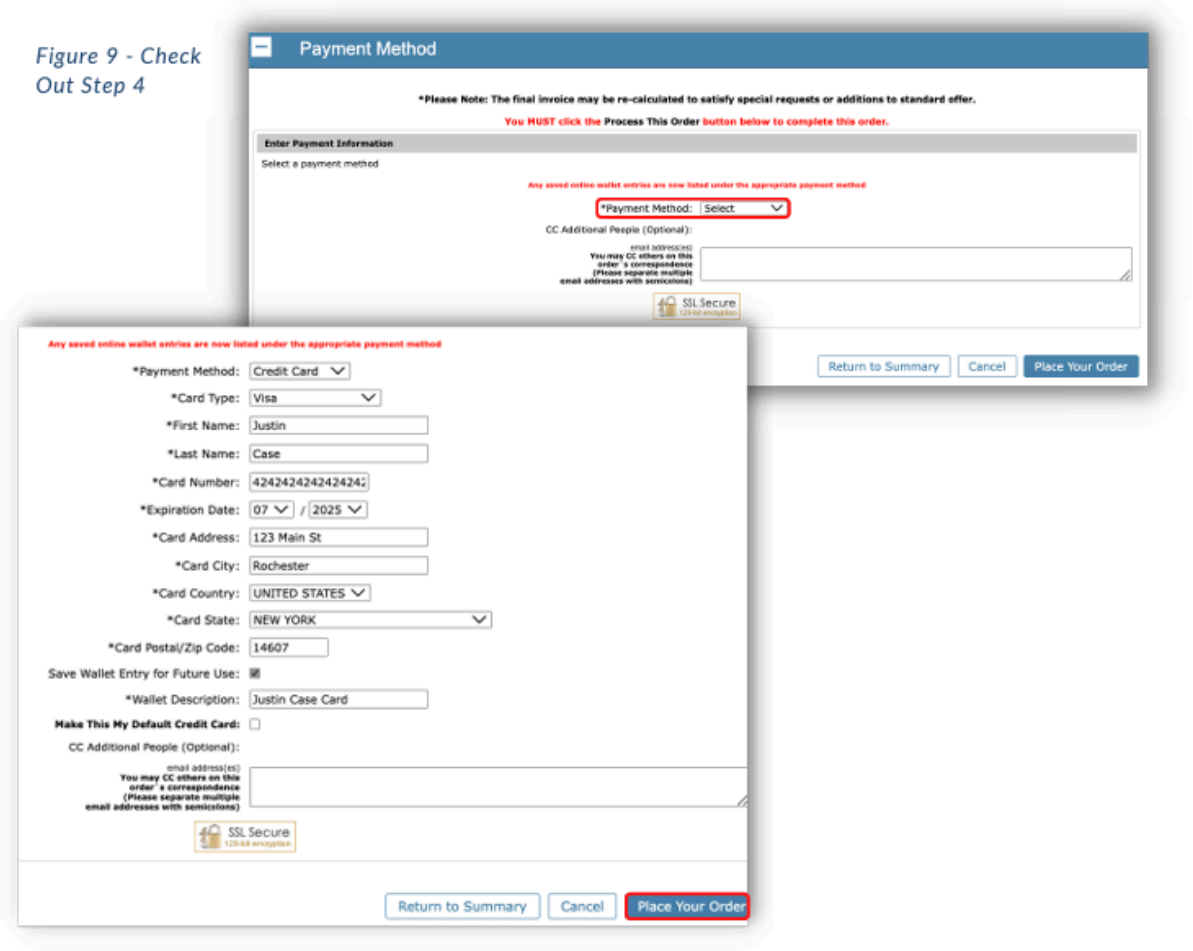
7. Review Order Summary on Step 3 and, if correct, click Continue. (Figure 8)

Figure 8 - Check Out Step 3



8. Step 4 will have you Select your Payment Method, complete the required details, and click Place Your Order. (Figure 9)

Figure 9 - Check Out Step 4



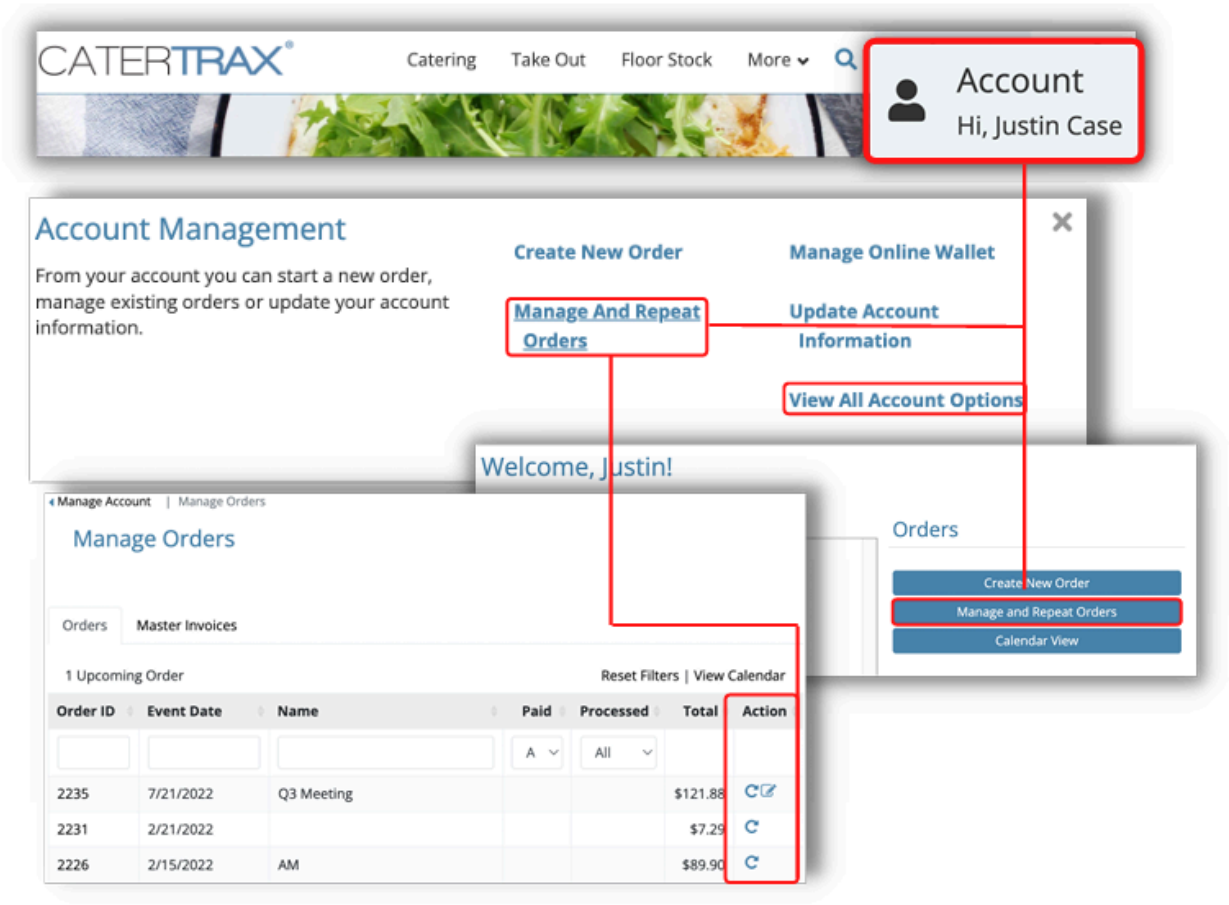
Modifying Existing Orders

Make sure you are logged into your account.

1. Access the Account located at the top right corner of the page.

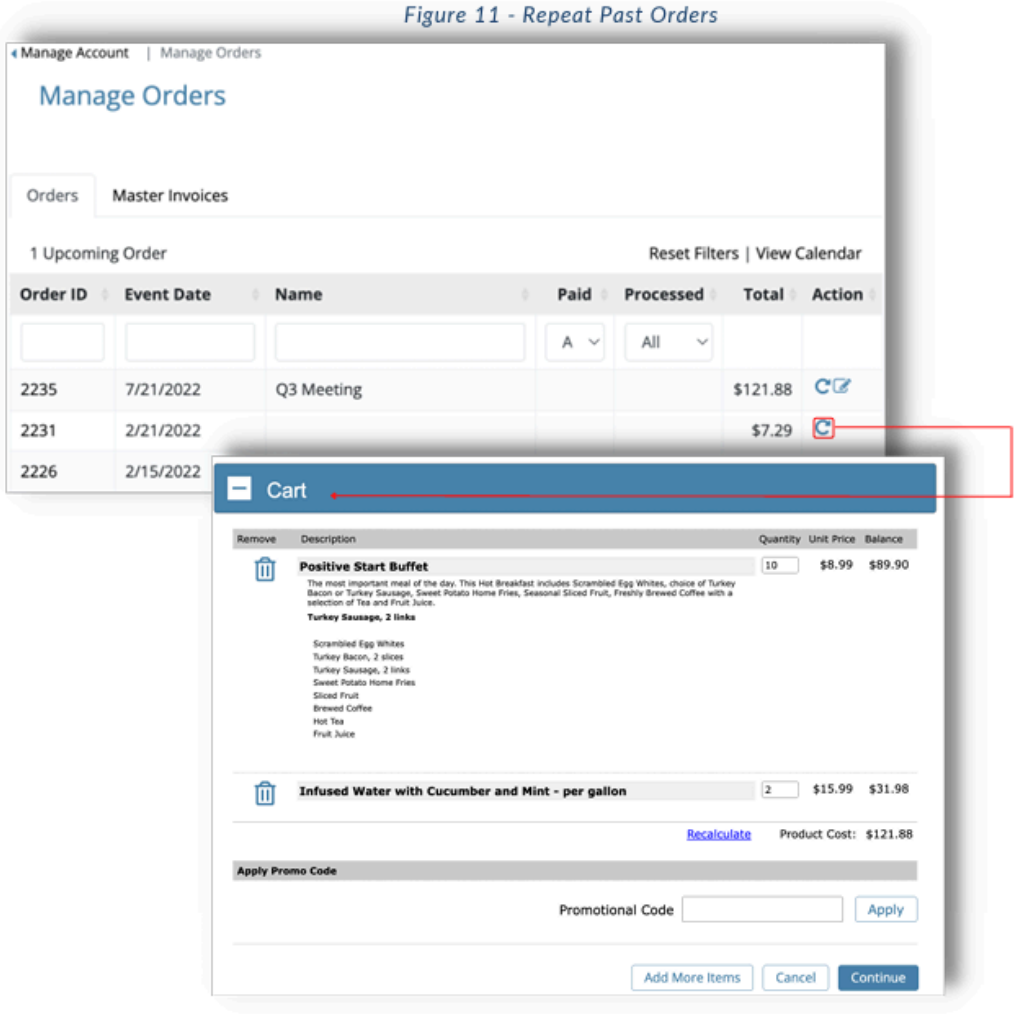
2. Click on Manage and Repeat Orders or View All Account Options. (Figure 10)

Figure 10 - My Account: Manage and Repeating Orders



3. To quickly *Repeat* an order, click on the **Repeat Order** icon under the *Actions* column, adding all existing items from the previous items to your cart to begin Step 1 of the check out process. (Figure 11)

Figure 11 - Repeat Past Orders



4. To make changes to an upcoming order, click the **Request Change** icon under the *Actions* column.

4a. Make changes to the necessary fields, then click **Submit Changes**. (Figure 12)

All requested changes and notations will be displayed in the **Order Tracking section of the order.*

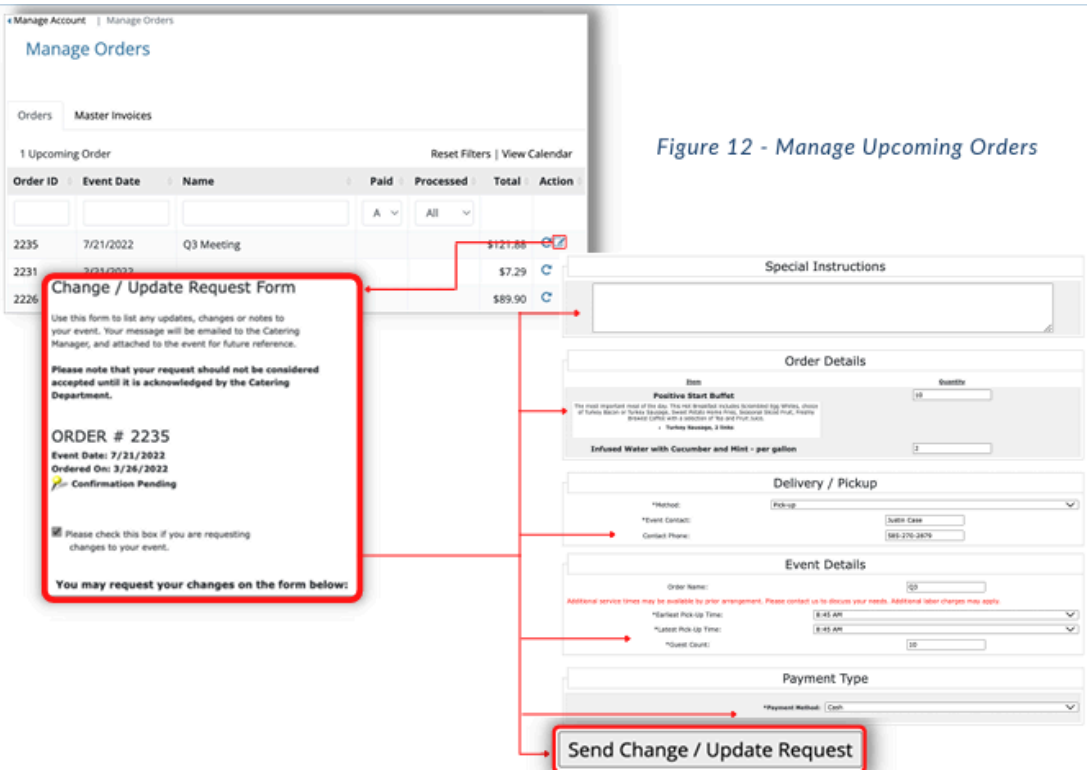


Figure 12 - Manage Upcoming Orders