NET CATERING GUIDE
INTRODUCTION

To begin placing orders in NetCatering you will need to activate your NetCatering account at: https://webapp.stthomas.edu/rfs/requests/diningservices/netCateringUser.htm. After activating your account, login to NetCatering and refer to the Catering Request Check-List below.

CATERING REQUEST CHECK-LIST
Before placing an order, please have the following information available.

✓ Order Type (catering room, delivery location, or pickup)
✓ Event Date
✓ Event Time (start, end)
✓ Location (building and room)
✓ Guest Guarantee Count
✓ Form of Payment (account number, check, cash)
✓ Event Description/Name
✓ Menu
✓ Special Services Needed (linen, china, flowers, etc)
✓ Special Dietary Requirements

If you have all of the above, then you are ready to place your order.
TABLE OF CONTENTS

Order Types
Catering Rooms
Deliveries
Pick-Ups
Menu Items
Checkout
Catering Rooms
Deliveries
Pick-Ups
Finalize & Submit Orders
UnSubmitted Orders
Favorites
Order History
Order Status

If your data does not save when changing screens, make sure you have cookies enabled.
**ORDER TYPES**

- **Catering Rooms** – select this to create an order for one of the designated “Dining Locations.” Make sure you have also reserved the room through R25.
- **Deliveries** – select to schedule a delivery to any room/location on campus.
- **Pick-Up** – select to arrange a pick-up from the kitchen.

**CATERING ROOMS**

When finished entering event information, click “Proceed to Menu”.

The system will prompt you to enter any missing or invalid fields.

You can return to this screen and edit your selections at any time during the booking session by clicking “Order Info” button.

**Event Date:** Date of the event. The lead time for placing events via NetCatering is 4 days. Format must be MM/DD/YYYY. NetCatering will notify you that the cutoff time has passed when submitting your order, not when selecting order date.

**Start Time:** Start time of your event. We will assume this is the service time, unless specified in the Instructions.

**End Time:** This is the time your event will be over, and the room will be available for clean-up.

**Guest Count:** Enter your guest count. Some menu items are produced and charged per person.

**Payment Method:** Select from UST Index, Check or Cash.

**Description:** Enter a description for your event.

**Index Activity Location Code:** If payment is by index code, enter your index, activity and location codes. The system will verify the code is valid. Activity and location codes are optional.

**Instructions:** Enter any general event related instructions you would like (ex: special diet, allergens, setup notes, split billing needs). These instructions are included in confirmation emails. Catering will review these upon receiving your order and contact you to clarify any special requests.

Return to Table of Contents
DELIVERIES

When finished entering event information, click “Proceed to Menu”.

The system will prompt you to enter any missing or invalid fields.

You can return to this screen and edit your selections at any time during the booking session by clicking “Order Info” button.

**Order Type:** Delivery. You can change your order type using the drop-down. The required fields will change based on your order type.

**Event Date:** Date of the event. The lead time for placing events via NetCatering is 4 days. Format must be MM/DD/YYYY. NetCatering will notify you that the cutoff time has passed when submitting your order, not when selecting order date.

**Delivery Time:** The time that catering staff will deliver food to your location. Delivery may occur up to 15 minutes prior to delivery time.

**Cleanup Time:** The time catering staff can return to pick up any equipment (china, carafes, coffee pots, etc) if necessary. We will adjust the cleanup time of the event to match the start time if cleanup will not be required.

**Guest Count:** Enter your guest count. Some items are billed per person and others per quantity ordered.

**Payment Method:** Select from UST Index, Check or Cash.

**Description:** Enter a description for your event.

**Index Activity Location Code:** If payment is by index code, enter your index, activity and location codes. The system will verify the code is valid. Activity and location are optional.

**Instructions:** Enter any general event related instructions you would like (ex: special diet, allergens, setup notes, split billing needs). These instructions are included in confirmation emails. Catering will review these upon receiving your order and contact you to clarify any special requests.

Return to Table of Contents
## Pick-Ups

When finished entering event information, click "Proceed to Menu".

The system will prompt you to enter any missing or invalid fields.

You can return to this screen and edit your selections at any time during the booking session by clicking “Order Info” button.

<table>
<thead>
<tr>
<th>Order Type</th>
<th>ASC Kitchen Pickup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event Date</td>
<td>8/7/2021</td>
</tr>
<tr>
<td>Pickup Time</td>
<td>3:00 PM</td>
</tr>
<tr>
<td>Guest Count</td>
<td>44</td>
</tr>
<tr>
<td>Payment Method</td>
<td>UST Index</td>
</tr>
<tr>
<td>Event Name/Description</td>
<td>EventMaster Meeting</td>
</tr>
<tr>
<td>UST Index (Required)</td>
<td>51050 Food Service - St. Pa</td>
</tr>
<tr>
<td>Activity</td>
<td>120 (23030) Course-Biol</td>
</tr>
<tr>
<td>Location</td>
<td>40 Physical Educ Ctr</td>
</tr>
<tr>
<td>Instructions</td>
<td>Enter any miscellaneous event instructions.</td>
</tr>
</tbody>
</table>

**Order Type**: Pick-Up. You can change your order type using the drop-down. The required fields will change based on your order type.

**Event Date**: Date of the event. The lead time for placing events via NetCatering is 4 days. Format must be MM/DD/YYYY. NetCatering will notify you that the cutoff time has passed when submitting your order, not when selecting order date.

**Pickup Time**: The time you will pick up your order from the kitchen.

**Guest Count**: Enter your guest count. Some menu items are charged per person and others by quantity of the item ordered.

**Payment Method**: Select from UST Index, Check or Cash.

**Description**: Enter a description for your event.

**Index Activity Location Code**: If payment is by index code, enter your index, activity and location codes. The system will verify the code is valid. Activity and location are optional.

**Instructions**: Enter any general event related instructions you would like (ex: special diet, allergens, setup notes, split billing needs). These instructions are included in confirmation emails. Catering will review these upon receiving your order and contact you to clarify any special requests.

[Return to Table of Contents](#)
**Menu Items**
The menu has been setup with similar categories to the catering menus found at: [www.stthomas.edu/dining/catering/menu.html](http://www.stthomas.edu/dining/catering/menu.html). To find menu items, use the search items feature in the upper left hand corner or browse the menu items by category.

**Packages with Selections**
Some packages will provide you with choices. In the Burritos package below, you can choose a quantity of each type of burrito. The total “Order Qty” at the bottom must match the sum of the individual pieces ordered.

Item notes are seen by Catering and the Kitchen, but not included in confirmation emails or on online order summary.

Order quantity must equal total quantity of selections made.

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_Dining Services_  
2115 Summit Avenue, Saint Paul, Minnesota 55105 | stthomas.edu/dining
**CHECKOUT**

This serves as an opportunity to review your selections, pricing, and enter/update billing, delivery or other information.

- Catering Rooms
- Deliveries
- Pickups

**CATERING ROOMS**

1. Verify event information
2. Verify Selections/Pricing (click item names to see details)
3. Update Billing Info as Needed
4. Click Continue

---

**Billing Information**

<table>
<thead>
<tr>
<th>Department Name</th>
<th>The View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salutation</td>
<td>None</td>
</tr>
<tr>
<td>First Name</td>
<td>Jonathan</td>
</tr>
<tr>
<td>Last Name</td>
<td>Empia</td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Zip</td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
</tbody>
</table>

Your estimated order total is $110.50. Click the "Continue" button to proceed. You will have another opportunity to make changes before your order is submitted.

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Proceed to Finalize
Return to Table of Contents
**DELIVERIES**

1. Verify event information
2. Verify Selections/Pricing (click item names to see details)
3. Update Billing Info as Needed
4. Enter Delivery Location Information
5. Click Continue

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**Billing Information**

- **Department Name:** The View
- **Salutation:** None
- **First Name:** Jonathan
- **Last Name:** Empie
- **Address 1:**
- **Address 2:**
- **City:**
- **State:**
- **Zip:**
- **Phone:**

**Delivery Information**

- **Deliver To:** Jonathan Empie
- **Address 1:** QEC LL14
- **Address 2:**
- **City:**
- **State:**
- **Zip:**
- **Phone:** No Phone Number

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Your estimated order total is $115.50. Click the "Continue" button to proceed. You will have another opportunity to make changes before your order is submitted.

---

**Proceed to Finalize**

**Return to Table of Contents**
**Pick-Ups**

1. Verify event information
2. Verify Selections/Pricing (click item names to see details)
3. Update Billing Info as Needed
4. Click Continue

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**Step 1:**
Verify Event Info

**Step 2:**
Check your menu items and pricing.

**Step 3:**
Verify and Update Billing Info as Needed.

**Step 4:**
Click “Continue” to finalize your order.

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Proceed to Finalize
Return to Table of Contents
**FINALIZE & SUBMIT**

This step provides one last chance to review your order. If it is ready, click “Submit”. You will receive an email from the NetCatering system when your event has been reviewed and accepted.

When submitted, you will see the following message and you will receive a confirmation email when the catering staff picks up your order.

**Order Submitted**

Your order number is A29ECE4. Please record it for referencing your order. Thank you for placing your order with us. You will receive an email detailing your submitted order and a second email when your event is approved. Your Order History will be maintained for 365 days after the event date.

[Continue]  [Log Off]

[Return to Table of Contents]
**UnSubmitted Orders**

You do not have to finish a catering booking in a single sitting. Use “UnSubmitted Orders” to view, delete, or finalize orders that are still in progress. Catering has no record and cannot access unsubmitted orders. The link to unsubmitted orders can be found in the bottom navigation bar.

Click to View a list of UnSubmitted Orders

Access your unsubmitted order by clicking on the “Order ID”

Delete the unsubmitted order by clicking the “Delete” button.

Return to Table of Contents
FAVORITES

- Save Item as a Favorite
- Accessing Saved Favorites
- Managing Saved Favorites

SAVE ITEM AS A FAVORITE

Save menu items as “Favorites” to create a customized list of your favorite catering items. You can then book these items without browsing through the entire menu.

Return to Table of Contents
**ACCESSING SAVED FAVORITES**

The “My Favorites” tab provides easy access to those items you have saved as “Favorites”. Select these items yourself, and book these items into the event without having to browse the entire menu.

Favorites are easily accessible from the “My Favorites” tab.
MANAGING SAVED FAVORITES
Favorites are limited to 20 options. You can delete or re-order your favorites using the “Manage My Favorites” option.

Check boxes to select items and use the **Delete** button to remove them from your list of Favorites.

To re-order favorites, select an item and use the arrows to move the item up or down in the list. Make sure to Click **Save**.

Return to Table of Contents
**Order History**

NetCatering allows you to view your past and future orders up to 365 days past your event.

Orders will be listed by Event Date from oldest to most recent. Click either the “Select Button” or the “Order ID” to see the event details.

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**Submitted Orders**

<table>
<thead>
<tr>
<th>#</th>
<th>Order ID</th>
<th>Description</th>
<th>Order Date</th>
<th>Event Date</th>
<th>Start Time</th>
<th>Location</th>
<th>Order Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>39BD7B6</td>
<td>desc</td>
<td>8/4/2012</td>
<td>9/7/2012</td>
<td>12:00 PM</td>
<td>(Pick Up)</td>
<td>Submitted/Pending</td>
</tr>
<tr>
<td>2</td>
<td>7E45CE</td>
<td>test</td>
<td>8/4/2012</td>
<td>9/6/2012</td>
<td>12:00 PM</td>
<td>(Off Premise Location)</td>
<td>Order Accepted</td>
</tr>
<tr>
<td>3</td>
<td>7ECC7D</td>
<td>Jonathan's Pizzas</td>
<td>8/4/2012</td>
<td>9/6/2012</td>
<td>12:00 PM</td>
<td>(Pick Up)</td>
<td>Order Accepted</td>
</tr>
</tbody>
</table>

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*Return to Table of Contents*
**ORDER DETAILS**
Order details, including total event cost, are shown below.

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**Order History - 02D06F3**

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**Order Details**

- **Event Date:** 8/8/2012
- **Location:**
- **Guest Count:** 1

**Billing Information**

- **Department Name:** Dining Services
- **Salutation:**
- **First Name:** First
- **Last Name:** Last
- **Address 1:**
- **Address 2:**
- **City:**
- **State:**
- **Zip:**
- **Phone:**

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**Bill To UST Index Number**

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Quantity</th>
<th>Price</th>
<th>Total Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Canned Soda (Each)</td>
<td>10</td>
<td>$1.10</td>
<td>$11.00</td>
</tr>
<tr>
<td>2</td>
<td>Asian Buffet (Guests)</td>
<td>10</td>
<td>$10.90</td>
<td>$109.00</td>
</tr>
</tbody>
</table>

**Subtotal:** $120.00  
**Total:** $120.00

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**Always be aware of your order status.**

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**ORDER STATUSES**

**NOT SUBMITTED**  
Your order has not been submitted to Catering.

**SUBMITTED/PENDING**  
Your order has been submitted, but not yet approved by Catering.

**CONFIRMED/QUESTIONS**  
Your order has been picked-up by Catering, but there are event details not yet determined.

**ORDER ACCEPTED**  
Your order has been picked-up and approved by Catering. The event is all set.

**WAIT LIST**  
Your order has been picked-up by Catering, but your requested catering space is not available. Your event is on the wait list pending the space to open up.

**CANCELLED**  
Your event has been cancelled.

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**Return to Table of Contents**