



How to Find CRATE and Our Menu

- Visit cratecatering.ucr.edu. On this website you'll find our most recent menu, as well as the links to enter a CRATE order.
 - **Note:** All UCR Staff, Faculty, and Designated Reservers from a Registered Student Organization will click to **Order via EMS**. If you are not UCR Staff, Faculty, or the Designated Reserver for your Registered Student Org, click to **Order via Request Form**.

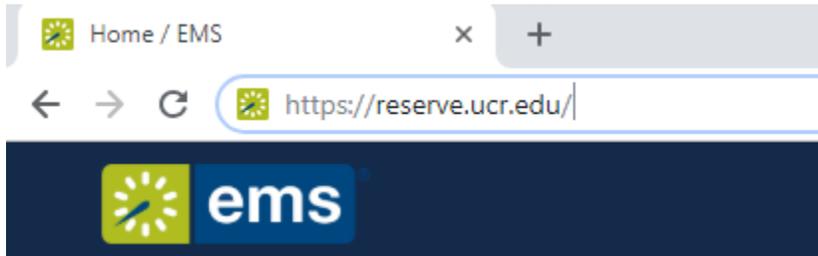
Order via EMS

Order via Request Form



How to Enter a CRATE Order Request via EMS

- From the CRATE website, click to **Order via EMS**. Alternatively, go to reserve.ucr.edu. You'll find yourself at the home page of EMS. This is where you may be used to reserving meeting space at the HUB or the Student Recreation Center.



- Type in your username and password. Your username is your NetID with “@ucr.edu” at the end of it (i.e. Scotty Bear’s NetID is scottyb, so their EMS login would be scottyb@ucr.edu) and your password will be your employee ID # (8 digit number).

User Id *

Password *

Sign In

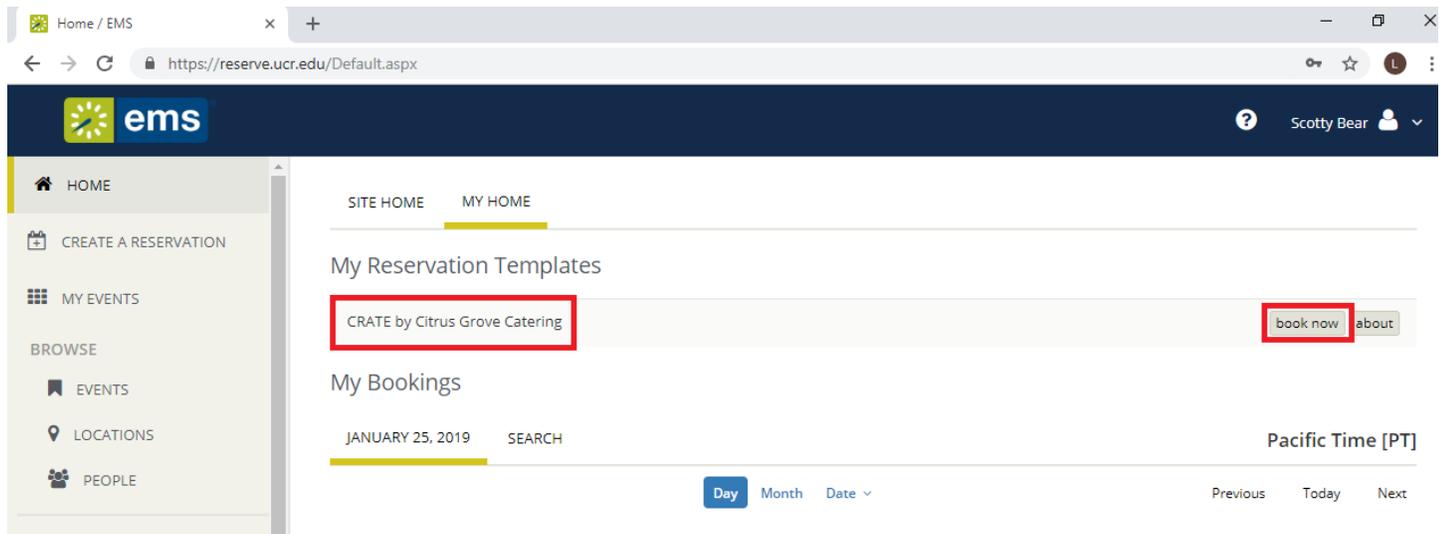
[I've forgotten my password.](#)

- Note:** Your employee ID # can be found by logging into UC Path, and looking in the top left corner of your home page.



- If you can't remember your password, click “I've forgotten my password”, or call the CRATE office at (951) 827-5766 or the Hospitality Services office at (951) 827-5471.

- Upon logging in, you'll see My Reservation Templates and My Bookings. Under My Reservation Templates you'll see **CRATE by Citrus Grove Catering**. Click **About** to reference CRATE booking rules, such as new request cutoffs, and cancellation cutoffs. Click **Book Now** to create an order request.



- First, you'll need to enter pertinent details about your request including:
 - Date
 - Can also enter a recurrence
 - Keep in mind that weekend dates are not bookable via EMS. CRATE has reservation minimums that are required for a weekend order. If your event is on a weekend, call us at (951) 827-5766 to see if we can accommodate your needs
 - Start Time – this is the time you'd like the food to be picked up or delivered
 - End Time – since we do not return for CRATE orders, this information is not too pertinent for our team, but it is required
 - Location Details
 - Buildings – this drop down will default to "CRATE" and you won't have the option to change this
 - Location – this is an open text field, meaning you can type in whatever location you need your order delivered to; if you plan to pick up your order, please type in **pick up**

- Once you're finished entering the details needs, click **Next Step** to continue.

ems Room Request

CRATE by Citrus Grove Catering

Create Reservation

1 Service Availability 2 Services 3 Reservation Details

New Booking for Fri Mar 1, 2019

Next Step

Date & Time

Date: Fri 03/01/2019 Recurrence

Start Time: 11:30 AM End Time: 12:30 PM

Create booking in this time zone: Pacific Time

Location Details

Buildings: CRATE

Location *: Bear Cave

HUB2GO Food and Beverage
Must be submitted by 5:00 PM at least 1 day(s) prior to the start of the booking
Available to the following Building

- Continue by entering whether or not you'd like **delivery or pick up** from the dropdown menu. Next, enter your **Estimated Count**. Be sure to be as accurate as possible, as we will provide paper goods according to your estimated count.
 - Note:** You will not be able to view menu items until you put in your **Estimated Count**.
 - You can also enter your **FAU** if this is your payment method, but this field is not required.

- You'll see the menu groupings (i.e. Breakfast, Entrees, Pizza, etc.). Click on the ^ next to the grouping you'd like to expand to see all menu options in that grouping.

CRATE by Citrus Grove Catering ⓘ

Create Reservation

1 Service Availability > 2 Services > 3 Reservation Details

Services For Your Reservation

Next Step

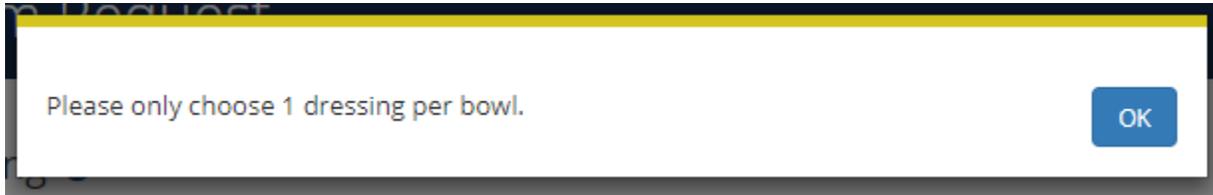
CRATE Food and Beverage		Services Summary	
Start Time	End Time	Service Type	Estimated Count
11:30 AM	12:30 PM	Delivery	0
Breakfast		^	
Entrees		^	
Pizza		^	
Salads		^	
Sandwiches		^	
Side Dishes		^	
Cookies		^	
Individual Snacks		^	
Beverages-Totes		^	
Beverages-Individual		^	

FAU

- Click on the menu item that you'd like to select.

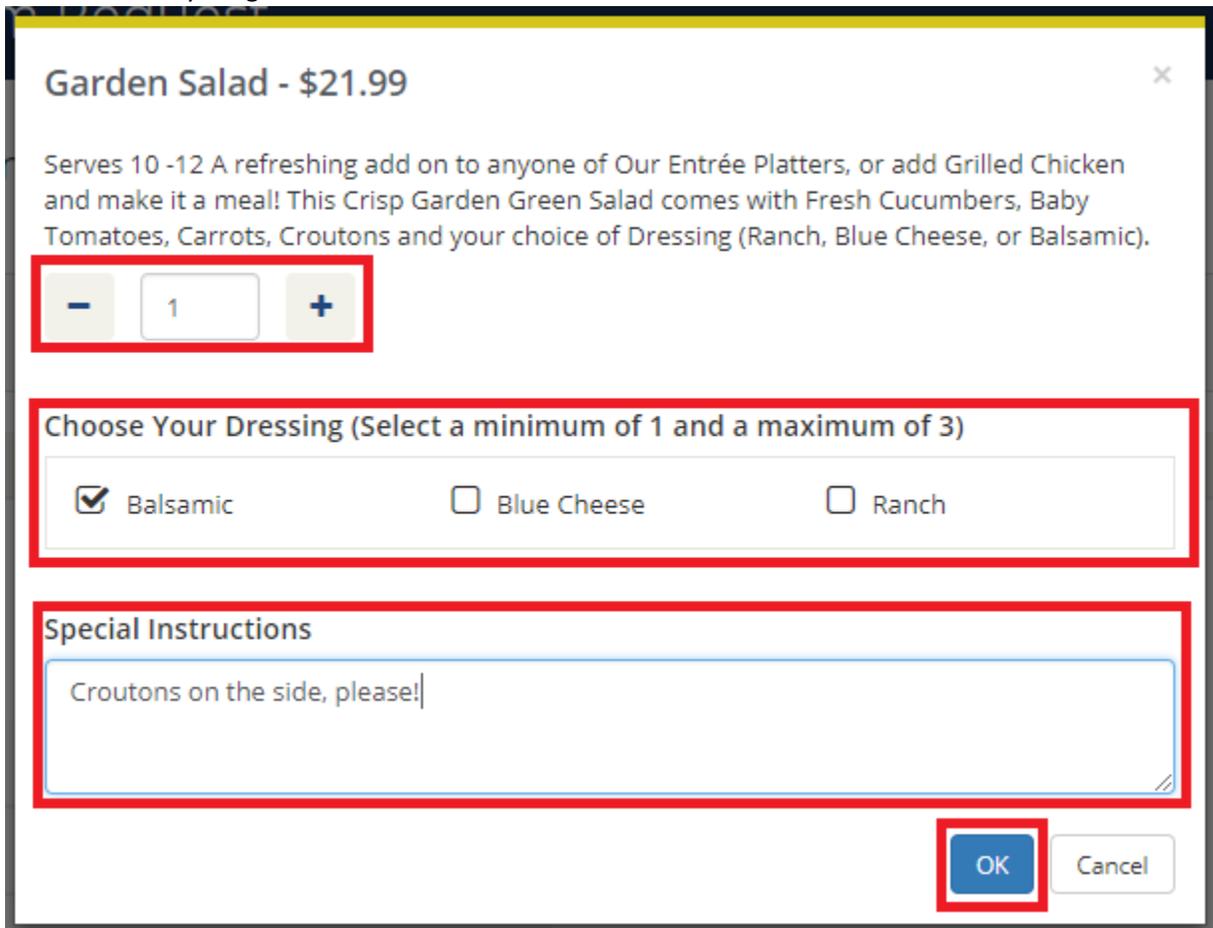
Salads	
"Big Bowl" Caesar Salad	"Big Bowl" Caesar Salad With Chicken
Garden Salad	Garden Salad Add Chicken
Individual Salad-Classic Chicken Caesar	Individual Salad-Smoked Turkey Cobb

- Depending on the menu item you select, you may get an alert message. For example, if you select the Garden Salad, you'll see this alert message:



The message is alerting you to only choose 1 dressing per bowl that you request. For example, if you're ordering 1 Garden Salad, just select 1 dressing on the next pop up. If you're ordering 3 Garden Salads, select up to 3 dressings in the next pop up. Click **OK** to continue.

- A menu item description, with price, quantity selection, and any other selections needed will pop up. You'll be able to read the menu description and see the cost – be sure this is the item you want, and take note of the servings. Use the **quantity toggle** to increase or decrease # of menu item you'd like to request. Use the **check boxes** to check your selections (keep the alert in mind!). Finally, use the **Special Instructions** open text box to inform us of anything we need to know. Click **OK** to continue.



- Upon clicking **OK**, the pop up box will disappear, and you'll see your menu item under **Services Summary**. You will see the menu item, along with quantity, selections (if applicable), and Special Instructions (if entered).

Services Summary

 **CRATE Food and Beverage, 11:30 AM - 12:30 PM, Delivery, Estimated Count: 54**


	1	Garden Salad 	\$21.99
		Croutons on the side, please!	
		Choose Your Dressing	
		• Balsamic	

- Continue adding menu items to complete your order. You'll see them added to the **Services Summary**. If you need to edit a menu item that you've added, simply click on the **pencil** icon next to the menu item you'd like to edit:

Services Summary

 **CRATE Food and Beverage, 11:30 AM - 12:30 PM, Delivery, Estimated Count: 54**


	1	Garden Salad 	\$21.99
		Croutons on the side, please!	
		Choose Your Dressing	
		• Balsamic	
	4	Berry & Quinoa Bowl 	\$36.99
	3	Veggie Pizza 	\$16.99
	1	Tote-Half Iced Tea and Half Lemonade 	\$17.99
	3	Tote-Water 	\$5.99

- If the menu item had an alert message, you'll see that again – click **OK** to continue. The menu item pop up will return and you can change quantity, selections, and Special Instructions. After you've made your edits, click **OK** to continue.

Garden Salad - \$21.99 ✕

Serves 10 -12 A refreshing add on to anyone of Our Entrée Platters, or add Grilled Chicken and make it a meal! This Crisp Garden Green Salad comes with Fresh Cucumbers, Baby Tomatoes, Carrots, Croutons and your choice of Dressing (Ranch, Blue Cheese, or Balsamic).

– 4 +

Choose Your Dressing (Select a minimum of 1 and a maximum of 3)

Balsamic Blue Cheese Ranch

Special Instructions

Croutons on the side, please! 2 ranch, 2 balsamic, please!

OK Cancel

- Once you've added all of your menu items, and have reviewed the Service Summary, click **Next Step** to continue.

- You'll need to complete more pertinent details, include your event name, your contact information, billing information, and to answer some critical questions we need in order to get your order right. Enter all the information as accurately as possible so we can get your order processed and confirmed as quickly as possible. After you've completed the form, click **Create Reservation** to complete your order.

Event Details

Event Name *

Scotty's Very Interesting Meeting

Event Type *

Meeting ▼

Customer Details

Customer *

DINING SERVICES ▼

1st Contact

(temporary contact) ▼

1st Contact Name *

Scotty Bear

1st Contact Phone *

951-827-BEAR

1st Contact Fax

1st Contact Email Address *

scottyb@ucr.edu

- You'll have to answer a few required questions regarding dietary restrictions and delivery details – if these questions do not apply to your order, simply type **n/a**.
- You'll also need to acknowledge that delivery fees (if applicable) will be added by a CRATE team member, once we review your order. You'll see them appear on your reservation summary when a CRATE team member confirms your order.

Additional Information



Do you have any dietary restrictions and/or food allergies? If so, list them here. *

Does the delivery location require an access code for entry, or a cell phone # to be called for entry? *

Please acknowledge that delivery fees (if applicable) have not yet been added to your reservation. They will be added by a CRATE team member after reviewing your order. *

Please acknowledge that your order is not confirmed until you receive a confirmation email from a CRATE team member confirming that we are able to accommodate your request. *

We accept FAU, Credit Card, and Checks. What is your payment type? (If FAU, please enter below in Billing Information.) *

Billing Information



FAU

I have read and agree to the terms and conditions

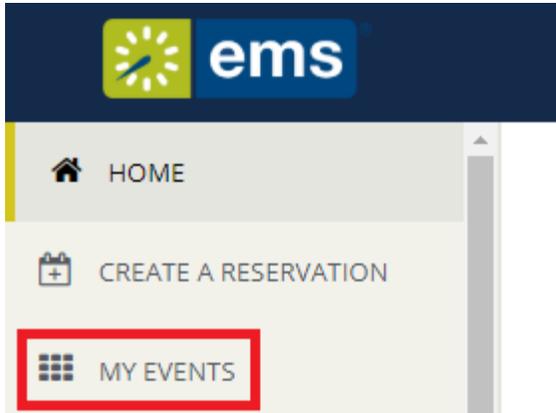
Create Reservation

- Once you click **Create Reservation**, you'll see an alert message reminding you that your order is not confirmed until you receive confirmation from a CRATE team member. If you have any questions at this point, please feel free to call us at (951) 827-5766 – we're happy to help!



How to Cancel a CRATE Order via EMS

- Is your event more than 3 days away?
 - No – You will **not** be able to cancel your order via EMS. Please call us at (951) 827-5766 to see if your order can be cancelled.
 - Yes – Proceed to enter a cancellation request via EMS.
- Log in to EMS. In the upper left corner, click on **My Events**.



- Find the event that you'd like to cancel, and click on the event name:

My Events ? Scotty Bear

RESERVATIONS **BOOKINGS** ?

Include cancelled reservations

CURRENT **PAST**

Name	First/Last Booking ^	Location	Custo...	Servic...	ID	Status
Scotty's Very Interesting Meeting	Fri Mar 1, 2019/ Fri Mar 1, 2019 (single booking)	CRATE by Citrus Grove Catering - Bear Cave	DININ...	✓	14762...	Tentative

- On the right side of the screen, you'll see an option to **X Cancel Reservation**. Click to proceed.
 - Note:** If you simply need to edit your reservation, there are a couple of options:
 - Click on the **pencil** next to **Edit Reservation Details** (top left) to edit simple details, such as Event Name and Contact Info.
 - Click on the **pencil** next to the event date under the **Bookings** header to edit date and time.
 - If you need to edit menu items or quantities, please email Guillermo Montoya, or call us at (951) 827-5766.**

The screenshot shows the EMS My Events interface. At the top, there is a navigation bar with the EMS logo and the text "My Events". Below this, there is a breadcrumb trail: "My Events / Scotty's Very Interesting Meeting beginning Mar 1, 2019 (1476226)".

The main content area is divided into two sections: "RESERVATION DETAILS" and "ADDITIONAL INFORMATION". Under "RESERVATION DETAILS", there is a table with the following information:

Event Name	Scotty's Very Interesting Meeting
Event Type	Meeting
Customer	DINING SERVICES
1st Contact Name	Scotty Bear

Below the table, there is a "Bookings" section with tabs for "CURRENT" and "PAST". A checkbox labeled "Include cancelled bookings" is present. Under the "CURRENT" tab, there is a table with the following columns: "Date", "Start Time", "End Time", "Time Zone", "Location", and "Status".

Date	Start Time	End Time	Time Zone	Location	Status
Fri Mar 1, 2019	11:30 AM	12:30 PM	PT	CRATE by Citrus Grove Catering - Bear Cave	Tentative

On the right side of the interface, there is a "Reservation Tasks" section with a "Booking Tools" sub-section. The "Cancel Reservation" option is highlighted with a red box.

- You'll see an alert message asking you to enter your cancel reason and cancel notes. Select from the drop down, and add any notes about your cancellation and click **Yes, Cancel Reservation**.

The screenshot shows a "Cancel Reservation?" dialog box. The dialog box contains the following text:

Cancel Reservation? ✕

Both the reservation and bookings will be cancelled. Are you sure you want to proceed?

Cancel Reason

Low Enrollment

Cancel Notes

Not enough interest in the meeting.

At the bottom of the dialog box, there are two buttons: "Yes, Cancel Reservation" (highlighted with a red box) and "No, Keep Reservation".

- You'll be taken back to the My Events page, where you'll see the status of your reservation has changed to **Web Cancellation**. Once we review your cancellation request, we will change the status to **Cancelled**, and will send you a cancellation confirmation email.


My Events


Scotty Bear


[← My Events / Scotty's Very Interesting Meeting beginning Mar 1, 2019 \(1476226\)](#)

RESERVATION DETAILS
ADDITIONAL INFORMATION

Event Name	Scotty's Very Interesting Meeting
Event Type	Meeting
Customer	DINING SERVICES
1st Contact Name	Scotty Bear
Phone	951-827-BEAR
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Reservation Tasks

Booking Tools

[View Reservation Summary](#)

[Send Invitation](#)

[Add to My Calendar](#)

Bookings

CURRENT
PAST

 Include cancelled bookings

Date ^	Start Time	End Time	Time Zone	Location	Status
Fri Mar 1, 2019	11:30 AM	12:30 PM	PT	CRATE by Citrus Grove Catering - Bear Cave	Web Cancellation