Individual Boxed Lunch Orders via Catertrax Online

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Please note that it is our goal to provide the best quality and product to all of our catering customers. Because of the care we take in preparing and delivering your order, we require a **72 hours advanced notice for all boxed lunches**. Due to our operational processes, we are limited in our ability to accommodate last-minute requests and ask that you use the following guide to secure delivery. Thank you for your understanding.

**Ordering Deadlines and Cut Off Times**

Order by:  
**Thursday at 4pm**  
**Friday at 4pm**  
**Monday at 4pm**  
**Tuesday at 4pm**

For delivery on:  
**Monday or Tuesday**  
**Wednesday**  
**Thursday**  
**Friday**
STEP BY STEP OVERVIEW

- Login to your account at: https://eurestconferencecatering.catertrax.com/
- When given the option, select: The Fresh Fork Catering at NIH (must be the button with phone number if given the option)
- Select “Lunch”
  - Select “Boxed Lunch”
- Choose your preferred bundle.
- Select your choices
  - Select “Order”
- “Add more” to this order for the same day – OR Continue
- Select your date for delivery (72 hour advance order required.)
  - Look for “Date Good to Go!” message.
  - Select Location: “On Campus Delivery”
- Fill in required information
- Be sure to include an accurate meeting name for best reference should your location change.
- Unless otherwise noted in special instructions, boxed lunches for the same event will be delivered together.
- Provide an Order Name (your name)
- Add an order for another date – OR “Proceed to Checkout”
- Select Payment Method (“credit card” required for order to be confirmed)
  - Use CC saved on file or a new card.
  - Enter billing info when required.
- Select “Process Order(s)”
- Do not close the last two check out windows without selecting:
  - “Continue”
  - “Process This Order”
- Order is final when invoice screen appears.

TIP: If you happen to find yourself lost, you always start over by selecting “Home” on the top left of the page.
A TIP TO KEEP IN MIND

• If you happen to find yourself on a page that looks different, always select:

  **Box Lunch Orders**
  *(with phone number)*

• You can always start over by selecting “Home” on the top left of the page.
- Login to your account at: https://eurestconferencecatering.catertrax.com/

- To confirm that your preferred date is still available for orders, check on the catering availability calendar.

- To begin your order, select The Fresh Fork Catering at NIH (select button with phone number)

  You will see this screen when you logon to your account

  BEGIN ORDER
  Always click the Fresh Fork Catering NIH button that has the phone number to begin your individual order for a boxed lunch.

  CHECK DATE- cut off is 72 hours prior to date. This box will tell you if you can still order for delivery on your preferred day. Do NOT try to order by selecting the date first.
• Select “Lunch”

• Select “Boxed Lunch”

• Choose your preferred bundle.
• Select your choices
• Be sure the number of entrees, sides and beverages are the same.
• Select “Order”
• Add more to this order for the same day – OR

• Continue
• Select your date for delivery (72 hour advance order required.)

• Look for “Date Good to Go!” message.

• Select Location: “On Campus Delivery”
• Fill in required information

• Be sure to include an accurate meeting name for best reference should your location change.

• Unless otherwise noted in special instructions, boxed lunches for the same event will be delivered together.
• Provide an Order Name (required)

• Add an order for another date – OR

• “Proceed to Checkout”
• Select Payment Method ("credit card" required for order to be confirmed)

• Use CC saved on file or a new card.

• Enter billing info when required.

• Select “Process Order(s)”
• Do not close windows without selecting:
  • “Continue”
  • “Process This Order”
Questions? Please contact our catering manager.

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