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Instructions for the use of MensaMax© software at Radolfzell schools

Radolfzell am Bodensee
dated: Mai 2026

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1. Preface

Dear parents,

the town of Radolfzell has used the MensaMax software for ordering, cancelation and billing of school meals for some time now. This allows for a greater ease of use as well as transparency and it is administratively much more efficient for the town.

By setting up your personal MensaMax account, you can order your child(ren)'s meals from the comfort of your own home using the caterers meal plans. You can also cancel or check any orders you previously made. Payment is also taken care of using the MensaMax software. Additionally, you can check your credit balance at any time.

The following instructions will tell you how to use the order and payment system from home. You will also find a frequently asked questions section (FAQ).

We wish you the best of success using the system,

Your *Stadtverwaltung Radolfzell am Bodensee* (municipal authority)

2. How to register and log in

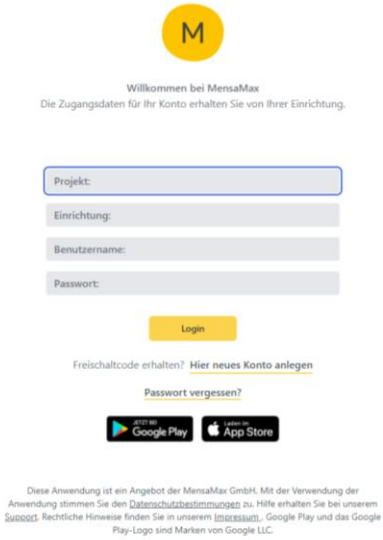
2.1 Where do I find the MensaMax software?

To use the MensaMax software you will need internet access, a web-enabled device as well as a current browser. To get to the MensaMax home page, open your browser (e.g. Explorer, Firefox etc.) and enter the following address in the browser's address field:

https://mensastadt.de

You will then see the following:





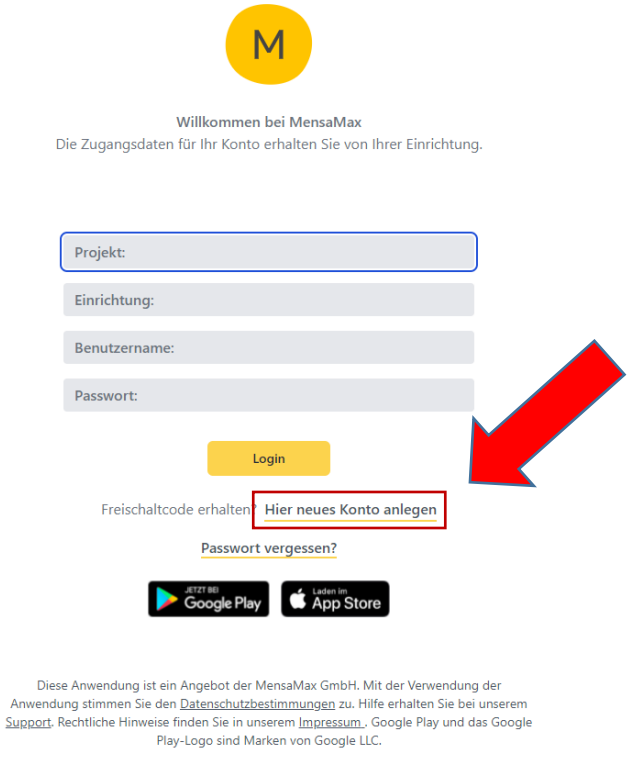
You may also upload the MensaMax App from the App-Store / Google Play. This allows you to quickly and easily order and cancel meals. Please note however, that the web versions offers you several additional functions.

2.2 Registration: How do I set up a MensaMax account?

You will need the following access information for your registration. Please select the appropriate log-in information for the school of the child for whom you are ordering meals.

Einrichtungsname (name of institution)	**Projekt** (project)	**Einrichtung** (institution)	**Freischaltcode** (access code)
Ratoldusschule	KN2387	Ratoldusschule	7854
Teggingerschule	KN2387	Teggingerschule	7854
Sonnenrainschule	KN2387	Sonnenrainschule	7854
Hausherrenschule	KN2387	Hausherrenschule	7854
Grundschule Böhringen (Storchen-schule)	KN2387	GS-Boehringen	7854
Grundschule Güttingen	KN2387	GS-Guettingen	7854
Grundschule Liggeringen	KN2387	GS-Liggeringen	7854
Grundschule Markelfingen	KN2387	GS-Markelfingen	7854
Grundschule Stahringen	KN2387	GS-Stahringen	7854

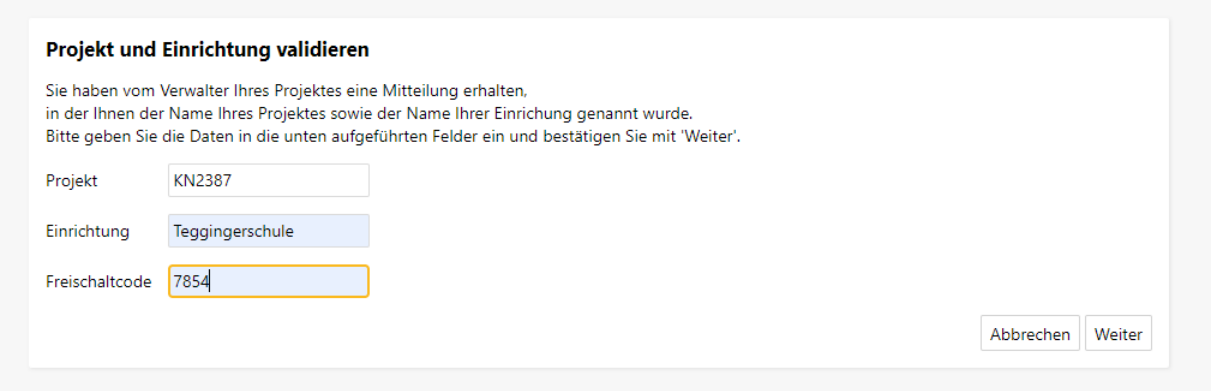
Please set up a separate account for each person (child) for whom you are ordering meals. To do so, please click on: „*Hier neues Konto anlegen*“ (set up additional account here) which is marked in red.



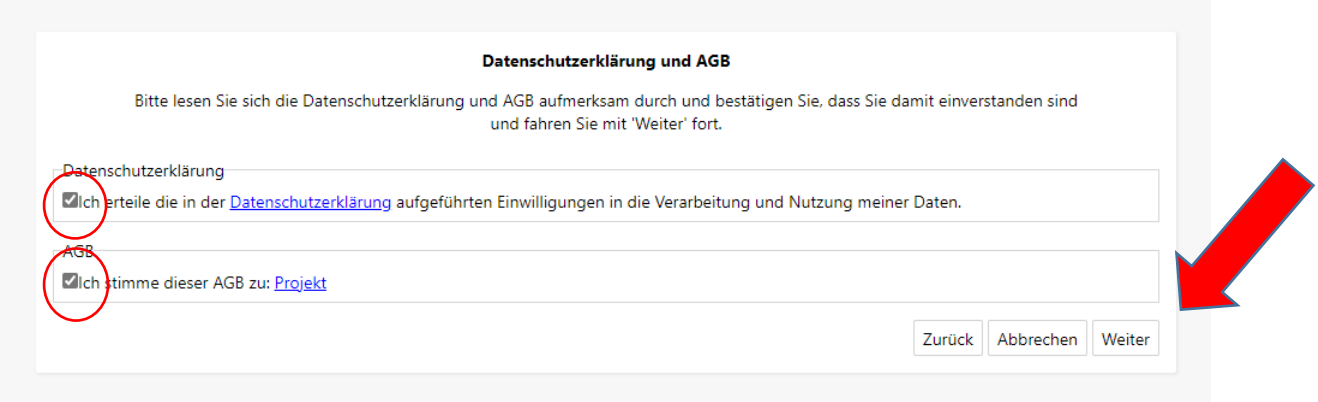
This will open another window where you enter the following information:

Here: by way of example, the Teggingerschule

Projektname:	KN2387
Einrichtungsname:	Teggingerschule
Freischaltcode:	7854



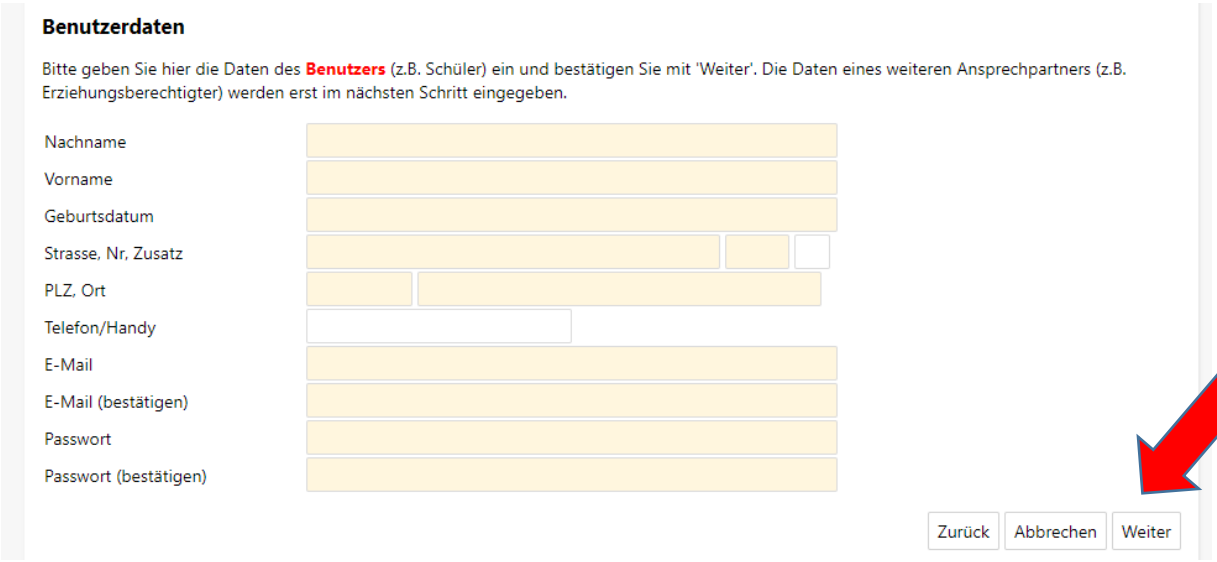
Once you click on „Weiter“ (continue), the „Datenschutzerklärung und AGB“ (data protection and terms&conditions) mask will open.



You should carefully read the data protection declaration and the term&conditions (both unfortunately available in German only – perhaps ask a German native speaker for help. Once you have done so, accept these by ticking both boxes and click „Weiter“ (continue).

Please complete all required information in the „Benutzer“ (user) mask. These are marked yellow. The user for purposes of this section is the person for whom the meals are ordered.

Please select a secure password. This should be at least six digits long, it has to contain both upper and lower case letters and at least one number. Then click on „Weiter“ (continue).



***English translation of screenshot information**:*

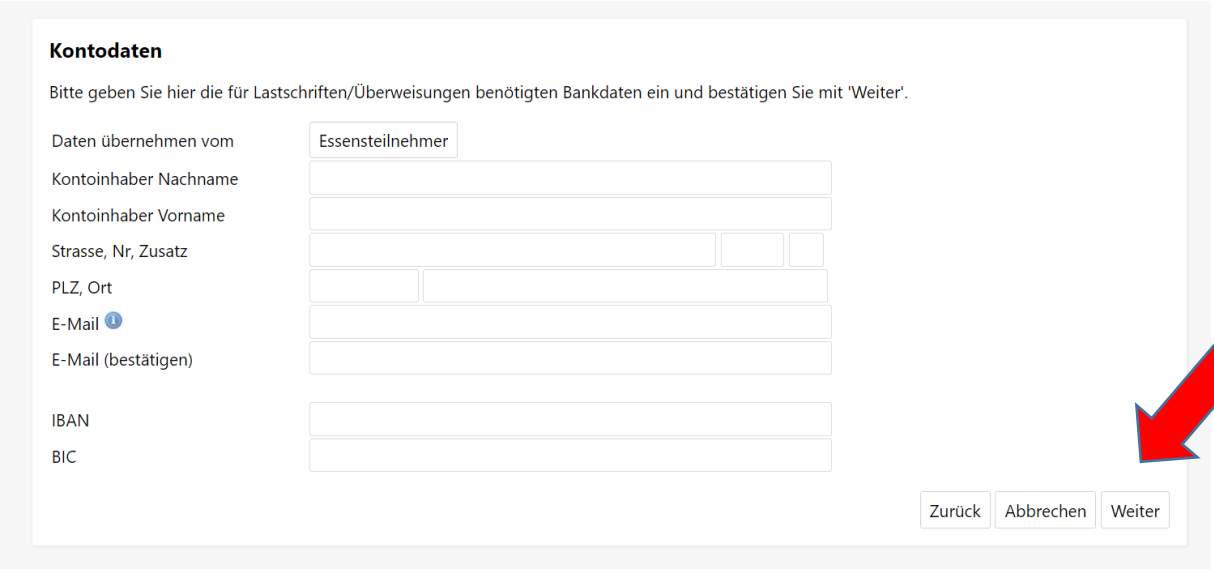
*Please enter the **user's** (e.g. pupil / student) information here and confirm using "Weiter" (continue. Information for a contact person (e.g. parent / guardian) will be entered in the next step)*

Nachname	*family name*
Vorname	*given name*
Geburtsdatum	*date of birth*
Straße, Nr., Zusatz	*street, number, addition*
PLZ, Ort	*post code, town*
Telefon/Handy	*phone / mobile number*
E-Mail	*email*
E-Mail (bestätigen)	*email (confirm)*
Passwort	*password*
Passwort (bestätigen)	*password (confirm)*

Note: Please provide an email address to which you as a parent have access. You can also give multiple email addresses. Please make sure to separate email addresses with a comma only, do not use spaces.

For example.: KN2387@mensamax.de,stadt@radolfzell.de

Enter the information required and complete this step using the „Weiter“ (continue) button. Account information. Please enter the bank information required for direct debit / bank transfer and confirm using the "Weiter" (continue) button.



***English translation of screenshot information**:*

Daten übernehmen vom Essensteilnehmer	*Use previous information*	*meal participant*
Kontoinhaber Nachname	*account holder, family name*	
Kontoinhaber Vorname	*account holder, given name*	
Straße, Nr., Zusatz	*street, number, addition*	
PLZ, Ort	*post code, town*	
Telefon/Handy	*phone / mobile number*	
E-Mail	*email*	
E-Mail (bestätigen)	*email (confirm)*	
IBAN	*IBAN*	
BIC	*BIC*	

You will then see an overview of the information you entered. Complete this step by clicking „Beenden“ (complete). You will then receive an email (one for each person for whom you order meals) with your access information. This email will state your user name. The password is the one you chose.

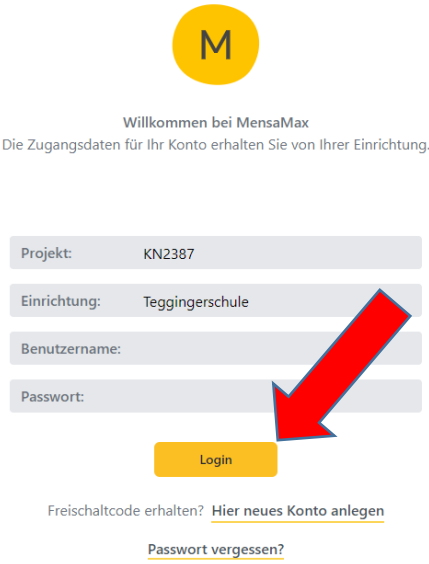
If you ever forget your password, you can always request a new password on the MensaMax homepage.

2.3 Log-in: How do I log onto MensaMax?

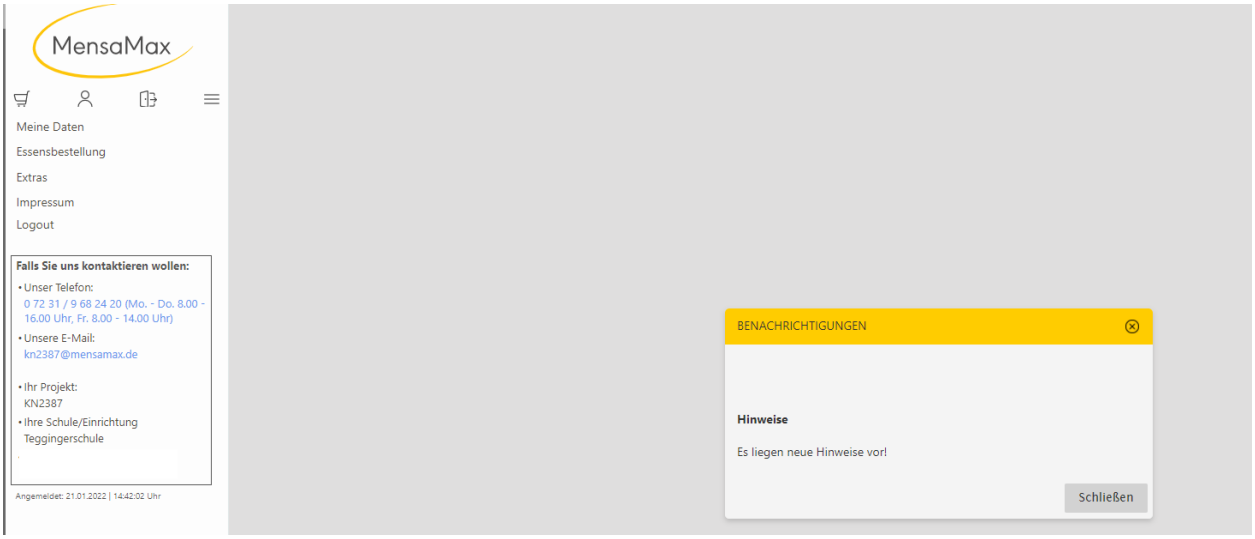
You applied for your customer account? So now open the following page on your browser:

https://mensastadt.de

To log on, enter the project number (*Projektnummer*), in the field *Einrichtung* enter the name of your school and also enter your user name (*Benutzernamen*) and password (*Passwort*).



Confirm your entries using the yellow login button. This will open the start page of your personal customer account.



3. Payment – How do I pay for the meals?

Generally speaking, the systems works on a credit basis. If you want to order meals, you have to ensure that you have sufficient credit on your MensaMax-account. You are always paying the price for the meals in advance. If you do not have any credit, you will not be able to get any meals. To pay, we offer you the choice of *SEPA-Lastschrift* (direct debit) or *Überweisung* (bank transfer).

3.1 *SEPA-Lastschrift* (direct debit)

From January 2022 onwards, we offer you the option of paying by *SEPA-Lastschrift* (direct debit).

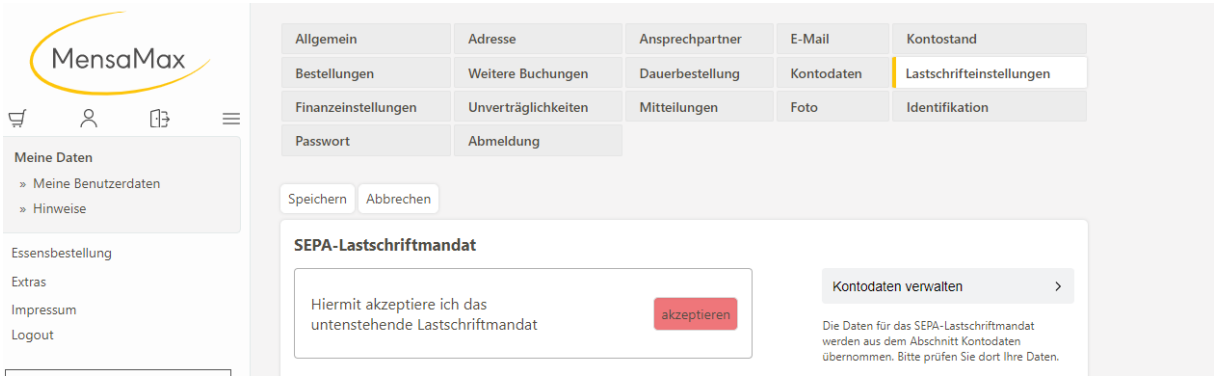
3.1.1 How does payment by direct debit (*SEPA-Lastschrift*) work?

If you agree to pay by direct debit, MensaMax will debit your account with a **base amount of 94,30 Euro** prior to your first order. This amount will cover meals for an entire month, thus you will be sure to have sufficient funds on your MensaMax-account. Every time you order meals, this will be charged against this credit. At the end of each month, your bank account will be debited with a sum sufficient to ensure that the base amount of 94,30 Euro is available on your MensaMax account. MensaMax will only debit your bank account once every month. Thus, if you make the decision to use direct debit in the middle of a given month, please note that you will only have these funds available on your MensaMax account from the following month onwards and you will only be able to order meals using this payment method from then on. In such a case, please make sure that sufficient funds remain on your MensaMax amount to cover the time until the end of the month (e.g. using a bank transfer (*Überweisung*)).

3.1.2 How do I authorise a *SEPA-Lastschrift*?

When you register your child, you have the option of granting MensaMax permission to use SEPA-Lastschrift. To do so, use your information (as above) to log onto MensaMax then go to „*Meine Daten >> Meine Benutzerdaten >> Kontodaten*“ (my information>>my user information>>bank information) to enter your bank details. To give permission to use *SEPA-Lastschrift*, select *„Lastschrifteinstellungen“* (direct debit options) in the *„Meine Benutzerdaten“* (my user information) tab. Please accept the direct debit authorisation (*SEPA-Lastschriftmandat*) on the page as shown below by clicking on the „*akzeptieren*“ (accept) button. If this button is red, then your information is incomplete. Please check under the menu header „*Kontodaten*“ (account information) and complete as necessary.

Once you have given permission to use SEPA-Lastschrift, the amount of 94,30 Euro will be taken from your bank account. At the start of the next month, you can order the meals you want using MensaMax. More details on the ordering process can be found in section 4. If you wish to order earlier, you can top up your credit by bank transfer (cf. section 3.2). From the following month onwards, your bank account will be debited automatically. You will also receive an email to the mail address you gave us telling you that the debit is about to take place.



3.2 Bank transfer (*Überweisung*)

3.3 How does payment by bank transfer (*Überweisung*) work?

If you wish to order meals, you have to first transfer a credit to your user account. To do so, you can transfer your chosen amount to your MensaMax-account. Please be aware that your child will only receive their meals if your MensaMax-account shows sufficient credit to pay for them. Therefore we recommend transferring a higher amount, at least 15 Euro. Please note: We calculated the monthly costs for daily meals to be 94,30 Euro. When transferring money to your user account, please keep in mind the number of times your child will order meals via MensaMax as well as the intervals in which you plan to re-charge your account.

In the following you can find our account details. Please use this account only for school meals and no other payment.

Empfänger (recipient): **MensaMax-Treuhandkonto Stadt Radolfzell**
IBAN: **DE41 6665 0085 0008 9908 75**

Please make sure to enter your ***Login-Namen (=Benutzername)*** (user name) in the ***Verwendungszweck*** (reference) section, to ensure that the money transferred can be credited to your MensaMax-account. As each person for whom meals are ordered will have their own *Verwendungszweck*, you will have to make multiple transfers if you are ordering for more than one person.

Your user name will have been sent to you in the email containing your access details which you received upon registering each account. It is essential that you use the correct user name as otherwise it will not be possible to credit the correct MensaMax-account.

Depending on your bank, it may take a few days for the money to arrive. Only when the credit is shown on your account will you be able to order meals.

3.3.1 *Hinweisbetrag = Schwellwert* (threshold)

To ensure that your MensaMax-account is always sufficiently in credit, there is the so-called ***Hinweisbetrag or Schwellwert*** (threshold). It is currently set at **15 Euro**. As soon as your credit falls below this balance, you will automatically be notified by MensaMax – both on the web-application and the app. Additionally, you will also receive an email notification. This ensures that you will have sufficient time to top-up your credit by bank transfer. Please do keep in mind that your child will only receive their meals if your account is sufficiently in credit. It is not possible to have a negative balance on your account. If you prefer, you can set your personal *Schwellwert* at a higher level and thus receive your top-up notification

earlier, as soon as your account is below such a higher amount. Please find details on this in section 6.2.

3.4 Education and participation package (*Bildungs- und Teilhabepaket*)

As part of the *Bildungs- und Teilhabepaketes* (BuT = education and participation package), entitled individuals can receive free meals. Application forms can be obtained from the *Jobcenter* or the *Landratsamt Konstanz - Kreissozialamt*. They will also approve applications.

- If you receive **Arbeitslosengeld II or Sozialgeld**, please contact your Jobcenter. You can also find the forms online at (forms and information available in German only):

  Bildungs- und Teilhabepaket Jobcenter: Gemeinschaftliche Mittagsverpflegung - Jobcenter Landkreis Konstanz (jobcenter-kn.de)

- Those who receive **Hilfe zum Lebensunterhalt nach Sozialgesetzbuch (SGB) XII**, **Grundsicherung bei dauerhafter Erwerbsminderung nach SGB XII** or families receiving **Wohngeld** or **Kinderzuschlag**, please contact Landratsamt Konstanz – Kreissozialamt. You can also find the forms online at (forms and information available in German only):

  Bildungs- und Teilhabepaket Landratsamt Konstanz - Kreissozialamt:
  https://www.lrakn.de/service-und-verwaltung/aemter/sozialamt/bildungs-+und+teilhabepaket

3.4.1 Have you already applied for this or plan to do so?

An application for support does in no way affect your duty to pay; this means that even if you have applied for the BuT you will initially have to pay for the meals in full. Please make sure that you transfer sufficient funds to your MensaMax-account. Once your application has been approved, you will receive free meals for your child for the approved term and, if applicable, you will be reimbursed for money laid out. To this end, please submit your certificate (*aktuellen Bescheid*) to your MensaMax GmbH as detailed below. Only once this happened can we account accordingly and you will receive free meals.

To do so, please scan by email to: KN2387@mensamax.de

3.4.2 Is your current certificate (*Bewilligungsbescheid*) about to expire?

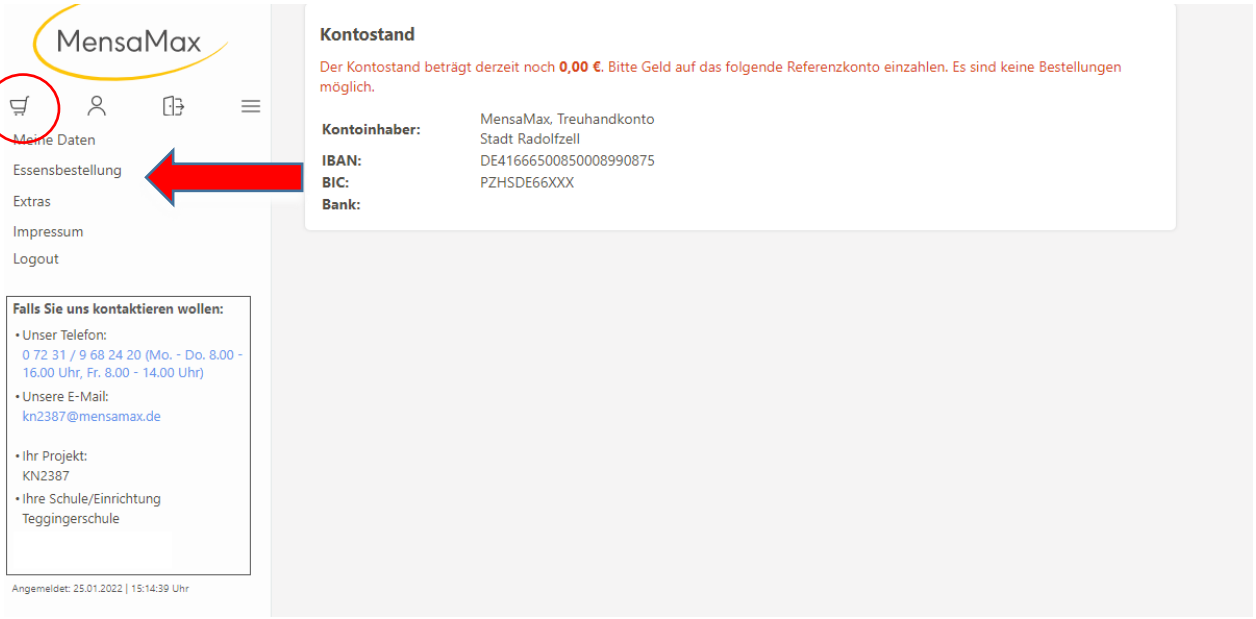
Please make sure that you seek an extension of the certificate in good time prior to expiry, at least four to six weeks before the expiry date. Otherwise you will have to provide the funds yourself.

4. Order and cancellation

4.1 How do I order meals?

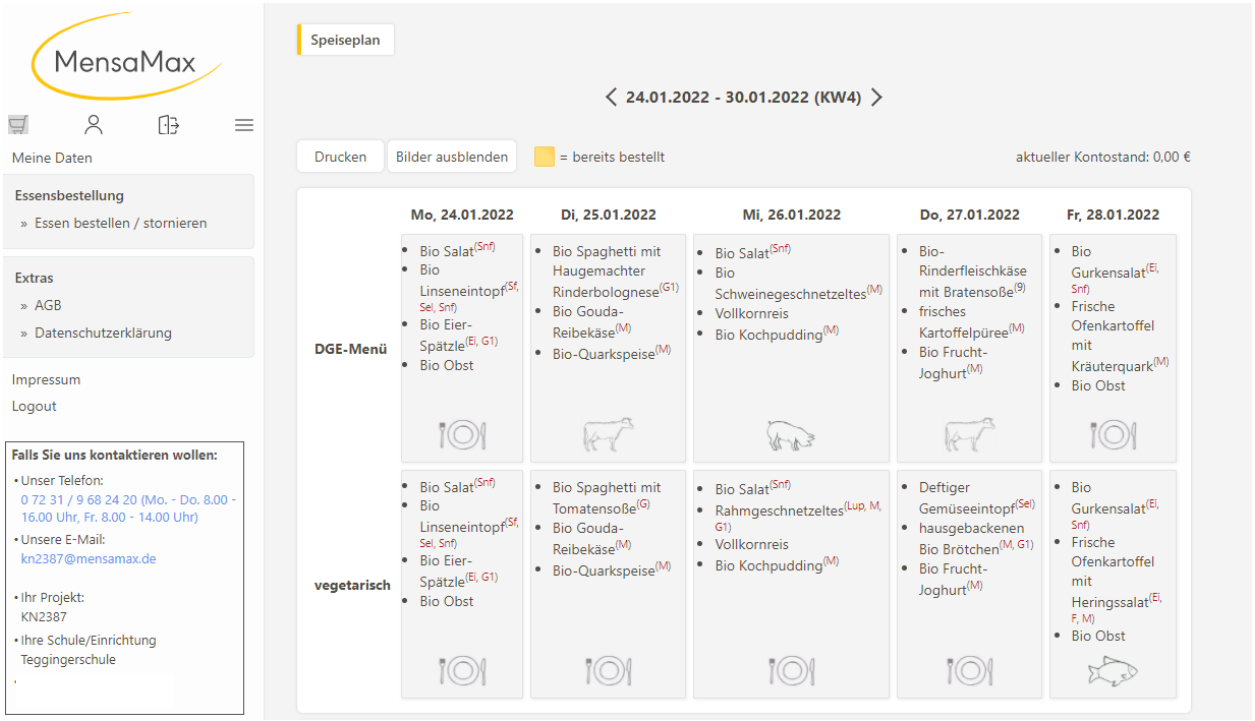
You will only be able to select meals once your customer account shows sufficient credit. No orders can be made prior to this.

Once you log on, you will see the page below. The main navigation menu is on the left-hand side.

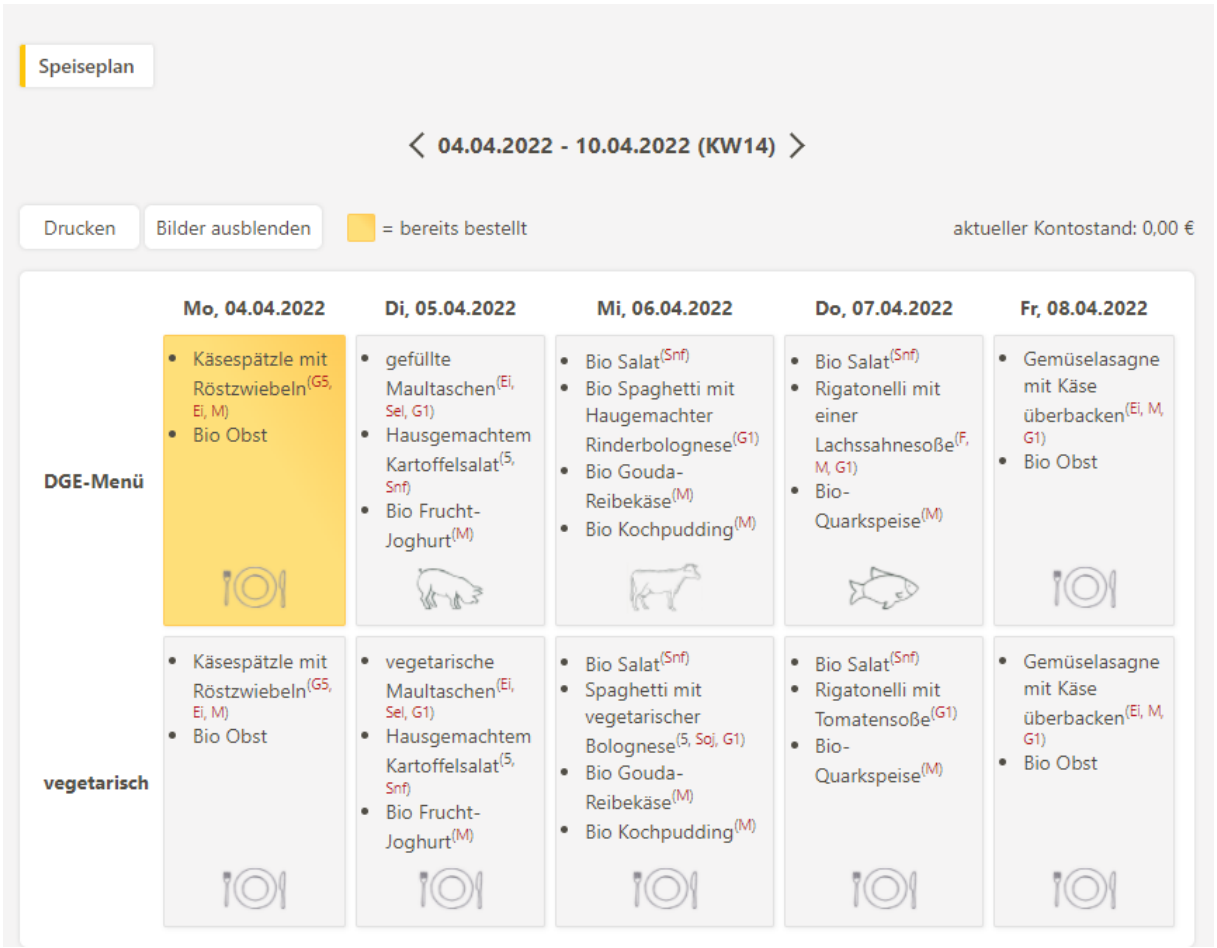


English translation of screenshot information:	
My information **Ordering meals** extras Imprint Logout Our contact information phone email your project your school / institution your user name	Your account balance Currently your balance is 0,00€. Please transfer money to the following account. Otherwise you will not be able to order Account holder: Mensamax Treuhandkonto Stadt Radolfzell IBAN DE41666500850008990875 BIC PZHSDE66XXX bank

By clicking onto the shopping trolley symbol, top right, or on the „*Essensbestellung*“ tab, followed by “*Essen bestellen / stornieren*“ (order / cancel meals) you will open the meal menu for the current week. Our caterer offers a choice of two different meal each day, one of which will always be vegetarian.



Click on the meal you like to order it. Please be aware that you can only select one meal for each given day. The meals you have ordered will be highlighted in yellow.



This page will also allow to to check any additives and allergens which may be contained in a meal (information in German only. To change to a different calender week (*Kalenderwoche* = *KW*), please click on the arrows on either side of the date on top of the page (next week = right arrow, previous week / back = left arrow).

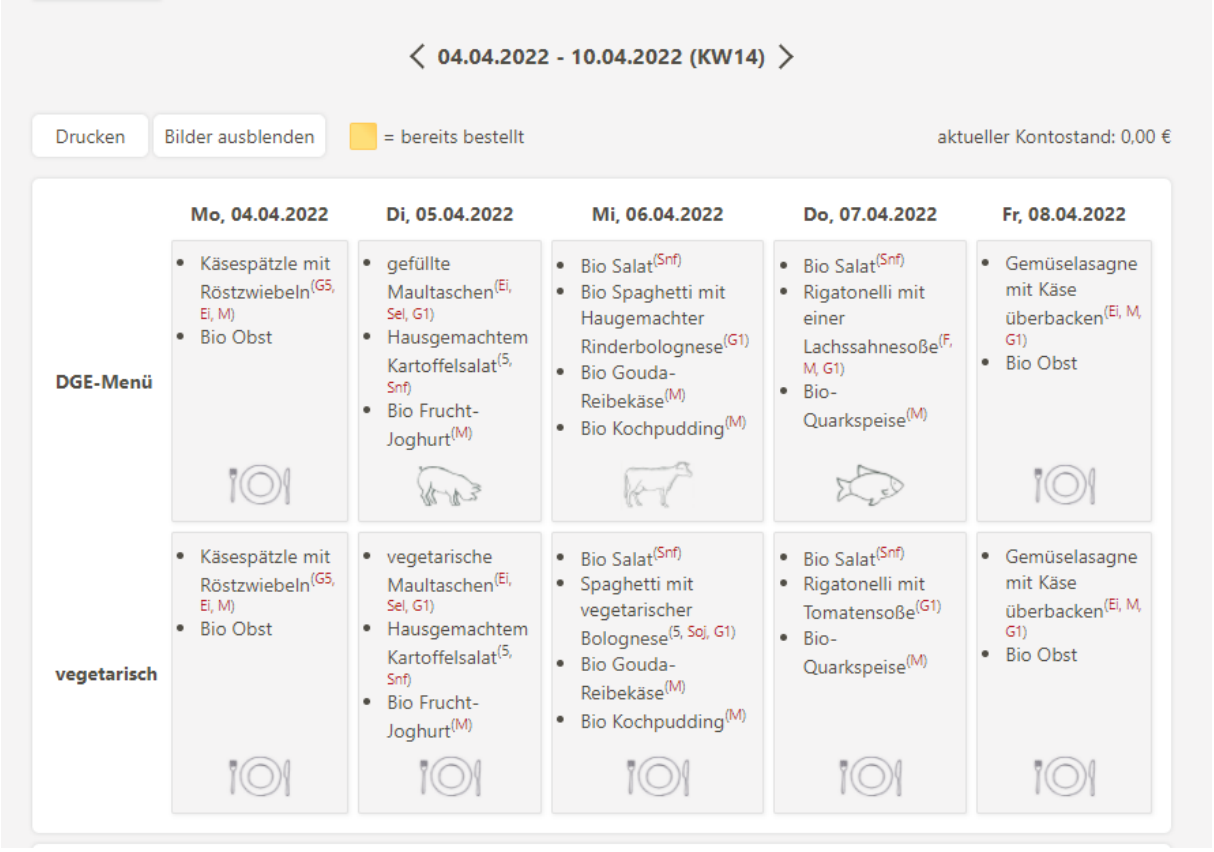
4.2 What is the order deadline?

Catering Pestalozzi: While you can order your meals several weeks in advance, you will have to order, change or cancel any meals no later than 8:00h on the day you want (your child) to eat. Orders made after this time will not be processed by the system for organisational reasons (shopping, meal preparation by the caterers) your account will not accept such changes.

Catering Maier: While you can order your meals several weeks in advance, you will have to order or change any meals no later than 12:00h on Wednesday of the previous week. Orders made after this time will not be processed by the system for organisational reasons (shopping, meal preparation by the caterers) your account will not accept such changes.

4.3 How do I cancel meals?

To cancel meals, you need to log onto MensaMax and then click on the meal (highlighted in yellow) which you want to cancel. As soon as the meal is no longer highlighted in yellow, this means that the meal has been cancelled. You can also cancel meals using the MensaMax-app.



Please note that regardless of the caterer you have to cancel a meal no later than 8:00h on the day of that meal as otherwise the cancellation will not be accepted by the system. Please be aware that any meals which have to be cancelled will have to be paid for even if they were not eaten.

5. Meal service (Ratoldusschule, Teggingerschule, Sonnenrain-Grundschule)

This section is only relevant for the following schools: Ratoldus Gemeinschaftsschule, Tegginger Grund- und Werkrealschule and Sonnenrain-Grundschule. For all other schools, staff members have a list showing who has ordered what meal.

5.1 Where do I get my chip?

Once you have set up your user account, you will need to order a chip for your child. MensaMax will then send you this chip by post. To do so, on the MensaMax homepage, select „*Meine Benutzerdaten* >> *Identifikation*“ (my account information >>identification), then click on „*Bestellung*“ (order). Please make sure that you address details in the section „*Meine Benutzerdaten* >> *Adresse*“ (my account information >>address) are complete and correct as otherwise the mail will not arrive. The chip can only be ordered through the website not the app.

5.2 How does my child get the meal ordered?

The serving station uses the RFID-chips for identification. In the refectory, your child will hold their chip to a terminal. This will allow the staff member to see if and which meal was ordered. The chip contains a number only which the system has assigned to your child. Thus it is essential that your child has this chip with them to receive their meal. While it is possible to pull the data in case a child forgot their chip, this takes time and to make serving meals quicker and avoid queues forming, we ask you to ensure that your child has their chip with them every time.

Tip: It may be useful to use a snap hook or similar to attach the chip to your child’s school bag or clothes.

5.3 What happens if my child loses the chip?

If your child has lost their chip, you should first check with a member of staff on site whether a chip was found. They will be able to ascertain to whom such a chip belongs. If the chip was not found, please inform MensaMax immediately so that they can cancel the relevant number of the chip in question. Then you will have to order a new chip from MensaMax. The charge for such a replacement chip is 8,50 Euro. This amount will be deducted from your customer account.

Please refer to section 5.1. for information on how to order the chip.

6. Settings – where can I see what?

6.1 Where can I see the meals ordered and the relevant invoice?

The tab „*Meine Daten* >> *Meine Benutzerdaten* >> *Bestellungen*“ (my information >> my user information >> orders) will show all meals you have ordered including the relevant amount. You can adjust the time period shown as you prefer, e.g. you can set up the system so that it shows all meals ordered in the past week or the entire last month.

6.2 How can I change the threshold (*„Hinweisbetrag or Schwellwert*“)?

Generally, you will be notified by MensaMax as soon as your credit falls below the 15 Euro level (3.3.1). If you go to „*Meine Daten* >> *Meine Benutzerdaten* >> *Finanzeinstellungen*“ (my information >> my user information >> financial settings), you can increase this threshold (*Hinweisbetrag*) to your liking.

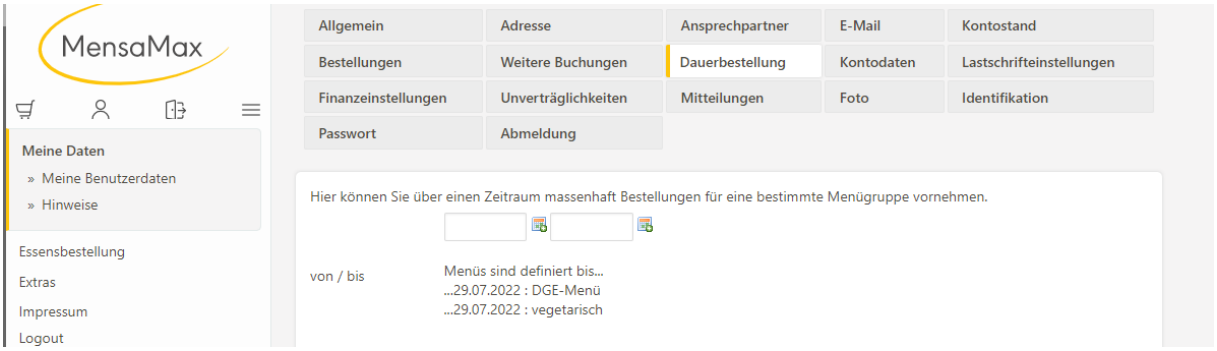


English translation of screenshot information

my information	general	address	contact	email	account balance
my user info	orders	other bookings	standing order	account info	direct debit settings
notifications	financial settings	intolerances	messages	photograph	identification
meal orders	password	deregistration			
extras	save	cancel			
imprint	threshold				

6.3 How can I set up a standing order (*Dauerbestellung*)?

If you wish to order (or cancel) meals for a longer period of time, you can do this using the MensaMax setting „Dauerbestellung“ (standing order). If your child eats with us regularly, we strongly recommend setting up a standing order on your user account. If you have a „Dauerbestellung“ set up, you can still cancel for any given day by 08:00h on the day in question. To set up a standing order, click on the „Meine Daten“ (my information) tab or the person symbol and then the „Dauerbestellung“ (standing order) setting. Here you can do a whole bunch of orders for one of the two meal groups for a certain time period. TO do so, select the duration for your standing order as well as the meal group and the number of meals. Then confirm your selection by clicking on „Speichern“ (save).



7. Termination and refund of credit

7.1 How to I terminate my account?

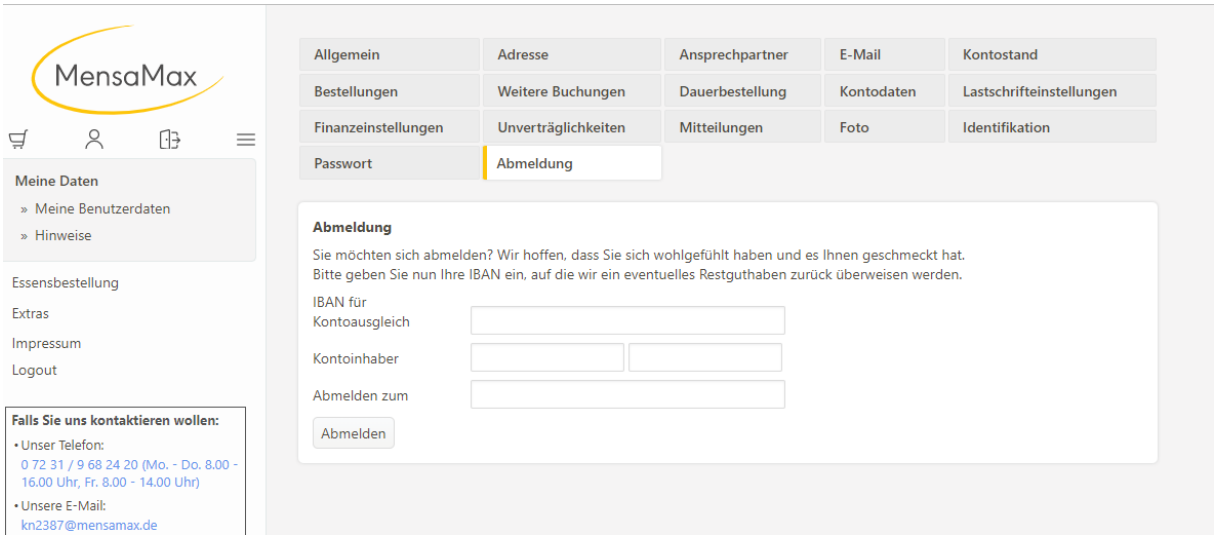
If your child leaves the school, the contract will automatically end upon deregistration of the child from school. Otherwise, you can also terminate the contract at any time either in writing or via the MensaMax system. Any credit which may remain on your account will not be automatically refunded. Please refer to section 7.1.1 for additional information.

7.1.1 Written termination and refund of credit

Please write an email to: KN2387@mensamax.de, make sure to include your child's name as well as the name of the school your child attended and the date on which you wish the contract to end. To refund any remaining credit, we will need your bank details. If you do not expressly request a refund, your right to such refund will lapse within three years starting from the end of the calendar year in which the contract ended.

7.1.2 Termination and refund of credit using MensaMax

Another way of terminating your contract at any time is by using the *„Meine Benutzerdaten >> Abmeldung"* (my user information>>deregistration) tab. Make sure to enter your IBAN as well as the bank account holder for the refund of any credit which may remain. Please also enter the date you wish the contract to end and confirm by clicking on the „*Abmelden*" (deregister) button.



7.2 Do I have to return my chip?

The chips used by MensaMax are so-called „Kaufchips" (sale chips). They have become your property. Thus you are not obliged to send them back to MensaMax once your child has left school. If you want to do so anyway, please send the chip to:

MensaMax GmbH,
Stuttgarter Straße 41
75179 Pforzheim

8. Data protection

Your personal data will be stored in accordance with the GDPR. Our server is located in Germany.

9. Contact information

9.1 For questions regarding orders, cancellations, payment etc.

The company MensaMax GmbH located in Pforzheim deals with orders and any payment issues on our behalf. Therefore we ask you to contact them with any issues. To speak to the right person there, please have the project number (KN2387) as well as the name of the school / institution and your user name on hand when you call. Staff there will try to help you in English but with more complex issues it may be useful to have someone with you who speaks German well.

phone: 07231 | 9 68 24 20 (Mon – Thur: 08:00h -16:00h, Fri 08:00h - 14:00h)

email: KN2387@mensamax.de

9.2 Suggestions

If you have any suggestions with regard to these instructions, we would be happy to hear from you on schulenundsport@radolfzell.de.

We hope that you will have a good start using our online service!