

To all  
parents & students & participants

## **News from the school snack bar!**

### **Introducing a new ordering and serving system**

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Dear parents, students and participants,

In order to make the ordering process quick and easy, we are offering you the option of pre-ordering via the WebMenu and cashless payment for lunches via the Internet.

However, food items in our school snack bar can still **only** be paid for in cash.

You can pay for lunch exclusively by cashless payment methods. This requires an electronic CHIP (similar to a key fob), which you need to order from the Schollin company via the internet for a deposit of 2.50 euros.

#### **Login to the WebMenu:**

- o Go to the website: <https://schollin.webmenue.info/Login.aspx>
- o Please click on: Do you not have an account? Please register one **here**.
- o Fill in at least all the fields marked with \* on the screen and confirm the filled-in information by clicking on the **green button**.

#### **1. Participant:**

- o In the field *Institution* select *Gesamtschule Voerde*.
- o In the field *Group* select *GS Voerde*.
- o Enter the details of your child. (You will be **required** to enter your personal details only in the next step under "2. legal representative").

#### **2. Legal representative:**

- o Please enter your personal details here.
- o Please also enter your e-mail address so that we can inform you, for example, about changes to the menu or cancellation of lunch.

#### **3. Access data:**

- o Here you will be provided with your user ID, which you will need for your login.
- o Choose a password (at least six digits).

#### **4. Order:**

- o The order type is already specified here, please confirm with the **green button**.

#### **5. Payment:**

- o If you have not already specified a payment method, you must select the item *Credit*.

#### **6. Conclusion:**

- o Here you have to confirm the general terms and conditions, the privacy policy and the obligatory payment contract (tick the box) and enter the displayed security code in the relevant field. Please confirm it by clicking the green button.
- o You will now be taken to a page where you can print out a document with your data. If you do not want to do this, confirm by clicking on "continue".
- o Your registration is now complete.

#### **"Starter Package" / programmed chip:**

Gefördert durch:

After a few days, the "Starter Package" together with the programmed chip will be ready for you to **collect from the school snack bar at the Schollin bakery**. You will not receive any notification about this, please ask your child to inquire regularly whether the CHIP is available for collection. When collecting the CHIP, **the deposit of 2.50 euros must be paid in cash** at the school snack bar of the Schollin bakery.

The "Starter Package" contains a document with your personal data from the registration, as well as:

- **the user name**
- **the identification number (= "Web Menu ID").**

This **web menu ID** must be stated as the **purpose of payment** for **every credit transfer** – it is the only way that the amount transferred can be clearly assigned to your child's CHIP as credit! You will also find this ID and the relevant account details in your registration under "Payment data → Identification features → Web menu ID".

This allows you to make a credit transfer for your WebMenu account in advance and without delay. (You do not need to wait until you have received the Starter Package).

### **Logging in to WebMenu:**

From now on, you can log in on the start page (<https://schollin.webmenue.info/Login.aspx>) with your user ID and password.

### **Ordering the menus:**

You can only place a pre-order when your user account has sufficient credit (min. 10.00 euros). Once you have done this, you will still be able to see the menu. Please allow a processing time of 3-4 working days for the booking of the transferred credit. You can then log in from your PC with your access data from the "Starter Package" and select the menus you want from the menu (tick the box) and order them (click the green Order button). The amount will be automatically deducted from your credit account.

### **Ordering / cancelling times:**

Bookings can be made up to 13:00 the day before, however for Monday, orders must be placed on Friday (by 13:00) (the same rule is applicable for public holidays). If your child cannot pick up the pre-ordered meal for any reason (illness, cancelled classes), you can cancel the pre-ordered meal free of charge until 8:00 a.m. according to the service provider's terms and conditions. In order to do this, you must log into your account or call the *Schollin bakery* on 02064/47720 - please keep the 08:00 deadline in mind with each of these options!

**Important notice:** It is not possible to make cancellations for the current day of meal delivery after 08:00. Selected meals will be charged definitively and the cost will not be refunded.

### **Cancellation:**

Cancellation is effected by returning the chip. You can return the chip to the school snack bar and will of course receive the deposit of 2.50 euros back. In principle, you have no claim against Bäckerei Schollin GmbH & Co.KG for payment or refund of the remaining balance on the user account after cancellation.

In individual cases, the remaining credit balance can be converted into a customer card credit of Bäckerei Schollin upon corresponding written request on their part. The customer card credit entitles the holder to purchase products in the branches of Bäckerei Schollin GmbH & Co.KG.

If you have any further questions in this connection, please contact the *Schollin bakery* directly. We will be happy to assist you at [schulbistro@schollin.de](mailto:schulbistro@schollin.de) or you can give us a call on 02064/4772281 (Ms. Syren).

We wish you all the best with your registration and order and may your child always enjoy a hearty appetite!

Your Schollin bakery

Gefördert durch:

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Kommunales  
**INTEGRATIONS** NRW  
Management