

Hot lunch online order user guide
for
2024-2025 School Year

(Updated 6 June 2024)

Online Ordering
Scan QR code to register & order



or
Click below:

<https://zebratasty.h1.hotlunchonline.net/>

14:03 zebratasty.h1.hotlunchonline.net

zebratasty

Email

Password

Sign in Forgot my password

Don't have an account?
Create an account ->

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v6.1.4 | Patent Pending

14:18 zebratasty.h1.hotlunchonline.net

zebratasty

New Student

School
-- Select a School --

Grade

Firstname

Lastname

Submit Cancel

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v6.1.4 | Patent Pending

Creating your account

1. Access website with QR Code
2. Create your account
3. Once account is created, add Student under "Student" Tab on the Menu Bar *

*If you have more than 1 child attending the same school, repeat above process

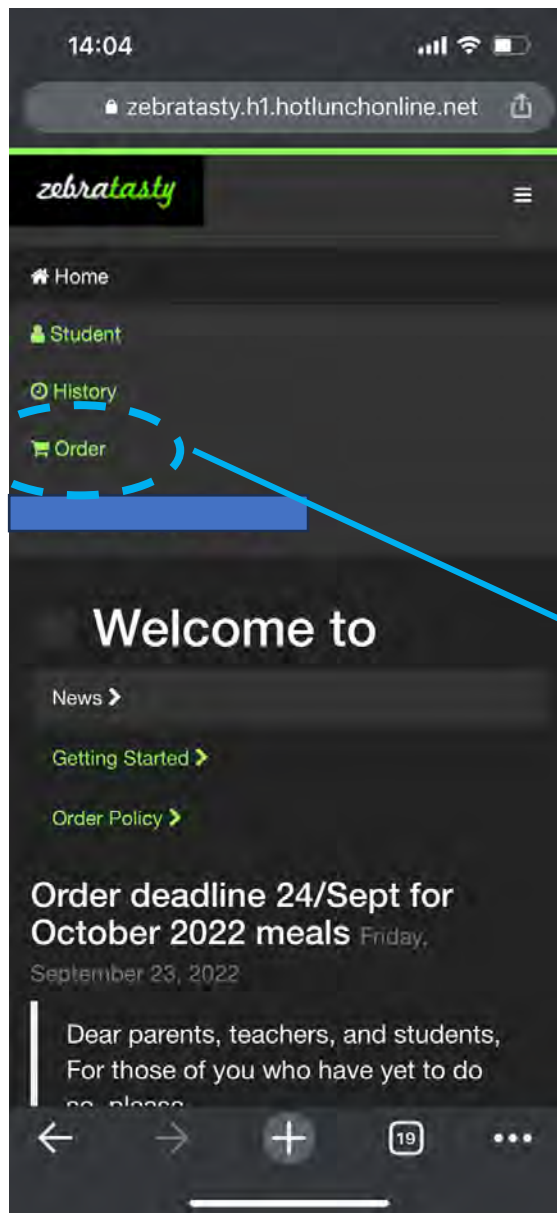
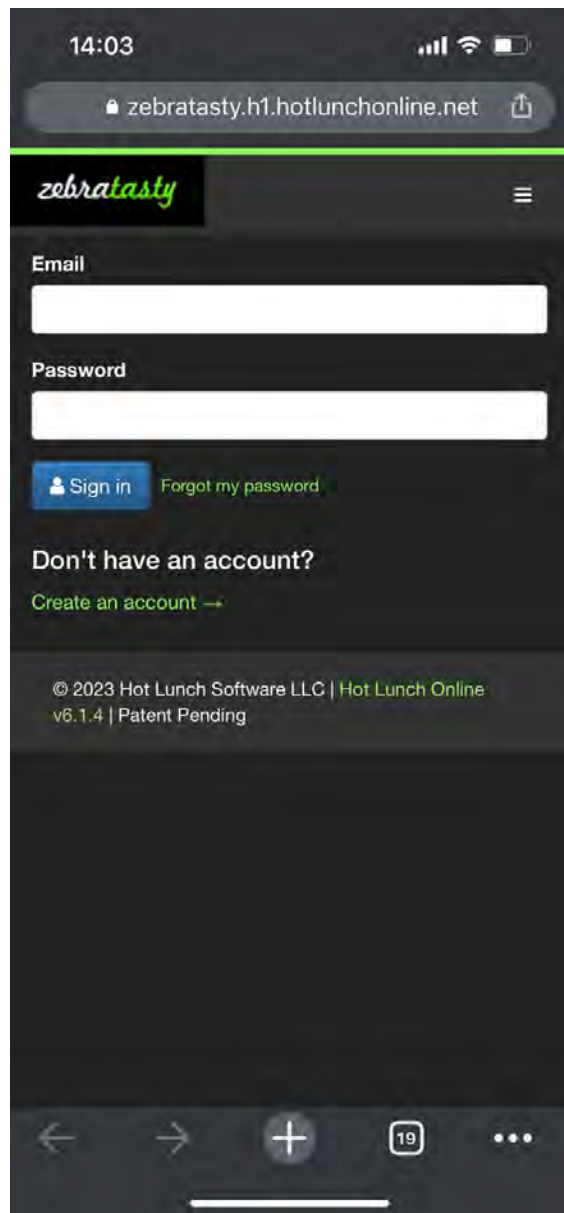
zebratasty

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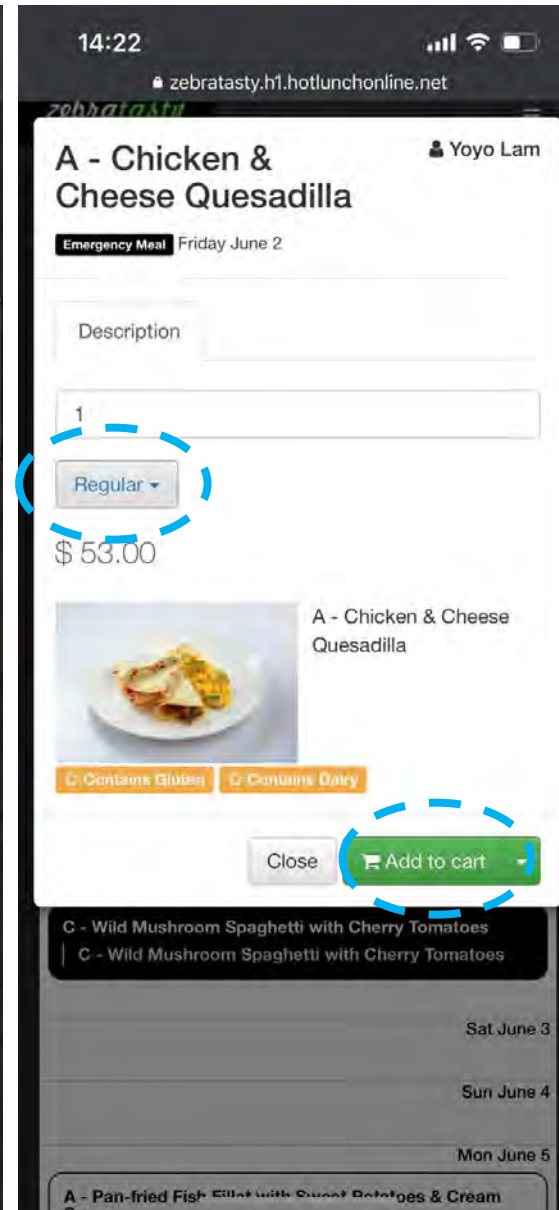
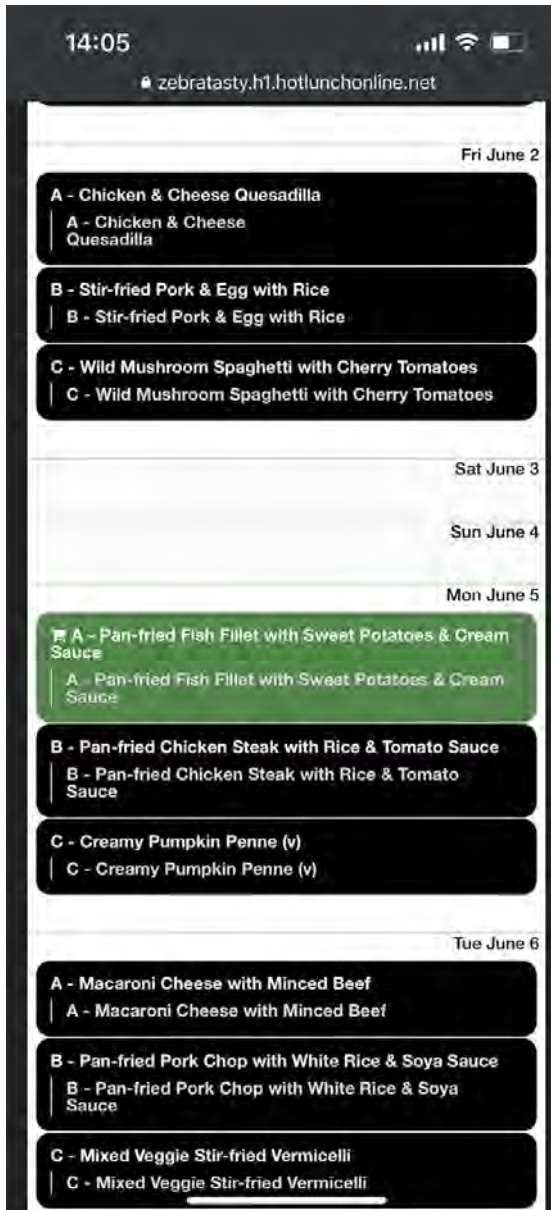
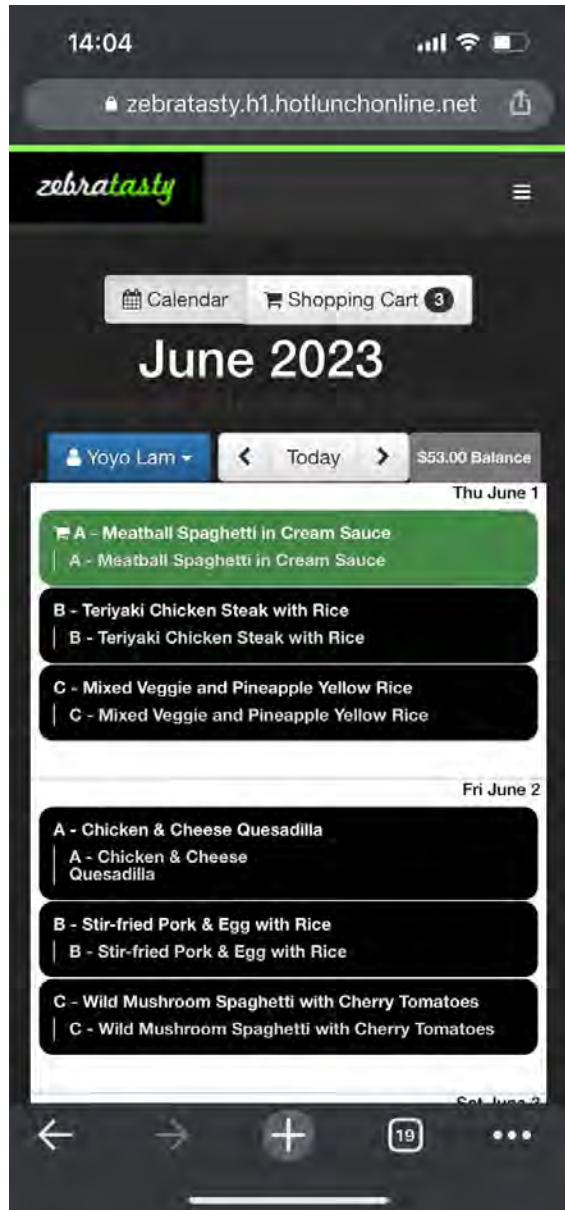
<https://zebratasty.h1.hotlunchonline.net/>



Login & Order

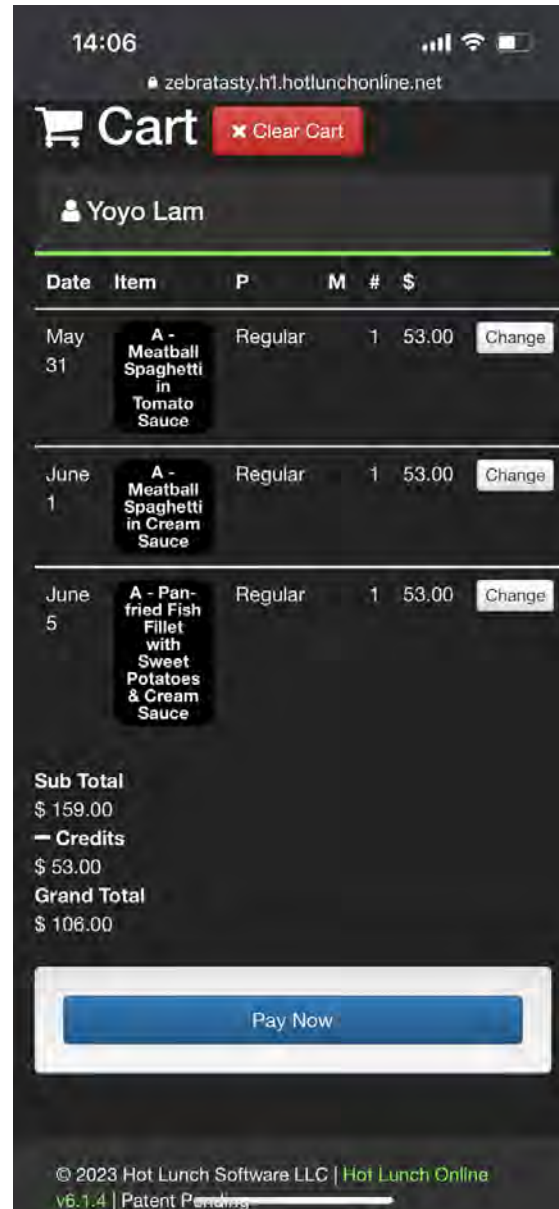
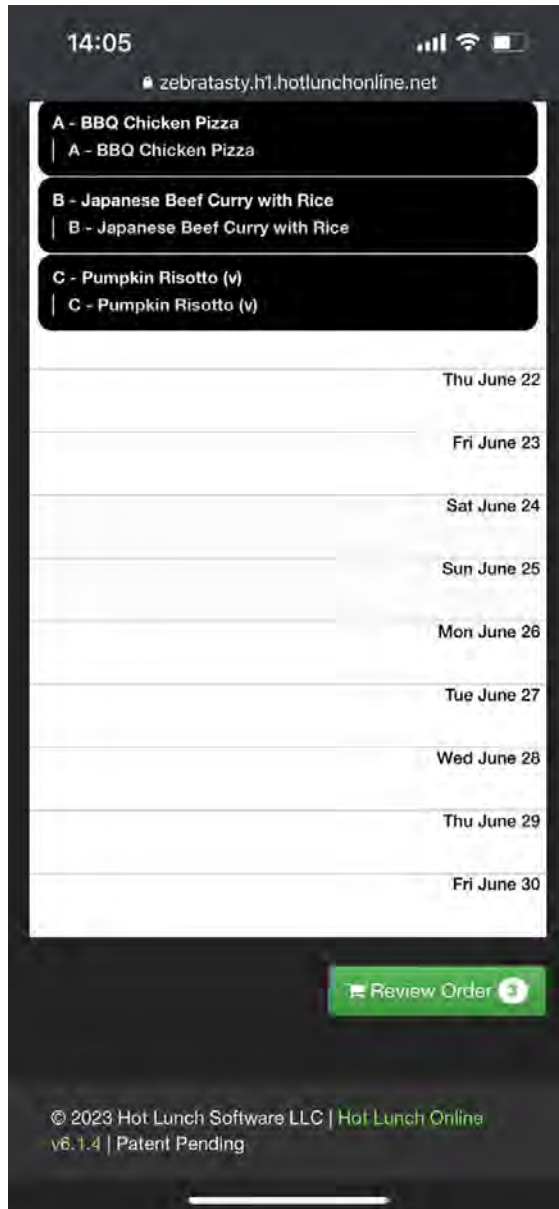
1. Access website with QR Code
2. Login
3. Go to "Order" Page on Menu Bar

zebratasty



Meal selection

1. Select meals (check allergy labels, confirm portion size, then click "Add to cart")
2. No requirement to order for whole month (select only the dates you'd like to order from us)



Review Order

1. Click “Review Order” at the bottom which will bring you to your “Shopping Cart”
1. Review and click “Pay Now”



14:10 paypal.com

PayPal \$106.00 HKD

Pay With Debit or Credit Card

Your financial details won't be shared with the seller.

Country/Region
Hong Kong SAR China

Email

Phone type
Mobile

Phone number

Card number

MM / YY CSC

Billing address

First name Last name

14:10 paypal.com

Billing address

First name Last name

Region (optional)

District/Area (optional)

Address line 1
Wong Chuk Hang

Address line 2 (optional)

Save info & create your PayPal account

You confirm that you are of legal age and agree to the PayPal [Privacy Statement](#).

We'll preauthorize up to \$106.00 HKD on your card, then send you back to the merchant to complete your purchase. If you don't complete it or the purchase amount changes, any pending preauthorizations usually drop off within one business day.

Pay now as guest

Have a PayPal account? [Log In](#)

[Cancel and return to merchant](#)

中文

14:10 paypal.com

PayPal

You paid \$106.00 HKD

to Oh My New Limited
[Details](#)

Paid with

\$106.00 HKD

This transaction will appear on your statement as PAYPAL *OHMYNEWLTD

Purchase details

Receipt number: 2902429581872161

We'll send confirmation to:

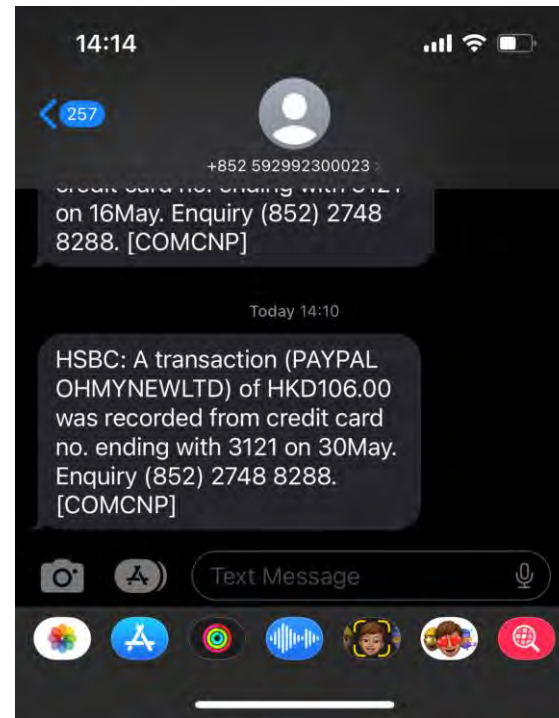
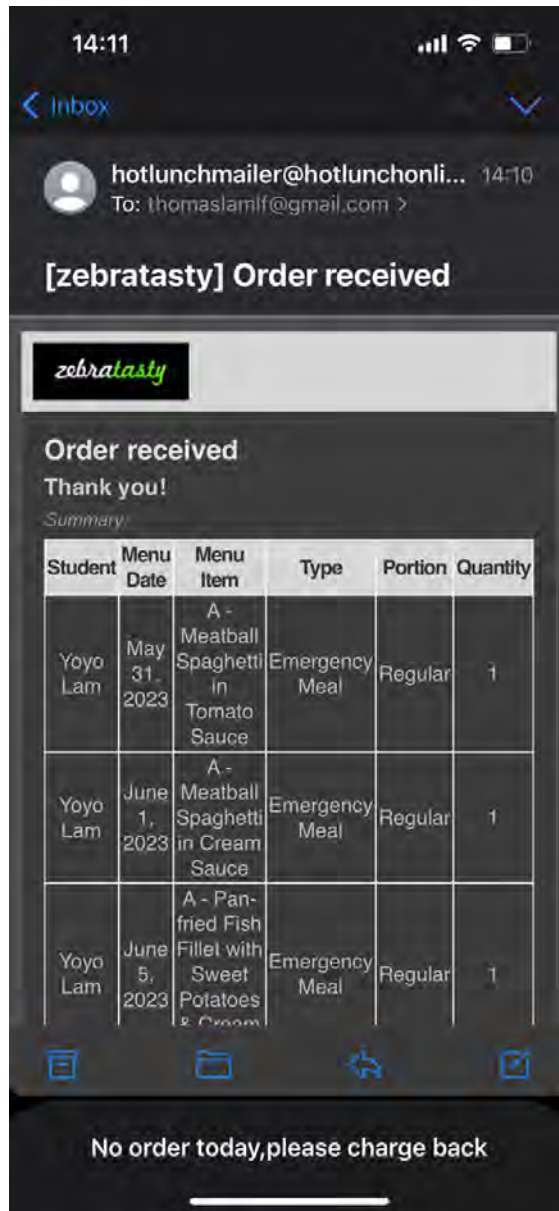
Merchant details

Oh My New Limited

Return to Merchant

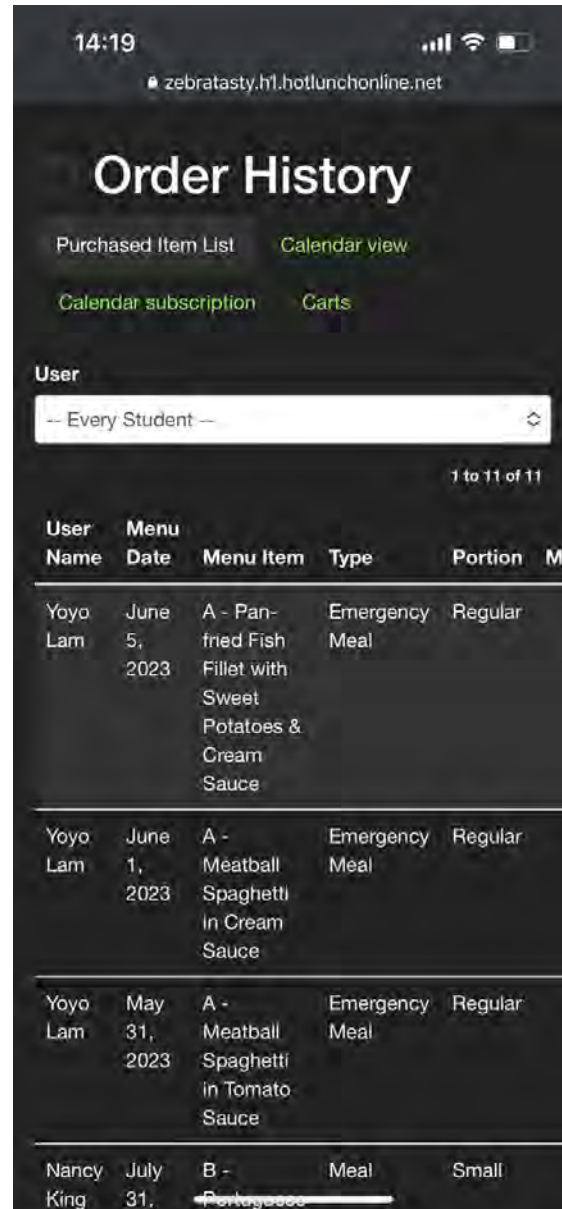
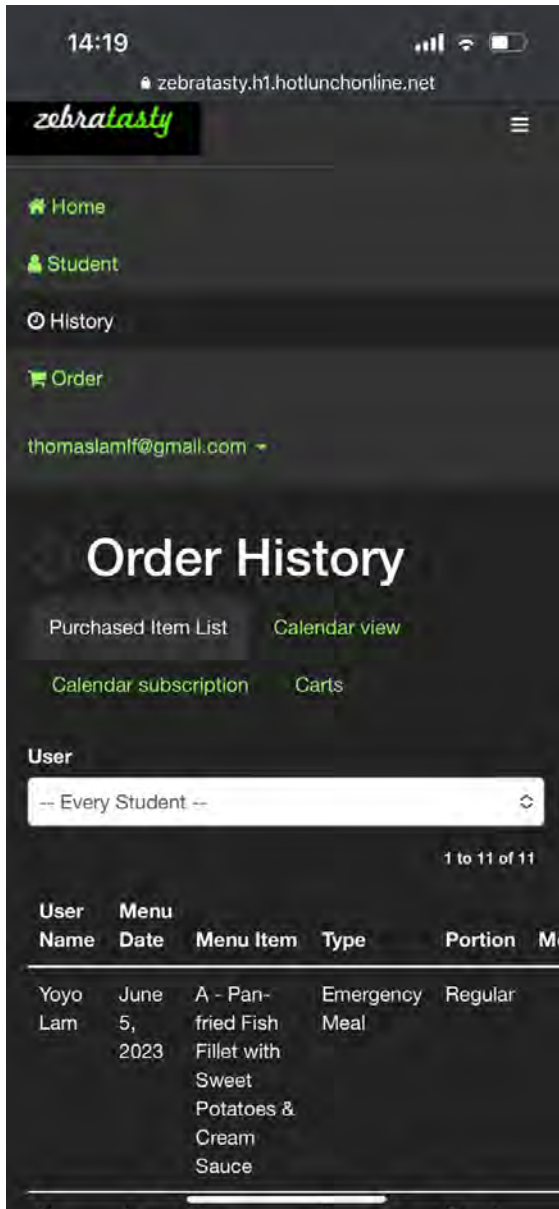
Online Payment

1. Payments collected via PayPal (users do not have to have a PayPal account to make payments here)
1. Complete payment



Order Confirmation

1. Instant e-mail confirmation from zebratasty with a list of purchased items
1. Instant phone SMS confirmation from bank on successful payment



Order History

1. Users can verify and remind themselves of their selections under the “History” page

Frequently Asked Questions (1)

I have missed the order deadline. Can I still order?

Yes we allow late ordering up to 3pm the previous working day (so if today is Wednesday, you can still order for Thursday lunch provided that you complete the purchase on the system by 3pm Wednesday).

Please note, once order deadline is passed, all meals will turn black on our system, signifying the orders will be counted as late orders and each meal will be charged an extra \$8.

Frequently Asked Questions (2)

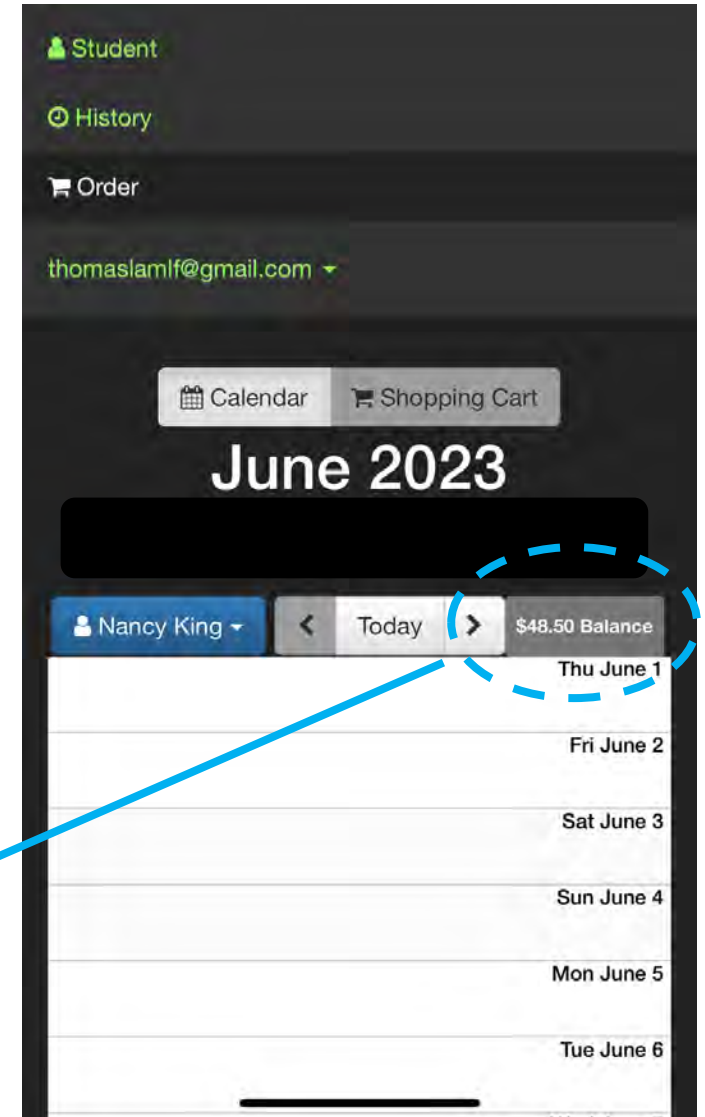
How can I cancel my order(s)?

Cancellations must be done via e-mail sent to schoolmeal@zebratasty.com.

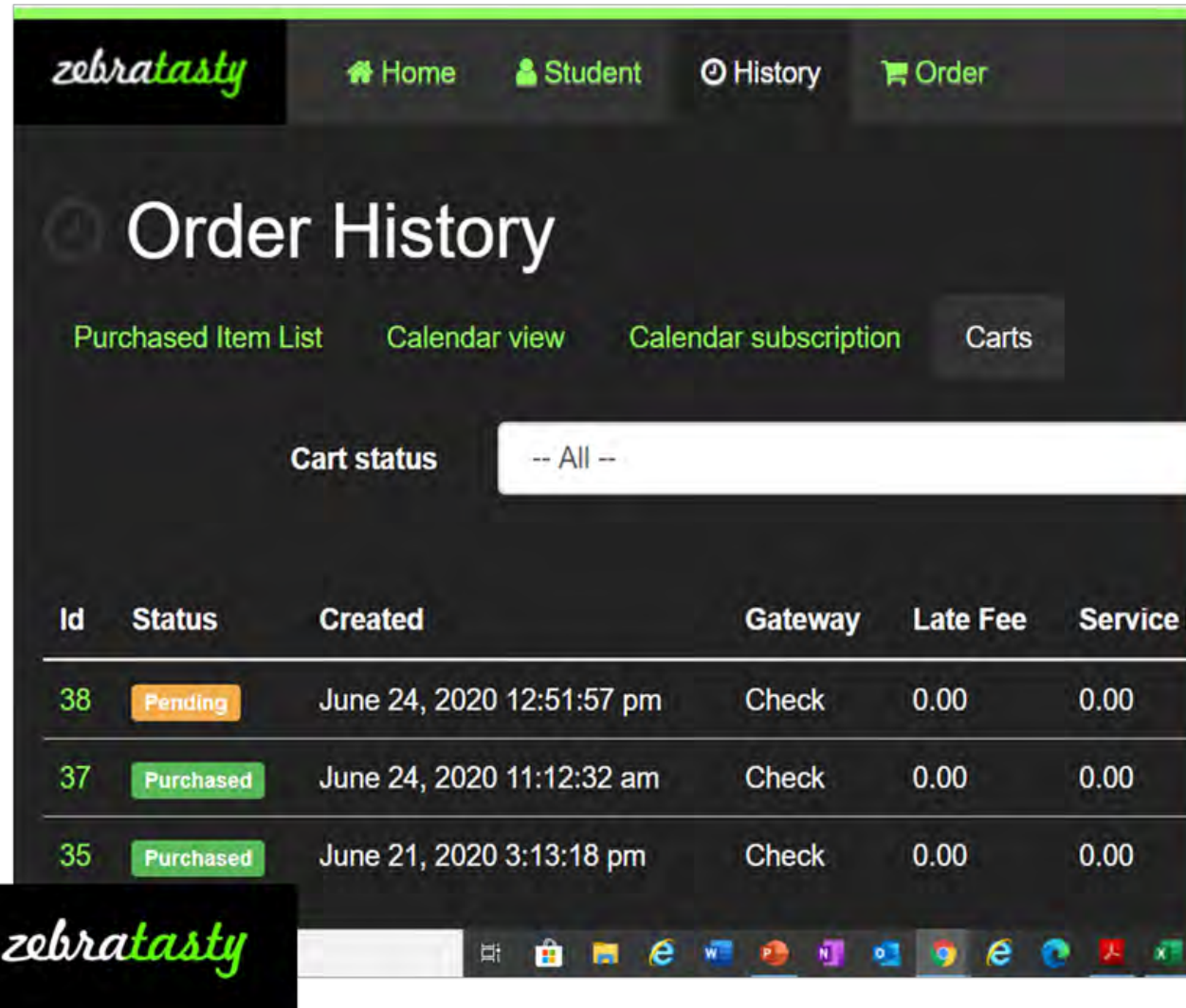
There will be no penalty for cancellations provided that you:

- E-mail us 5 days in advance for order cancellation due to non-sick leave reasons OR;
- For sick leave, e-mail us by 8am on the day, specifying order cancellation due to sick leave.

You will see the amounts for the cancelled lunch(s) credited to your account with the balance shown on top right of “Order” page. You can use the credits for future purchases.



Frequently Asked Questions (3)



I have placed my order, but have yet to receive confirmation e-mail, how can I re-visit what I have ordered?

Go to "History", then click "Carts", you will see the Cart Number ID and the Order Status. Click on the "ID" number to check for list of items ordered.

If we have yet to confirm your order, status will show "Pending" in orange color.

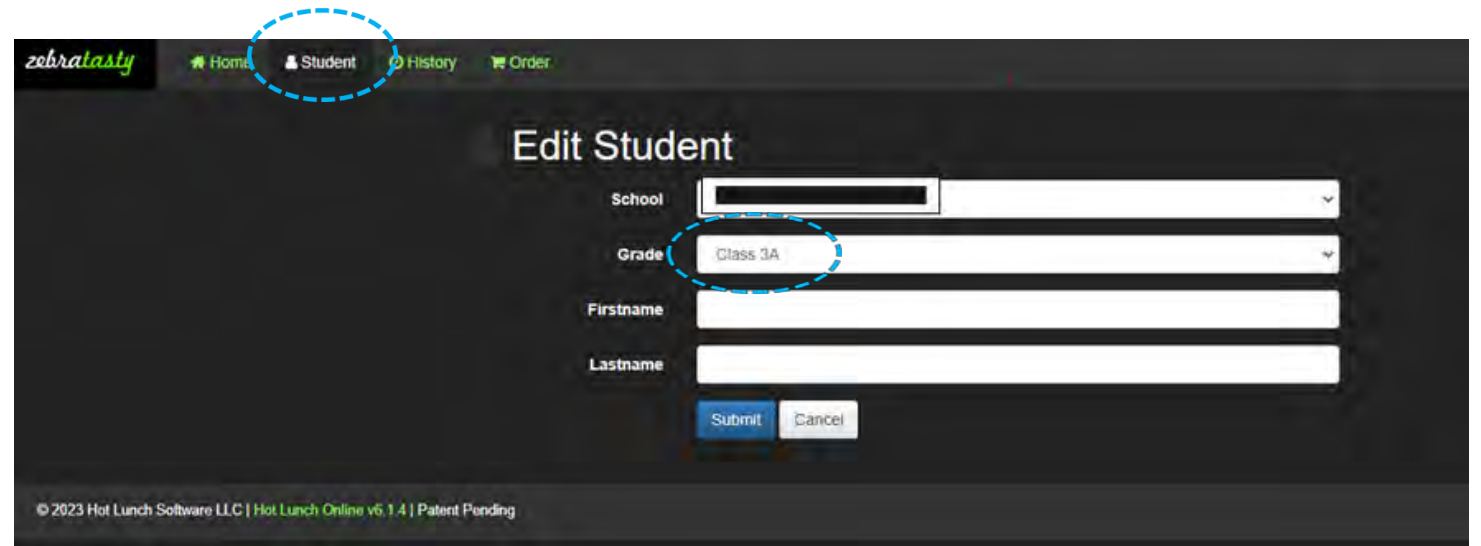
Status turns green and marked "Purchased" once order is confirmed.

Frequently Asked Questions (4)

What should be done when students are leaving the school either before or at the school year ends?

If you still have credits in your account, please email to schoolmeal@zebratasty.com with the school name, student name, grade, account payee name and postal address. We shall arrange refund by postal cheque within 3 weeks after receiving your email.

What should be done before a new school year starts?
Please edit the Grade of student before you place orders for a new school year.



The screenshot shows the Zebratasty website interface. The top navigation bar includes links for Home, Student, History, and Order. The 'Student' link is circled in blue. Below the navigation bar is the 'Edit Student' form. The form has the following fields: School (a dropdown menu), Grade (a dropdown menu showing 'Class 3A', which is circled in blue), Firstname (a text input field), and Lastname (a text input field). At the bottom of the form are 'Submit' and 'Cancel' buttons. The footer of the page contains the copyright information: © 2023 Hot Lunch Software LLC | Hot Lunch Online v6.1.4 | Patent Pending.

Customer Support

Phone: 3565 4120

E-mail: schoolmeal@zebratasty.com