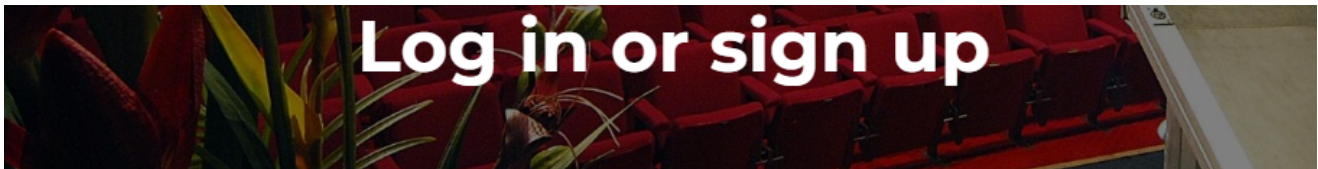


How to place an External Catering Request

1. If you are a new external customer, please press the **Sign-Up button** to create a new account.



Welcome to Federation University's Catering Portal

External Customers: Please log in or sign up for an account prior to placing a catering order.

Federation Staff: In order to get started the Hospitality and Events team must create an account for you. This will permit you access to internal pricing and menu items. Simply click here to request access. If your account has been created, be sure to log in before commencing a catering request.

Our team can be contacted on 5327 9480 or hospitalityandevents@federation.edu.au should you have any questions or require assistance.

Log in to speed up the checkout.

Email Address

Password

[Forgot Password?](#)

Continue

I'm a new Customer

Sign up for faster checkout, track your orders and more.


Sign up

- Complete the sign-up required fields including the Company Name you are ordering for. Your password must be at least: 12 characters, one uppercase letter and one number.

Sign up

First Name *	Last Name *	Street Address *	
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 95%;" type="text"/>	
Company Name		Country *	City/Suburb *
<input style="width: 95%;" type="text"/>		<input style="width: 80%;" type="text" value="Australia"/> ▼	<input style="width: 90%;" type="text"/>
Phone	Mobile *	State *	Zip/Postcode *
<input style="width: 90%;" type="text"/>	<input style="width: 90%;" type="text"/>	<input style="width: 80%;" type="text" value="Select State"/> ▼	<input style="width: 90%;" type="text"/>
Email Address *			
<input style="width: 95%;" type="text"/>			
Password *	Re-Type Password *		
<input style="width: 90%;" type="password" value="....."/>	<input style="width: 90%;" type="password"/>		
<input type="checkbox"/> I'm not a robot			
<input style="background-color: #0056b3; color: white; padding: 5px 15px; border: none; cursor: pointer;" type="button" value="Sign Up"/>			
Already have an account?			

- Select the location you would like to order from.



[Dedicated Menu](#)
[FAQs](#)
[Procedures](#)

[Select Location](#)

🔍
🛒
👤

Dashboard

My Account

My Favorites

My Orders

My Events

My Account

Edit Details

Select Location ✕

Find the nearest store (i.e. address or zip/postcode) 📍

All

Delivery

Pick Up

Ballarat Catering Services Delivery
 Building U, Mt Helen Campus, University Drive, Mount Helen
 VIC 3350 Pick Up
 (03) 5327 9480

Berwick Catering Services Delivery
 Building 901, Ground floor, 100 Clyde Rd, Berwick VIC 3806 Pick Up
 (03) 5327 9480

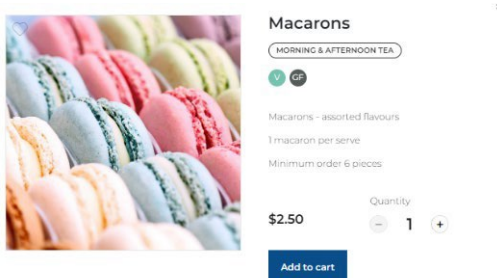
Gippsland Catering Services Delivery
 Building 2N, Northways Road, Churchill VIC 3842 Pick Up
 (03) 5327 9480

4. Navigate across to **Menu**. This will display the menu for your chosen location.

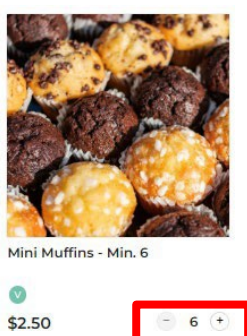


5. Select and add menu items to **Your Cart**.

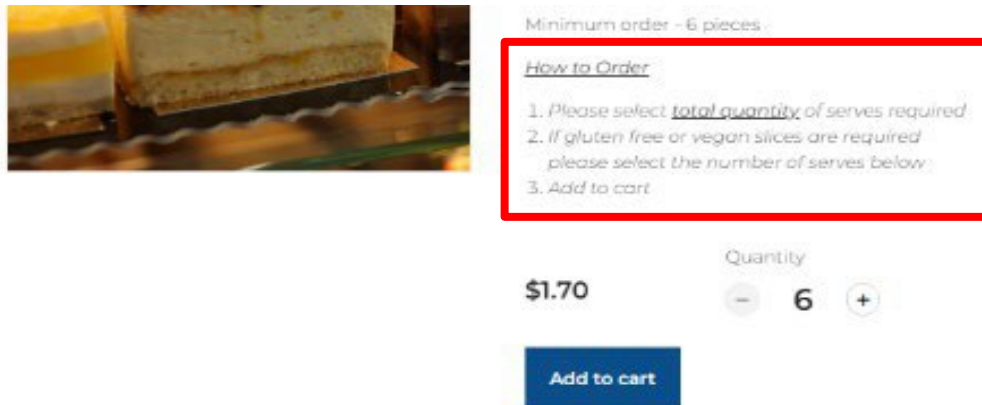
- You can browse menu items by category or dietary using the menus on the left-hand side.
- For more information about a menu item, simply hover over the image and click **View More**.



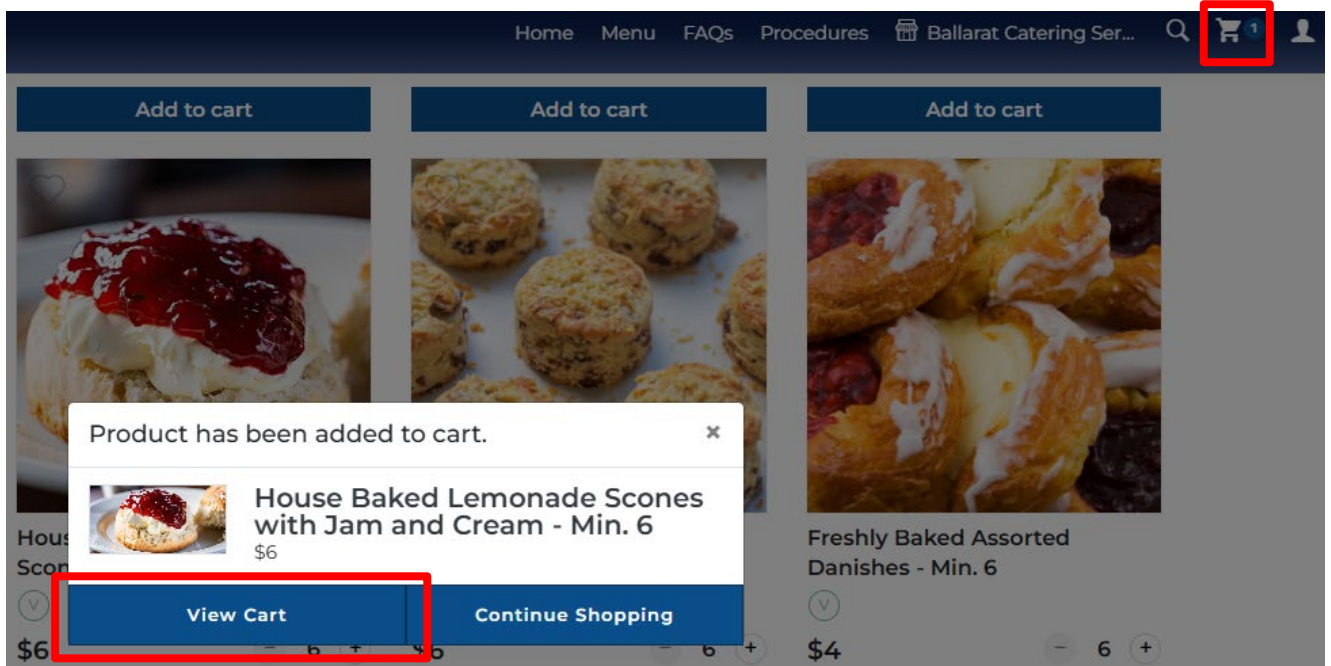
- To change the required quantity, use the – or + buttons or type over the number currently displayed. *In this example, 6 is the minimum quantity required.*



- To add the menu item to your request, select the blue **Add to Cart** button. Where you see **Click to Order** there will be choices attached. These may be dietary, flavour or a menu selection.
 - Where a selection is required, ensure you read the **How to Order** instructions within the product.




- After completing your menu selections, click **View Cart** on your final menu selection or click the **trolley icon** located at the top of the screen.




7. Confirm whether you would like your catering **delivered** or available for **pick up** from the kitchen on campus.

Please choose the delivery venue based on the location you selected at checkout.

Methods



Delivery



Pick Up






8. Select your delivery or pick up **date** and **add times** for service. *If multiple delivery times are required, you will need to select each service time - these will populate to the side as shown below.*




Please choose the delivery venue based on the location you selected at checkout.

Methods


Delivery


Pick Up

Delivery or Pick Up Date	Time				
28/05/2026 	Add Time 	7:00 am 	10:00 am 	2:00 pm 	

Time	Product	Price	Quantity	Total Price	Tax (Incl.)
7:00 am 	House Baked Lemonade Scones with Jam and Cream - Min. 6 	\$6.00	- 12 +	\$72.00	\$6.55 (10%) 

If your required service date is not selectable, it is likely you have missed the deadline for submitting a catering request or is outside standard business hours. Please contact Hospitality and Events to discuss – 5327 9480.

If you have ordered a package and multiple service times are required, select the first service time against the package. Continue with the steps in this process until you reach the **Package Service Times** filed at Checkout. Here you can specify times for each service. *ie. Morning tea – 10am, Lunch – 12pm, Afternoon tea – 3pm.*

9. Now select a service time against each menu item as highlighted below.

Methods

 Delivery

 Pick Up

Delivery or Pick Up Date

Time

7:00 am ✖
9:40 am ✖
12:10 pm ✖
2:30 pm ✖

Time	Product	Price	Quantity	Total Price	Tax (Incl.)
9:40 am	House Made Anzac Biscuits - Min. 6	\$3.75	12	\$45.00	\$4.09 (10%) ✖
12:10 pm	Gluten Free Sandwiches - Six Points	\$16.00	1	\$16.00	\$1.45 (10%) ✖
9:40 am	House Baked Lemonade Scones with Jam and Cream - Min. 6	\$6.00	12	\$72.00	\$6.55 (10%) ✖
2:30 pm	Seasonal Fruit Platter <small>Platter Size - 1x Twenty People</small>	\$115.00	1	\$115.00	\$10.45 (10%) ✖

10. Review your order and click **Proceed to Checkout**

Delivery or Pick Up Date

Time

7:00 am ✖
9:40 am ✖
12:10 pm ✖
2:30 pm ✖

Time	Product	Price	Quantity	Total Price	Tax (Incl.)
9:40 am	House Made Anzac Biscuits - Min. 6	\$3.75	12	\$45.00	\$4.09 (10%) ✖
12:10 pm	Gluten Free Sandwiches - Six Points	\$16.00	1	\$16.00	\$1.45 (10%) ✖
9:40 am	House Baked Lemonade Scones with Jam and Cream - Min. 6	\$6.00	12	\$72.00	\$6.55 (10%) ✖
2:30 pm	Seasonal Fruit Platter <small>Platter Size - 1x Twenty People</small>	\$115.00	1	\$115.00	\$10.45 (10%) ✖
				Subtotal (Incl. Tax)	\$248.00
				Delivery	\$0.00
				Tax 10%	\$22.54
				Total	AUD \$248.00

[Continue Shopping](#)
[Proceed to Checkout](#)

11. Checkout. Complete the required fields.

- **Billing details** will default from your profile. These can be updated if you click **Change Address**
- **Venue - select campus for delivery or pick up.** *Please ensure the venue selected at this stage aligns with the menu you have been operating on. For example, Ballarat Catering Service in top of the screen = Ballarat campus delivery location.*
- **Room.** Select the delivery location from the dropdown. If your desired space is not listed, please contact Hospitality and Events on 5327 9480.
- **First and Last Name** of the person requesting the catering.

Billing Details

Testing Account
Testing

Mobile: 000 000 000
1 Residence Drive, Mt Helen, VIC, 3353





Change Address

Delivery Details Manual Address








Venue *	Room *
<input style="width: 95%;" type="text" value="Select Venue"/>	<input style="width: 95%;" type="text" value="-- Select Room --"/>
First Name *	Last Name *
<input style="width: 95%;" type="text" value="Elisha"/>	<input style="width: 95%;" type="text" value="Cowland"/>

My Cart


Delivery Date : 28/05/2026

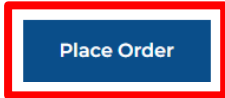
	House Baked Lemonade Scones with Jam and Cream - Min. 6	X
	\$6.00 x 12	\$72.00
	Delivery: 9:40 am	
	House Made Anzac Biscuits - Min. 6	X
	\$3.75 x 12	\$45.00
	Delivery: 9:40 am	
	Gluten Free Sandwiches - Six Points	X
	\$16.00 x 1	\$16.00
	Delivery: 12:10 pm	
	Seasonal Fruit Platter ⓘ	X
	\$115.00 x 1	\$115.00
	Delivery: 2:30 pm	

- **Delivery Notes.** Add any information you think may be helpful in relation to the service.
- **Purchase Order.** Please include your purchase order number if required.
- **Event Name.** Enter the name of your function
- **Guest Numbers.** Please indicate the number of guests attending.
- **Event Finish Time.** Enter the time your event is scheduled to conclude.
- **Allergies.** List any allergies delegates may have. It is also helpful to include their name if known.
- **Package Service Times:** Indicate this to advise of service times for half day or all-day packages.
- **Clearing Time.** Please indicate the time the catering can be cleared.
- **Delivery.** A delivery fee will apply if ordering outside the Mount Helen, Berwick or Gippsland campuses.
- **Payment method.** Select **Account** to receive an invoice and pay by bank transfer or select **Credit or Debit Card** to pay in full now.

Delivery Notes <input type="text"/>		House Baked Lemonade Scones with Jam and Cream - Min. 6 X  \$6.00 x 12 \$72.00 Delivery: 9:40 am	
Purchase Order <input type="text"/>		House Made Anzac Biscuits - Min. 6 X  \$3.75 x 12 \$45.00 Delivery: 9:40 am	
Event Name * <input type="text"/>		Gluten Free Sandwiches - Six Points X  \$16.00 x 1 \$16.00 Delivery: 12:10 pm	
Event Finish Time * <input type="text"/>		Seasonal Fruit Platter ⓘ X  \$115.00 x 1 \$115.00 Delivery: 2:30 pm	
Package Service Times <input type="text"/> Use this space to advise of service times for half-day or all-day packages		Subtotal (Incl. Tax) \$248.00 Delivery \$0.00 Tax 10% \$22.54	
Method (Change Method) <input type="checkbox"/>  Delivery Your Postcode is Empty.		Total AUD \$248.00	
Payment Method <input checked="" type="checkbox"/>  Credit or Debit Card (Flex Catering Pay (Fat Zebra))		<input type="checkbox"/>  Account - Receive an invoice and pay by bank transfer	
Location: Ballarat Catering Services A secure payment form will appear when you proceed.			

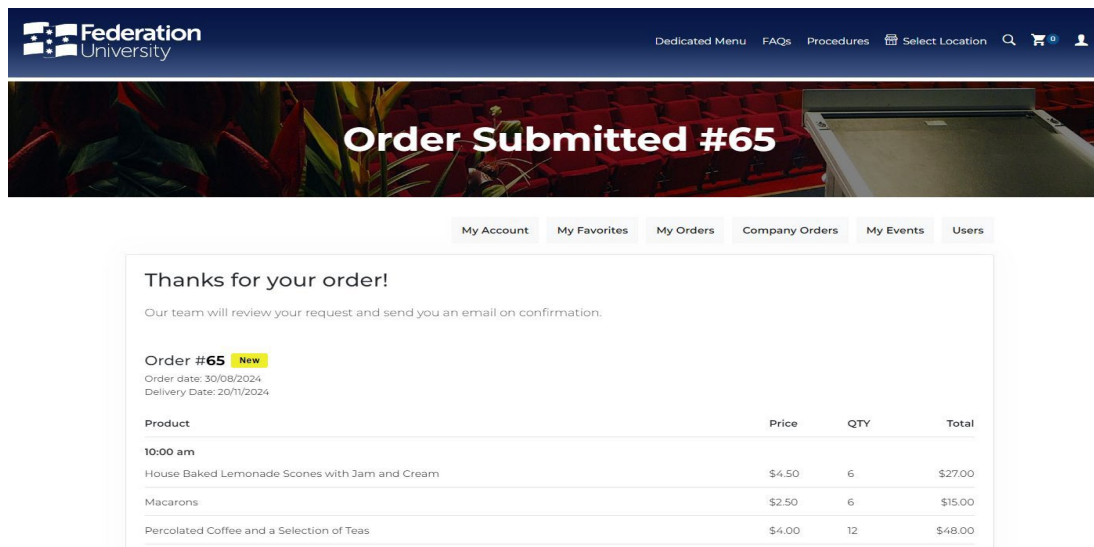
12. Once you have completed the required fields, click **Place Order**.

 By clicking "Place Order", you agree to the Terms of use



Your Catering Request has now been sent to the Hospitality and Events team for review. An email will be sent to you on confirmation.

Where additional staffing or surcharges apply, the Hospitality and Events team will contact you to advise.



If you wish to place another catering request, navigate to the menu along the top of the screen and click **Select Location**. This will take you back to the Home page.

You can change, cancel or re-order this and other requests in **Your Account**. Refer to the Procedures tab for step-by-step instructions.

Hospitality and Events

Phone: 03 5327 9480

Email: hospitalityandevents@federation.edu.au