CaterTrax Account Set-Up and Ordering Guide
Create a CaterTrax account:  https://carnegiemelloncatering.catertrax.com/
•   Click Sign In (upper left hand corner)
Under Sign In, select “Need an Account? Click Here”
Complete the New Customer profile and click “continue”
Select “Create New Order”
Place your order. From this page, you can order meals for pick-up on the same day and time.

From this page, you can order meals for pick-up. Please place orders through the CaterTrax online platform by 2 p.m. two or three days in advance.

- Orders for Tuesday – Friday must be placed two days in advance.
- Orders for the weekend (Saturday and Sunday) need to be placed by 2 p.m. on Thursday.
- Orders for Monday must be placed on Friday.

Notes:
- Breakfast, lunch and dinner orders can be picked up during the daily pick-up period (8:30 a.m. – 12:30 p.m., Monday - Saturday).
- Meals can only be picked up for the same day, except on Saturday (pick up for Saturday and Sunday meals).
- All meals will be served cold in microwave-safe containers to be reheated at your residence hall. Reheating instructions will be provided.
Ordering meals:
• Select your entrée (breakfast, lunch or dinner option)
• Select a beverage (included in the price of the meal)
• Under special instructions, please note any dietary needs (vegan, food allergies/intolerances, kosher or Halal)
• Select “order.” This will place the meal in your cart.
To view your cart, click on the cart and select “view cart”
Review the items in your cart. You can delete meals from this page or click “add more” to return to the ordering screen.

To check out from this page, click “continue.”
To check out, click on the cart and select “check out.”
Select your pick-up date by clicking on the calendar
From the drop-down on the right, select Pick-up. On-campus deliver is NOT available.
Choose your pick-up time between 8:30 a.m. – 12:30 p.m.
You will need to give the order a name. This can be your name again.
You will have the opportunity to review your order once more.
Select “other” under the payment method drop-down. **Payment is made at the time of pick-up.**
Please type in your 81 number from your student ID. Orders that are not picked up will be charged to the student account.

Select “process this order” to proceed.
Your order has been placed!

- For more information and FAQs about the meal pick-up process, please visit cmu.edu/dining.

- Questions can be sent to dining@andrew.cmu.edu