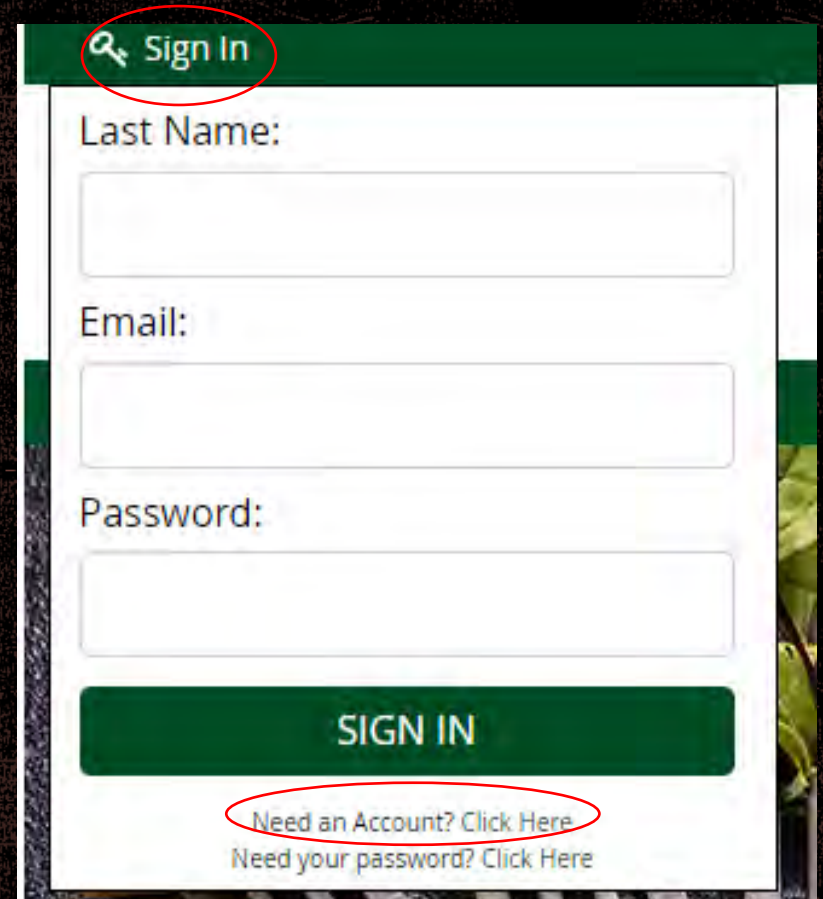


# HOW TO ORDER SOU CATERING



# STEP 1: SIGNING IN

- You can find our website at <https://southernoregonuniversity.catertrax.com/>
- Go to the top left corner where it says, 'Sign In'.
  - Either sign in with your previous account or create a new account.



The screenshot shows a sign-in form with a green header bar. The text 'Sign In' is circled in red in the top left corner of the header. Below the header are three input fields: 'Last Name:', 'Email:', and 'Password:'. A green button labeled 'SIGN IN' is positioned below the fields. At the bottom of the form, there are two links: 'Need an Account? Click Here' and 'Need your password? Click Here', both of which are circled in red.

New Customers Previous Customers

\*Required fields

\*First Name:

\*Last Name:

\*Address:

\*City:

\*State:

\*Zip Code:

\*Department:

\*Email:

\*Phone:

\*Click To View Policies.  
Initial to Accept:

\*Password:

Minimum 10 characters,  
at least 1 special  
character, 1 number,  
and 1 capital letter.

\*Re-enter Password:

Join our mailing List:

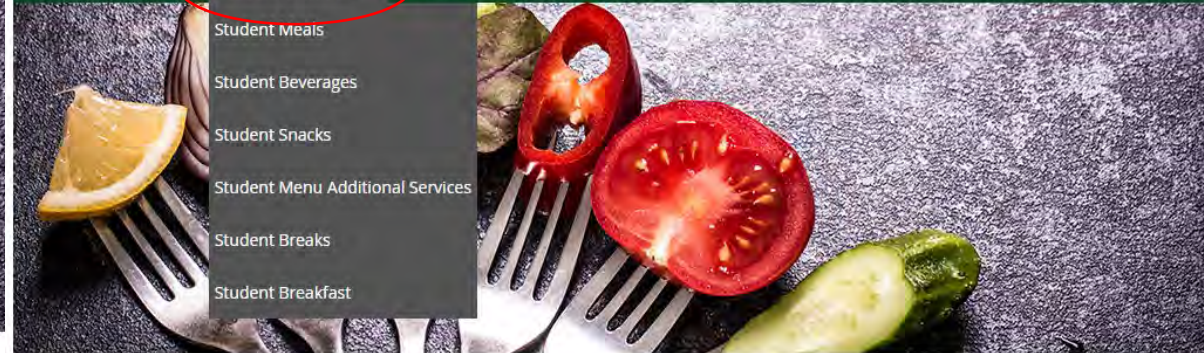
**Continue**

- If you already have an account and can sign in, please skip to Step 2!
- For those making a new account, please fill out the information shown. Once this is complete, you will have your own account to place an order.



## o Southern Oregon University Catering Services

Online Catering System at Southern Oregon University. We are proud to be your catering service provider.



# STEP 2: SELECT YOUR MENU

- To place an order, you can select our Catering Menu or our Student Menu
  - The student menu reflects prices for students only
  - The Catering Menu allows more options for staff, faculty, or outside caterings

# OUR CATERING MENU

- Plated Dinners
- Breakfast
- Beverages
- Bar Service
- Boxed Lunches & Salads
- Pizza & Wings
- Buffets
- Einstein Bros. Bagels
- Receptions and Breaks
- Desserts
- Additional Services
  - Includes glassware, linens, cloth napkins, rentals, china service, etc.
- Student Menu
- Southern Grounds Coffee Shop

# BEVERAGES & OLCC SERVICE

- We offer a wide variety of individual beverages and beverages by the gallon.
- We also offer OLCC certified Bar Service, upon request to admin Lisa Sherrill, [sherill@sou.edu](mailto:sherill@sou.edu)
  - Your options are a bar set-up with your own OLCC licensed server, or we can provide someone with an OLCC license to serve.
  - If you are planning an event with bar service and have received approval from Lisa Sherrill, please provide 7-10 business day notice if you will be needing a server.



# STEP 3: SUBMITTING YOUR ORDER

- Once you have made your menu selection, you will have to choose the quantity and check out.
- Checking Out Process:
  - 1. **Confirm your selection.** Make sure what you want, matches the selection of the order.
  - 2. **Order Information.** Choose the date you would like your order to be picked up or delivered. Based on what option you choose, you will have to fill out contact information, location, time, and a total guest count.
  - 3. **Review Selection.** Enter in the name for the order and confirm that everything on the invoice looks correct.
  - 4. **Confirm Order.** This is where you will enter the payment information. We accept index code, cash, card, or check. This can always be changed by our catering staff in the future, if needed.
- Once the order has been submitted, our catering staff will receive an email to approve your order! Small events may be accepted within a 10-day period, but we ask for at least a 10 business-day notice for larger or off-campus events.

# ORDER TIPS:

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- **Times for Event**
  - **Food Set Time** – The time our catering team needs to be done with setting up. We always recommend that this time is about 30 minutes before the event start to allow for more flexibility for our team.
  - **Event Start Time** – The time you are expecting people to arrive.
  - **Event End Time** – The time your event is done and ready to be cleaned up.
- **Presetting**
  - For any event, especially ones with large guest counts, we will always ask for a time to preset. Whether it is earlier the day of the event, or the day before, we usually ask to preset to have linens, plates, cups, etc. ready before we need to deliver all the food and beverages.
- **Tables & Linens**
  - Please reach out to the building manager for your event or to FMP to request tables. If you have any questions about how many tables is needing for food set-up, feel free to ask our team!
  - All linens can be ordered through our site, under ‘additional services’. Please choose the color and size of the linens you will be needing. If there are any additional colors you will be needing, you will need to contact our team for a request in at least 10 business days in advance.



# WHAT YOU WILL BE ASKED WHEN PLACING THE ORDER...

---

**Contact  
Information**

**Event Title**

**Date of Order**

**Delivery or Pick-  
up?**

- Location
- Time

**Total Guest  
Count**

**Form of  
Payment/Index  
Code**

**Food and  
Beverages**

- Quantities

**Linen Services**

**Any additional  
services**

- Glassware
- China
- Cloth Napkins



# FREQUENTLY ASKED QUESTIONS



New Catering Request Invoice  
Number 144920684 Inbox



 **SOU Catering** 2:23 PM  
to me ▾



[Request Changes](#)

[Print Invoice](#)

Dear Shanel Hakanson,

**Please do not reply to this email!** Instead, please use the "Request Changes" link to respond, if needed.

**ALADDIN**  
CAMPUS DINING

SOU Catering  
[1250 Siskiyou Blvd, Ashland, OR 97520](https://www.sou.edu/1250-Siskiyou-Bldv-Ashland-OR-97520)  
541-552-6722

Invoice # 144920684

 [Add to Outlook](#)

Pick-up/ Delivery Date: 8/17/2022  
Food Set Time: 10:15 AM  
Event Start Time: 10:45 AM  
Event End Time: 1:45 PM

**Order Total: \$25.00**

Grand total may be adjusted to accommodate any

# HOW DO I REQUEST CHANGES TO MY ORDER?

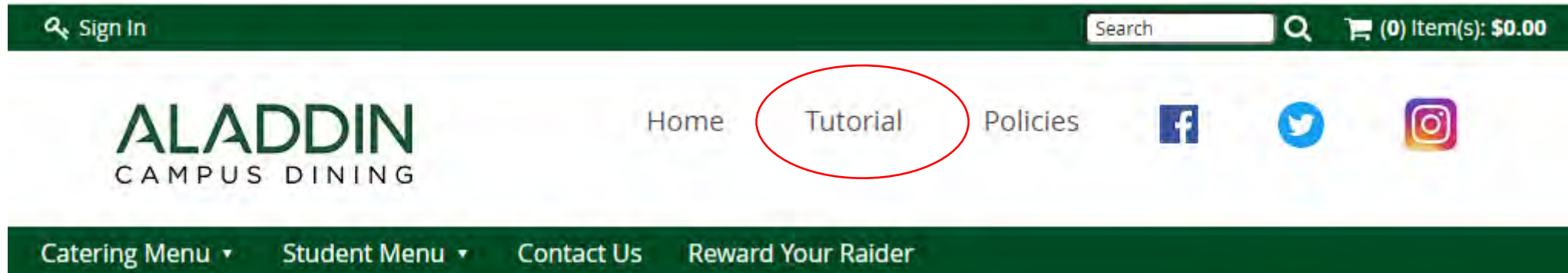
- When you place an order, you will receive an email from SOU Catering. In that email includes a summary of your order, our contact information, a link to a printable invoice, and a link that states 'Request Changes'.
- By clicking that link, it will take you to our CaterTrax website and you will be able to make any additions (given the admins approval) as far as menu updates, time changes, increasing guest count, etc.

# WHAT DO I DO IF MY ORDER NEEDS TO BE READY IN LESS THAN 10 DAYS?

- Our catering system only allows for orders to be placed with a minimum of 10-day notice.
- However, if you need to place a last-minute order, please call the catering office
- OR email our catering team
  - Shanel Hakanson (Catering Coordinator) – **Shanel.Hakanson@elior.net**
  - Jennah Michaels (Catering Admin) – **Jennah.Michaels@aladdinfood.com**
  - James Davenport (Food Service Director of Retail & Catering) – **James.Davenport@aladdinfood.com**
  - Office Number – **541-552-6722**
- These orders with short notice are not guaranteed, but our team will do our best to make these orders possible.
- We are also offering catering from Elmo's for last minute orders or for parties under 12.

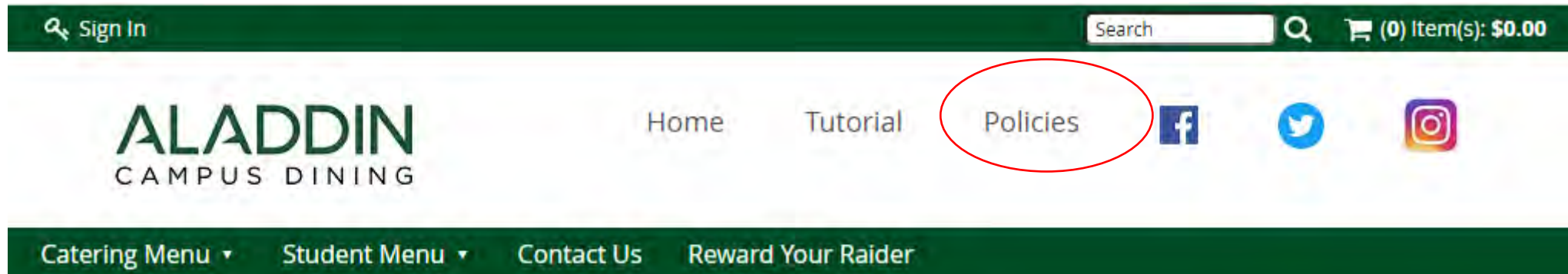
# WHAT ARE THE RESOURCES YOU OFFER TO HELP ME PUT IN ORDERS?

- If you have trouble inputting orders, we have a video tutorial on our website!
- If you need more assistance after watching the tutorial, you can always contact our catering team for further assistance.



# WHERE CAN I FIND YOUR POLICIES?

- Right next to our tutorial, you can find a link to all our policies. It includes policies on **Food & Beverage Procedures, Menus, Event time, Lead Time, Guarantees, Linens, Leftovers, and Billing**



# POLICIES

## **Food and Beverage Policies and Procedures**

We encourage you to work closely with your event planner to develop a suitable menu for your event.

### **Menu**

Your menu is not limited to what you see here. Work with your event planner to create a unique menu for your event.

### **Event Timing**

In order to ensure that your event is set up and cleared in a timely manner, please supply both the start time and the end time when booking an event.

### **Lead Time**

Please allow one month notice when booking your event with a minimum lead time of 10 business days for food and beverage service.

### **Guarantees**

Final guarantees for ALL catering orders MUST be submitted at least 72 hours prior to the start of your event.

### **Linen**

SOU themed colors of black, red, and white linen are available for the food display, bar set up, buffet tables, and stations at no cost.

The guest seating tables, and extra tables such as the SU building hallway welcome tables, etc. linens are charged at \$4.00 per cloth.

If linen is required for your event or your department, without a food or beverage order, the price of \$4.00 per linen.

If you require specialty linen, please contact your event planner to discuss options available within your budget.

Special order linen colors, other than black and red, need to be ordered at least seven (7) days in advance, to guarantee your selection.

# POLICIES CONTINUED

## Leftovers

**CURRENTLY:** For food-illness safety reasons, we do not allow customers to remove ANY food from catered events including desserts, beverages and candy.

**COMING SOON:** Push notification sent out to those with food insecurities to take home leftover food from events – determined by event coordinator

## Billing

We gladly accept VISA, Master Card, American Express, Cash, **Index Code**, or Check.

## Exemption Forms

The exemption form is given and approved upon request IF Catering cannot produce the order. Please contact James Davenport or Corey King if you have questions about this form.



# WHAT IF I WANT TO PUT IN A CUSTOM ORDER THAT WORKS WITH MY BUDGET?

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- For any custom orders, please reach out to our catering team!
  - We can design special menus and can work with you on special requests
- We will ask for your budget for the event, and we will consider that when we calculate the pricing.
- We are always willing to work with your budget, whether it is for a regular catering order or a custom order!
  - For inquiries about pricing, please contact James Davenport

# SUMMARY

## Placing Your Order

- Sign In OR Create an Account
- Select Your Menu
- Submit Your Order

To ensure your request is met, we ask for a 10-day notice for all events. If it is within 10 days or less, please contact our catering team and we will work with you to make your event possible.

For all changes to your scheduled event, we also ask for a 72-hour notice.

We are willing to work with all budgets! Please contact us for any questions or inquiries.

# THANK YOU!

Shanel Hakanson – [Shanel.Hakanson@elior.net](mailto:Shanel.Hakanson@elior.net)

Jannah Michaels – [Jannah.Michaels@aladdinfood.com](mailto:Jannah.Michaels@aladdinfood.com)

James Davenport – [James.Davenport@aladdinfood.com](mailto:James.Davenport@aladdinfood.com)

Corey King – [Corey.king@aladdinfood.com](mailto:Corey.king@aladdinfood.com)

