Sodexo (Hong Kong) Online Ordering App User Guide – RCHK

Online Ordering App User Guide

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STEP 1: App Download

Sodexo (Hong Kong) by HKT [4+]
Sodexo (Hong Kong) by HKT
Hong Kong Telecommunications (HKT) Limited
Free

Download on the **App Store**

GET IT ON **Google Play**

Parents can scan QR codes or visit iOS app store / Android Google Play
to download: "**Sodexo (Hong Kong) by HKT**" ordering app

sodexo

STEP 2: Login & Initial Password

Username and initial Password will be sent to your personal email by Sodexo.

You have to change from the > initial password to a new password upon your first login.
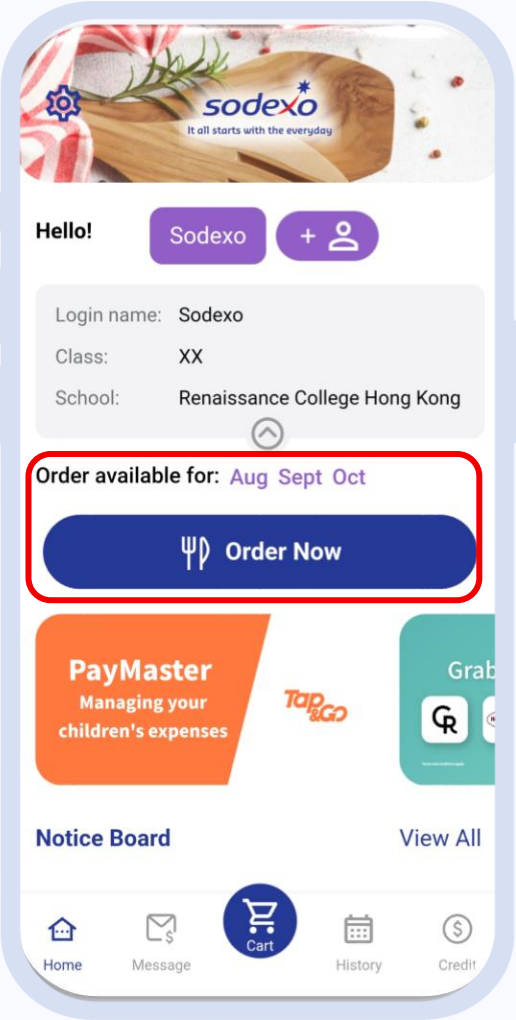
STEP 3: Home Page Overview
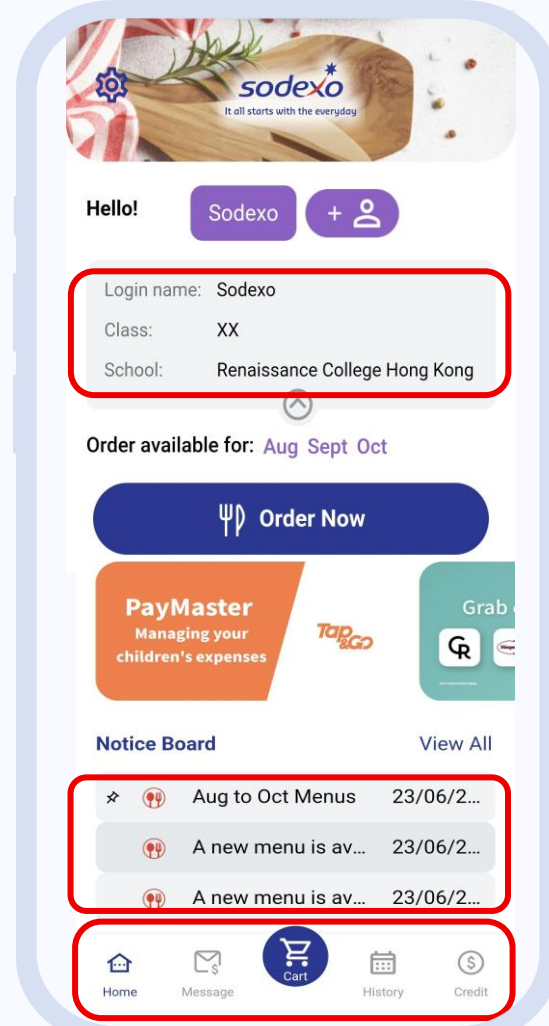
← Student profile: name, login name, class and school

← Notice board

← Message and payment history, shopping cart, order history and credit
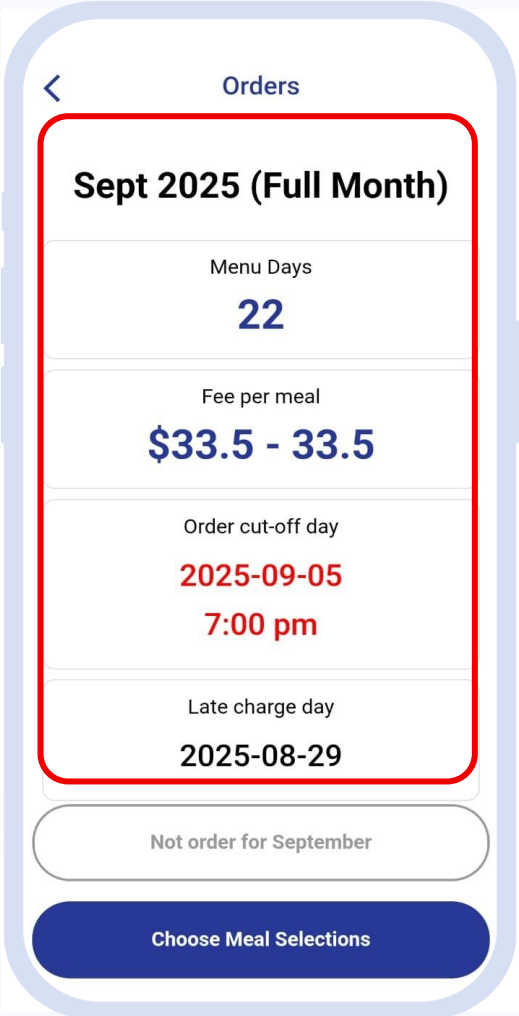
STEP 4: Ordering

Menu summary
→
including number of meal day, fee per meal and deadline
(Except full month orders only)

← Available menu

STEP 4: Ordering

Orders

Sept 2025 (Full Month)

Menu Days
22

Fee per meal
$33.5 - 33.5

Order cut-off day
2025-09-05
7:00 pm

Late charge day
2025-08-29

Not order for September

Choose Meal Selections

Ordering by Month
1) Select specific months to order
2) Choose **"Not Order for [Month]"** to bypass months when no order is needed and complete the payment.

⚠ Important Notes:
• Bypassed months will be locked - the system assumes no orders are required.
• Locked months automatically reopen for ordering by **15th of each month**.

Ordering by Period (3 Months)
1) Choose "Choose Meal Selection" to continue with your order
2) **Do Not** choose " Not order for [Month]", as this will lock your account for the selected month and system will assume no orders are required for locked months.
3) Ensure all meal orders for the entire 3 months period are added to your cart **Before** complete your payment.

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STEP 4: Ordering
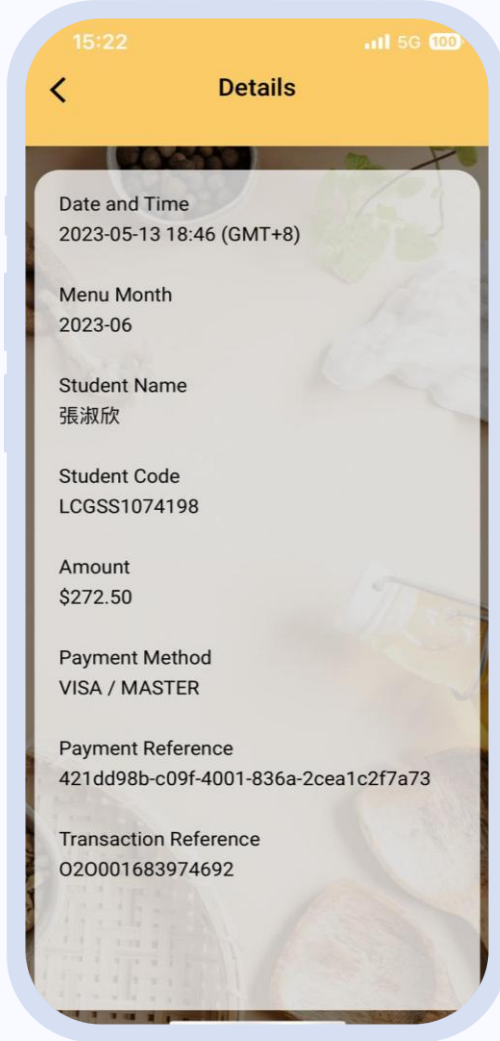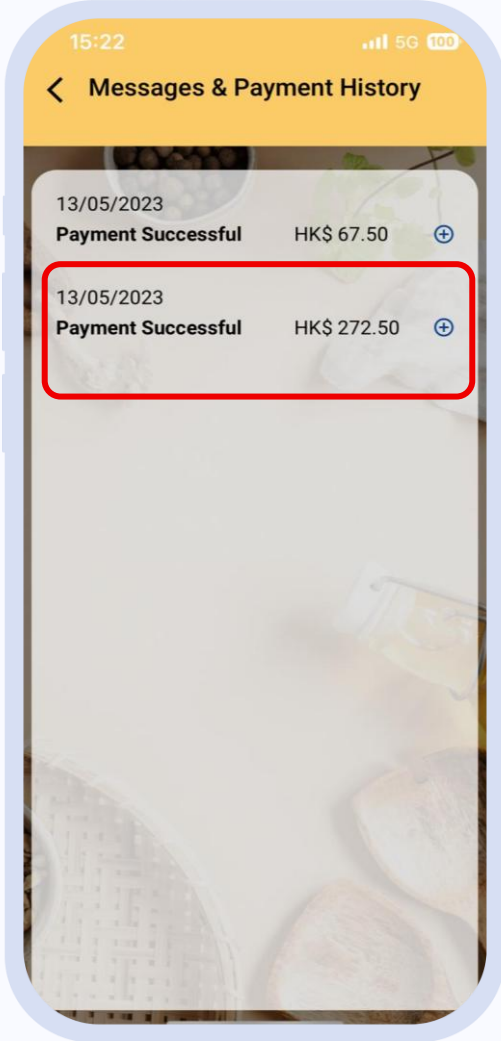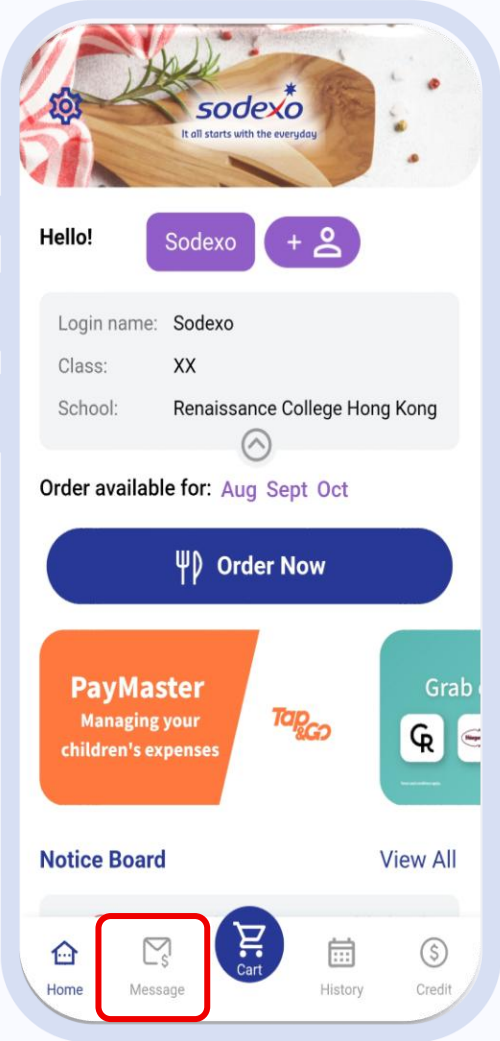
Choose meals and pay in shopping cart

STEP 4: Ordering
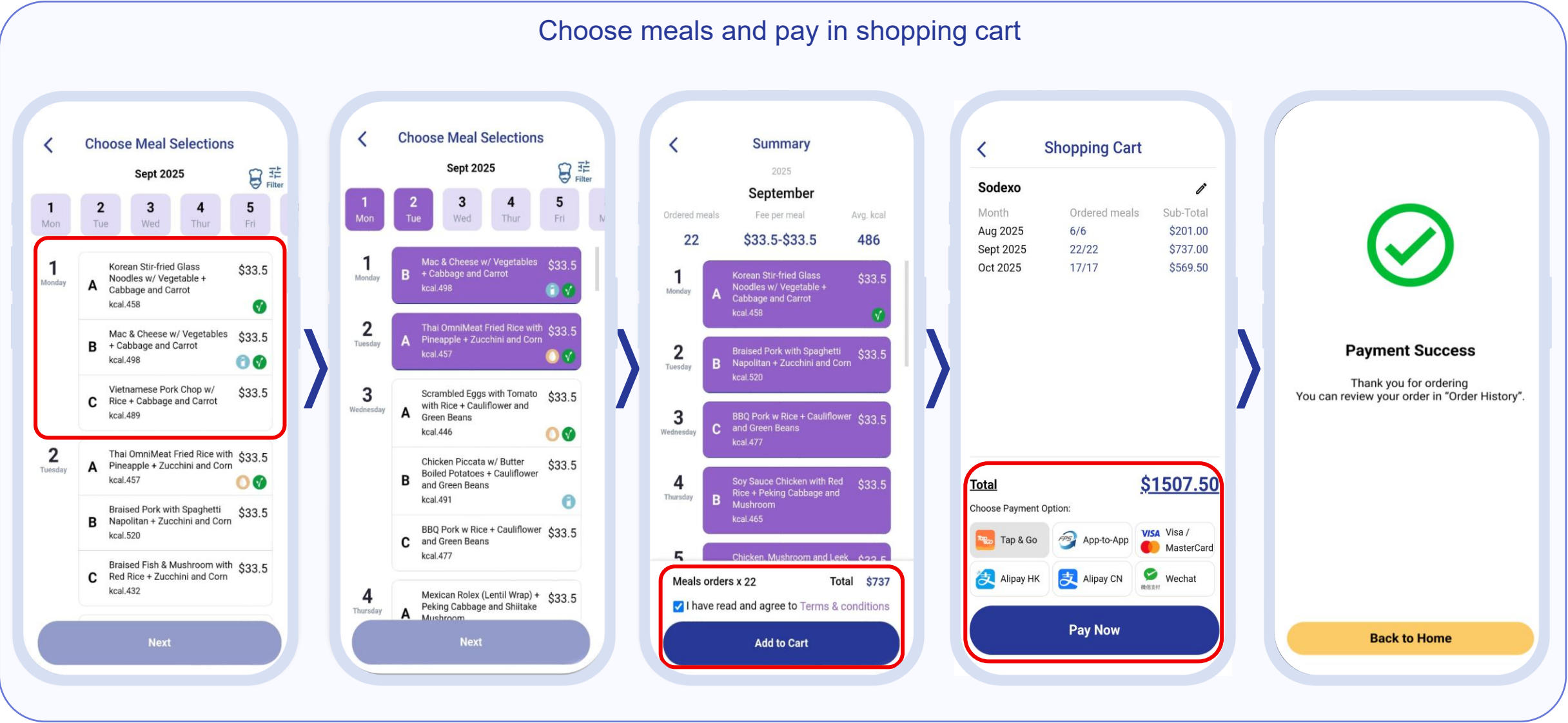
Parent can filter different food categories in app
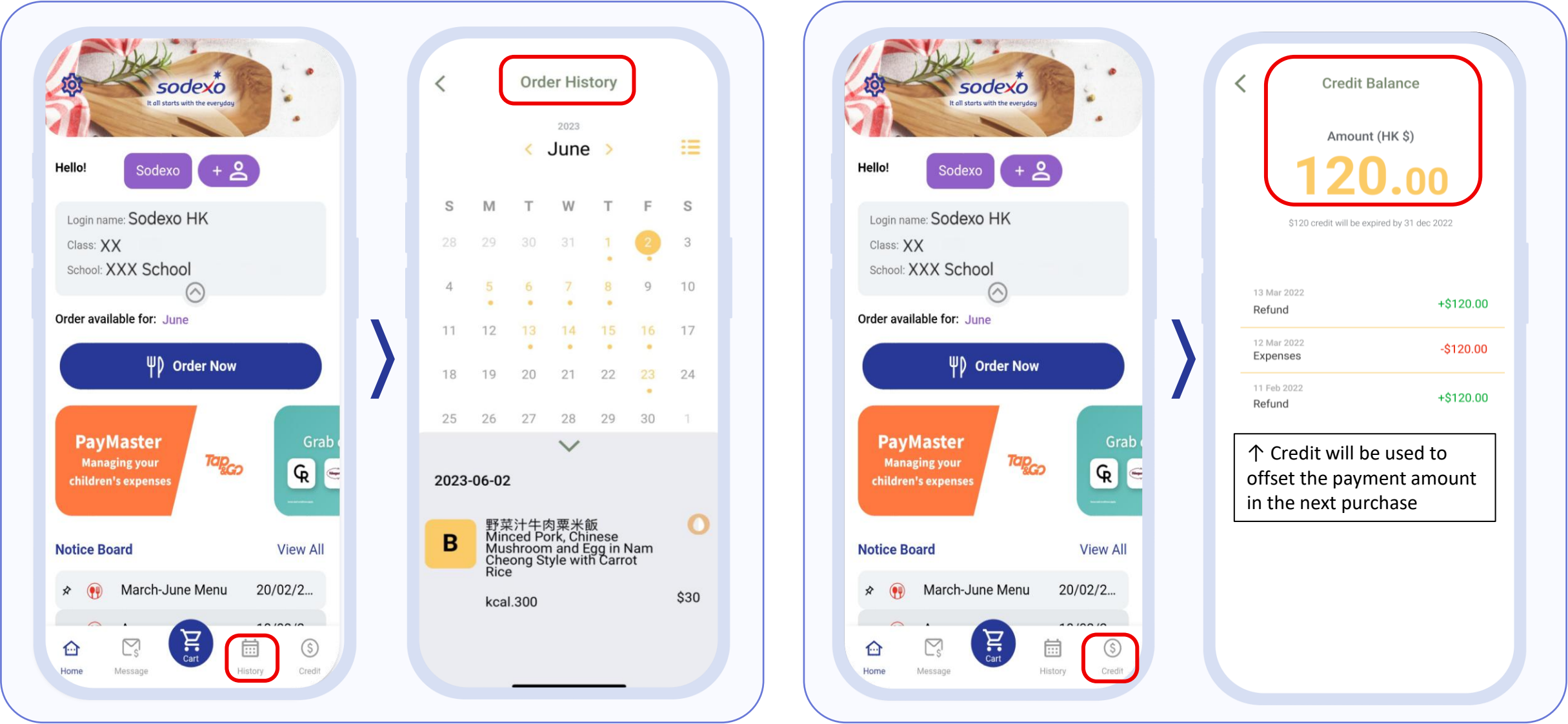
STEP 5: Payment History

Late Enrollment

The deadline for online enrollment for the follow month will be by 28th of the current month

A surcharge of HKD$50 will be imposed for late enrollments after 28th of the current month.

Order History & Credit

↑ Credit will be used to offset the payment amount in the next purchase

Meal Cancellation

SCHOOL SUSPEND DUE TO BAD WEATHER:
Automatic refunds to all students
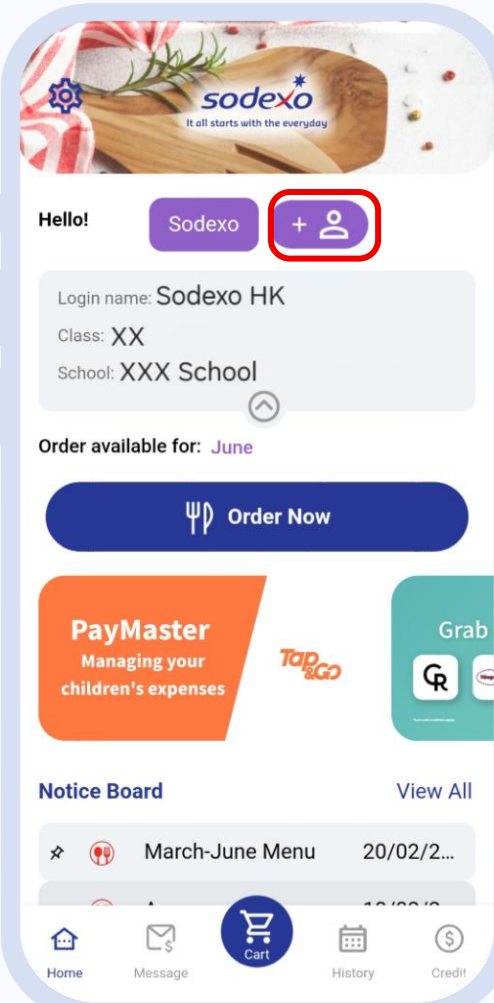
SICK LEAVE:
Please inform our Catering Manager by sending an email to
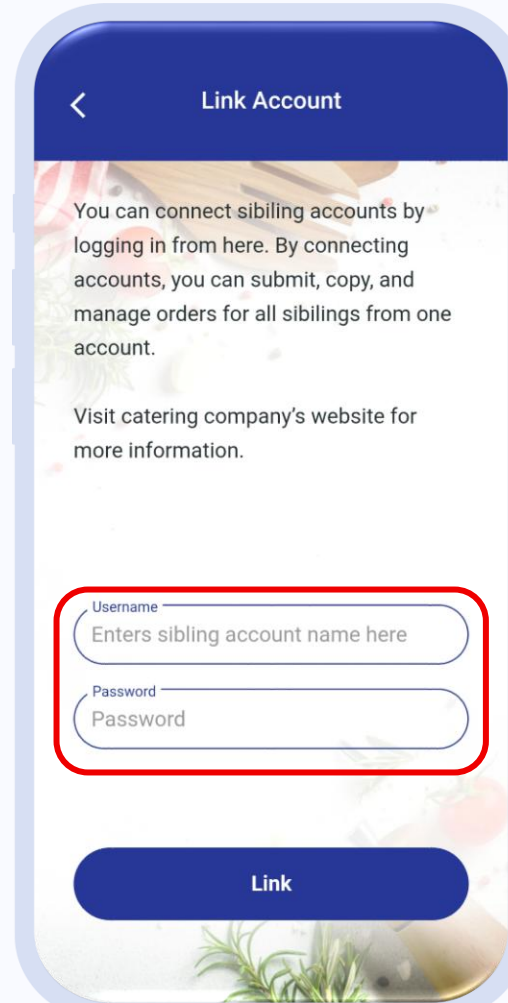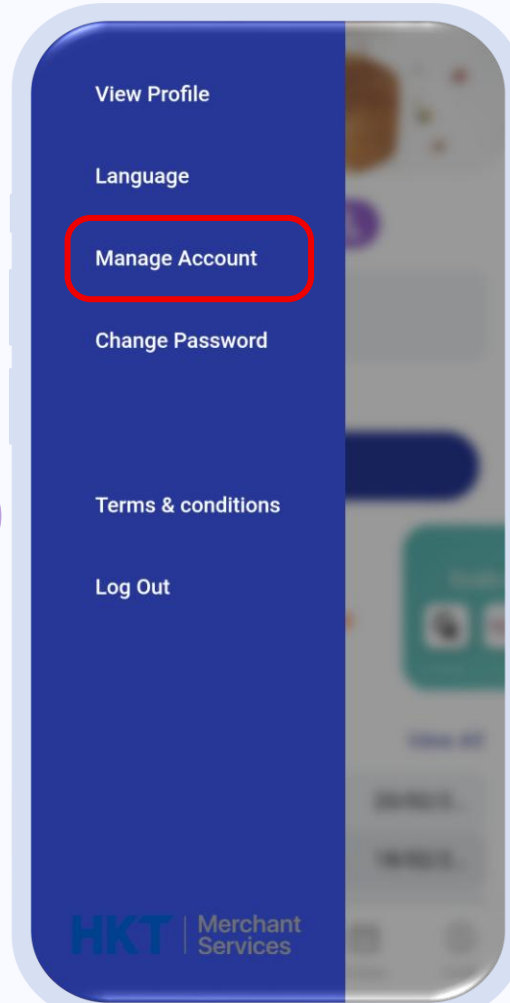unit.rchk.hk@sodexo.com before 8:30am on the day of leave

*Late notifications and other personal reasons for lunch cancellation will not be accepted.
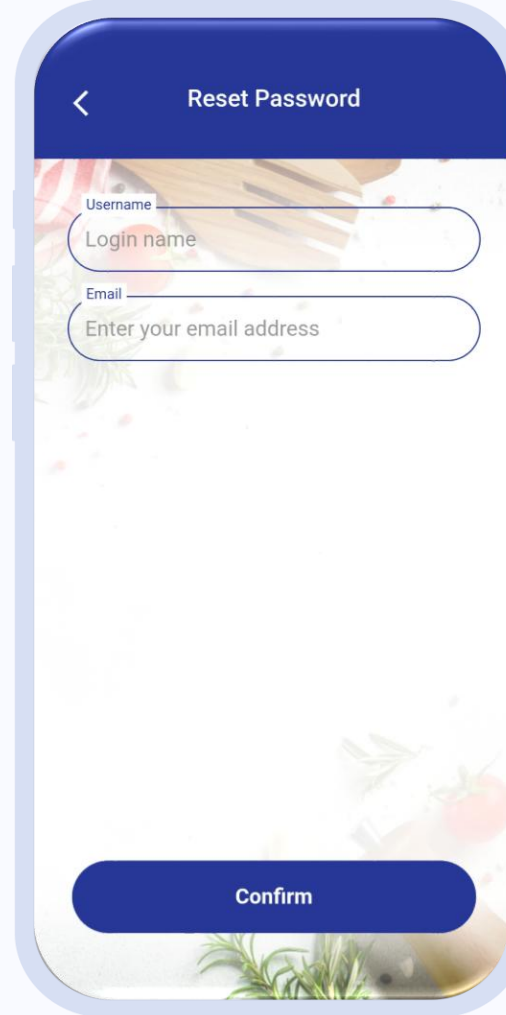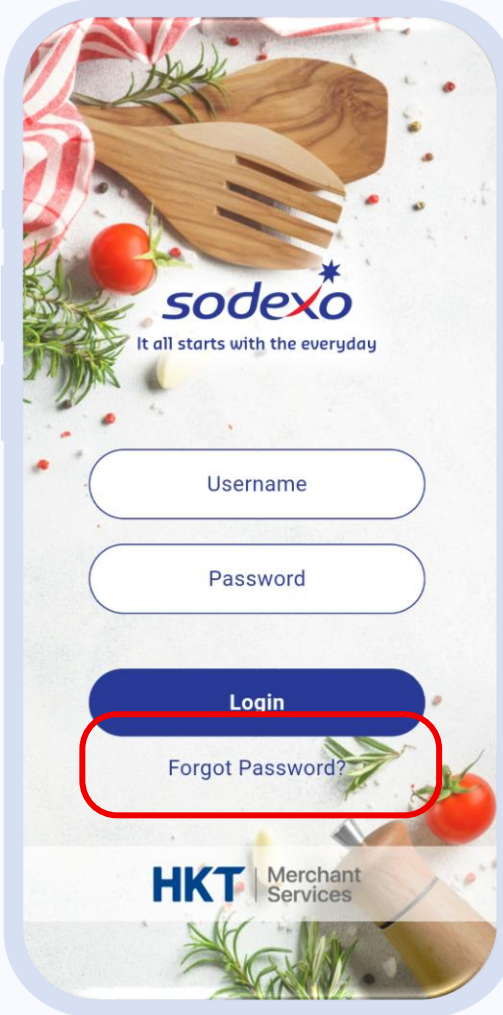*All meal cancellation will be refunded via a credit to your ordering account.

Sibling Account

Parent can add sibling account to one login.

Input the sibling app login name and password to merge the account in app.

Forgot Password

If parent has provided email address in the app, you can select "Forget Password" at Login Page.

Input "Login Name and Email Address" to verify the identity.

New password will send to your email address.

Personal Information Collection Statement

All personal data collected will only be used for lunch enrollment or related matters at Renaissance College Hong Kong.

Sodexo (HK) Limited will not transfer the personal data collected to any third party, unless the individual concerned has given express consent for a change of use of data or such use is permitted by law.

Thank You