

## Instructions - How it works

### 1. Register/Login

You have the option of registering online or in writing using the registration form.

#### a) Via the Internet:

Go to the website <https://pay.foove.com> and enter the required data in the "REGISTER NOW" field. Use a current e-mail address and choose a password. After successful registration, you will promptly receive an e-mail from us to activate your account. Then follow the instructions in the e-mail.

#### b) By registration form:

You can get the registration form from our staff in your school canteen. Here, too, it is absolutely necessary to provide an e-mail address for registration! Send the completed form to:

Foove GmbH  
Brandshofer Deich 68  
20539 Hamburg  
Germany

Or by email to:

[team@foove.com](mailto:team@foove.com)

Please note that the processing time can take up to seven working days. Once we have all your data, we will send you an e-mail asking you to assign a password for your user account.

### 2. Parent user data

As the legal guardian, fill out all the required data.

### 3. Create a child

After entering the user data, your child or children will be created. You can register any number of children belonging to the respective Foove Pay partner schools in your user account. Each child receives a customer number and a QR code (see point 6.1 QR code).

### 4. Transfer and view credit

Orders can only be placed if there is sufficient credit in your user account.

The account details for topping up the credit are:

Recipient: Foove GmbH

Credit institution: Commerzbank

IBAN: DE59 1608 0000 0485 0683 01

BIC: DRESDEFFXXX

Please always state your child's name and customer number in the reference field.

Example:

John Doe (123456)

Please note: If you have created several children, you must make a separate transfer for each child so that the customer number can be assigned correctly.

Amounts of money can be transferred by bank transfer or standing order. Depending on the bank, however, it can take up to 4 working days from the transfer to the value date on your credit account. Please keep this time delay in mind when placing your order. The following applies: no credit = no food order possible.

With the help of your access data, you can check the current credit balance in your Foove Pay user account at any time. You can find this information in the upper right corner of the screen. Furthermore, under the menu item "Ordering and payment" > "Money transactions" you can view all booking transactions.

## 5.1 Ordering food

Select the menu item "Order now" and select the menu for the desired meal day(s). You can order the menu(s) using the green symbol in the respective menu. A click on the green icon is enough to trigger a pre-order.

Please note: Time requirements (deadlines) must be observed for the ordering process. You can find the deadlines on top of the screen (e.g. you can order until 12:00 p.m. two working days before the meal day).

Here is an example: If you want to eat in the canteen on Wednesday, the order must be received by 12:00 pm on Monday at the latest. For Monday, the order must be placed by 12:00 p.m. on Thursday of the previous week, with the exception of public holidays.

## 5.2 Automatic standing order

In order to simplify the ordering process, you have the option of placing an automatic standing order for a menu line. For example, if your child always wants to eat menu 1 on Mondays, you can select a standing order for Monday. This means that your child will receive menu line 1 every Monday unless you cancel or change the meal. You can activate one menu line as a standing order for each day of the week.

Only when you deactivate the standing order will it no longer be taken into account in the system.

## 5.3 Changing or canceling orders

You can change your order up to two working days before the desired meal day by 12:00 p.m. at the latest (see also point 5.1 Please note) by canceling the ordered menu and ordering another one. Furthermore, you cancel the order. Both processes are only possible online.

Please note: If the pre-ordered menu is not canceled on time and kept ready in the serving area, the full price of the meal must be paid. This also applies to the automatic standing order.

## 6.1 QR code

The QR code serves as an identification medium when serving food in the canteen. There is a personalized QR code for each child. You can find this in your user account under the

menu item “QR code”. You have the option to download the QR code, take a screenshot with your phone or print it out. Please give your child(ren) the QR code to school so that the canteen employee can use the QR code to see your child's pre-order (see point 6.2). Please note: If the QR code is lost, a new QR code can be generated immediately in the web portal. The lost QR code immediately loses its validity, which prevents misuse of the credit by third parties.

## **6.2 Pick up the menu in the canteen**

By scanning the QR code, our canteen employees can see which menu your child has ordered. It is therefore essential to bring the QR code with you. After identification, the displayed menu is arranged on a plate and served.

## **6.3 Food despite missing pre-order**

In the canteen we offer a limited number of so-called spontaneous meals. If no pre-order has been placed, the child(ren) can choose between menus 1 to 4 (no maxi menus) and receive these for an extra charge. However, the principle applies here: Only while stocks last.

Cashless payment is made directly in the canteen by presenting and identifying the QR code. The credit account must have a sufficient amount for this.

## **Help in case of questions**

If you have any questions about the catering offer, the ordering system, registration, etc., we will be happy to help you. You can reach us by e-mail to [team@foove.com](mailto:team@foove.com) .