

Pro Gourmet GmbH / Spielberger Weg 70 / 40474 Düsseldorf

Pro Gourmet GmbH
Spielberger Weg 70
40474 Düsseldorf

Tel.: 0211-4371667-0
Fax: 0211-4371667-50
Mail: info@pro-gourmet.de
www.pro-gourmet.de

To the parents and guardians

New software for lunch billing

Dear Parents and Guardians,

we would like to inform you about the following change: In the future, we will be using the web-based payment system MensaMax/ParentPay for ordering and paying for lunch. The aim is to process all payments without cash.

We expect significantly more efficient administration for ourselves and greater convenience and transparency for you. The new software is scheduled to go live on January 7, 2026. With this letter, we would like to inform you of all the important details in advance.

How do I log in to MensaMax?

For your first login, please use the MensaMax website and not the app.
To access the MensaMax website, enter the following address:

<https://parentsmensa.de/>

Apply for a new customer account there. The required information is:

The project is:	D2892
The facility is:	JKS
The activation code is:	GH4872

Please fill in the required fields; mandatory fields are highlighted in color.

Once you have successfully completed the process, you will receive an email with your login details.

If you forget your password and have registered your email address with MensaMax, you can request a new password at any time. You will also need to agree to the privacy policy.

Please keep your login details safe – you will need this information to log in to your project and also if you wish to receive support via the MensaMax website!

Ordering and Canceling Meals

We regularly offer two to three different menus, one of which is vegetarian. The price per menu is €3.48, including salad and dessert.

Unfortunately, we cannot offer special allergy-friendly meals. The exception is our lactose- and gluten-free menu, which is available only upon presentation of a doctor's certificate. Please send the certificate in advance to **D2899@mensamax.de** so that we can activate your meal plan accordingly.

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After creating a new account in MensaMax, please log in using the access data sent to you by email. There, you can place your meal orders under MEAL ORDER >> CANCEL MEAL ORDER.

You can place your meal orders some time in advance, but you must place them no later than Wednesday of the previous week. If, for example, Wednesday is a public holiday, the last day to order is Tuesday.

Alternatively, instead of placing a single order, you can specify the time period and days of the week you wish to register for meals under MY DATA >> MY USER DATA >> REGULAR ORDER. A meal will then be automatically booked for you – you don't need to do anything else. However, if you do wish to cancel your meal, simply click on the meal in the menu.

Important: Your MensaMax account will be debited upon pre-ordering, so sufficient funds must be available in your account before placing your order.

Cancellations can be made up to 1:00 PM the day before. To do this, click on the field with the selected menu item again to deselect it. Unfortunately, cancellations received after this time cannot be accepted. Meals that are not cancelled must be paid for even if your child does not eat.

How do I pay for my meals?

MensaMax operates on a credit basis, so meal money must be deposited at the beginning of the month. There are two payment options.

Bank Transfer / Standing Order

If you choose bank transfer as your payment method, we recommend transferring a sufficiently large amount the first time to ensure adequate funds are available, as ordering and meal collection are only possible with sufficient funds.

Our bank details are listed below. Please do not use this account for any other purpose, but exclusively for school meals:

Recipient:	ParentPay Deutschland GmbH Treuhandkonten
IBAN:	DE83666500850005867010

Please note that you must use your username, which is sent to you with your login details, as the payment reference. Otherwise, the automatic allocation of the payment to your MensaMax account will fail.

When you log in to MensaMax, you will be notified if your account balance falls below the threshold of €30, so that you can transfer funds to the aforementioned account in time. You can also change this threshold.

If you have registered your email address under MY DATA >> MY USER DATA >> EMAIL, MensaMax will also inform you of a low account balance via email.

Since each child has their own username and therefore their own payment reference, you will need to make multiple transfers if you have several children.

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Google Play



App Store



MensaMax-App

A free app is also available via Google Play and the App Store. However, please note that the web-based solution offers a wider range of features.

Please also note that creating a MensaMax account for the first time is not possible via the app, but must be done via the web interface.

Education and Participation Package (BuT)

Please note that children eligible under the Education and Participation Package (BuT) receive a free communal lunch. Application forms are available from the Job Center.

Please apply for an extension at least 3-4 weeks before the end of your funding period; otherwise, you will have to pay the full price for lunch again.

An application for funding does not suspend your payment obligation. This means that even if you have submitted an application, you must initially pay the full cost.

You can upload your current notification directly to MensaMax under MY DATA >> EDUCATION AND PARTICIPATION PACKAGE (BuT) >> BuT NOTICE. This will ensure the fastest processing and provide you with proof that we have received your notification.

Only those who have uploaded a current notification can be billed under the BuT program and thus receive a free lunch.

Help with questions and problems

We have commissioned MensaMax GmbH, based in Pforzheim, to handle the order processing and all invoicing on our behalf. Therefore, we kindly ask you to contact them directly first.

Either by telephone: **0 72 31 / 9 68 24 20** or by email: D2899@mensamax.de

Monday to Thursday: 08:00 – 16:00 Uhr

Friday: 08:00 – 14:00 Uhr

When contacting us, please always have your username and school name ready.