ORDER STATUS

RED PIN - CANCELED
Your order has been canceled. To request a cancellation, view your order and submit a change request. Your catering team will change the status to canceled.

GREEN PIN - CONFIRMED
Your catering team has accepted your order.

YELLOW PIN - PENDING
Your order has been submitted and is waiting to be confirmed by the catering team.

PURPLE PIN - CHANGE REQUESTED
There has been a change in your order requested by you. The catering team will confirm your change request.

WHITE PIN - COMPLETE
Your catering order has been delivered and billed. Thank you for using CaterTrax.

CONTACT US

Contact our team with any questions, comments or issues. We will be happy to assist you!

410-617-5858

catering@loyola.edu

www.loyolamd.catertrax.com

Evergreen
C A T E R I N G
AT LOYOLA UNIVERSITY

Use CaterTrax to place your next catering order!

www.loyolamd.catertrax.com

REGISTER AS A FIRST TIME USER

1. Go to our website: www.loyolamd.catertrax.com

2. At the top left, click "Need an account - Click Here"

3. Complete all the necessary fields, and it will direct you to your new catering home page.

4. On future visits, you will log into your account from the homepage using your last name as your username and your password.

PLACE AN ORDER

1. Log in using your last name and password

2. Click "Create New Order"

3. Select a category such as "Breakfast"

4. To select an item, click "View Details"

5. Enter the number of guests and click "order"

6. You can then add more items for the same meal if needed. One meal per order.

7. Confirm selection: Click "Continue"

8. Event Information: Pick the date of the event (must be 3 days in advance). Select the location, and enter event details.

9. Review Selection: Type the event name

10. Checkout: Select a payment method. Click "Process Order"

CHANGE OR REPEAT AN ORDER

REQUEST CHANGES

Method 1: Click the "Request Changes" link in the confirmation email that you received

Method 2: Log into CaterTrax, click "Manage Orders", click the "Change" icon on the order you want to make changes to. Complete the necessary information, then click "Send Change / Update Request"

Your "View my Catering" calendar will give you a status update.

COPY AN EXISTING OR PAST ORDER

Method 1: Click "Request Changes" link in the confirmation email that you received

Method 2: Log into CaterTrax, click "Manage Orders", click "Repeat". Follow steps 7-10

USING YOUR HOME PAGE

My Account - use this is create new orders, manage orders, view catering calendar and view history

Manage Orders - shows your entire order history. You can repeat or change an order in this list by clicking repeat or the change icons.

View My Catering - current catering calendar of your orders and their status

Home - View catering menu items

Search - Explore the menu using the search bar