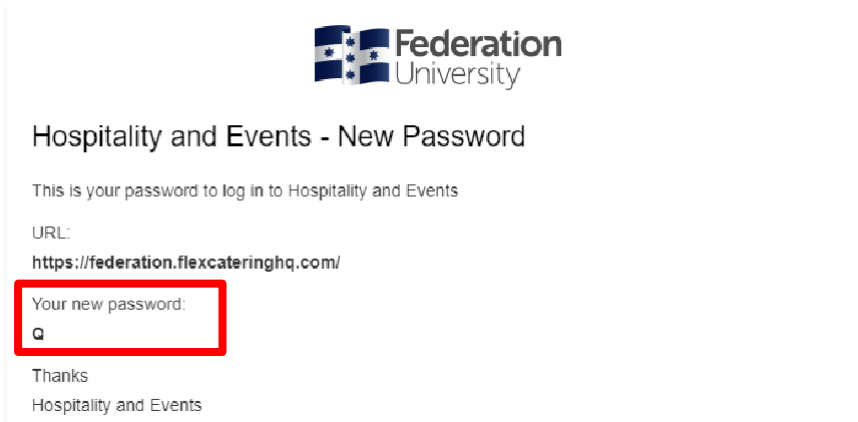



How to Place an Internal Catering Request

Request [catering portal access](#) via the Commercial Services Service Now portal. Once an account has been provisioned and you have received an email containing your password:





Hospitality and Events - New Password

This is your password to log in to Hospitality and Events

URL:
<https://federation.flexcateringhq.com/>

Your new password:
Q

Thanks
Hospitality and Events

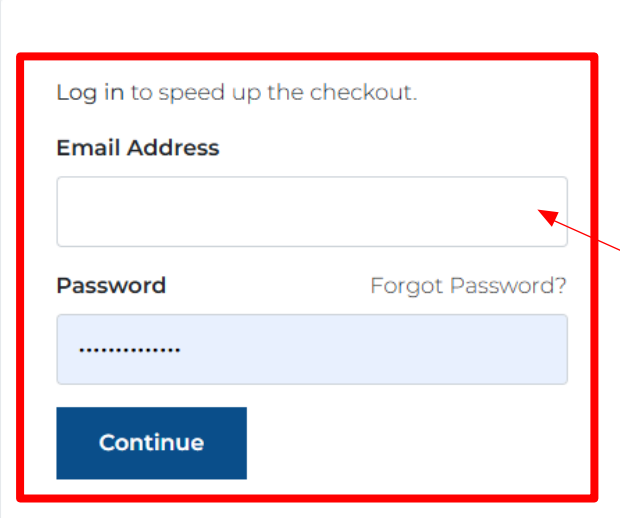
1. Sign in to the Catering Portal - <https://federation.flexcateringhq.com/>

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.

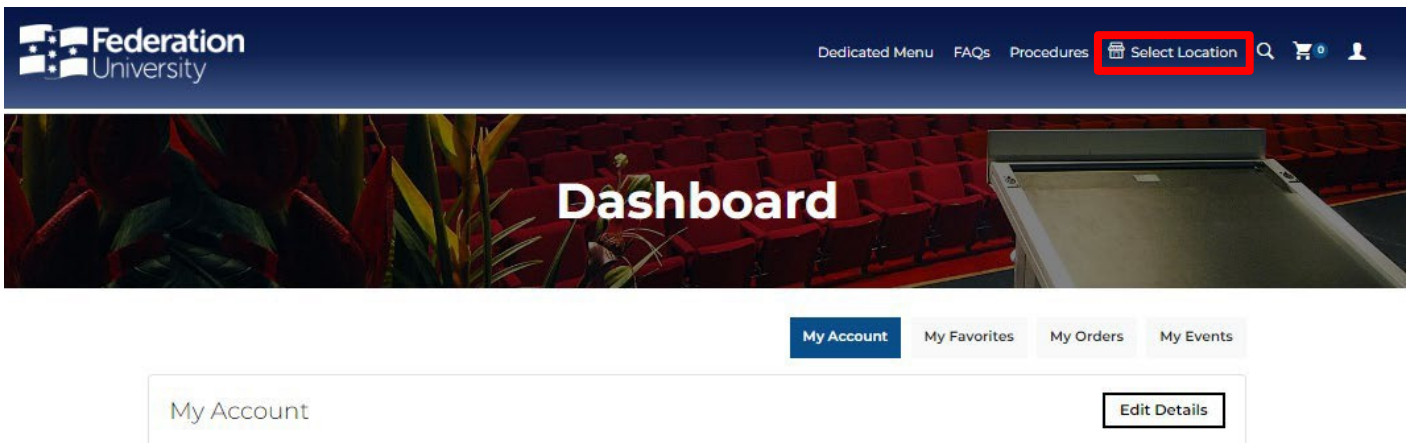
Sign up

Enter the email address in which your password was sent.

We recommend updating your password after logging in for the first time. You can do this by clicking the person icon in the top right of the screen, **My Account**, and **Edit Details**.

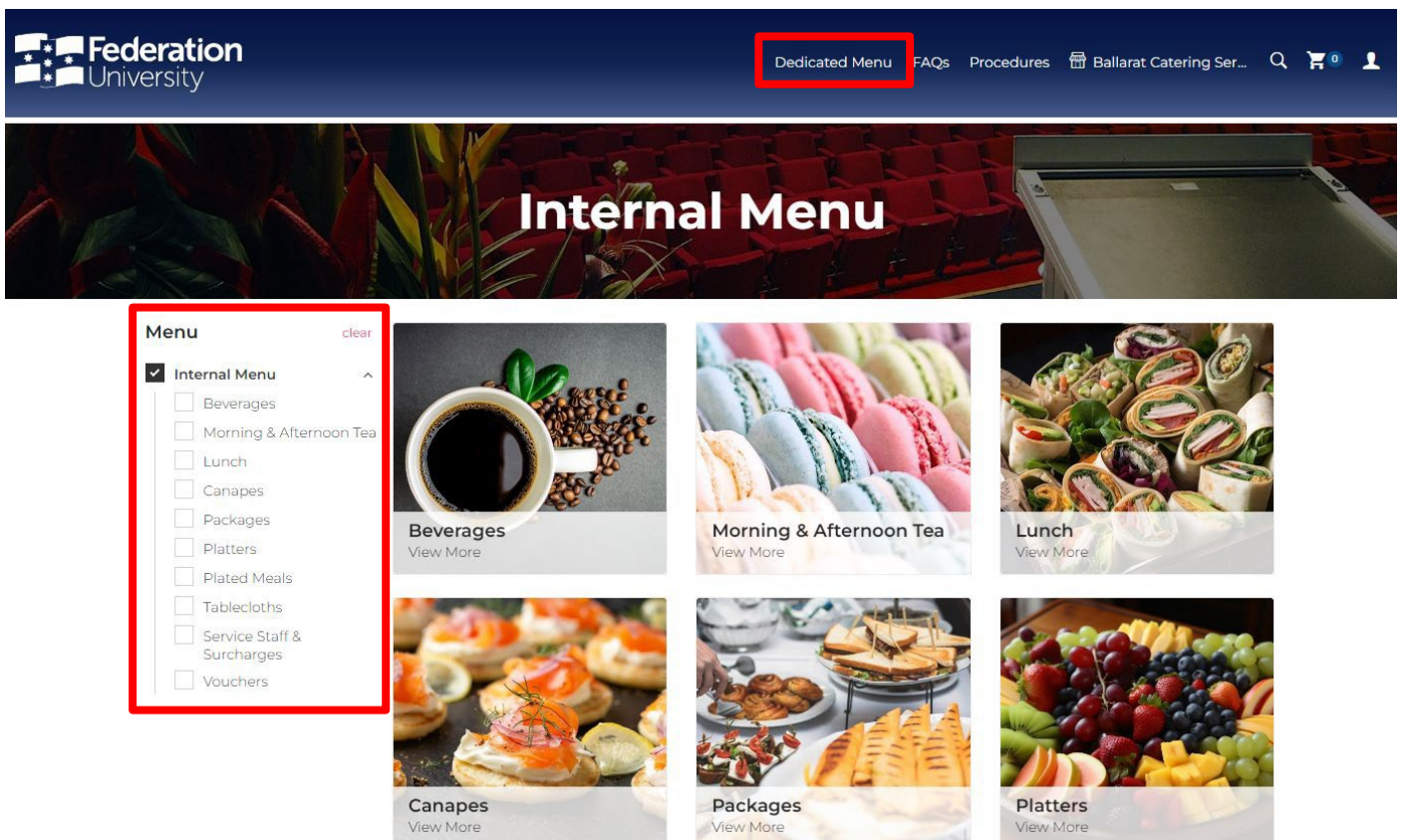


Select the location you would like to order from.



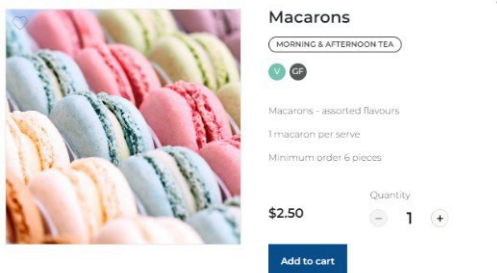
2. Navigate across to **Dedicated Menu** and select **Internal Menu**. This will display the internal menu at your chosen location.

Browse menu items by category.

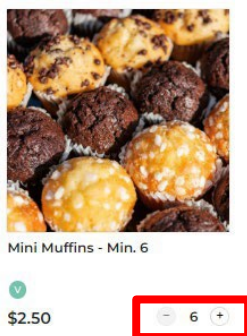


3. Select and add menu items to Your Cart.

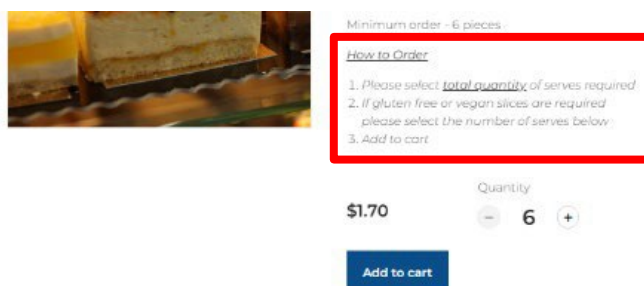
- You can browse menu items by category or dietary using the menus on the left-hand side.
- For more information about a menu item, simply hover over the image and click **View More**.



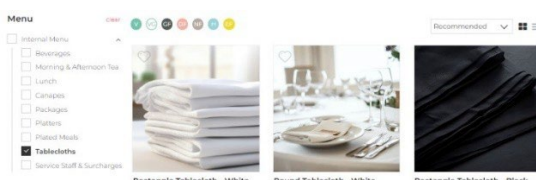
- To change the required quantity, use the – or + buttons or type over the number currently displayed. *In this example, 6 is the minimum quantity required.*



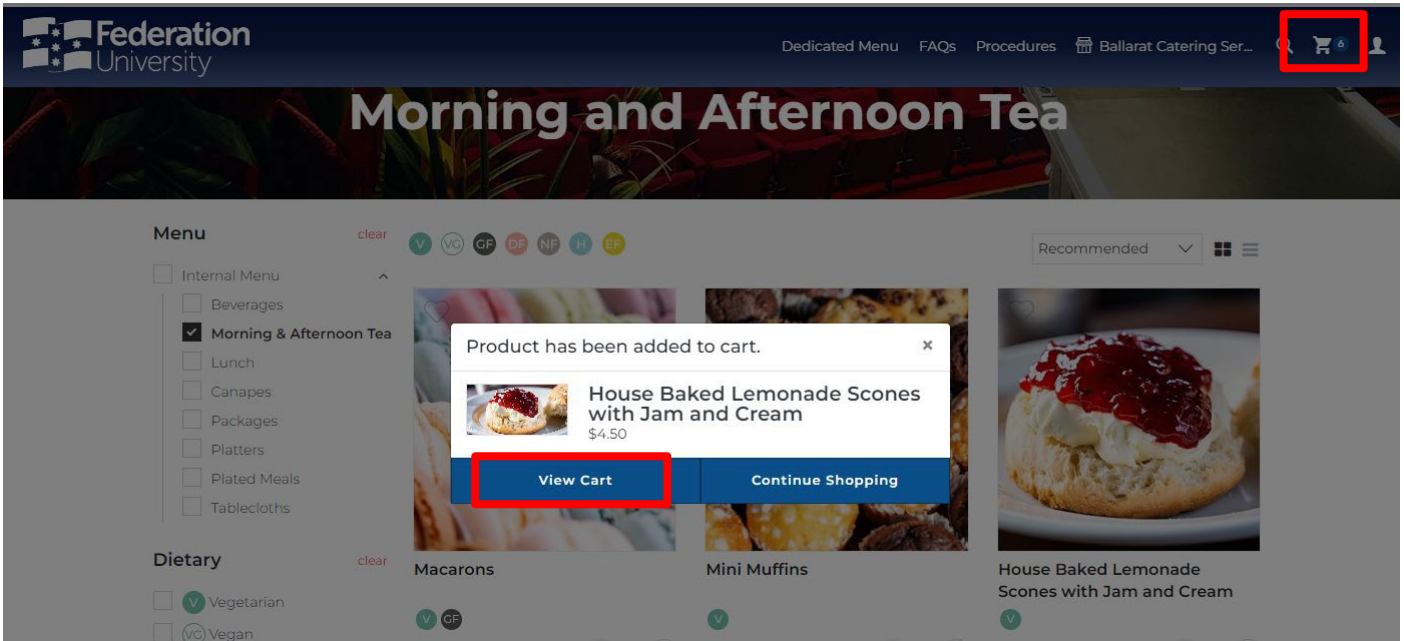
- To add the menu item to your request, select the blue **Add to Cart** button. Where you see **Click to Order** there will be choices attached. These may be dietary, flavour or a menu selection.
 - Where a selection is required, ensure you read the **How to Order** instructions within the product.



- If **tablecloths** are required, be sure to add these to your cart before finalising your request.



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



- Confirm whether you would like your catering **delivered** or available for **pick up** from the kitchen on campus.
- 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: 20/11/2024

Time: Add Time

10:00 am 12:30 pm 03:00 pm

Time	Product	Price	Quantity	Total Price
10:00 am	Assorted Point Sandwiches <small>Of the total quantity above, how many dietary serves are required?</small>	\$6.00	12	\$72.00

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.*

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

Methods: Delivery Pick Up

Delivery or Pick Up Date: 20/11/2024

Time: Add Time | 10:00 am x | 12:30 pm x | 03:00 pm x

Time	Product	Price	Quantity	Total Price
12:30 pm	Assorted Point Sandwiches <small>Of the total quantity above, how many dietary serves are required? - 3x Dairy-Free Serve - 3x Vegan & Dairy-Free Serve</small>	\$6.00	12	\$72.00
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
03:00 pm	Mini Muffins	\$2.50	6	\$15.00
10:00 am	Percolated Coffee and a Selection of Teas	\$4.00	12	\$48.00
03:00 pm	Savoury Scones	\$4.50	6	\$27.00

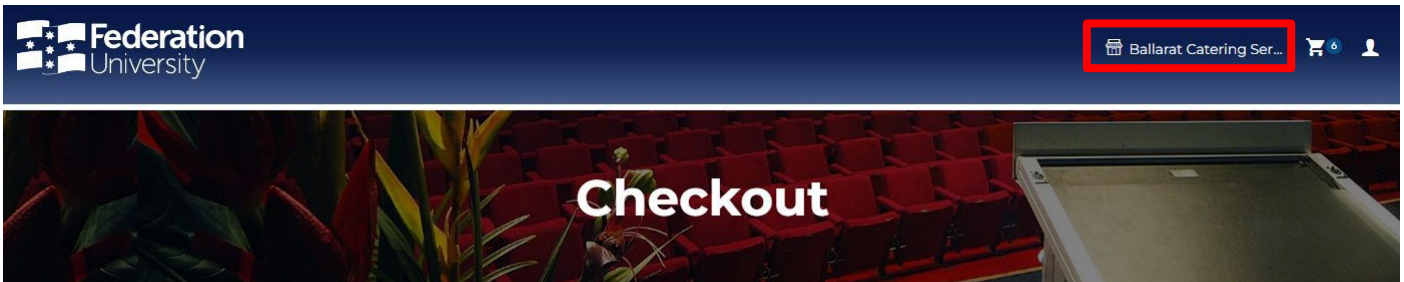
8. Review your order and click **Proceed to Checkout**

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
03:00 pm	Mini Muffins	\$2.50	6	\$15.00
10:00 am	Percolated Coffee and a Selection of Teas	\$4.00	12	\$48.00
03:00 pm	Savoury Scones	\$4.50	6	\$27.00
Discount Code <input type="text"/> APPLY				
			Subtotal (Incl. Tax)	\$204.00
			Delivery	\$0.00
			Tax	\$0.00
			Total	AUD \$204.00

Continue Shopping | **Proceed to Checkout**

9. 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

Federation - Commercial Services
 Mobile: 0400000000
 Residence Drive, Mount Helen, VIC, 3350

Change Address

Delivery Details





Venue * Room *

Select Venue -- Select Room --

First Name * Last Name *

My Cart

Delivery Date : 20/11/2024

	House Baked Lemonade Scones with Jam and Cream	x 6	\$27.00	X
	Delivery:	10:00 am		
	Macarons	x 6	\$15.00	X
	Delivery:	10:00 am		
	Percolated Coffee and a Selection of Teas	x 12	\$48.00	X
	Delivery:	10:00 am		
	Assorted Point Sandwiches	x 12	\$72.00	X
	Delivery:	12:30 pm		

- **Delivery Notes.** Add any information you think may be helpful in relation to the service or clearing of your catering.
- **Cost Centre.** This is a mandatory field. An active account code must be entered to proceed. By entering the account code, you are authorising the total amount of your catering and associated fees (if applicable) to be charged to it.
- **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.
- **Clearance 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** . *Please note Purchase Cards are not to be used for catering orders.

Delivery Notes

Cost Center

Event Name *

Guest Numbers *

Event Finish Time *

Allergies


Package Service Times

Use this space to advise of service times for half-day or all-day packages


Clearance Time *


Please indicate the time the catering can be cleared.

Method (Change Method)

 **Delivery (\$0.00)**


Payment Method


Credit or Debit Card
(Flex Catering Pay (Fat Zebra))


Account - Receive an invoice and pay by bank transfer

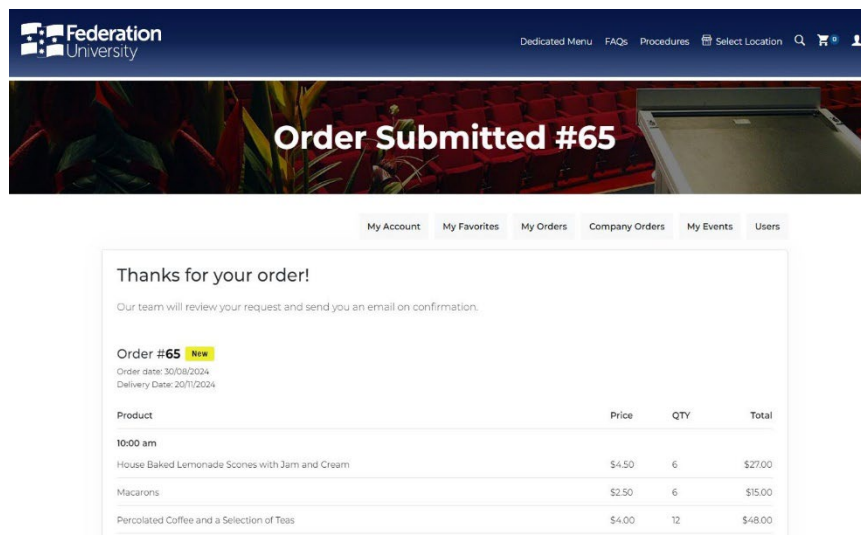
Receive an invoice and pay by bank transfer.

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

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

Place Order

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.



The screenshot shows the Federation University website header with navigation links: Dedicated Menu, FAQs, Procedures, Select Location, Search, Cart, and User profile. Below the header is a banner for "Order Submitted #65". A navigation menu includes: My Account, My Favorites, My Orders, Company Orders, My Events, and Users. The main content area displays a confirmation message: "Thanks for your order! Our team will review your request and send you an email on confirmation." It lists "Order #65" with a "New" tag, an order date of 30/08/2024, and a delivery date of 20/11/2024. A table follows with columns for Product, Price, QTY, and Total.

Product	Price	QTY	Total
10:00 am			
House Baked Lemonade Scones with Jam and Cream	\$4.50	6	\$27.00
Macarons	\$2.50	6	\$15.00
Percolated Coffee and a Selection of Teas	\$4.00	12	\$48.00

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