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## *Mamas Online Ordering FAQ'S*

**I can't access the Ultimate Schools website to place my order, what should I do?** The first thing to do is try to log on using a different device. Although uncommon, technical difficulties can occur, but they are usually resolved quickly. Unfortunately, they cannot be resolved by the canteen. For questions related to [Ultimate Schools contact 03 9020 1473](#) If you are not able to place your order alternative lunch arrangements for your child need to be made.

The canteens online menu closes at 9.05am sharp, so it is best not to order too close to this time of day, orders can be placed in advance at any time.

**Do I need to let the canteen know if my child will be absent for that day or will be leaving before lunch?** No. You can cancel your order any time by logging onto your Ultimate Schools account any time before 9.05am the day of order. Your account will be automatically credited.

**What if I need to cancel an order after 9.05?** You can contact Ultimate schools directly on 9020 1473 to cancel your order, or you can use the Chat function. The Canteen manager can cancel your order before food preparation begins. You can do this in person or by calling the school on 5975 1792 and ask to be transferred to the canteen. Your account will then be credited. This is offered as a courtesy service and we will do our best to assist with cancelations and credits, however they cannot be guaranteed due to our busy kitchen environment.

**I have missed the 9.05am online cut off time; can I still place my order?** We are happy to help you where we can if you contact us. Please be sure if you text or message us you get a reply confirming we have received your message. Ordering the night before or setting up a recurring order will save you the inconvenience and worry about a forgotten order.

**I was certain I placed an online order for today, why did my child not receive it?** Check that you have ordered for the right day. You must click 'Place Order' for your order to be fully processed. You will receive an order confirmation via email from Ultimate Schools. If ordering for more than one student each order needs to be submitted separately. Always check these confirmation details carefully.

**Why did my child not receive their Milk Shake?** All drinks must be collected from the canteen at lunch play. Your Child needs to bring the bag their food was delivered in; we have highlighted the item for collection. The item is then given to your child.