

Creating a MensaMax user account:

You can access our order platform via our homepage www.hofladen-freiberg.de or directly via www.MensaPoint.de

How to apply for a new user account



Willkommen bei MensaMax
Die Zugangsdaten für Ihr Konto erhalten Sie von Ihrer Einrichtung.

Projekt:
Einrichtung:
Benutzername:
Passwort:

Login

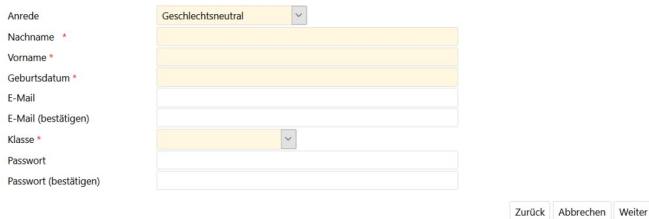
Freischaltcode erhalten? [Hier neues Konto anlegen](#)
[Passwort vergessen?](#)

The data required for this are:

Projekt: PLOE111
Einrichtung: HBS
Freischaltcode: 1846

Benutzerdaten

Bitte geben Sie hier die Daten des **Benutzers** (z.B. Schüler) ein und bestätigen Sie mit "Weiter". Die Daten eines weiteren Ansprechpartners (z.B. Erziehungsberechtigter) werden erst im nächsten Schritt eingegeben.



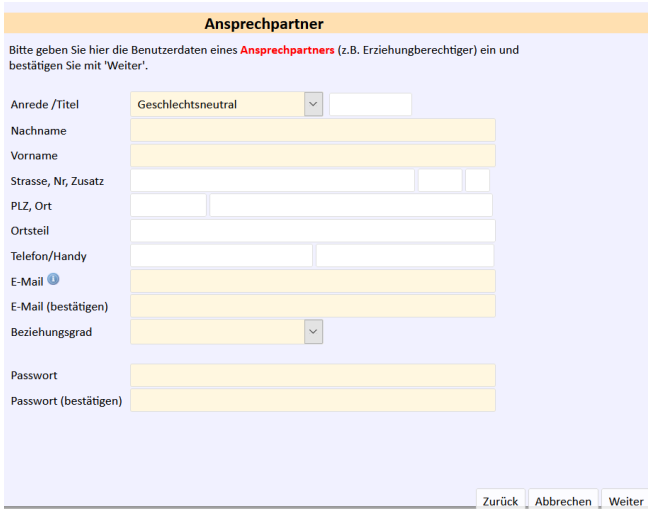
Anrede: Geschlechtsneutral
Nachname *
Vorname *
Geburtsdatum *
E-Mail
E-Mail (bestätigen)
Klasse *
Passwort
Passwort (bestätigen)

Zurück Abbrechen Weiter

Now fill in the user data, mandatory fields have a colored background.

If your child (as a user) participate in the lunch offering, please do **not** enter an email address.

A password is still required, but will not be requested again later, provided the lunch attendee is under 18 years old.



Ansprechpartner

Bitte geben Sie hier die Benutzerdaten eines **Ansprechpartners** (z.B. Erziehungsberechtigter) ein und bestätigen Sie mit "Weiter".

Anrede/Titel: Geschlechtsneutral
Nachname
Vorname
Strasse, Nr, Zusatz
PLZ, Ort
Ortsteil
Telefon/Handy
E-Mail
E-Mail (bestätigen)
Beziehungsgrad
Passwort
Passwort (bestätigen)

Zurück Abbrechen Weiter

Please enter **your** complete data here (not that of the child) including email-address. Confirm the information with „Weiter“.

After successful completion, you will receive an email with the necessary login data.

Important: Every meal participant (or every child) needs their own Mensamax user account.

Order and cancel lunch:

You can order meals for your child several weeks in advance. However, **no later than 12:00 p.m. on the day before the meal**. To do this, log into your MensaMax user account on your computer, tablet or in the MensaMax app.

You can view the meal plan under ORDERING FOOD – ordering / canceling food. Use the arrows (< >) to change the calendar week. If you would like to order a meal, click on the corresponding field. As soon as the **color changes**, you have ordered the respective meal.



< 21.03.2022 - 27.03.2022 (KW12) >

Bilder ausblenden = bereits bestellt aktueller Kontostand: 91,50 €
Kontostand inkl. aller Bestellungen: 88,40 €

	Mo, 21.03.2022	Di, 22.03.2022	Mi, 23.03.2022	Do, 24.03.2022	Fr, 25.03.2022
Tagesmenü	<ul style="list-style-type: none"> Gemüse-Nuggets/Bällchen mit Möhrengemüse und Kartoffelstampf^(1c, 1d, 7, 6, 1a) 	<ul style="list-style-type: none"> Vollkornnudeln mit Käsesauce, dazu grüner Salat^(7, 9, 10, 1a) 	<ul style="list-style-type: none"> Putenschnitzel mit Paprika-Tomatensauce & Kartoffeln (G)⁽⁹⁾ 	<ul style="list-style-type: none"> Erbsen-Weizenpfanne mit Tomatensauce 	<ul style="list-style-type: none"> Milchreis mit Apfelmus^(7, f)
					

If you would like to cancel the meal, click on the corresponding field again. As soon as the background color changes, the meal is cancelled. Reimbursement is immediate.

For organizational reasons, orders can only be canceled until 7:00 a.m. on the day of delivery. Later changes cannot be longer considered. We expressly point out that meals that have not been canceled must be paid for, even if your child did not eat the meal.

If you want to order or cancel food for a longer period of time, you can use the permanent eater function in Mensa-Max on the computer.

At www.hofladen-freiberg.de (Schulessen – Daueresser – Anleitung zur Buchung) you will find further information and instructions.

Meal Payment

The payment is based on credit balance. Therefore, there must always be sufficient credit for at least one meal. If the credit is insufficient, the meal is automatically canceled by the system in the morning.

Bank transfer is available as a payment option. Please be sure to enter the login name as the intended purpose. MensaMax cannot make the assignment automatically without this information. Incorrect information may result in incorrect, delayed or non-accounting of your transfer. A standing order is recommended for regular meals.

As soon as your user account falls below a credit amount of 15.00 €, you will receive a notification by e-mail. You can then make a transfer and thus top up your account in advance. **Please note that it can take up to 3 working days from your transfer to the settlement within MensaMax.** Therefore, transfer the credit for lunch well in advance with an adequate time buffer.

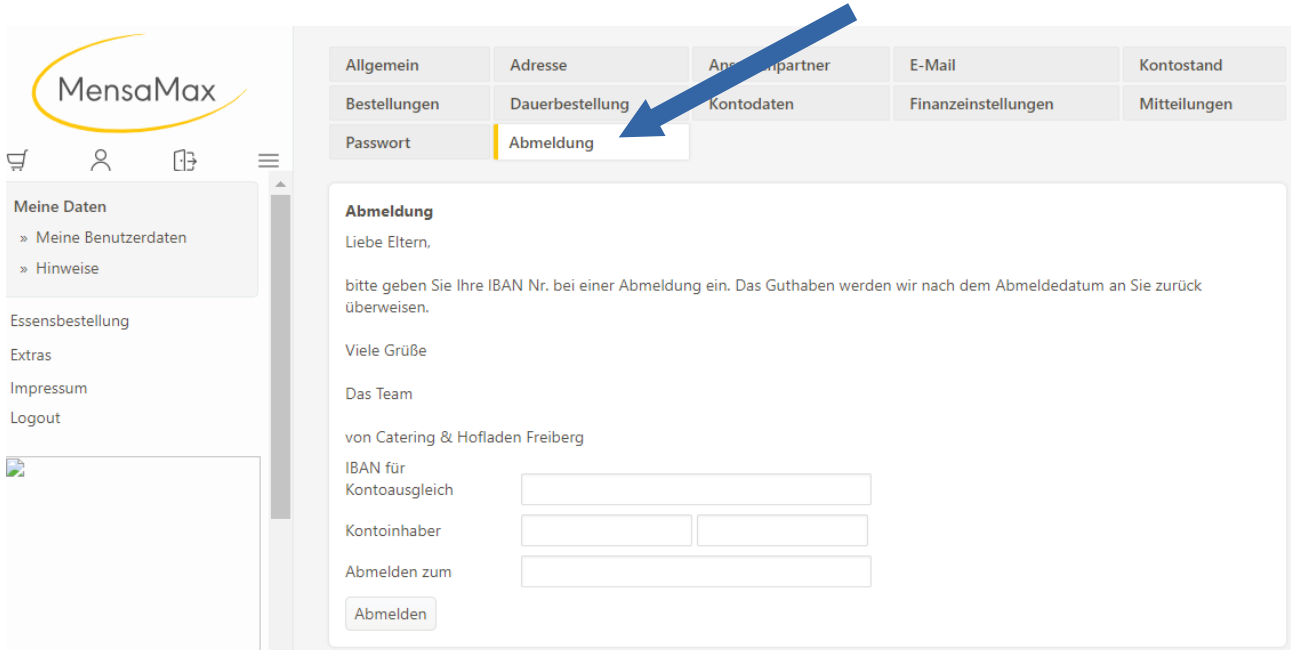
Please only use this account for the transfer of lunch meals.

recipient: FREIBERG OHG
IBAN: DE41 2105 0170 1001 8130 94

If you receive unemployment benefit II, social assistance, housing benefit or child allowance, you can apply to the job center or to your town hall for lunch costs to be covered. You can get the applications there. Please take care of an extension at least 3-4 weeks before the cost assumption expires. If the assumption of costs has expired, the full price will be charged again. Only those who have submitted a current notification to us can be billed according to the education and participation package.

The termination of the user account

If you no longer want your child to have lunch, please select "Abmeldung" in your user account (to find under: Meine Daten – Meine Benutzerdaten)



The screenshot shows the MensaMax user account interface. On the left, there is a navigation menu with the following items: Meine Daten (with sub-items: » Meine Benutzerdaten, » Hinweise), Essensbestellung, Extras, Impressum, and Logout. The main content area displays a grid of menu items: Allgemein, Adresse, Anmelden/Partner, E-Mail, Kontostand, Bestellungen, Dauerbestellung, Kontodaten, Finanzeinstellungen, and Mitteilungen. The 'Abmeldung' option is highlighted with a blue arrow. Below the grid, the 'Abmeldung' form is visible, containing the following text and fields:

Abmeldung
 Liebe Eltern,
 bitte geben Sie Ihre IBAN Nr. bei einer Abmeldung ein. Das Guthaben werden wir nach dem Abmeldedatum an Sie zurück überweisen.
 Viele Grüße
 Das Team
 von Catering & Hofladen Freiberg

IBAN für Kontoausgleich:
 Kontoinhaber:
 Abmelden zum:
 Abmelden

Please enter the account data to which we should transfer the credit back, then click "Abmelden" to log out. You will immediately receive a confirmation-email. Please note that a chargeback may take some time.

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

Many greetings

Your team from Catering Freiberg