



## Catering Process

Chartwell's is our current preferred caterer for all events, regardless of size and has the right of first refusal for catered events. Catering events occur at varied times, regardless of Café hours or school breaks.

### **What does “preferred caterer” mean?**

Life University has contracted Chartwells as its preferred food service provider. As such, Chartwells supplies meals and staffing for Socrates Café, Plato II Go, Starbucks and event catering, and the University provides Chartwells the right of first refusal for any catering requests. The University also requires a separate acknowledgement if you choose to use an external caterer instead of Chartwells.

### **Food and/or Beverage Ordering**

CaterTrax is the system the University uses to manage all catering requests. The system was adopted to handle a variety of food and/or beverage requests. Browse to <https://lifeuniversity.catertrax.com> and set up an account, and once logged in, the system will ask all the necessary details regarding your event and it will be forwarded to the Café management team. They will confirm your order and follow-up with any questions. (*Venue/space reservations are still managed using FS Direct*).

### **Estimates and Invoices**

You are required to receive a quote for your pending services from Chartwells or your external caterer. You will need to approve your quote and send to the caterer, so that arrangements can proceed. After your event is over, verify the invoice charges and send to Purchasing for processing against your PO/BPO.

### **Catering from Outside Vendors:**

If Chartwell's declines an event or if you opt to use an outside vendor, you will need to complete the External Catering Acknowledgement Form via DocuSign. This will serve as a tracking mechanism for all external catering, as well as departmental acknowledgement that an External Catering Fee (ECF) will be charged back to ***your department***. The fee amount will be equal to 10% of your caterer's final invoice total. (*The ECF will only apply to invoice totals equal to or greater than \$250, but the Acknowledgement Form must still be completed for tracking purposes*).

Outside caterers may not utilize LIFE-owned catering equipment, dining ware, or access Café kitchen or storage spaces, without prior approval from Chartwells. If an outside caterer is approved to use any items, ***the caterer*** will be invoiced for a separate Facilities Use Fee equal to 12% of the invoice total.