Steps for placing an order through Catertrax

1. Access our website: https://yorku.catertrax.com/
2. First time users - On the left corner click LOGIN and choose: Need an Account

3. On the next step please fill in the details needed. If you already have an account with Catertrax, choose Previous Customers.
4. Once your account is created please choose the tab, Residential Offerings Menu
   a. For Breakfast choose the Breakfast items according to the day you wanted delivered.
      For example, if you want Breakfast on Tuesday, choose Tuesday Breakfast from the
      Breakfast Menu.
5. Once you decide which meal you would like, please Select Item and proceed with the Order.
6. After you click Order, the item will appear on your Cart. See below.

7. Click Check Out and you will be directed to a new window to select the date that you want
   the meal to be delivered. Please note that the menu is only available on the days as specified.

8. Once you select the date and the time accordingly, the system will ask you to review your
   selection and then proceed to Checkout. For this example, I will choose Tuesday, 9:00AM.
   (Because I selected the Tuesday Breakfast Meal) and the time when the Breakfast is delivered
   will be 9am-10am. After that, the next step will be the delivery information.
9. Please verify that all details are correct – Delivery Contact Name, Delivery Phone, Dorm Address, Dorm Room and your Student ID Number.

10. Next step will be to Review your selection and then Proceed to checkout.

11. On this step you will be asked to select the Method of Payment. You can pay via YU Card or Credit Card.

12. The next window is where you will add the details on the payment.
The Online Wallet will keep the details of your previous method of payment. You can change that at any time by selecting New Wallet Entry. Or Save Wallet Entry for future Use, if you decide to use the same credit card or YU card.

13. Next step, after adding the payment details, will be Process This Order.

14. Once the order is processed you will see a window like this:
You will receive a generic email from the system informing you that the order went through.

15. After we review your order you will receive another email from the Catering Admin which will actually confirm your delivery (order).

16. A few notes to keep in mind:
   a. We recommend that you select the meals according to the days and delivery times. Every meal should be on separate orders. Breakfast Meals to be selected for the 9:00AM delivery. A separate order for Lunch Meal to be placed on another order with 12:00PM delivery. The Dinner Meals should be on another separate order with the 5:00PM delivery time.
   b. Please note that we require at least 24 hours notice for an order to be fulfilled during the week. For orders to be delivered Fridays, Saturdays, Sundays and Mondays please submit the order the latest by Thursday at 4:00pm.

17. If you have any questions you can email us at yorkcatering@aramark.ca or you can text/call 416-688-0541 from Mon to Fri, 9am-4pm.