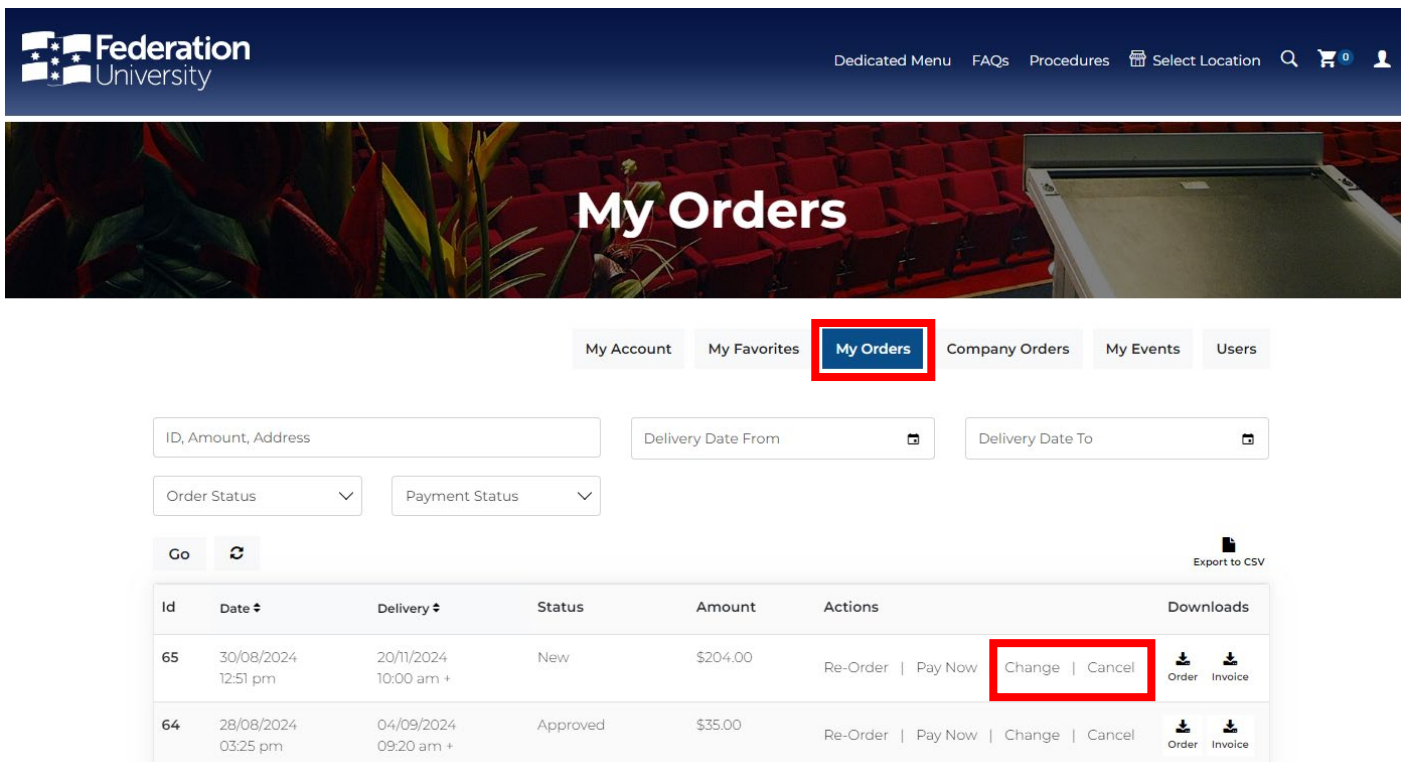


Changing or Cancelling an Order

Changes and cancellations of orders can be made up to 3 business days prior to delivery.

1. Sign in to the Catering Portal - <https://federation.flexcateringhq.com/>
2. Click **My Orders** and locate the order you are wishing to change or cancel.



My Account My Favorites **My Orders** Company Orders My Events Users

ID, Amount, Address Delivery Date From Delivery Date To

Order Status Payment Status

Go ↻ Export to CSV

Id	Date	Delivery	Status	Amount	Actions	Downloads
65	30/08/2024 12:51 pm	20/11/2024 10:00 am +	New	\$204.00	Re-Order Pay Now Change Cancel	
64	28/08/2024 03:25 pm	04/09/2024 09:20 am +	Approved	\$35.00	Re-Order Pay Now Change Cancel	

To cancel, simply select **Cancel** and **Yes** when the pop-up message displays. This concludes the process. And an email notification will be sent to you and kitchen staff to confirm your order has been cancelled.

To edit and change an order, click **Change** and **Yes** to the pop-up message which displays.

Shopping Cart

You are changing order #65. If you don't want to change this order click here.

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

Methods

Delivery
 Pick Up

Delivery or Pick Up Date

20/11/2024

Time

Add Time

10:00 am

12:30 pm

03:00 pm

Time	Product	Price	Quantity	Total Price
10:00 am	House Baked Lemonade Scones with Jam and Cream	\$4.50	6	\$27.00
10:00 am	Macarons	\$2.50	6	\$15.00

3. From this screen you can:

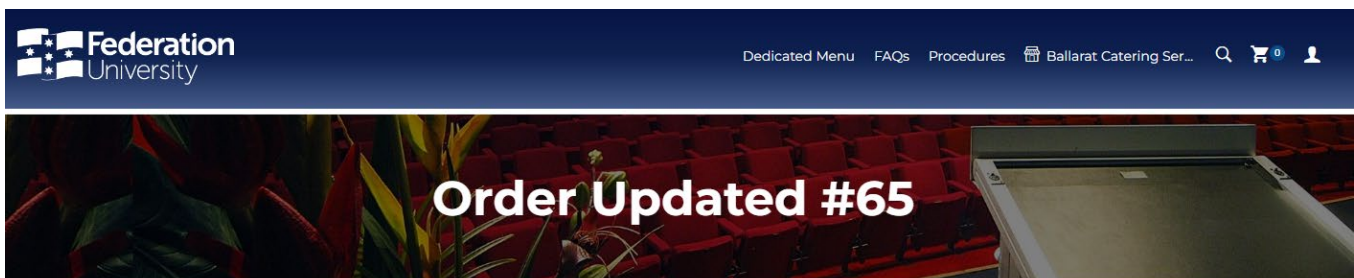
- Update the method of service (Delivery or Pick Up).
- Change the date of service.
- Advise of a new service time.
- Remove menu items – click the red cross next to the total price.
- Increase or decrease the quantity of an item using the – or + button.
- Add additional menu items – you will need to select **Continue Shopping** to do so.
- Add or remove dietary requirement:
 - You will need to click on the menu item in Your Cart and reorder the item, ensuring the correct quantity and dietary requirements are selected.
 - Click **Add to Cart**. You will return to Your Cart and this menu item will now be displayed twice.
 - Remove the one which is no longer required by clicking on the red cross.
 - Update the service time of the required item.

For changes to any of the following, please email Hospitality and Events, quoting your order reference number.

- **Delivery location**
- **Delivery notes**
- **Cost Centre code**
- **Event title and finish time**
- **Package service times**
- **Allergies**

Unfortunately the system currently doesn't allow for a customer to return to the checkout to update these details.

4. Once your changes have been updated click **Update Order**.



My Account My Favorites My Orders Company Orders My Events Users

Order has been changed

You will receive an email shortly.

Order #65 New

Order date: 30/08/2024
 Delivery Date: 20/11/2024

Product	Price	QTY	Total
10:00 am			
Assorted Point Sandwiches	\$6.00	4	\$24.00
Of the total quantity above, how many dietary serves are required?			
- 2x Dairy-Free Serve			
- 2x Vegan Serve			
House Baked Lemonade Scones with Jam and Cream	\$4.50	6	\$27.00

5. Confirmation will be sent to you, as well as the Hospitality and Events team.

Hospitality and Events

Phone: 03 5327 9480

Email: hospitalityandevents@federation.edu.au