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## Information on food supply

Dear parents,

We, the company ProCate Professional Catering GmbH, are pleased to be able to provide your children with lunch from January 2025. As a caterer in your school, we prepare a balanced lunch for the children every day. Our lunch menu includes two varied menus, one of which is always a vegetarian dish. In addition, a fresh salad plate as well as homemade desserts and fresh fruit are offered daily.

## Registration

In order to ensure the food supply at the start of school, you must register your child online beforehand. This is the transition from your previous ordering and billing tool "Webmenü" to our provider MensaMax. To do this, the website must [be opened https://mensadigital.de](https://mensadigital.de).

Apply for a **new customer account** there. The data required for this are:

The project is called:	<b>HH2306</b>
The institution is:	<b>Comenius-Schule-Quickborn</b>
The unlock code is:	<b>2143</b>

After entering the data, the privacy policy and terms and conditions must be accepted. Please fill in the necessary fields carefully, the mandatory fields are highlighted in colour. When you have successfully completed the process, you will receive an email with your required credentials. If you forget your password, you can have a new password sent to you at any time.



The screenshot shows the MensaMax login/registration page. At the top is a yellow circle with the letter 'M'. Below it, the text reads: "Willkommen bei MensaMax" and "Die Zugangsdaten für Ihr Konto erhalten Sie von Ihrer Einrichtung." There are four input fields: "Projekt:", "Einrichtung:", "Benutzername:", and "Passwort:". Below these fields is a yellow "Login" button. At the bottom, there are two links: "Freischaltcode erhalten?" and "Hier neues Konto anlegen". A black arrow points to the "Freischaltcode erhalten?" link. At the very bottom, there is a link "Passwort vergessen?".

**Important!!! In the case of siblings, each child needs its own registration!**

## Food ordering and unsubscribing

You can place your food orders some time in advance, but you must have placed the order at least two working days before the meal day. **This means that the order for Monday must be placed on Friday.**

Cancellations (e.g. due to illness) can be made online via the Mensa Max account or by telephone via the contact given above until 07:45 in the morning. Unfortunately, cancellations received too late will have to be charged.

Please note that if your child is absent for a longer period of time, lunch must be cancelled for the entire period.

**How do I order a meal?**

Click on the selected menu

**How do I cancel an order?**





















Click ordered menu **again**

**Until when is it possible to unsubscribe?**

Until around **07:45 a.m.** in the morning

< 18.11.2024 - 24.11.2024 (KW47) >

Bilder ausblenden ■ = bereits bestellt aktueller Kontostand: 66,49 Euro

	Mo, 18.11.2024	Di, 19.11.2024	Mi, 20.11.2024	Do, 21.11.2024	Fr, 22.11.2024
<b>Menü 1</b>	<ul style="list-style-type: none"> <li>Tortellini mit Spinatfüllung dazu Broccoli und Tomatensauce</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Paniertes Putenschnitzel mit Buttergemüse und Heidekartoffeln</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Kartoffeltaschen mit Mozzarella und Dip</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Rindergulasch mit Champignons und Paprika, dazu Eblyweizen</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Fischfilet "Müllerinen Art" mit Buttergemüse und Heidekartoffeln</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>
<b>Menü 2 vegetarisch</b>	<ul style="list-style-type: none"> <li>Roter Bohnentopf mit Tofu, Mais und Graubrot</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Kartoffelaufauf in Käsesauce mit Paprikagemüse und Tomatenragout</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Vollkorn Nudeln mit Linsen-Möhren Ragout und Gemüsebällchen</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Buntes Kartoffelgulasch mit Gemüse</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Nudelaufauf in Kräutersauce mit Erbsengemüse</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>
<b>Salat</b>	<ul style="list-style-type: none"> <li>Bunter Salatteller mit Schinken oder Käse</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Rohkostteller mit Karotte, Apfel, Kohlrabi, Radieschen und Paprika, dazu Dip</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Bunter Salatteller mit gekochtem Ei</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Salatteller Mozzarella-Tomate</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>	<ul style="list-style-type: none"> <li>Bunter Salatteller mit Putenstreifen und Ananas</li> </ul> <p>★★★★★ (0)</p>  <p>4,00 € Details</p>
<b>Dessert</b>	<ul style="list-style-type: none"> <li>Äpfel aus dem alten Land</li> </ul> <p>★★★★★ (0)</p>  <p>0,00 € Details</p>	<ul style="list-style-type: none"> <li>Griechischer Joghurt mit Honig und Nüssen</li> </ul> <p>★★★★★ (0)</p>  <p>0,00 € Details</p>	<ul style="list-style-type: none"> <li>Rote Grütze</li> </ul> <p>★★★★★ (0)</p>  <p>0,00 € Details</p>	<ul style="list-style-type: none"> <li>Mandarinenquark</li> </ul> <p>★★★★★ (0)</p>  <p>0,00 € Details</p>	<ul style="list-style-type: none"> <li>Handobst</li> </ul> <p>★★★★★ (0)</p>  <p>0,00 € Details</p>

## Food distribution

So-called RFID chips are used for legitimation at the food counter. Only a number is stored on the chip and no personal data. This small transponder is used to read out at the food counter whether and which food has been ordered. Therefore, you always have to have the chip with you for the food distribution. **The chip costs € 5.00 and will be debited from the MensaMax account at the time of issue.**

## First-time chip issuance

In order to receive the chip and register your child for the system, there will be an appointment at the school where all children will come to the canteen in classes. On this day, the chip will be issued and activated for each registered child.

In order for your child's registration for the chip system to work smoothly, an **account with MensaMax is required**. Please register your child as soon as possible to ensure that all data is available in time.

If your child cannot be present at school on this day, e.g. due to illness, there is the possibility to receive a chip in week 51 (before the holidays) in the cafeteria. This also applies in the current school year. For example, if the chip is lost. In this case, the new chip will be debited again with €5 from your MensaMax account.

## Payment and billing

After the end of the cancellation period (07:45 a.m. on the day of the meal), the pre-order is automatically booked and will be debited from your MensaMax credit. For this to work, the MensaMax account must always be topped up with credit. To do this, money should be paid into the MensaMax account regularly, preferably with a standing order at your bank. The price for the meal is currently €4.00 incl. VAT from 01.01.2025.

### Example calculation for an amount of €4.00 per meal:

Participation per week	Amount per week	Amount per month
5 days	20,00 €	80,00 €

### The bank transfer is available as a payment option.

Below you will find our account details. Please do not use this account for any other purpose, but only for school catering:

Recipient:	<b>ProCate Professional Catering GmbH</b>
IBAN:	<b>DE59 2305 1030 0511 9157 53</b>
Reference:	<b>Username ("login name") of your child</b>

When making your transfers, please make sure that the reason for payment is correct. This means that the transfer is automatically and directly booked to your child's MensaMax account. Plan a few days for the bank term. Depending on the bank, a transfer takes about 3-4 business days to be credited to the recipient's account.

If your account balance is below €15, MensaMax will inform you of this circumstance in your customer account. If you would like to receive a notification e-mail, you must enter your e-mail address under "MY DATA".

Since each child has its own purpose, you will also have to make several transfers if you have several children.

### **Loss of the chip**

In the event of loss, please let info@procate.de know immediately at the telephone number given above or by e-mail to avoid misuse. The chip can be blocked. For the purchase of a new lost chip, you will again incur costs of €5.00.

### **Education and Participation Package (BuT)**

For children or their parents who receive basic income support for jobseekers according to SGB II or social assistance according to SGB XII and children whose parents receive a child allowance or housing benefit (Federal Child Benefit Act or Housing Benefit Act), they can apply for benefits under the Education and Participation Package (BuT). If you are eligible for benefits, **please proactively send** us your **education card number** to our e-mail info@procate.de, as before.

Please remember to regularly renew your entitlement to benefits at the social welfare authority. Furthermore, if we do not have a current benefit notice, you must pay the full meal price or deregister your child from the meal until the new management notice is available.

### **Notice**

If you would like to cancel the lunch meal for your child, please send us a written notification (e-mail, fax or post). Any balances of the MensaMax account will be refunded to you.

If you have any questions, please feel free to contact us.

Best regards,

Your ProCate Team