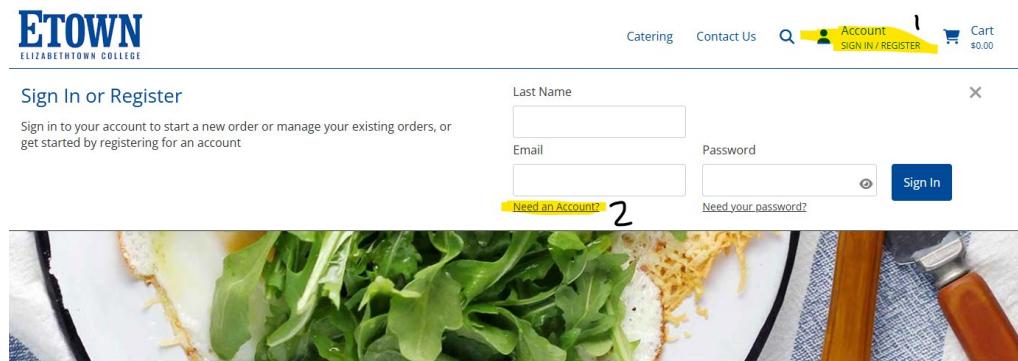


CaterTrax User Guide

1. Accessing CaterTrax

- Log into CaterTrax. (First time users will need to create an account with your Etown credentials)
 - <https://elizabethtowncollege.catertrax.com/>



Create an Account

Creating an account is free and easy. You'll enjoy several benefits that include a quick check out experience, the ability to view and manage your orders, update your contact information and receive exclusive offers.

Sincerely,
The Management Team

New Customers	Previous Customers
*Required fields	
*First Name: <input type="text" value="Kim"/>	
*Last Name: <input type="text" value="Greene"/>	
*Department: <input type="text" value="Catering"/>	
*Email: <input type="text" value="greene1@etown.edu"/>	
*Phone: <input type="text" value="717-361-1155"/>	
Join our mailing List: <input type="checkbox"/>	
Tax Exempt: <input checked="" type="checkbox"/>	
Please Provide Your Tax ID #: <input type="text" value="23-1352632"/>	
<input type="button" value="Continue"/>	

- Providing your Tax ID # upon creating an account will make sure it auto-fills in your future order.
- You will be redirected to the homepage to **Start Your Order**.

2. Placing an Order

- Select the menu category that you are interested in.
- Review menu descriptions and select your menu of choice.
- Enter number of guests and any special instructions.
 - This is where you should be listing any dietary needs/allergies
- Click **Add to Cart**

Classic Continental

- Choice of Two Donuts or Muffins
- Fresh Fruit Salad, Coffee, Tea, Decaf
- Apple Juice, and Iced Water

Order

15	Number of Guests (min qty is 15)	\$8.50 Per Person
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Choices of Classic Continental Sides

Choice of 2

<input type="checkbox"/>	Assorted Donuts
<input checked="" type="checkbox"/>	Assorted Donut Holes
<input checked="" type="checkbox"/>	Assorted Muffins (gluten free option available upon request)
<input type="checkbox"/>	Assorted Mini-Muffins

Special Instructions

2 Gluten Free

- Select Order Details and enter event details including date, time, location.
 - 25Live reservation number is required
 - The tax-exempt number is pre-loaded for Etown Users

Order Details

Date Selection

12/19/2025
This date is available.

December 2025						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
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 / Pickup

*Method:

Copy Contact Information:

*Delivery Name:

*Delivery Phone:

*Event Location:

If Other, Enter Event Location Here:

*Room # / Name:

*25 Live Reservation Number:

Event Details

Order Name:

Additional service times may be available by prior arrangement. Please contact us to discuss your needs.

*Event Start Time:

*Food Start Time:

*Food End Time:

*Event End Time:

*Guest Count:

Tax Exempt:

Please Provide Your Tax ID #:

- Click **Continue**. Review your order details and make adjustments as necessary.
- Review the Order Summary. *Note, this is what the catering manager will see upon submission. **This is your BEO.**

Order Summary

Customer Information

First Name: Kim
Last Name: Greene
Department: Catering
Email: greene1@etown.edu
Phone: 7173611155
Tax Exempt: True
Exempt Info: 23-1352632

Delivery / Pickup Information

Method: On Site Delivery
Delivery Name: Kim Greene
Delivery Phone: 717-361-1155
Event Location: Susquehanna/Swatara Rooms
Room # / Name: Susquehanna
25 Live Reservation Number: 012345

Event Information

Guest Count: 45
Pick-up/ Delivery Date: Friday, 12/19/2025
Event Start Time: 11:00 AM
Food Start Time: 12:00 PM
Food End Time: 1:00 PM
Event End Time: 2:00 PM

Description	Quantity	Unit Price	Balance
Classic Continental	15	\$8.50	\$127.50

Product Cost: \$127.50
Balance: \$127.50

- Click **Continue** to be taken to Payment Method.
- Enter your budget line number – note it must be the 00578 entertainment line per catering policy.
- Click **Place Your Order**
- Email will automatically be sent to the Catering Manager for review and approval.

Payment Method

***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.

Enter Payment Information

Select a payment method

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

*Payment Method:

*Budget Line Number:

Please enter in this format xxxx-xxxx-00578-xxxx

Save Wallet Entry for Future Use:

CC Additional People (Optional):

*Accept Terms & Conditions: I Accept the Terms & Conditions

*Initials:

[Return to Summary](#) [Cancel](#) [Place Your Order](#)

3. Reviewing Order Status

- Select Account at the top of your page.
- Select **Manage and Repeat Orders**.
- The “view calendar” is another option to see your event orders from a different view.

ETOWN
ELIZABETHTOWN COLLEGE

Catering Contact Us **Account** \$0.00

Account Management

From your account you can start a new order, manage existing orders or update your account information.

Create New Order:

Manage Online Wallet

Update Account Information

Manage And Repeat Orders

1 Draft Order | 1 Upcoming Invoice

Invoice ID	Event Date	Name	Paid	Processed	Total	Action
6	2/12/2026	Test Event <small>Reminder: Draft Order expires on 2/15/2026. Continue Invoice</small>			\$490.00	
13	12/19/2025	ABC Event			\$127.50	

- Monitor your events to track approval (pin changing from yellow to green), modifications, or messages from the catering team.
- Respond promptly to requests for clarification to avoid delays.

4. Making Changes to an Order

- To make changes, click on the edit button that is highlighted under actions in the photo above.

- Use the **Change/Update Request form** to adjust quantities, items, or event details.
- Note that some changes may not be possible if the event date is near.
- The catering team will confirm whether or not the changes are approved.
- The message history/audit trail will also be visible on the bottom of this page.

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 # 13

Event Date: 12/19/2025

Ordered On: 12/9/2025

 Confirmed

You may request your changes on the form below:

Special Instructions	
<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	

Order Details	
Item	Quantity
Classic Continental	15
Choice of Two Donuts or Muffins	
Fresh Fruit Salad, Coffee, Tea, Decaf	
Apple Juice, and Iced Water	
Assorted Donut Holes	
Assorted Muffins (gluten free option available upon request)	
2: Gluten Free	

EVENT DETAILS	
Order Name:	ABC Event
Additional service times may be available by prior arrangement. Please contact us to discuss your needs.	
*Event Start Time:	11:00 AM
*Food Start Time:	12:00 PM
*Food End Time:	1:00 PM
*Event End Time:	2:00 PM
*Guest Count:	45

Payment Type	
*Payment Method:	Budget Line (Entertainment)
*Budget Line Number: 00000-00000-00578-00000	
Please enter in this format xxxx-xxxx-00578-xxxx	

Send Change / Update Request

Message history for this Invoice:

ID	DATE	TIME	NAME	COMMENT
91	12/12/2025	10:57 AM	Kimberly Greene	Status changed from Confirmation Pending to Confirmed by admin: Kimberly Greene
90	12/12/2025	10:31 AM	Kimberly Greene	Status changed from Confirmed to Confirmation Pending by admin: Kimberly Greene
89	12/12/2025	10:19 AM	Kimberly Greene	Status changed from Confirmation Pending to Confirmed by admin: Kimberly Greene
88	12/9/2025	2:50 PM	Kim Greene	Order input by customer: Kim Greene
86	12/9/2025	2:41 PM	Kimberly Greene	New Order started by Admin: Kimberly Greene

For additional questions or clarification, please contact catering@etown.edu*