

- [Mail delivery failed: returning message to sender](#)
- [Can I have a separate receipt to make a claim?](#)

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1. If you have received such an email message, it means that our email to your email address was rejected by your server(currently, we have a few cases all of whom from MoE's servers). Yahoo, gmail and others seems to be okay but we have only a few messages so far from these.

2. The rejected email is then sent to you(because the reply to address is your email address). Strange but at least you can view the information that you sent to us through our online form.

3. We are not sure why some emails are rejected but the majority are getting through to us.

4. As a work around. Use an email other than an MoE address but I don't think it is necessary as we are getting your emails (I think!)

5. Online ordering. We will send you a pdf invoice or invoices about 3 to 5 days after your submission. This response will confirm that your order was received. We will only start invoicing in May after the events :)

Can I have a separate receipt to make a claim?

Yes, you may.

1. Just fill in your order separating the school order from the student order.

We will email you both the invoices(PDF) for you to check through.

2. Make your payment (Cheque or Inter Bank Transfer) giving us our Invoice IDs as the reference in your payment.

3. We will send you the receipts to confirm we have received your order.