

## vol.05 Payment of Hamaben

Payment differs according to how you place your order. Orders placed online are payable by credit card at a convenience store or with prepaid points<sup>\*1</sup>. Orders made via fax<sup>\*2</sup> are payable through bank transfer. Please note that there is no cash exchange at school.

- ※1 Customers who have purchased Hamaben points in advance from May 1st, 2017 can now begin ordering Hamaben with the points. Before, payment had to be made with a credit card or at a convenience store every time an order was placed, but by using the prepaid points, Hamaben lunches can be ordered without paying by credit card or at a convenience store every time you place an order.
- ※2 You are asked to attach the bank transmit receipt and send by fax after transferring the sum of the lunch price, multiplied by the order quantity, to the designated account in advance. If there is no attachment, the order will be invalid. In addition, you are requested to bear the transfer fee.

## vol.06 Order deadline

- A. Ordering via Internet or app** — Credit card: at 23:59 seven days before the expected delivery date.  
 — Convenience Store: at 23:59 ten days before the expected delivery date.
- B. Ordering via fax** — Bank transfer before ordering: The deadline is the 20th day of the previous month for the delivery date of the following month

※Bank transfer before ordering: The deadline is the 20th day of the previous month for the delivery date of the following month

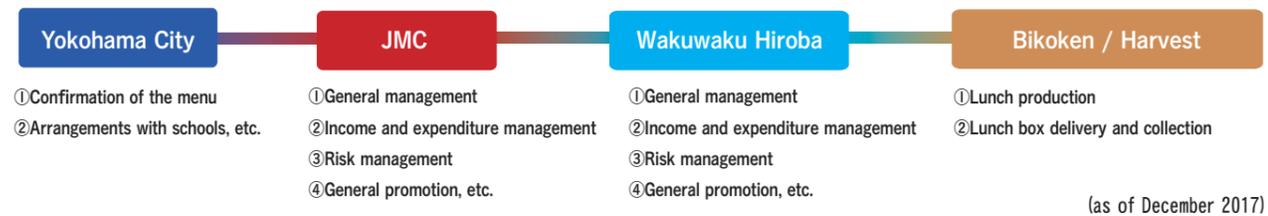
## vol.07 Cancellation deadlines

- A. Ordering via Internet or app** — Credit card/convenience store/prepaid point payment: By 16:00 two days before the delivery date
- B. Ordering via fax** — By 16:00 two business days before the delivery date  
 ※Business days exclude Saturdays, Sundays, and holidays.

**[Note]** •Regarding cancellations above, all refunds will be in Hamaben prepaid points.  
 •Provision of Hamaben lunch will be canceled in the case of school closure due to natural disasters or class closure due to influenza. Please note that we will not return any points for cancellation or cancellation after the cancellation date as in A and B above.

## vol.08 Business Scheme Hamaben Lunch implementation scheme chart

In order to make use of the know-how of private companies in various factors such as menu, procurement of ingredients, prices, etc., we have concluded agreements with businesses selected by proposal methods in the implementation of the "Hamaben" project. Yokohama City oversees the entire project, implementing necessary environmental arrangement and expenses, and the lunch providers carry out their duties, including food preparation, taking orders and delivery of Hamaben (see below).



\*Check the price list for Hamaben Lunch prices.



Yokohama municipal junior high schools offer a lunch system in which you can choose various types of lunch boxes (bento), according to family lifestyles and daily circumstances. You can bring home-made or commercially-available lunch boxes, or order municipally-provided ones, called "Hamaben". The Hamaben Lunch is available at all municipal junior high schools.

### Features of Hamaben Lunch

- ★ **Warm rice and soup!**
  - Warm rice and soup is delivered to the students by using transportation containers and heat storage materials.
- ★ **Nutrition balanced meals!**
  - The menu is prepared by a dietician based on the Dietary Reference Intakes for Japanese 2015.
  - Municipal dietitians check the menu prepared by the lunch providers.
- ★ **Optional side dishes and amounts of rice!**
  - You can order from two types of side dishes and three amounts of rice.
  - You can select a mix of what you like, balance and amount of food.
  - Orders for just milk or a soup are accepted.
- ★ **Easy ordering and payment!**
  - Orders can be made online with a computer or tablet at any time.
  - With the new smart phone app, it is even more convenient.
  - Payment can be made in a variety of ways such as by a credit card, at a convenience store or with prepaid points.
  - You can also choose to order by fax and pay by bank transfer.

Note: Hamaben Lunch is available at 145 municipal junior high schools/secondary compulsory education schools.

Contact

Hamaben Support Center

**0570-03-4580**

Yokohama City Board of Education, Health Education Section 045-671-3277

**Yokohama City Board of Education**

## VOL.01 Smart Phone App for Hamaben

You can now order the Hamaben Lunch with an app on your smart phones. It is now easier to order with the following new functions added to the app (since September 2017). Please download and use the app.

- ① Improved security with fingerprint authentication function (TouchID) (smartphone supporting fingerprint authentication) \* TouchID function is exclusive to iPhones
  - ② Easier to use by fixing the main menu at the bottom of the screen
  - ③ Easier to use by installing and displaying side menu
  - ④ Addition of an order, change and cancel function from the HOME screen calendar
  - ⑤ Addition of a favorite notification function by registering your favorite menu
  - ⑥ Addition of a collective selection / cancellation function in the order calendar
  - ⑦ Addition of a function to check purchase history on the HOME screen calendar
- \* ④, ⑥ and ⑦ above are functions available on computers as well.



Android

iPhone

## VOL.02 Hamaben Lunch Menu and Nutritional Balance

The Hamaben Lunch menu is based on the Dietary Reference Intakes for Japanese 2015, and the menu prepared by lunch providers is checked by dedicated dietitians. To offer nutritionally well-balanced lunches, various methods are employed, such as creating lunches according to the "3 : 1 : 2 lunch box method", which means rice, vegetables and side dishes are incorporated at a ratio of 3 : 1 : 2.

Nutritional Value Index (average for 12 to 14 years old male and female)

Nutritional value per meal	Energy		Protein	Fats	Sodium	Calcium	Magnesium
	Iron	Zinc	Vitamin A	Vitamin B <sub>1</sub>	Vitamin B <sub>2</sub>	Vitamin C	Dietary Fiber
	717 to 967kcal	23 to 48g	16 to 32g	2.3 to 2.7g	233 to 283mg	82mg	
	2.8mg	2.5mg	175μgRAE	0.4mg	0.33mg	27mg	5.5g

### 1 Nutritionally well-balanced menu with various ingredients

A menu with a variety of mainly seasonal ingredients is prepared taking into consideration the nutrients necessary for a meal (carbohydrates, lipids, proteins, vitamins, minerals, etc.) and providing them without excess or deficiency.

### 2 Adapting a variety of cooking methods

Deep-fried and stir-fried foods are delicious, but if you only eat these and consume too much fat, it may cause obesity and dyslipidemia. Also, since boiled or dressed vegetable dishes do not use oil, they decrease the intake of energy, but on the other hand, lead to too much sugar and salt intake, which may cause diabetes and high blood pressure. Hamaben Lunch offers a well-proportioned menu that includes deep-fried and stir-fried foods, and dressing vegetables, avoiding the cooking style being monotonous.

### 3 Main dish choices

You can choose main dishes from A (meat) and B (fish). The main dish is a source of protein, and is planned especially for junior high school students so they can eat properly in their growth period. These optional main dishes help to balance with meals at home.

**Hamaben Lunch Nutrition Management**

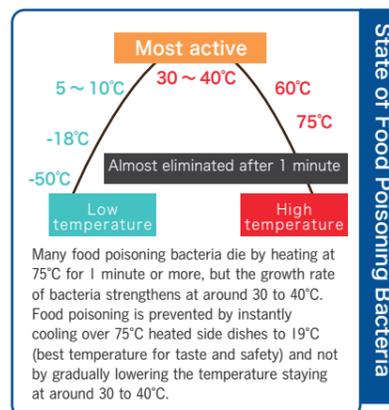
The dedicated dietitians control the menu prepared by the lunch providers. Although they cannot keep the food to be allergy free, you can check online seven specific ingredients known to cause allergies (ex. wheat, eggs), and 20 other allergy-provoking ingredients that are recommended to be indicated before ordering your lunch boxes. You can also inquire the Hamaben Support Center for details of ingredients used and its production areas as well.

\* Bring your own chopsticks or spoons when you eat your Hamaben lunch at school.

## VOL.03 Hamaben Lunch Hygiene Management

At the production factory, a third-party hygiene inspection agency conducts not only periodical hygiene inspections but also monthly microbial inspections (to examine the number of bacteria present in the finished Hamaben lunches), as well as biannual on-site inspections (such as visually inspecting production lines and checking hygiene records).

- ① Foreign substance contamination is prevented in four stages at the entrance to the kitchen through the use of adhesive rollers, hand washing, alcohol disinfection, and an air shower room.
- ② Deep-fried foods are cooked evenly using continuous fryers.
- ③ Grilled and steamed foods are cooked in a steam convection oven.
- ④ Food poisoning is prevented by thoroughly heating the center part of food ingredients at 85°C or more
- ⑤ To prevent food poisoning, side dish temperatures are instantly lowered to 19°C in a vacuum cooler.
- ⑥ All completed lunch boxes are delivered after going through a metal detector.



## VOL.04 Ordering Hamaben Lunch

Hamaben Lunch Ordering Website <https://www.hamaben.jp/>

Orders can be made online (computer or smart phone) or via Fax. To make an order, advance user registration is required. User registration is accepted via the Internet or by post. For details, please visit Hamaben ordering website.

### Computer or Tablet

- STEP 0 [User Registration]**  
Click "利用者登録" (User registration) button to register user.
- STEP 1 [Log in]**  
Log in using your registered mail address and password.
- STEP 2 [Open the separate calendar]**  
Open the calendar on the homepage. There is also a convenient bulk purchase function.
- STEP 3 [Start ordering]**  
Open the details of the day you want to order, select the item, and click the "かごに入れる" (Add to basket) button.
- STEP 4 [Confirm selected items]**  
Open the list with "かごを見る" (View my basket) in the menu and confirm, alter or cancel the order.
- STEP 5 [Select payment method]**  
The payment method set on the My page is selected. Set whether or not to use prepaid points and press the "次へ" (Next) button.  
*Note: Payment method can be changed on the My page.*
- STEP 6 [Final confirmation]**  
Make final confirmation of the order details and payment method. If there is no change, press the "注文確定" (Confirm the order) button.

- STEP 7 [Payment]**  
**Paying by credit card**  
**Enter your card details and make payment**  
Enter your card information and complete payment.  
*\*If you selected "登録済みカードを使う" (Use a registered card) in Step 5, Step 7 is omitted.*  
**Paying at a convenience store**  
**Check the order number and due date**  
Be sure to keep the order number as it is required for payment.  
Payment deadline is 3 days after placing an order.  
Be sure to pay within the due date since your order will be canceled if not paid by the payment deadline.  
**Paying with prepaid points**  
If you purchase points in advance, payment is unnecessary each time.
- STEP 8 [Complete your order]**  
*Note: After your order is completed, an order confirmation e-mail will be sent. Should you not receive an order confirmation e-mail, please contact the Support Center.*

### Smart Phone App

- STEP 0 [Download the app]**  
Please download the Hamaben app from App Store (if using iPhone), or Google Play, (if using Android) (Please use the QR code).
- STEP 1 [User Registration]**  
Click "利用者登録" (User registration) button to register user.
- STEP 2 [Log in]**  
Log in using your registered mail address and password.
- STEP 3 [Open the separate calendar]**  
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*Note: Payment method can be changed on the My page.*
- STEP 7 [Final confirmation]**  
Make final confirmation of the order details and payment method. If there is no change press the "注文確定" (Confirm the order) button.

- STEP 8 [Payment]**  
**When paying by credit card**  
**Enter your card details and make payment**  
Enter your card information and complete payment.  
*\*If you selected "登録済みカードを使う" (Use a registered card) in Step 6, Step 8 is omitted.*  
**When paying at a convenience store**  
**Check the order number and due date**  
Be sure to keep the order number as it is required for payment.  
Payment deadline is 3 days after placing an order.  
Be sure to pay within the due date since your order will be canceled if not paid by the payment deadline.  
**Paying with prepaid points**  
If you purchase points in advance, payment is unnecessary each time.
- STEP 9 [Complete your order]**  
*Note: After your order is completed, an order confirmation e-mail will be sent. Should you not receive an order confirmation e-mail, please contact the Support Center.*

### FAX

- STEP 0** Fill out the necessary information on the Hamaben user registration form at each school and send it by post. (You are requested to bear the postage fee.)  
address Sapporo Aoba Bldg., 5th Fl., Minami Ichijo-Nishi 6-15-1, Chuo-ku, Sapporo, Hokkaido 060-0061  
Hamaben Support Center, Registration Section
- STEP 1** Sapporo Aoba Bldg., 5th Fl., Minami Ichijo-Nishi 6-15-1, Chuo-ku, Sapporo, Hokkaido 060-0061  
Hamaben Support Center, Registration Section
- STEP 2** Circle the appropriate place on the application form and calculate the total amount.
- STEP 3** Transfer the total amount to the designated account of Chiba Bank. (You are requested to bear the transfer fee.)  
Chiba Bank, Urayasu Branch  
Account code: 3722451 (ordinary)  
Account name: わくわく広場 (Wakuwaku Hiroba)
- STEP 4** Fill in "school code - grade - class - student name" in the application form and send it with the money transfer receipt attached in the designated space (by 16:00 on the 20th day of every month).  
Fax: 011-351-2994 (Hamaben Support Center)