



## Here you can access the order portal:

<https://bestellsystem.sander-kantine.com>



### Step 1: registration

Go to the order portal website listed above or scan the QR code. Select "No account yet? Register here with the login code".

**Bitte melden Sie sich mit Ihrem Benutzernamen und Passwort an**

**BENUTZERNAME:**

**PASSWORT:**


**Anmelden**

**Noch kein Konto? – Hier anmelden/registrieren mit dem Anmeldecode**

**Passwort vergessen? – Hier neues Passwort anfordern/altes zurücksetzen**

**Bitte wenden Sie sich bei Rückfragen zum Thema Schulessen bestellen an [abrechnung\(at\)sander-gruppe.com](mailto:abrechnung(at)sander-gruppe.com) oder telefonisch unter 06766 - 9303 888.**

Enter the registration code and then click on "next".

 Zurück zum Login

---

## Anmeldung

---

Anmelde Code:  **Weiter...**

Please then fill in your personal data and save the process. In the "usage from" field, you specify when your account should be activated. You can provide us with important information (e.g. intolerances) in the comments field.

## Registration in the Kanteenie order portal



**Neu starten**

Nutzung ab dem:

Essensteilnehmer:

---

Vorname:  (benötigt)

Nachname:  (benötigt)

Geburtsdatum:

Klasse:  (benötigt)

E-Mail-Adresse:  (benötigt)

Straße:  (benötigt)

PLZ:  (benötigt)

Wohnort:  (benötigt)

Telefon:  (benötigt)

Bemerkung :

**Important:** Each child needs a separate account, there is no option to link accounts. Once your registration has been saved, we will receive your registration, check it for plausibility and compare it with the system. You will then receive an e-mail from us with all the important documents.

## Step 2: registration in the Kanteenie order portal

You have received the access data for your personal account from us and can log in immediately. Please call up the website listed above and enter your access data. When logging in for the first time, check the box to accept the privacy policy. If this is rejected, you will not be able to log in and use your account. Please follow the further steps in the account.

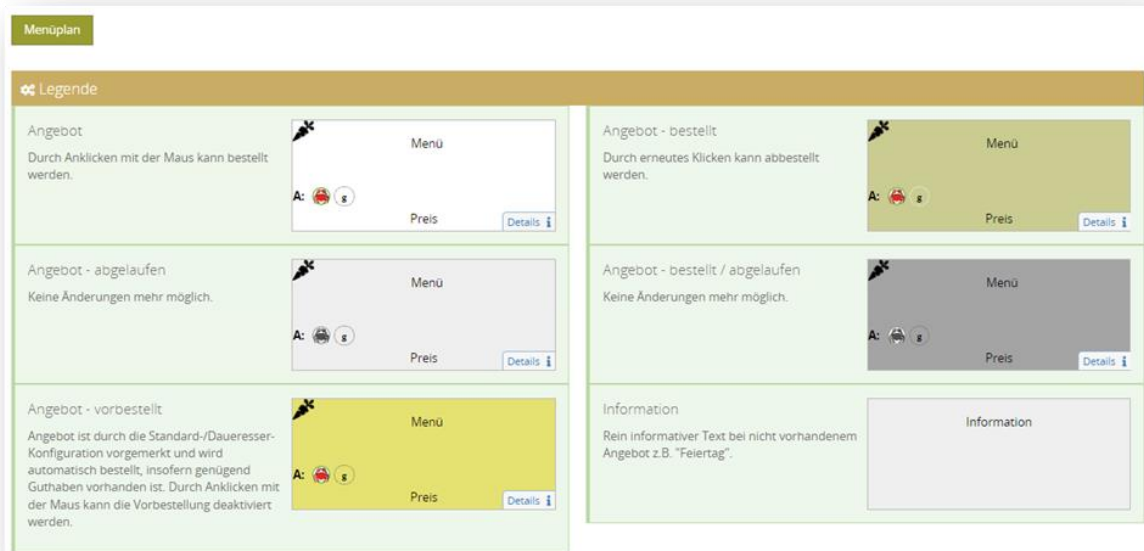
## Step 3: credit transfer

Your customer account is managed on a credit basis with advance payment. To ensure that your children can eat as they wish, please always make sure you have sufficient credit. The credit is topped up via individual bank transfers or a monthly standing order. When you make the first payment, we will issue your child with a chip to collect the lunch. This is subject to a processing fee of €5.00. Please note that the fee will not be refunded if your child leaves the school. If you are eligible for a refund, please send it to us by e-mail. Die Chipkosten sind hierbei jedoch nicht mit inbegriffen und müssen von Ihnen getragen werden. The chip costs are not included and must be borne by you.



## Step 4: pre-order food

Meals are ordered in advance. This assumes that there is sufficient credit in the account. **The order deadline ends every Sunday at 11:59 pm for the week after next.** Please select your child's preferred meals via "Menu plan" and save your selection. If required, we offer automatic standing orders: here you specify the days and the desired menu line for your child. If there is sufficient credit, the standing order will book your child the menu line you have specified every day - so you don't have to worry about anything. (Depending on the school, this function can be configured by you under info/settings, otherwise we can activate it for you). You can find a color legend for the menu plan and further information on the start page of your customer account.



## further functions of the order portal

- eating history** – Here you can view all orders and account movements.
- change password**– Here you can change your password (recommended after first login).
- documents and info** – Here you will receive new information and important messages from us.
- change master data** – Here you can edit your address and all contact details.
- applications for sick leave** – Here you can deregister your child (illness, appointment, other).
- Calendar of absences** – Here you can report planned absences (e.g. school trips).
- termination** – Here you can terminate the contract at your desired date.
- rating** – Here you can rate us with stars.
- Contact / Feedback / Help** – Here you can get in touch with us about any concerns you may have.

You can find all further information in our FAQ. This will be sent to you with your registration documents and is available online at any time under documents and info.

## Accessibility

Monday – Thursday: 08:00 am – 16:00 pm  
Friday: 08:00 am – 12:00 pm