

Online Ordering Instructions

Online ordering is a simple and convenient service for choosing the meal. Please follow the instructions below to finish the order and payment.



1. Please log in to

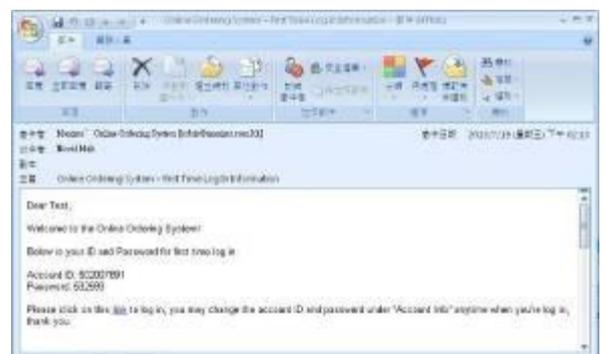
<http://www.maximscatering.com.hk/lunchbox/html/en/login/login.asp>

Enter the online ordering system.

2. Please enter account number and password to log in the system. If this is your first time log in or you forget your password, please choose options on the right to get/reset the password.



Enter related information, wait for a moment, password will be sent to your email. (You can email to us to obtain the account number and password alternatively.)

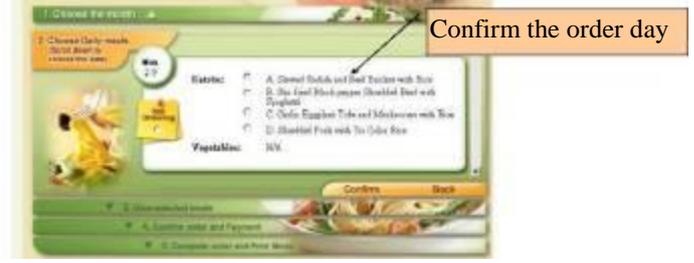


*User information can be changed anytime after log in, click in the tab "account information" to change personal information. For first time log in, please enter your account number and name and class of the student for future use.

3. Please read and agree the Terms of Use before proceeding.



4. Choose menu of the month you wish to order.



Select meal by the date and order for the day, indicate with the box if order or not, then scroll down to the next day until the completion of orders.

5. Please check and confirm the ordered meals and amount and then press OK. If you wish to change, click back and re-tap meal ordering.



Please check: the total number of days in monthly subscription; remaining amount from last month; and the balance for the current month. If information is correct, you can proceed to Credit Card payment.

6. Please complete the order and payment prior to the deadline in each month. It must be completed by using Credit Cards payment.

Payment Process

The browser of your web will be transferred to the statement page and payment should be processed by using credit card.

(P.S. please keep your browser open until the payment is completed.)



Complete and Print



When the payment process is completed, system will automatically send an email to you as confirmation.

If you wish to change your order, please contact us by phone/email 3 days prior to the serving day of the meal.

Please check:

- Order number
- Number of days of ordered meals
- Monthly balance

Meal Reimbursement:

1. You can cancel by choosing the date in the monthly statement.
2. Please cancel before 10am on that day.
3. Press "Confirm" when finished.
4. The amount paid for the cancelled meal will be deducted in the following month if the cancellation is done on or before the 11th day of the month. After the 11th day of the month, the amount paid for the cancelled meal will be deducted in the month after the following month.



Meal Cancellation and Reimbursement

1. To cancel the order made, please go to the page on cancellation and then choose from the monthly statement the date on which the order has been made. Press “confirm” to complete the cancellation.
2. Cancellation via the Online Ordering System must be made before 10am on that day.
3. If the cancellation is made on or before the 11th day of the month, the amount paid for the meal order(s) cancelled will be deducted from the payment sum in the statement of the next month. If the cancellation is made after the 11th day of the month, the amount will be deducted in the month after the next month.

Below are the highlights of information you need to register for your online ordering:

- *Account number: a 9-digit number assigned by Maxim's (i.e. 501989252)
- *Student name: followed by last name, first name and nickname sequence without comma
- *Class: As the class ID may not be assigned yet, please type "New" for new students, type your previous class ID for current students i.e. P1C
- *Email address: please specify for effective communication
- Parent's name: optional
- Contact number: optional

The due date of meal pre-ordering will be one week prior to the starting month.

For enquiry, please email us at the email provided by your school.