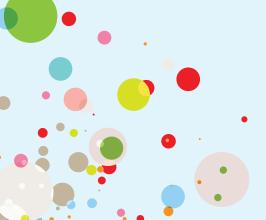
Requesting Changes by Email

- **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.

S	tep 1:
	Request Changes Print Invoice
Dea	r Bob Smith,
affa use	nk you for booking your next important event with CaterTrax. We look forward to making your event a delicious ir. Please do not reply to this email! *Important* If you need to make changes or updates to your event, please the "Request Changes" link. This is the most reliable way to ensure that we have all of the appropriate details for r event. If you have any questions, please call the catering office.
We	look forward to serving your event! Thank you.
274	rTrax N Goodman <u>St.Rochester, NY</u> 14607 9758729
Inv	pice # 31
SYF	c 🔞 🖪 Öutlook
Foo	very Date: 1/31/2017 d Delivery Time: 11:15 AM nt Clean-Up Time: 1:30 PM
S	tep 3:
	Order Tracking

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



Step 2:

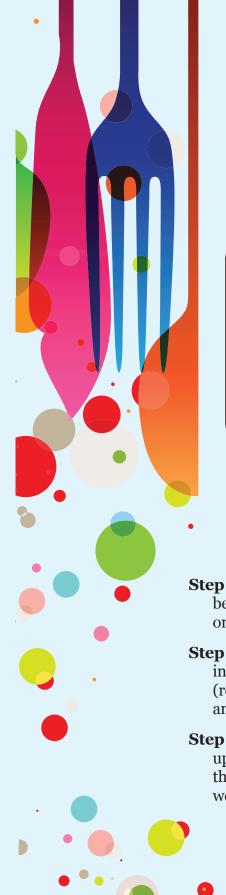
Change / Update Request Form Use this form to list any updates, changes or notes to your event. Your message will be emailed to the Cab

INVOICE # 33 Event Date: 1/31/2017 Ordered On: 1/26/2017 Br Confirmed

Please check this box if you are

Special Instructions							
		1					
Order Details							
Item		Quantity					
Flatbread and P Sandwiches	anini	15					
Grilled Vegetables with Chevae Flatbread, Sme Honey Musalred and Ch Panini, Simoked Ham a Tomato and Musarelli and Musarelli Hame, Musarel Garden Pratter, Musard Garden Dratesings, Chef's Salar Homemade Potato Chi Breads and Rolls and F Cookies. Indudes Full Service.	oked Turkey with eddar Cheese ind Basil with a Cheese Flatbread f Beef with Brie with a Relish Salad with two I of the day, ps, Specialty reshly Baked						
Full Cold Bevera	ge Service	15					
Define							
Delivery							
*Method:	100 Was	hington Delivery •					
*Event Contact:	Bob Smit	Bob Smith					
*Contact Phone:	555-555-	555-555-5555					
*Floor:	8	•					
*Suite Number:	110						
Event Details							
Additional service time	s may be available	by prior arrangement. Please contact us					
to discuss your needs.	stray oc ataliadi.	by prior dirangement. I have connect as					
*Food Delivery Time:		11:15 AM •					
*Event Clean-Up Time:		1:30 PM •					
*Guest Count:		15					
Payment Type							
	Payment Method:	Invoice •					
nd Change / Update Re	quest						
ssage history for this	Invoice:						
D DATE T	IME NAM	E COMMENT					

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- 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.

WELCOME TO ONLINE CATERING



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





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.

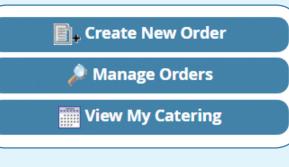
Step 1: First select *Create New Order*.

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:



Step 3:

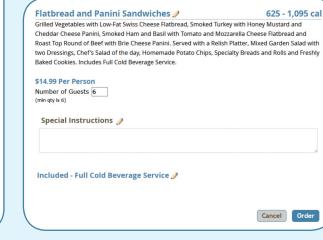
Sandwiches Deli Buffet 🥒 690 - 1,250 cal Smoked Turkey Breast, Smoked Ham, Roast Top Round of Beef, Tun and View Details Chicken Salad, Imported and Domestic Cheeses, Vine Ripened Tomatoes, Lettuce, Red Onions, Relish Platter, Mixed Garden Salad with two Dressing Chef's Salad of the day, Homemade Potato Chips, Specialty Breads and Roll nd Freshly Baked Cookies. Includes Full Cold Beverage Service \$15.95 Per Persor Flatbread and Panini Sandwiches 🥒 625 - 1,095 ca Grilled Vegetables with Low-Fat Swiss Cheese Flatbread, Smoked Turkey with View Details 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 Cookles. Includes Full Cold Beverage Service. \$14.99 Per Person Build Your Own Sandwich Box 🥒 590 - 920 cal Choice of Roast Beef with Frizzled Onions on Baguette, Grilled Chicken with

Pesto Mayonnaise on an Olive Roll, Smoked Turkey and Brie Cheese o Ciabatta, or Grilled Vegetables, Low-Fat Swiss Cheese on Flat

Step 2:

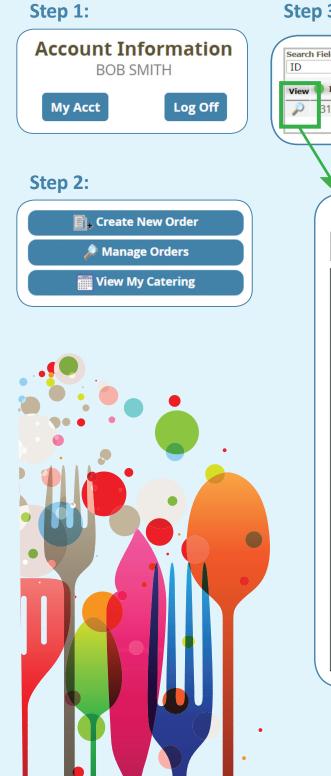


Step 4:



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.
- order, or request changes. You can also search for your order by date.



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

Search	Value:		From	Date:	Το [Date:	
•							Search
Amount 🧲	Date	😑 Name of	Event	🕒 Paid	🖯 Pro	cessed R	Repeat Change
159.42 1/	/31/2017	Team Me	eting		[
							Tot \$159.4
							+
				Dor	o at th	o Ondo	
				кер	eat th	e Orde	r Reque Chan
							onun
to Outlook R	equest Change	Print Invoice	R	epeat Order			
Tracking	R = 0	Customer generated Tr	racking Messa	ige			
DATE 1/26/2017	1:43 PM		OMMENT der input by a	- admin: Control			
	Order I	Name: Tean	n Meet	ina			
CaterTrax 274 N Goodman St.R 8009758729				IN Last Modified: 1	VOICE #3 Tuesday, 1/31 rdered On: 1/26	33 /2017 5/2017	
				Last Modified: 1	/26/2017 1:43:	irmed	
ustomer nformation		Deliv Infor	mation				
First Name: Bob Last Name: Smith			1ethod: 100 Deli	Washington ivery			
Company Name:	Catering	c	Event ontact: Bob	Smith		_	
Email: bob.sn Phone: 555-55	nith@smithcate	ring.c	Contact ₅₅₅ Phone:	-555-5555			
Click To			Floor: 8 Suite umber: 110			_	
View Policies.BS		N	umber: 110				
Initial to Accept.:				_			
neceptin		Event	mation				
			Guest Count: 10				
ayment nformation		D		sday, 1/31/2	017		
Payment	•		Date: Food			_	
Type :		D	elivery11: Time:	15 AM			
			Event				
		C	ean-Up1:3 Time:	0 PM			
ood Flatbread and	Panini San	dwiches	Qty.	Price	Ext.		
Grilled Vegetables w	ith Low-Fat Swiss	Cheese Flatbread,					
Panini, Smoked Ham Cheese Flatbread an	and Basil with To Roast Top Roun	mato and Mozzarella d of Beef with Brie	10	\$14,99	\$149.90		
Cheese Panini, Servi Salad with two Dres	ed with a Relish Pl sings, Chef's Salad	atter, Mixed Garden I of the day,					
Homemade Potato C Freshly Baked Cooki Service.	mps, Specialty Bro ies. Includes Full C	Cheese Flatbread, nd Cheddar Cheese mato and Mozzarella d of Beef with Brie atter, Mixed Garden I of the day, eads and Rolls and old Beverage					
EVERAGES			Qty.	Price	Ext.		
Full Cold Beve	rage Servic	e	10	\$0.00	\$0.00		
Orde	r Summary						
Food \$149.90	Beverage \$0.00	s	Orde	r Totals			
ny service/staffing/ad	Iministrative charg		Sub	Total	\$149.90		
re charges for thea nd are not purported			Tax (6.3 Order	Total	\$9.52 \$159.42		
vill not be distributed a	is a tip or gratuity	to the	Balance	e Due	\$159.42		
mployees who provide							
Special I	nstructions						
						•	•
							-