

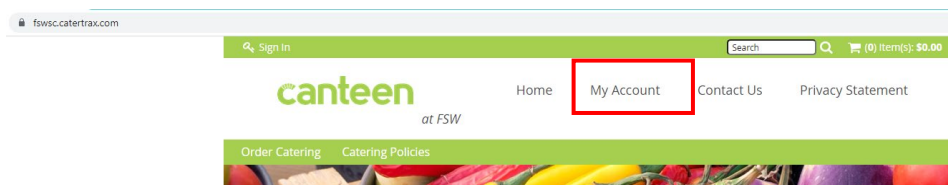
GETTING STARTED

The following guide is to assist you in placing your catering orders. You can access CaterTrax through the Order Today icon on the FSW Dining homepage at fsw.edu/dining or at fswsc.catertrax.com. If you would like to see menu items and pricing before placing your order, click on Catering Menu and Pricing on the FSW Dining homepage.

IMPORTANT NOTE: Ensure you have the time to complete your entire ordering process from the time you sign in all the way through to full checkout. The system will not hold items in your cart if you log out.

First Time Users of Canteen CaterTrax

- Once on the landing page, click on My Account



- Click on the New Customers tab and fill out your information

A screenshot of the Canteen CaterTrax website showing the 'New Customers' registration form. The form is highlighted with a red box. It includes fields for 'First Name', 'Last Name', 'Department', 'Email', 'Phone', 'Password', and 'Re-enter Password'. There are also checkboxes for 'Join our mailing List' and 'Tax Exempt'. A 'Continue' button is at the bottom of the form. The form is titled 'New Customers' and 'Previous Customers' tabs are visible at the top of the form area.

Returning Users of Canteen CaterTrax

- Click on Sign In at the top corner of the page



Placing a New Order

- Click on Create New Order to begin placing your order

Orders

Create New Order

Manage and Repeat Orders

Calendar View

Online Wallet [Add / Remove](#)

Distribution List [Update / Add](#)

Customer Information [Update](#)

- You can click on the various links within the Categories box to jump to specific lists of items or you can scroll down to review the entire list. Click Select Item next to the item you would like to add to your cart.

IMPORTANT NOTE: If you do not see items that you would like for your event or you would like to speak with a member of the catering team, click on Custom Menu Request.

Order Catering Catering Policies

Catering Results: 26 Items

Categories

- Breakfast
- Lunch
- Pizza
- Entrées
- Appetizers
- Meetings and Breaks
- Bakery
- Beverages
- Custom Menu Request

Breakfast

Continental Breakfast

An assortment of Breakfast Breads, Danish, Pastries, Muffins and Croissants served with Butter, Fruit Preserves and Fresh Fruit Salad. Served with Coffee Service.

- Continental Breakfast (180 - 410 cal / per serving)

\$7.99 Per Person

[Select Item](#)

- If you choose Custom Menu Request, click on Select Item once it is launched

Custom Menu Request

Custom Menu Request

Briefly describe what you are looking for and how many guests you will have and we will contact you.

[Select Item](#)

- Fill in information in the appropriate fields. If you are not sure and would like to leave the decisions to catering based upon budget, you may state that in the Special Instructions field. You can even do a combination of both as is shown in the picture below. Once you've completed your request, click Order. You will be able to proceed to Check Out once you have placed your request. A catering team member will get back to you within two business days (Monday – Friday).

Catering | Custom Menu Request

Custom Menu Request

Briefly describe what you are looking for and how many guests you will have and we will contact you.

Number of Guests

Entrée Request

Beef and chicken dishes

Side Request

At least two different veggies and possibly a fresh salad

Dessert Request

Something warm

Beverage Request

Sodas, water, coffee

Special Instructions

Unsure what I would like. Need to serve a sit down dinner for 80 guests. Budget cannot exceed \$1500 for food and service. Would like to get together to discuss.

Order

Cancel

- Once you have selected an item, you will be able to enter the number of guests you will be providing for as well as any special instructions. Click Order once you have completed your guest count and special instructions if applicable.

Catering

Continental Breakfast

An assortment of Breakfast Breads, Danish, Pastries, Muffins and Croissants served with Butter, Fruit Preserves and Fresh Fruit Salad. Served with Coffee Service.

- Continental Breakfast (180 - 410 cal / per serving)

\$7.99 Per Person

Number of Guests

(min qty is 12)

Special Instructions

Do not include oranges in fruit salad due to allergy. Would prefer all muffins and no croissants.

Order

Cancel

- Once you have clicked Order, you see a pop up displaying what is in your cart and the quoted amount. If you would like to change your order, click View Cart to revise. If you are done with your order, click Check Out to proceed with completing your order. If you would like to continue ordering, simply scroll down and find your additional items or use the links in the Categories box to be taken to specific items.

Catering

Continental Breakfast

Qty: 12	\$7.99	\$95.88
---------	--------	---------

View Cart

Check Out

\$95.88

- If you chose View Cart to revise your items, you will see the items in your cart as illustrated below. You can remove the item by clicking the trash can or you can revise the quantity of the items needed. The system will automatically recalculate your order or you may click the Recalculate Order icon. You will not be able to amend the special instructions. If the special instructions must be amended, you will need to remove the item, reselect, and put in the correct special instructions. If you are done with your edits and would like to continue checking out, you may click Continue. If you are done with your edits but would like to continue shopping, click Add More. **Do not click Cancel unless you would like to cancel your entire order.**

Order Catering Catering Policies

Step 1 - Confirm Selection

Remove

Description

Continental Breakfast
An assortment of Breakfast Breads, Danish, Pastries, Muffins and Croissants served with Butter, Fruit Preserves and Fresh Fruit Salad. Served with Coffee Service.
• Do not include oranges in fruit salad due to allergy. Would prefer all muffins and no croissants.
- (Special Instructions)

Quantity

15

Unit Price

\$7.99

Balance

\$119.85

Recalculate Order

Product Cost: \$119.85

<< Add More

Continue >>

Cancel

- If you chose Check Out, you will be taken to the screen as shown below. Click on the plus icon next to Step 1 – Confirm Selection to open that area. Review your order and ensure it is correct. See instructions above if you would like to delete or edit the order you have placed or if you would like to continue shopping.

Order Catering Catering Policies

Step 1 - Confirm Selection

Remove

Description

Continental Breakfast
An assortment of Breakfast Breads, Danish, Pastries, Muffins and Croissants served with Butter, Fruit Preserves and Fresh Fruit Salad. Served with Coffee Service.
• Do not include oranges in fruit salad due to allergy. Would prefer all muffins and no croissants.
- (Special Instructions)

Quantity

15

Unit Price

\$7.99

Balance

\$119.85

Recalculate Order

Product Cost: \$119.85

<< Add More

Continue >>

Cancel

- Click on the plus icon next to Step 2 – Event Information to select your catering date. Dates in red cannot be selected as they are too close to the event date and will not allow for enough time for Canteen to place orders for goods. Clients will need to work directly with the catering to see if order can be filled on short notice.

Step 2 - Event Information

Date Selection

August 2022 ▼						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

- Once you have selected a date, you will see an additional requirement for delivery method. Use the dropdown arrow to make your selection.

Step 2 - Event Information

Date Selection

8/23/2022

Date Good To Go!

August 2022 ▼						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Delivery

*Method: Select One ▼

- Fill in all blanks as needed. The special instructions box can be used to give any additional information you feel is pertinent to your order. You may also use this field to request a consultation with catering. Back button will take you back to Step 2. Continue will take you to Step 3 – Review Selection. [Do not click Cancel unless you would like to cancel your entire order.](#)

Delivery	
*Method:	On Campus Delivery ▼
<input type="checkbox"/> Copy Contact Information	
*Delivery Contact:	<input type="text"/>
*Delivery Phone:	<input type="text"/>
*Building:	<input type="text"/>
*Room # :	<input type="text"/>

Event Details	
Additional service times may be available by prior arrangement. Please contact us to discuss your needs.	
*Food Delivery Time:	<input type="text"/>
*Event Start Time:	<input type="text"/>
*Event End Time:	<input type="text"/>
*Food Clean-up Time:	<input type="text"/>
*Guest Count:	<input type="text"/>
Tax Exempt:	<input type="checkbox"/>

Special Instructions	
Ordered continental breakfast but do not like selections provided. Would like a consultation to discuss items I would like to have available. Will need to stay as close to quoted budget as possible. Need to be in-place by 6:30AM for 7:00AM event start time.	

Back

Continue

Cancel

- At Step 3 – Review Selection, the system will ask you to name your order. This helps catering quickly find your order. We suggest you name your order something that is unique to your department, business, or occasion. Make sure you review all of the information to ensure that it is correct. If you find incorrect information in any of the fields, go back to steps 1 and 2 to reenter correct information. If correct, click Proceed to Checkout. Click Back to go back to Step 2. [Do not click Cancel unless you would like to cancel your entire order.](#)

Special Note: There may be occasions where you want separate orders going to separate locations or separate times but they'll be paid for by the same party using the same payment method. Think of it like you've got 10 items on the checkout belt. You want to ring up 8 items on one receipt and 2 items on a separate receipt but you'll be using the same credit card to pay for all 10 items. You can accomplish this with your catering order by clicking the Add Another Order button. Remember, you're creating an entirely new order so you'll have to complete all of the same steps you did previously. Once you get to final checkout, CaterTrax will take the total from your first order and add it to the total of your additional order(s) to give you one final checkout total and one method of payment for all orders.

Step 3 - Review Selection

Review your selection

Order Name: **Fall Term Breakfast Meeting**

Customer Information

First Name:

Last Name:

Department:

Email:

Phone:

Click To View Policies.

Initial to Accept:

Delivery Information

Method: On Campus Delivery

Delivery Contact:

Delivery Phone:

Building: S

Room # : 102

Event Information

Guest Count: 15

Delivery Date: Tuesday, 8/23/2022

Food Delivery Time: 7:00 AM

Event Start Time: 7:00 AM

Event End Time: 8:30 AM

Food Clean-up Time: 9:00 AM

Description

Continental Breakfast
An assortment of Breakfast Breads, Danish, Pastries, Muffins and Croissants served with Butter, Fruit Preserves and Fresh Fruit Salad. Served with Coffee Service.
• **Do not include oranges in fruit salad due to allergy. Would prefer all muffins and no croissants.**
- (Special Instructions)

Quantity	Unit Price	Balance
15	\$7.99	\$119.85
Product Cost:		\$119.85
Tax (6.5%):		\$7.79
Balance		\$127.64

Special Instructions

Ordered continental breakfast but do not like selections provided. Would like a consultation to discuss items I would like to have available. Will need to stay as close to quoted budget as possible. Need to be in-place by 6:30AM for 7:00AM event start time.


<< Add Another Order

Back

Proceed to Checkout

Cancel

- At Check Out, you will select the method for payment as Cost Center. Enter the index and account that will be associated with your PO. Once catering has received and finalized your order, you may use the quote to open your PO. If you are a client not associated with the college, type in N/A. Canteen will provide you a finalized quote and you will be invoiced after the event. Click Process This Order to submit your order.

 Step 4 - Checkout

***Please Note: The final invoice may be re-calculated to satisfy special requests or additions to standard offer.**

You MUST click the Process This Order button below to complete this order.

Checkout

Please Select a Method for Payment

Any saved online wallet entries are now listed under the appropriate payment method

*Payment Method:

Cost Center ▼


*Cost Center Number:

N/A

☐ Save Wallet Entry for Future Use

CC Additional People (Optional):

email address(es)
You may CC others on this
order's correspondence
(Please separate multiple
email addresses with semicolons)



Back

Process This Order

Cancel

- Once your order has been submitted, you will be able to print or email your quote. You will also receive an email notification that your order has been received along with applicable information regarding your order. If you need a change to your order, click the Request Changes link provided in your email confirmation.

***** If you are placing another order, please click the My Account button to begin the ordering process. DO NOT click on the Back Arrow.*****

***Please Note:** You will receive a confirmation email reviewing the details of your invoice.

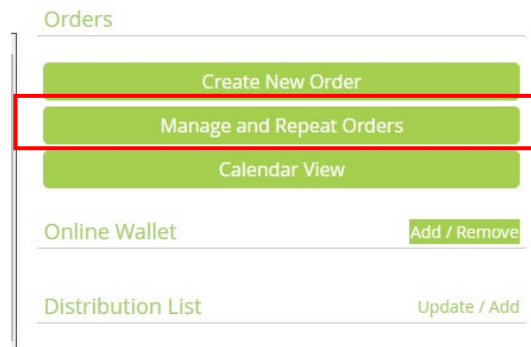
 Printable Invoice

 Email

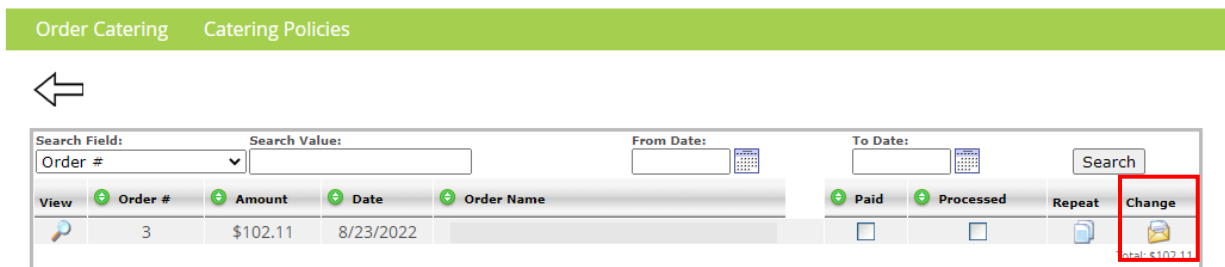
Add to Outlook

Managing, Changing, and Repeating Orders

- To change your order, you can use the link found in your email confirmation or you can select Manage and Repeat Orders from your CaterTrax account. Once you sign into your account, click on the Manage and Repeat Orders bar



- To change your order, click on the Change icon. Fill out pertinent details and submit your change.



- To repeat your order, click on the Repeat icon. This will duplicate the previous order into a new order. You can then repeat the order exactly as last time by proceeding through Steps 1 – 4 or you may edit the previous order by adding or deleting items as well as changing event information. **IMPORTANT NOTE:** Always make sure you review the event information when repeating orders to ensure the event information is correct.

