



## Suite Catering Online Ordering Process

1. Visit [suiteorders.decc.org](http://suiteorders.decc.org)
2. Click *Log On* in the Top Right Corner.
3. Log In using your User Name and Password.
  - a. Your User Name:
  - b. Your Password for First Log In:

\*After your first log in, you will be directed to re-set your password. Passwords must be 8-15 characters and include numbers, letters, and special characters. Passwords are case sensitive. Once your password has been re-set, you will be asked to log in again with the new password.
4. Select desired event from calendar and select *Place Order* OR click *Place Order* from event list on the right side of page.
5. Click on the food or drink categories from which you would like to order items.
6. Use the *Select* button to order items from that category.
7. When all desired items have been added to your order click the *Continue* button.
8. Answer any required questions.
9. Select *Continue* to review order.
10. Review order, make any changes needed, and add in any special notes you may have for myself or our Suite Catering team.
11. Once review is completed click *Continue* button.
12. Select desired Credit Card on file. \*Payment will not be processed until event day.
13. Click *Order Now* to complete order.
14. Once the order is completed, an email will be sent with your order confirmation. Do not respond to this email. Contact me directly with questions.
15. A follow-up charge summary will still be sent 1-3 business days following the event.

\*The following page includes Best Practice Information to help guide you through the idiosyncrasies of this system.

For questions, please contact:

Kimberly Carr, Suite Coordinator, 218-623-1232, [suite@decc.org](mailto:suite@decc.org)

## AMSOIL Suite Online Catering Best Practices

- This system is solely an ordering system and should be used in conjunction with the full catering menu. Menu descriptions are not listed on this system.
- If you are an owner who uses the Hall of Fame suite at least once each season, you will have the option to choose that suite before placing your order.

### Ordering Tips

- After clicking on the *Select* button for an item, there is no indication that the item was added to the order. To verify the order or to adjust the amount ordered, click *Your Order* in the top right corner. This will allow you to see what you have ordered and how many without moving to the next screen.
- Buffets/Samplers Hints:
  - o Buffets are a minimum of 14 guests however you can enter additional guests beyond that. Click *Select* under the buffet of your choice and then click on *Your Order* in the top right corner. You will be able to adjust the number of guests you would like to order the buffet for.
  - o Samplers and Assortments are a flat dollar amount for 14 people. If adjusting the total ordered, you are adjusting how many samplers you want, not how many guests.
  - o In the item titles, Buffets state “minimum 14 guests” and Samplers/Assortments state “serves 14 guests”.
- Use the *Notes* section on the *Review* portion of your order for any special requests or information you would like our DECC Staff to know, i.e. allergies, serving time changes, etc.
- When ordering a Gluten Free Pizza and prefer a flavor other than Pepperoni, use the Notes section to indicate preferred toppings.

### Payment

- If you need to use a different credit card than the one on-file, call me prior to placing the order to update your account.

### Guests

- Guests Using Your Credit Card On-File:
  - o Provide Guest with your log-in credentials to place their order.
  - o Guest will be required to complete a field with their name.
  - o Your password can be updated at any time. To change password, click on your user name in the top right corner. Select *Account Details*. *Change Password* is located to the far right above the blue line.
- Guests Using Their Own Credit Card:
  - o Guest will need to contact me prior to placing an order to receive their own log-in credentials.
  - o Please ask them to do this with as much advance notice as possible to ensure the ordering deadlines are not missed.
- Liquor Cabinet: Liquor cabinets will not be opened at the guest request unless they are on the current authorized list. As an owner, you may contact me with a one-time authorization.

### Ordering Deadlines

- Deadlines for orders will remain the same: 4pm four business days prior to the event.
  - o Reminder emails will continue to be sent.
  - o Late orders will not be accepted.