

Catering Policy and Procedures

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Introduction

This policy guide explains the policy and procedures for catered events held at the CUNY Graduate Center.

Elior, Inc., dba Aladdin Food Management Services, LLC. (Aladdin¹), is the exclusive event caterer, food vendor, and dining services provider for the CUNY Graduate Center (Graduate Center) All catered events held in public spaces at the Graduate Center are required to use Aladdin for all food and beverages provided during all meetings and events. External food and beverages cannot be served in any of the public spaces within the Graduate Center, this includes co-mingling catered food orders from Aladdin with food purchased from external providers. See the FAQ session at the end of this guide for a list of spaces deemed as public and non-public spaces. Catered events held in non-public spaces are encouraged to use Aladdin but are not required to and must adhere to the guidelines for Serving Food and Beverages in Non-Public Space (see section: Serving Food and Beverages in Non-Public Spaces).

Catering orders with Aladdin must be placed at least 12 business days before the date of the event. Business days are Monday through Friday and do not include holidays. Adherence to this requirement is mandatory because of the length of time it takes to obtain a purchase order (PO) through CUNYBuy, and the processing time Aladdin needs to confirm each order. An authorized form of payment must be identified prior to services being rendered. The PO serves as a guarantee of payment when using CUNY Tax-levy and Non-Tax Levy funds, and without it the food order will not be fulfilled. Aladdin reserves the right to refuse any orders placed under the 12 business days minimum. We recommend placing a catering order as soon as the Room Reservations Office confirms a space for your event. Please plan your events accordingly to avoid any issues.

Once an event takes place a Receipt must be entered into CUNYBuy within 48 hours of the date of the event for the payment to be processed. All invoices must be paid within 30 business days. Failure to pay timely could result in your Catertrax account being paused and delaying future orders.

Please note that the use of personal credit cards to pay for food orders, with the intent of getting reimbursed by the Graduate Center later, is prohibited. If a personal credit card is used for payment, reimbursement will be denied, and you will be personally liable for the payment. Please be sure to plan your event in advance and follow the established payment processes to ensure a smooth ordering process.

¹ Aladdin is listed as Elior, Inc., dba Aladdin Food Management Services, LLC. on all invoicing and as a vendor on CUNYBuy. The term “dba” stands for doing business as.

Events with Alcohol

Aladdin has exclusive rights to sell and pour alcoholic beverages for all events held in public spaces at the Graduate Center. Store bought liquor, left over liquor, or liquor from external catering companies cannot be served at events held in public spaces. We encourage the use of Aladdin for all events where alcohol is served. Events being held in non-public spaces are permitted to serve externally bought alcohol for small gatherings with less than 25 attendees. Alcoholic beverages must be consumed in the space where the event is taking place and cannot be taken to other areas of the building for later consumption. The Graduate Center reserves the right, in its sole discretion, to deny, curtail or shut down the service of alcohol at any time in the interests of safety and health. Please refer to CUNY's [Drug & Alcohol Use Policy](#).

Food vouchers

Food vouchers are only approved to be used for student recruitment functions such as student orientations, registration day, and program open houses. Any other event requires placing a catering order. The breakfast voucher includes a drink and a pastry of choice. The lunch voucher includes an entrée, drink, and dessert of choice. The food vouchers can only be used on the day of the event and cannot be exchanged for money. To request the use of food voucher, please contact Aladdin at catering@gc.cuny.edu.

Serving Food and Beverages in Non-Public Spaces

Spaces that are not part of the Room Reservations inventory (non-public spaces) are not required to, but are encouraged to use Aladdin to place food and/or beverage orders. Event organizers using non-public spaces can order food and beverages from external providers, but must follow the guidelines below:

- Notify the Office of Facilities about your event at least two weeks prior to the date of the event by sending an email to facilities@gc.cuny.edu, including the following information:
 - Name of the event organizer who will be the point of contact for any inquiries.
 - Who will be the catering company providing food/beverages for the event.
 - Include information on how cleanup will be managed at the conclusion of the event. Please request trash bags and garbage bins for the disposal of food waste and garbage. Note that it is the responsibility of the event organizer to ensure the space is clean from catering waste, the Facilities Office is not responsible for this work.
 - Using Aladdin is recommended as they ensure that catering set up and clean-up is done appropriately.
- At least one week prior to the event date, event organizer must notify the Office of Public Safety of the event taking place by sending an email to security@gc.cuny.edu including the following information:

- Event name
- Date and time of the event, include start and end times
- Location of the event
- Expected number of attendees
- Confirmed guest list, highlighting if external guest will be attending, (must be sent by no later than 1 p.m. the day prior to the event).

CUNY Guidelines for Meals Served on Premises for Business Meetings

When ordering food and beverages for meetings, please review and reference the [CUNY Guidelines for Meals Served on Premises For Business Meetings](#) which contains regulations on the proper use of college funds to pay for meals and beverages for meetings. Please review and reference the [All-Funds Matrix](#) for information on what goods and services can be purchased using the various funding available.

- Important guidelines are highlighted below.
Payment or reimbursement of meals and refreshments at meetings must be regarded as an atypical event, and NOT as a routine business practice. The following guidelines apply:
 - The meeting must be at least 2 hours long and must include attendees other than departmental staff.
 - The number of attendees must equal or exceed the number for whom food was ordered.
 - Every effort should be made to schedule business meetings during customary business hours and not during mealtimes.
 - If a meeting takes place during mealtimes, the meeting must be:
 - A meeting where there is a scheduled speaker during the meal period.
- Departments may occasionally provide modest meals and light refreshments at meetings, events, or functions where business is conducted. Departments must be cognizant of the potential for abuse in this area and closely monitor the appropriateness of any such expenditures from tax levy funds.
- Note that tax-levy funds cannot be used for the following:
 - Social events such as office parties, birthdays, retirements, funerals, graduations, or student/employee recognition events.
 - Alcoholic beverages
 - Offsite staff meetings
 - Meetings or events providing food and beverages in which the expense is expected to be above \$3,000 must have prior written approval from the purchasing Department in the Business Office. The request for approval must include the business purpose, number of attendees expected and appropriate justification as to size and scope of the event.

Aladdin Catering Policies

The full list of Aladdin's catering policies can be reviewed in the catering menus and online at [Catertrax](#). Some of the policies pertaining to prices, fees and client responsibilities are highlighted below:

- Aladdin reserves the right to change menu prices when necessary. Please consult Catertrax for the most up-to-date menus and prices.
- Catering and dining menu prices are non-negotiable. Prices are based on current market conditions.
- Aladdin reserves the right to refuse last minute orders that do not follow the proper payment process. All orders require payment upfront through a Purchase Order which guarantees payment.
- Final confirmation for the number of attendants at the event must be received at least 3 business days prior to your function. Changing the number of attendees or making changes to the menus less than 3 business days before the event is prohibited and cannot be honored.
- A \$75 minimum order is required. Any order under the minimum is charged the difference.
- Delivery fees for catering orders for events taking place off-campus will be based on scope of event and distance from the Graduate Center. Please contact Aladdin for more information
- Waiter/waitress service is not included in drop-off services. A server can be requested to be present and will incur a \$40 per server and per hour fee.
- 48 business hour notice (2 business days) is required for cancellation with no fee.
- When using a bartender there is a 5-hour minimum staffing charge.
- The client/event organizer is responsible for reserving the room in which the catered event is to be held, this includes ordering tables and chairs and any other arrangements required for the event and for placing the food order.
- Once an event takes place a Receipt must be entered into CUNYBuy within 48 hours of the date of the event to process payment. All invoices must be paid within 30 business days. Failure to pay timely could result in your Catertrax account being paused and delaying future orders.

Students Placing Catering Orders

Students who want to place catering orders for student events must work through the program/department covering the costs of the event.

- If the DGSC is funding the event, then work with the DGSC Business Co-Chair. Only the Business Co-Chair or their designee is authorized to place a catering order using their funds.
- If the funding is coming from a program/department then you must work through the department/program. The program staff responsible for events and catering processing will be the person responsible for placing the order. This type of order is not eligible to use the student catering menu.
- **Students should not be placing food orders on their own.**

Menu

To accommodate DGSC students' budgets, Aladdin has created a catering menu with prices that are much more affordable to students groups. This menu does not include set up and is delivery only. Only DGSC student groups are able to order from the student catering menu. Student groups that want a full catering set up will need to order from the regular catering menu.

DGSC Catertrax Accounts

The DGSC will have 2 Catertrax accounts, one will be an executive account to be used by the co-chairs to place DGSC executive committee orders. The second account will be a general account that the DGSC will manage to process catering orders for other student leaders.

When placing a catering order, we ask that student groups include in the order the name of the event and the name of the person making the order so that the Business Co-Chair can more easily identify who placed the order when they reconcile the invoices.

Process for Placing and Paying for an Order

[Catertrax](#) is an online ordering system that facilitates the placement, management, and processing of catering orders. Aladdin uses Catertrax to place and manage all catering orders. Consult Catertrax for the most up-to-date catering menus and process.

Below are the steps and procedures for placing and paying for catering orders using the different CUNY payment sources. Please read the process below in its entirety before placing your food order. Keep in mind that the ordering process begins with placing an order on Catertrax, obtaining a PO, submitting the PO to Aladdin to confirm the order, and receiving an order confirmation from Aladdin, a process that can take up to 12 days to complete. We ask that all orders are placed a minimum of 12 days before the date of the event to ensure a smooth transaction. Catertrax is blocked from accepting orders within 10 business days of the date of the event. This is done to ensure that orders are placed within the time needed to follow the full ordering process. Last minute orders cannot be accommodated.

Using Catertrax to Obtain a Food Order Proposal

Step 1 – Request your Catertrax account

You will need a [Catertrax](#) account to place a food order. One (or a maximum of two) individuals from each department/program/center/institute need to be designated to create catering orders for their respective areas. This avoids confusion when managing orders and allows for one constant contact for all food order. Please contact Julie Vanegas at jvanegas@gc.cuny.edu to have your Catertrax account created and to receive your log-in credentials. Once you have your credentials, go to the Catertrax website - [CUNY Graduate Center - New York, NY \(catertrax.com\)](https://catertrax.com) and click on the top tab under “Account | Sign-in” to log-in to your account.

Step 2 – Adding items to the shopping cart

Once an account has been created, you can add the different food and beverage options in the menu to your cart. Click on the shopping cart icon to see what items you have ordered to ensure the quantity and what you ordered is what you desire. Once you are satisfied with your order, click under “check-out” to start the check-out process.

Step 3 – Check-out process

After clicking on “check-out” you will be directed to the “Order Details” page where you need to add some information on the event, such as the date of the event, the start and end time, and delivery location.

ALADDIN CUNY Graduate Center

HOME CUNY Graduate Center CONTACT US Account [Hi, Julie Vanegas](#)

+ Cart

- Order Details

Date Selection

4/17/2024

This date is available.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Delivery / Pickup

*Method: CUNY Graduate Center On-Site Delivery

Copy Contact Information: ☐

*Delivery Name: Julie Vanegas

*Delivery Phone: 2128177110

*Building: GC

*Floor: 8

*Room # / Name: 8109

PO#:

Event Details

Order Name:

Additional service times may be available by prior arrangement. Please contact us to discuss your needs.

*Food Delivery Time: 8:15 AM

*Event Start Time: 9:15 AM

*Event End Time: 12:00 PM

*Food Clean-up Time: 1:00 PM

*Guest Count: 5

Tax Exempt: ☒

Please Specify Tax ID #:

Special Instructions

Return to Cart Cancel Continue

After you complete this, click under “continue” and you will be directed to the “Order Summary” page to review all the order information. Under “Order Name” please write the name of the event, i.e. LAILAC Congreso 2024 or Sociology Fall Student Workshop. Be sure not to use the words reception, celebration, or party, as the name of the event, as this will cause the payment to be rejected by CUNY Central (this is in accordance with the Meals Served on Premises for Business Meetings Policy). This requirement applies when using non-tax levy funds since NTL funds are required to follow tax levy guidelines even though they are not as strict.

ALADDIN CUNY Graduate Center

HOME CUNY Graduate Center CONTACT US Account [Hi, Julie Vanegas](#)

+ Cart

+ Order Details

- Order Summary

Order Name: Event name

Customer Information

First Name: Julie

Last Name: Vanegas

Email: jvanegas@gc.cuny.edu

Phone: 2128177110

[Click To View Policies.](#)

Initial to Accept: JV

Delivery / Pickup Information

Select Location: CUNY Graduate Center

Method: CUNY Graduate Center On-Site Delivery

Delivery Name: Julie Vanegas

Delivery Phone: 2128177110

Building: GC

Floor: 8

Room # / Name: 8109

Event Information

Guest Count: 5

Pick-up / Delivery Date: Thursday, 4/18/2024

Food Delivery Time: 8:00 AM

Event Start Time: 8:45 AM

Event End Time: 12:15 PM

Food Clean-up Time: 1:00 PM

Description	Quantity	Unit Price	Balance
<p>Grilled Chicken Caesar Salad</p> <p>Fresh romaine tossed in Caesar dressing and topped with a freshly grilled boneless chicken breast. Served with roll or bread and coffee service.</p> <p>nut</p>	5	\$21.99	\$109.95
<p>Product Cost: \$109.95</p> <p>Tax (\$3.89PM): \$34.16</p> <p>Balance: \$124.11</p>			

Back Cancel Continue

Double check all event details to ensure accuracy, then click under “Continue”.

Step 4 – Payment

Next you will be asked to input payment information.

The use of personal credit cards to pay for foods orders with the intent of getting reimbursed later by CUNY or the Graduate Center is prohibited. If a personal credit card is used for payment, reimbursement will be denied, and you will be personally liable for the payment.

Use the “Purchase Order” option and enter the dummy number 0000. (This number is entered so that the system can generate a food order proposal.

The screenshot shows the Aladdin Graduate Center website interface. At the top, there is a navigation bar with links for HOME, CUNY Graduate Center, CONTACT US, and an Account link. Below the navigation bar, there is a sidebar with a list of menu items: Cart, Order Details, Order Summary, and Payment Method. The Payment Method menu item is highlighted. The main content area displays a 'Please Note' message and a red warning message. Below these messages, there is a form titled 'Enter Payment Information' with a dropdown menu for 'Payment Method' set to 'Purchase Order'. The 'Purchase Order Number' field is highlighted with a red box. There are also checkboxes for 'Save wallet entry for future use' and 'cc. additional people (optional)'. At the bottom of the form, there is a 'vanitv / integrated payments' logo and a 'SSL Secure' badge. At the very bottom, there are three buttons: 'Return to Summary', 'Cancel', and 'Place Your Order'.

Next click on “Place Your Order” to generate the food order proposal.

Step 5 – Food order Proposal

Note that the food order proposal is not the confirmed food order. The food order proposal is merely a quote generated to allow you to place a requisition on CUNYBuy to obtain a purchase order (PO). The PO is required as it is what guarantees Aladdin that payment will be made. See the remainder steps below for information on how to obtain and submit a PO (based on the funding source) to obtain an order confirmation from Aladdin.

Obtaining a Purchase Order (PO) --- Using Tax Levy and Non-Tax Levy Funds

Once you have the food order proposal from Aladdin, the next step is to obtain a Purchase Order (PO) to encumber the funds for payment.

Step 1 – Create a Requisition on CUNYBuy

Create a requisition on CUNYBuy, see the [CUNYBuy Requisition Creation Guide](#).

- Aladdin is registered as a vendor/supplier on CUNYBuy under the name: Elior, inc. please ensure you use this vendor when creating the requisition.
- Attach the food order proposal to the requisition as backup along with:
 - o the event flyer; program description or event agenda that includes the date, time, and topic of discussion.
 - o the list of attendees
 - o any other relevant documentation
 - Reminder: [CUNY Guidelines for Meals Served on Premises For Business Meetings](#) must be followed.

Step 2 –Requisition Approval

Once the requisition is submitted, please ensure that your department/program approver logs in to CUNYBuy to approve the requisition. If you are unsure of who the approver for your department/program is, please contact the purchasing department at purchasing@gc.cuny.edu or 212-817-7609.

Step 3 – Purchase Order

Once the requisition is approved by your department/program approver, a PO is generated and dispatched. Print a copy of the CUNYBuy page showing the PO (sample below) and submit it to Aladdin at catering@gc.cuny.edu. Or if you are working with the catering coordinator reply to the email thread for the order. The PO print-out must be submitted to Aladdin at least 8 business days before the date of the event so that Aladdin can input the PO to Catertrax to confirm your food order.


Status - PO GRDPR-0000031185

PO/Reference No. GRDPR-0000031185
Supplier ELIOR INC


General Information

PO/Reference No. GRDPR-0000031185
Revision No. 0
Supplier Name ELIOR INC STATE 
Purchase Order Date 10/3/2024
Total 223.75 USD
Owner Name Lidia Hernandez Tapia
Owner Email lhernandeztapia@gradcenter.cuny.edu
Requisition Number 192410201

Document Status

A/P status Open
Workflow  Completed (10/4/2024 8:18 AM)
Distribution The system distributed the purchase order using the method(s) indicated below the last time it was distributed: [view](#)
Email (PDF Attachment): catherine.marston@aladdinfood.com
Distribution Date/Time 10/4/2024 8:18 AM
Supplier Sent To Supplier

Line Item Status

	Product Description	Catalog No	Size / Packaging	Unit Price	Quantity	Ext. Price	Supplier	Receiving	Invoicing	Matching
1	 Food catering for CLACLS Open House 		UN	223.75 USD	1 UN	223.75 USD	Sent To Supplier	none	none	No Matches
Total										223.75 USD

Step 4 – Order Confirmation

Once Aladdin received the PO page, they will send a confirmation email for the order. Please review the final order to ensure there aren't any discrepancies. If Aladdin does not confirm your food order by email it will not be delivered. It is the responsibility of the event organizer to ensure that the food order is confirmed for their event. If you have not received a confirmation from Aladdin after 2 business days of submitting the PO, please reach out to them at catering@gc.cuny.edu.

Step 5 – Paying Aladdin Catering Invoices

After the event takes place, Aladdin will send a final invoice directly to CUNY Central's Accounts Payable department for processing. Central's Accounts Payable department will then reach out to the individual who created the Requisition for the food order, directing them to submit a receipt for the food order. Please create a Receipt on CUNYBuy – see [CUNYBuy Creating a Receipt](#).

Step 6 – Payment

Once the Receipt is submitted the payment will be generated. Please note that a payment is not made until a receipt is submitted, please be sure to complete this step. A receipt cannot be submitted until the event takes place because the receipt serves as confirmation that the service was provided.

Obtaining a Purchase Order (PO) ---- Using Graduate Center Foundation Funds

Once you have the food order proposal from Aladdin, the next step is to obtain a Purchase Order (PO) to encumber the funds for payment.

Step 1 – Complete a Paper Requisition

Complete a [Paper Purchase Requisition](#) and submit it to the Purchasing Department at purchasing@gc.cuny.edu. Make sure to include the fund number to pay for the food order, attach the food order proposal, and include the following back-up documentation:

- flyer or agenda for the event
- list of attendees

Step 2 – Purchase Order

Once the Purchasing Department receives all the information needed, they will review all documentation, sign and issue a PO number. Submit the completed Paper Requisition to Aladdin at catering@gc.cuny.edu at least 8 days before the date of the event, so that Aladdin can confirm your food order.

Step 3 – Order Confirmation

Once Aladdin receives the signed Paper Requisition, they will send an order email confirmation to the individual who placed the food order. If Aladdin does not confirm your food order it will not be delivered. It is the responsibility of the event organizer to ensure that the food order is confirmed for their event. If you have not received confirmation from Aladdin after sending the PO, please reach out to them at catering@gc.cuny.edu.

Step 4 – Paying Aladdin Catering Invoices

After the event takes place, Aladdin will send a final invoice directly to the individual who placed the food order, copying David Tse. Once the final invoice is received, complete a Payment Request form and upload it along with all the backup documents:

- Paper Requisition; Invoice; Event flyer or agenda; list of attendees and any other documentation on the event

to the Business Office SharePoint.

Any Department/Programs/Centers/Institutes that does not have a Payment Request form or the link to their Business Office SharePoint can contact David Tse at dtse@gc.cuny.edu to get this information. Note that the username and password to log in to SharePoint is the same as your GC network username and password. Once David Tse receives all required documents, he will process the payment for Aladdin.

FAQ

What are the Graduate Center's designated public spaces?

Public spaces are all spaces in the Graduate Center that are part of the Room Reservations inventory. These spaces include the following:

9th floor

9100	William Kelly Skylight room
9204	Computer Classroom (Conference Room)
9205	Conference Room
9206	Conference Room
9207	Conference Room

8th floor

8300	Dining Commons
8202	Seminar Room
8203	Seminar Room
8400	Dining Commons Conference Room
8402	Dining Commons Conference Room
8301	Dining Commons Conference Room
8304	Dining Commons Conference Room

1st Floor - Lobby

1201	Baisley Powell Elebash Recital Hall
1218	Martin E. Segal Theatre
1102	Foundation Lounge
1200	James Art Gallery

Concourse Level

C200	Harold M. Proshansky Auditorium
C199	Auditorium Lobby
C201	Breakout Room
C202	Breakout Room
C203	Breakout Room
C204	Breakout Room
C205	Breakout Room
C198	Classroom
C197	Classroom

What are Non-Public Spaces?

Non-public spaces include all classrooms, offices, and department/program lounges that are not part of the Room Reservation inventory. These also include all DGSC spaces and the Black and Schwartz Science Center room 4102.

How long before an event should I place my catering order?

Don't wait! Place your catering order as soon you have a reserved and confirmed space for your event. An order must be placed 12 business days before the date of the event.

How can students place food orders?

See – Students Placing Catering Orders

Students placing catering orders being paid from DGSC funds must work with the DGSC Business Co-Chair to place an order.

Students using department/program/center/institute funds to place a catering order must work through the coordinator of the department/program/center/institute to place the order. Students should not be placing food orders on behalf of the department/program/center/institute.