

Catertrax FAQs 2016/2017

- How do I get my Catertrax password reset?

You may email Foodservice@uhcl.edu or call #2653

We can reset your password within minutes-it will be reset to your lastname/2016 (year will change 2017)

Orders:

- Why is it important to enter my order timely and accurately with headcount?

The earlier you enter your order you are able to lock-in your date. In the event the date becomes blocked later, your order will not be cancelled.

Headcount and timing is also critical for UHCL dining services to order supplies. They are ordered on Tuesday and Friday each week so a change in an event's headcount can affect the supplies to be ordered.

- Why is it important for orders to be in the Cartertrax system at least one week prior to the event date or sooner?

This is so UHCL dining services can plan the week accordingly and have everything needed for your event. (Example: supplies need to be ordered for EO and scheduling labor) This will ensure everything is in place for your event and all goes smoothly. Note: UHCL dining services reviews and posts all orders on Thursday for the chef to plan for the following week. If an order is placed after Thursday, for the following week, please send an email to foodservice@uhcl.edu to be sure your order is reviewed and posted.

- Will the system allow you to place orders after the cutoff of three days prior to the event?
No the Catertrax system will not allow you to place an order.

- How many days out can you cancel or change head count on an order?

Four business days. This is because the dining services team orders supplies a week in advance for the event. If the order is not cancelled before this timeframe, a 45% fee will apply.

- Why are dates blocked in the Cartertrax system?

The date has been filled with previously placed orders and UHCL dining services does not wish to overcommit and under-deliver for others who planned accordingly. There are also dates in which the UHCL dining services team is having to prepare for a very large events and don't have the resources. This is similar to outside vendors who have their days filled with previously scheduled bookings.

Critical planning-If you have events that repeat or you have a calendar at the start of a semester, go ahead and enter your events with a rough draft. Should the date be blocked later your event is already locked in. Your already placed order will not be removed but you may be blocked from entering one later.

If your date is blocked when trying to enter into Catertrax you may email Foodservice@uhcl.edu a request for an event order and it will be reviewed for exception. If the event cannot be accommodated you will receive an email that states UHCL dining

services has declined the event. Once receiving this email submit a food service waiver form to: uhclprocurement@uhcl.edu.

(Note: if your order is less than \$100.00 you do not need a waiver and you can go and buy the items.)

- **When duplicating an event from a previous order in Cartertrax why don't I see the same items?**
In Fall 2016 Catertrax started a new menu. Please check your order for adjustments due to new menu changes and price adjustments. There have been many changes so duplicating may be more difficult than starting a new order from the current menu.
- **Why do you need to place an order for water?**
In order to receive water at your event it needs to be placed in Catertrax. If the order contains other beverages, the water is free and will be taken off the order when the event is closed. If water is your only beverage there will be a charge.
- **Why specify regular or decaf coffee?**
This is so we will deliver what your guests will drink and you don't end up paying for something that will be thrown away. (Note: if you need coffee to be refreshed later in the day, you need to order a quantity of two.)

When you place an order for coffee it auto populates: Coffee, decaf and hot tea. Please specify in the instructions your selection. Example: 1 gallon coffee, 1 gallon decaf and no hot tea service. This will be billed as 2 gallons. If you do not specify and order a quantity of 1, this will result in 1 gallon of each and you will be billed for 3 gallons of beverages.

- **Why do we have an Event log in place?**
This is to be sure you have received everything you have ordered and it is to your satisfaction. If something is wrong, please notify the dining services person immediately. This will ensure we correct the problem right there and then. Please sign the log after the food is set (Note: you have 48 hours to call after your event to let us know of any concern or issues. If your event is over the weekend then please notify us on Monday)
- **Why place two separate orders, if the events are on the same day?**
This is to avoid that UHCL dining services misses a portion of your event. If you have an event day where you will have breakfast, lunch and coffee refresh in the afternoon, this is three separate orders. All orders are reviewed and posted accordingly to ensure all three parts to your event are completed.
- **When do you place a custom order?**
This is if you do not find anything in the catering menu. (Note: there's a fee for placing a custom order, price varies depending on your menu selection and will be reflected at the bottom of the Cartertrax detailed event invoice.)

Invoices:

- **When can you expect to receive your invoice?**
Invoices will be send out within three to four business days after your event. A detailed Cartertrax invoice will be the final amount if you do not order anything else the day of the event. Any disputes should be done at the time of signing the delivery log (48 hour window from event set)
- **Why is it important to fill out a Customer satisfaction Survey?**
This measures how UHCL dining services is performing as a team, and lets us know areas of opportunities and where we need to improve. Survey will be included along with your invoice. Compliments are welcome along with constructive feedback. This is your University's food service.
(Note: fill out and return survey to Auxiliary Services (Mailbox 137) we'd love to hear your feedback.)
- **Can you pay with credit card or Pcard?**
Yes, you may. When booking your event, if you set it up to university invoice and after the event you decide to change and pay by credit card/pcard, call extension 2653 to make a onetime payment. (Note: when you book an event you may add a credit card under online wallet "be sure to select: credit card" and your credit card/pcard will be charged after the event. After a couple of days you can print the detail Cartertrax invoice which will show paid.)
- **Can one invoice be created if there is more than one event on the same day?**
Yes, prior to your event send an email to foodservice@uhcl.edu or call Ext. 2653 to notify the dining services staff of this request. Once the event is processed and the invoice has generated this option is not available.
- **When can you call dining services?**
Call extension #2653, between 8:00am-3:45pm, Monday through Friday. Please do not hesitate to call. If there is no answer leave a voice mail or send an email. You will receive a reply within 24 business hours. Be sure to always use the foodservice@UHCL.edu email address. (If you do not hear anything back in this time frame, and you have something urgent, please come down to food service to speak with the supervisor.