

# Seton Hall University



## Gourmet Dining Services



# eCATERING

### **Online Application**

Book an event online  
Approval Process  
View / Edit / Cancel / Change Events  
View / Download Invoices

**Online Catering Manual**

## Welcome to Online Catering!



This manual gives overview information on our Online Catering Application. You can also view this info online by clicking on the help button.

This manual will give you instructions on every step of the ordering process. You will also learn how to view, update and cancel pending orders as well as view and download the history of past events.

You must have a [you@shu.edu](mailto:you@shu.edu) email address to set up an online catering account.

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## Log In & User Information

### First Time Login

The first time you log into the online catering system, you will go to the main login screen click on the link that reads “[Click here to set up your account](#)” In the next screen, enter your **Seton Hall University** email address and you will be sent an email with login information. You will use your **SHU EMAIL ADDRESS** as your **login name** and the password you receive in the activation email.

### User Information

Once you have logged in with your email address as username and generated password you will enter your user information (Name, Address, Tel, ect). We will use this information to contact you on your booked events. You will not be able to change your email address as this is the approved username (email address) for your account. If you need to change your email address you must contact a representative from the university to authorize this change. After you have objectmitted your user info you are ready to use the online application.

nt info below.

Name ( <i>first,last</i> ):	Mike	Frungillo
Email:	mikef@g-d-s.com	
Title:	Title	
Organization:	Gourmet Dining	
Department:	MIS	
Address:	27 Upper Mt. Ave	
Address:		
City, State Zip:	Montclair	NJ 07042
Country:	USA	
Phone:	973-761-9!	
Fax:	973-762-2!	
save user info		

## Home Screen & Favorites

### Home Screen

From the main home screen have links to all functions of online application.

Home	User Info	Event Info	Menu	Extras	Estimate	Checkout
Welcome Mike <a href="#">logout</a>						
<b>Book an Event</b> <a href="#">Book an Event</a> Choose this option to begin placing an event.				<b>Personal/Contact Information</b> Name (first,last): Mike Frungillo Email: mikef@g-d-s.com Title: V.P. Organization: Gourmet Dining Department: MIS Address: 27 Upper Mt. Ave Address: City, State Zip: Montclair, NJ 07042 Country: USA Phone: 973-761-9559 Fax: 973-762-2485 Password: eddie10 <a href="#">edit personal information</a>		
<b>View Catering Menus</b> <a href="#">View Catering Menus</a> Cannot place orders through this link, only view menus & prices						
<b>Your Account</b> <a href="#">Budget Favorites</a> <a href="#">Email Approval Favorites</a> <a href="#">Email authorization table</a>						
<b>Invoices</b> <a href="#">View Pending Invoices</a> <a href="#">View Approved Invoices</a> <a href="#">View All Invoices</a> Here you can view every invoice past, present, approved, not approved.						

- **Book an Event** - create an event and begin placing an order.
- **View Catering Menus** - view or print the menus before placing an event.
- **Your Account** - Update your favorites for FRS account numbers & authorization email addresses and authorization table.
- **Personal / Contact Info** - Update your account information and password.
- **Invoices** - View, update, cancel any pending or approved invoices and view or download all past invoices.

## Booking an Event

### Entering Event Information

From the main screen click the link **Book an Event**. This will bring you to the Event Information screen. *All information on this screen is required.*

#### Account info for event billing

Choose a FRS account number from the drop down menu. You will only see FRS accounts you have access to. Next, put in the FRS Account object code from the drop down, Brief event description (max 20 char) and IRS Business purpose. *Examples of Event Description & IRS business type are as follows:*

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EXAMPLES - Event Description
<ul style="list-style-type: none"> <li>• Diversity discussion</li> <li>• Rank &amp; Tenure Comm</li> <li>• NJLA mtg with Dean</li> </ul>

EXAMPLES – IRS Business Purpose
<p>IRS business purpose should include the business "why" associated with the event and "who" attended.</p> <ul style="list-style-type: none"> <li>• Meeting with John Smith, Mary Reilly and Don Jacob to discuss new online catering application &amp; new billing procedures.</li> <li>• Meeting with Business faculty to discuss marketing student project (THIS IS EXAMPLE OF WHERE THERE ARE TOO MANY PERSONS</li> </ul>

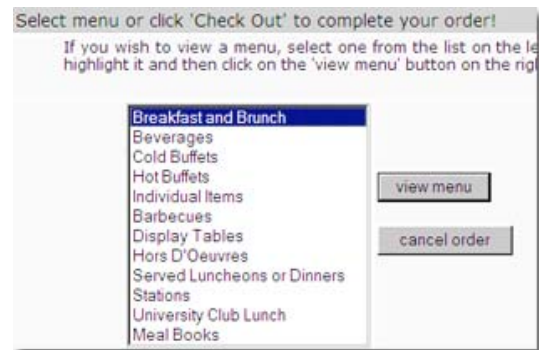
### Event Information

Under event information you will enter the location, time and number of people you will be having at the event. All events must be booked 48 hours in advance. If you book an event under 48 hours, it will be pending GDS approval. You can navigate back to this screen at anytime to change event info and the number of people up to 48 hours prior to the event. Orders placed over a weekend also need GDS approval.

## Menus & Additional Items

### Choose your Menu

Now you can choose the menu for your event. Choose from one of the categories to begin. Highlight the category by clicking on it and then click the *view menu* button.



When the menu screen comes up, choose the items you desire to begin creating your menu for the event. Click on the *save and continue* button at the bottom of the page to view your initial estimate. You can go back and add items to your order by clicking the menu button on the navigation bar. Then follow the process of choosing a menu category and items.

### Extras

Click the *extras* button on the navigation bar to add extra items to your event. This includes china, linens & table cloths. You can also add service staff through this link. When you are finished adding these extras, click the *save and continue* button on the bottom to proceed to the estimate screen.

### Estimate

On the estimate page you can remove items by clicking the checkbox next to the item and the *Remove Items* button. You can go back and add other items and extras (service staff, linens, china) by clicking on the navigation bar. If you are satisfied with your order click the checkout button on the navigation bar. This will bring you to the final screen of the order.



## Checkout

### Checkout Process

#### Checkout Screen

After reviewing your estimate you will get one final review of your event on the checkout screen. If you need to make any adjustments, use the navigation bar to enter the appropriate screens. You can go back to any part of the order including event info to change the number of people; change a menu item, ect.

#### Additional Comments

As you scroll down the page you can add additional comments to your order. Any special requests or comments for your event should be put in here. If these comments require a change to the price of your event, GDS will update the price of your event based on your request and you will receive an email with a description of the changes.

#### Enter Email Authorization for Event

Based on your event total, you will need to get email approval from the appropriate SHU representative. In the example below, the event total is \$4,173.75 so a FRS Center Manager must be emailed for approval. (If you are an authorized approver, you can email the event to yourself and approve it.) The email addresses will come up automatically, based on the info you used to set up your favorites.

Click **agree** & **submit order**.

**Email Authorization For Event**

- An email will be sent to the address you enter below for approval on your event.
- **NO EVENTS WILL BE PROCESS WITHOUT EMAIL AUTHORIZATION**

Based on your event total of **\$4,173.75** - Email a **Budget Ctr. Mgr** for authoization.

AUTHORIZATION EMAIL ADDRESS - [Update Favorites](#)

We the Customer agree to the ab  
 We acknowledge that this is an esti  
 actual cost may be higher or

**I agree**

mikef@g-d-s.com

mikef@g-d-s.com

kesz@g-d-s.com

**catering@shu.edu**

mikef@last-exit.net

## Approval Process & Invoices

### Email Approval

On objectmission a copy of your order will be emailed to the address you supplied in the checkout screen. The approver will click on a link in their email to approve or cancel your order. When the order is approved or cancelled, you will receive an email of the event's status. If the order is not responded to, it will stay pending and not be served.

### Viewing Invoices

You can view invoices in your home screen under the heading *invoices*. Here you can view invoices by status. All invoices are pending until they are approved. Once approved you can view the invoices in the approved section. After the date of the event, the invoice will be in the view all section. You can download any invoice section to Microsoft Excel. This information includes order number, date, price, approver's email, event info, FRS account & object code, status.

Action	Order Number	ASC	Date
-	<a href="#">850</a>		Jan/08/20
-	<a href="#">866</a>		Jan/08/20
Update Cancel	<a href="#">856</a>		Jan/10/20

[Close Window](#) | [Download to Excel](#)

### Update / Cancel Invoices

You can update an order up to 24 hours before the event. You can update by logging in and clicking on the pending or approved invoices link on the home screen. Click on the **drop down** and chose **update** function. Here you can update your order. If the update increases the total price of the event, the approval process will occur *again* automatically.

To cancel an event click on the **drop down** and choose **cancel** function. Scroll to the bottom of the order and click cancel.

## **Other Information**

### **Authorization Table**

<b>Total of event</b>	<b>Email for Authorization</b>
Up to \$1,000	Cost Ctr. Mgr.
Up to \$10,000	University FRS Ctr. Mgr
Over \$10,000	Division Head

For each total you must email to appropriate university representative for approval. If you are authorized to approve and event, email yourself and approve the order.

### **GDS Approval**

If you place an event under 48 hours or on a weekend, it will be pending GDS approval (as well as SHU approval for the amount of the event). GDS will be send an email automatically asking for approval for the event. You should contact a GDS representative as well to let them know you placed a last minute event. Please have your order number ready when you call. You can contact a GDS representative at extension 9559.

You will see the status "A-GDS" in [view all orders](#) when GDS approves the event for the date. When the authorized university representative approves the invoice, it will be the normal "A" for approved and the event will be catered. If the event cannot be catered to because of the time, you will see "C-GDS" for the status (cancelled by GDS) & the event will not be served. You will automatically receive emails as the event is approved or cancelled.

### Admin Approve All Orders

As an admin, when you log into your account, you will see a link under utility that says "APPROVE ORDERS" Click this link to *bulk* approve orders. Run a date range or search for order numbers or user email address to find orders. You can also download or print all of the orders sent to you for approval. Please refer to the screenshots on the following pages.



### APPROVE Orders

Sent to your account for approval. Search by date range to see orders.

**Approve Orders**

**Search by Date Range**

From:    To:

**Search by Event ID**

Event ID#

**Approval Report**  
 All orders sent to your email address for approval.  
[Download this Report to Excel - All info below.](#)  
[Print this Report Showing Full Order Detail - All info below.](#)

Action	Order #	Date	Amount	User	Status <small>AICIP</small>
<input type="checkbox"/>	<a href="#">16574</a>	Aug/21/2007	\$244.20	<a href="mailto:hoatsoma@shu.edu">hoatsoma@shu.edu</a>	A
<input type="checkbox"/>	<a href="#">16618</a>	Aug/21/2007	\$762.80	<a href="mailto:hoatsoma@shu.edu">hoatsoma@shu.edu</a>	A

**Check, Approve and process those orders as:**

Status

Approve/Cancel All Above Orders & Why:

**Click on the dropdown to approve an order individually.**

**Approval Report**  
 All orders sent to your email address for approval.  
[Download this Report to Excel - All info below.](#)  
[Print this Report Showing Full Order Detail - All info below.](#)

Action	Order #	Date	Amount	User
<input checked="" type="checkbox"/>	<a href="#">16574</a>	Aug/21/2007	\$244.20	<a href="mailto:hoatsoma@shu.edu">hoatsoma@shu.edu</a>
<input checked="" type="checkbox"/>	<a href="#">16618</a>	Aug/21/2007	\$762.80	<a href="mailto:hoatsoma@shu.edu">hoatsoma@shu.edu</a>

**Check events above and process those orders as:**

Status

Approve/Cancel All Above Orders & Why:

**You can check the orders *checkbox* chose the approve status and click submit to approve all orders.**