

How to Use Sodexo WeChat Service at CISB

1. How to follow Sodexo WeChat Service Account

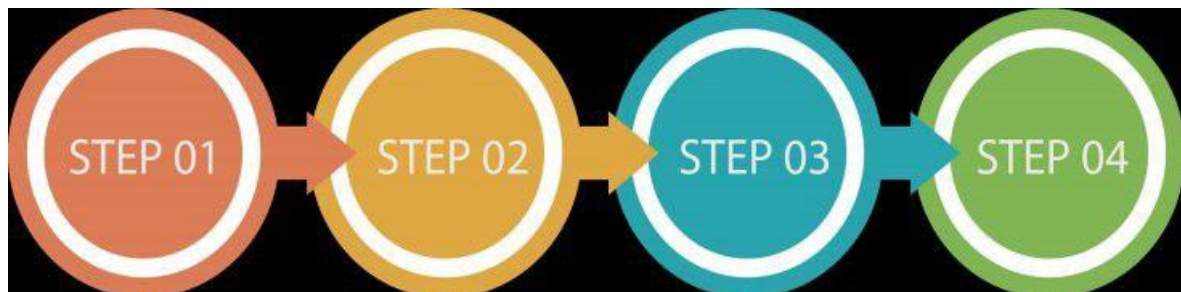
Scan the QR code, and click the “Follow” option



You will be redirected to this page automatically, this page indicates that you have successfully followed the official Sodexo account.

2. How do you validate a student ID

Open Sodexo Service Account.



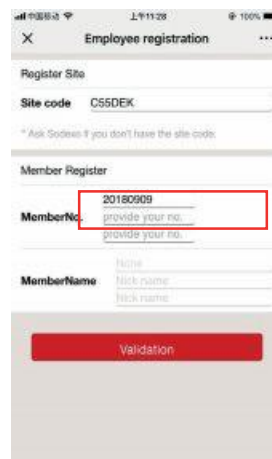
1. Find “ME”



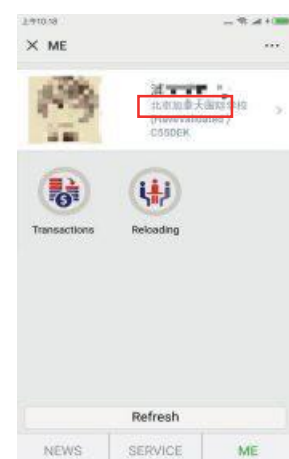
2. Click your WeChat Account Name



3. Input the student's ID#



4. Have Validated



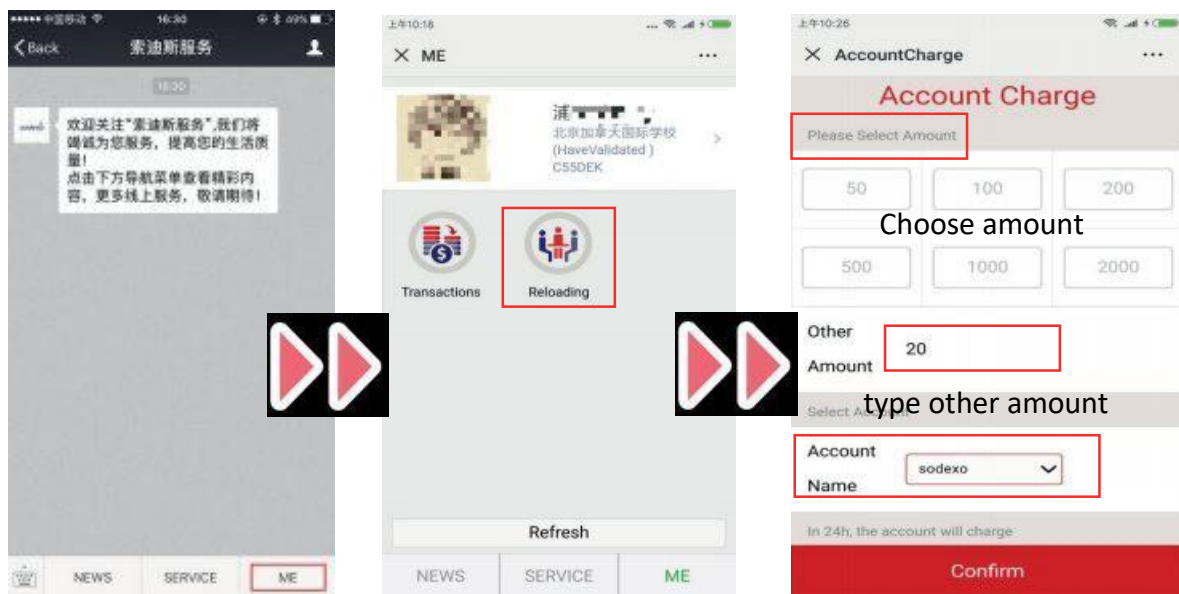
Notice:

1. If your name isn't displayed, please contact the relevant Site Manager (refer to Q&A number 8).
2. You could find the 8 digits on their school ID card, e.g. 20001234. Then, click Validation. If you have more than one child at CISB, continue to input the student ID number (8 digits), e.g. 20005678. Click Validation (in green).
3. Once you have entered all the students ID's select "Validation" at the bottom (in red). "Have Validated" means the student ID is validated, you can then reload the account.

3. How to reload your account

1. Enter Sodexo Service Account. Select "ME" at the bottom right.
2. Select Reloading
3. Confirm the name. With more than one child, click and choose the account to be reloaded.
4. Select the amount you wish to load (50, 100, 200, etc.).

OR you can input any value in "Other Amount", e.g. 0.9. after you have entered the amount to be credited select "Confirm".

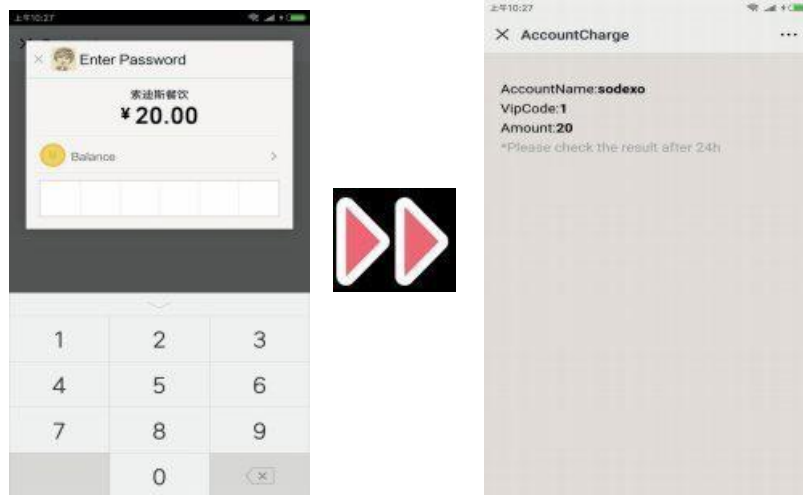


1. Select "ME"

2. Select reloading

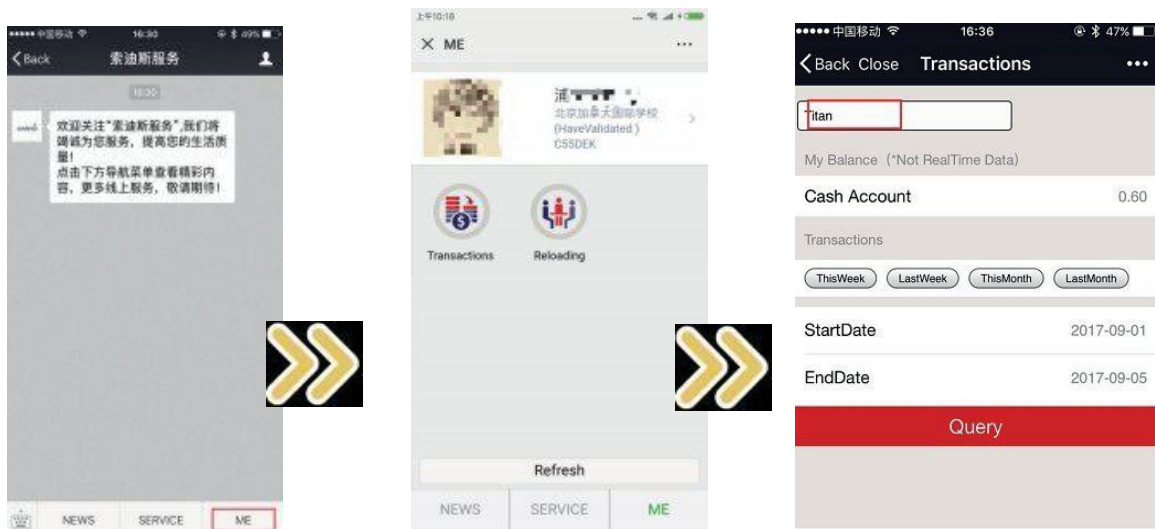
3. Confirm the name and \$

Then, select “Pay Now”, and you will be able to see the new balance after 24 hours. Please refer to the following slides for instructions.



4. How to view the balance and the transactions

1. Enter Sodexo Service Account. Select “ME” at the bottom right.
2. Select Transactions and the name of your child you wish to view.
3. You will be able to see the balance (Cash account) – Please note that you will need to wait 24 hours after loading the account to see the updated balance



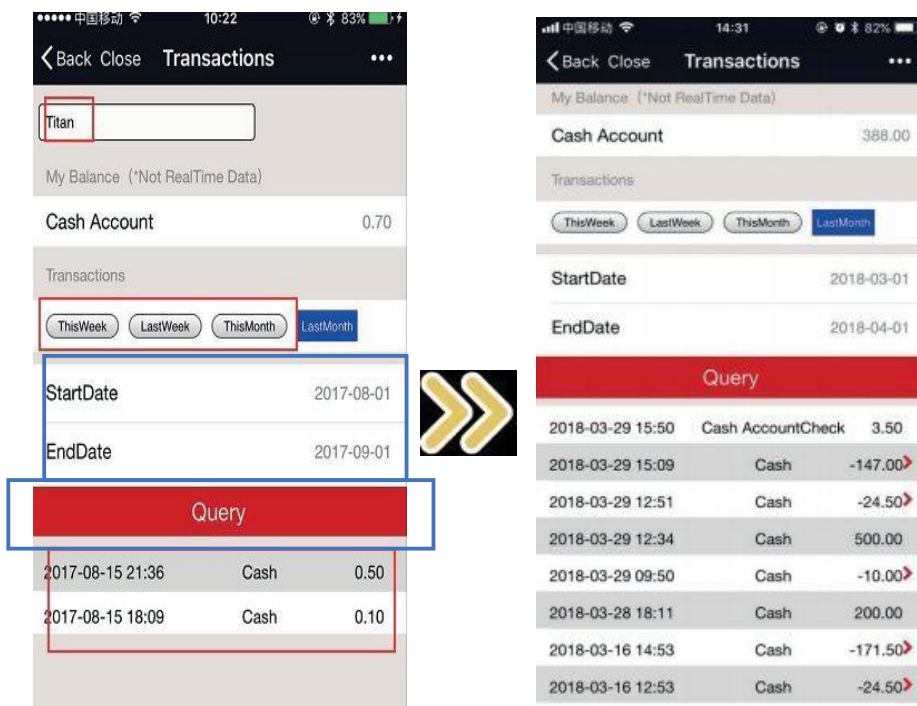
Find “ME”

Select Transactions

Choose the name of your child

4. Select the period you want to check (ThisWeek, LastWeek, ThisMonth).

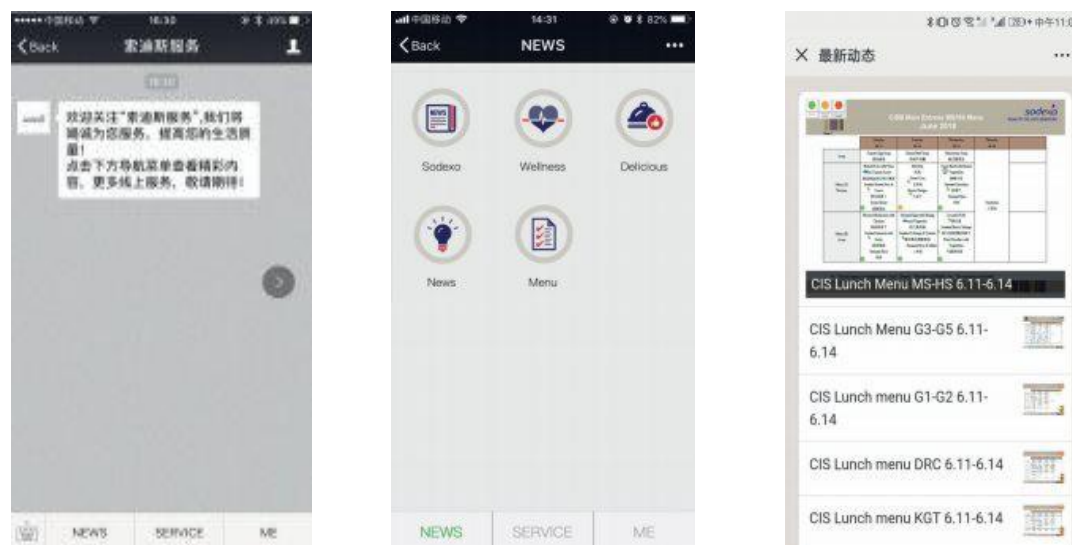
OR input any date in Startdate and EndDate, click Query, check the transaction details.



You will be able to track your kid(s)' daily consumption at the canteen and Le Café.

5. How to view the weekly menus?

Open Sodexo Service Account.



6. How to view monthly nutrition report?

Open Sodexo Service Account



1.Select "News"

2.Click Wellness

3.Select the grade(s) of your kid(s) to check the monthly nutrition report

7. Q&A

Q1: How many ID numbers could be validated with one WeChat account? A: 3 ID numbers at most.

Q2: If I have more than three children?

A: You will need to use a different WeChat account (we recommend to use the father's account) where you can then validate another 3 student ID numbers.

Q3: I am a teacher at CISB, could my ID be validated with the same account of my child / children?

A: Yes, Sodexo WeChat Service does not distinguish between students, teachers or parents.

Q4: How long does it take WeChat Reloading / Transactions to update?

A: Within 24 hours. So you could check the result after 24 hours. You will receive a message from Sodexo WeChat Service Account after you successfully reload your account; the message is only in Chinese for WeChat does not support other language in this case.

Q5: If I change the mobile phone or the phone number, does it affect WeChat Service?

A: No, it doesn't affect anything unless you change your WeChat account.

Q6: Besides Reloading on WeChat, how else could I top up the ID card?

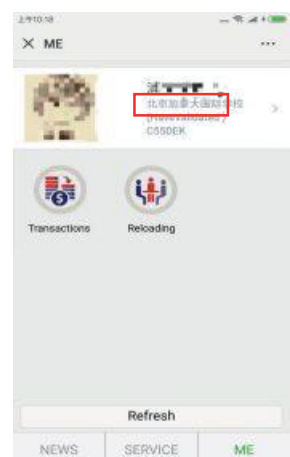
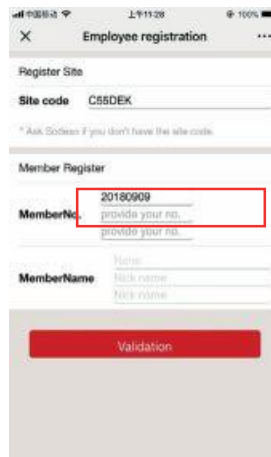
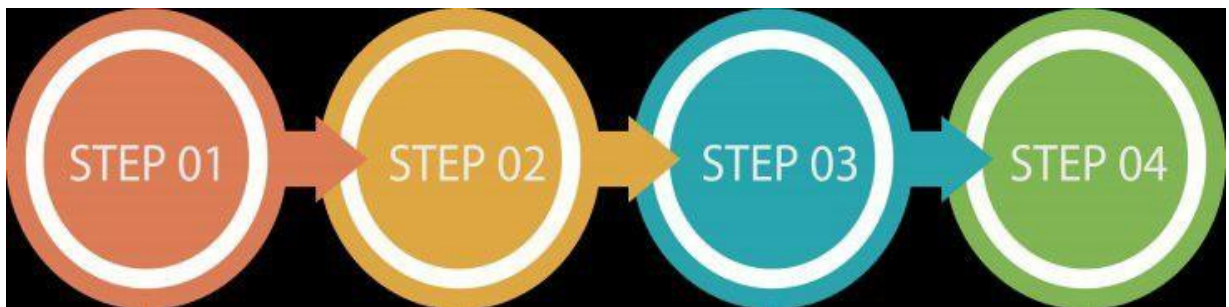
A: You could pay with Alipay or WeChat Payment by scanning the respective QR code located in the school canteen. You are also able to use China UnionPay. Cash is not encouraged.

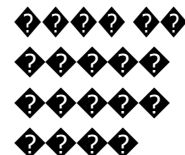
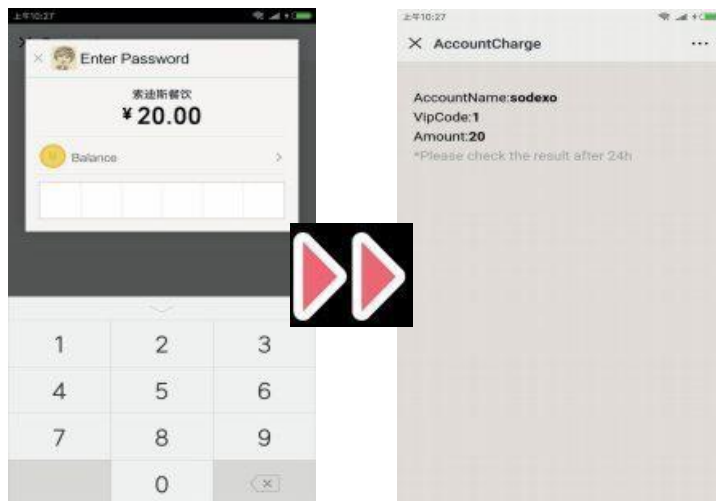
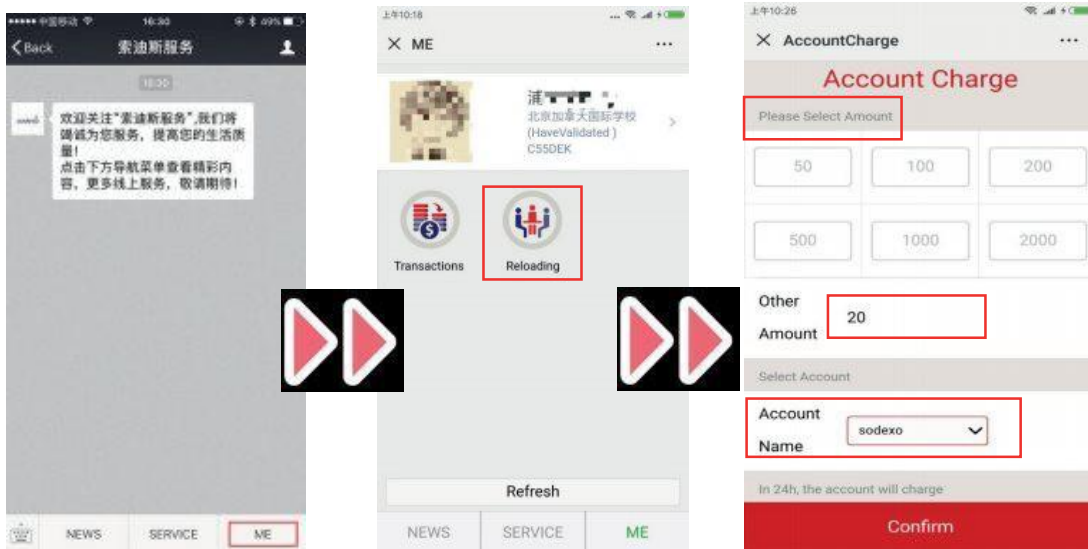
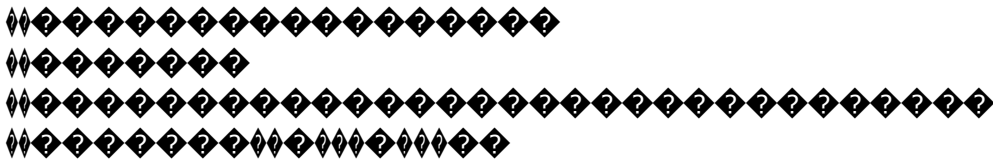
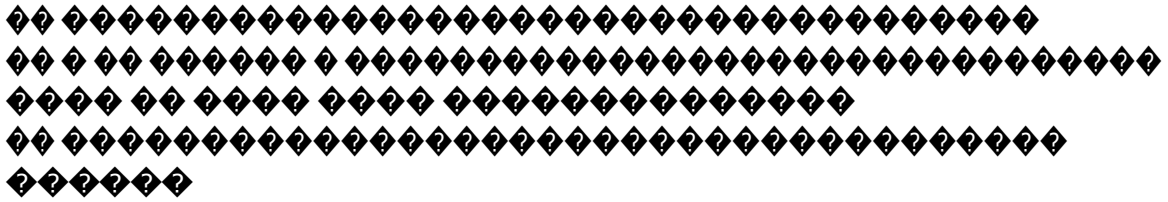
Q7: Will there be any notification if I do not have sufficient balance? A:

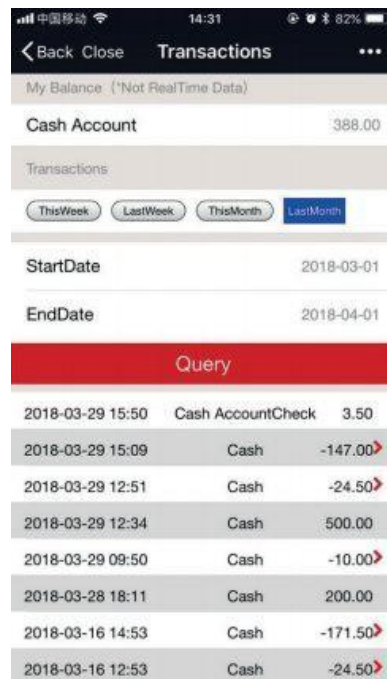
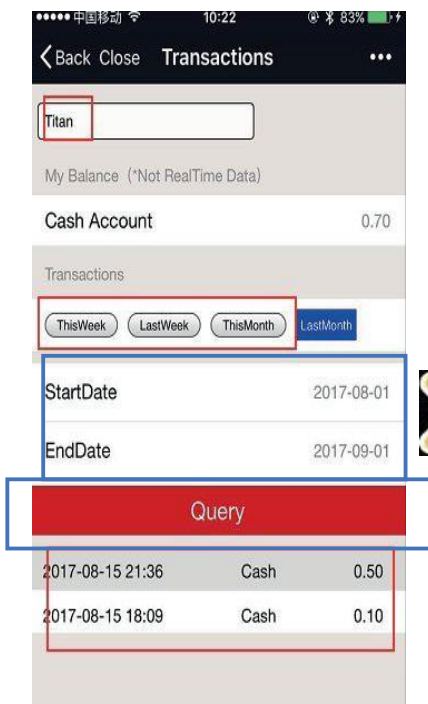
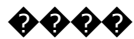
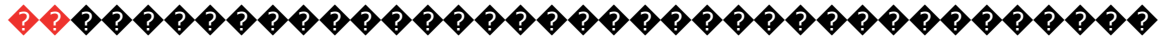
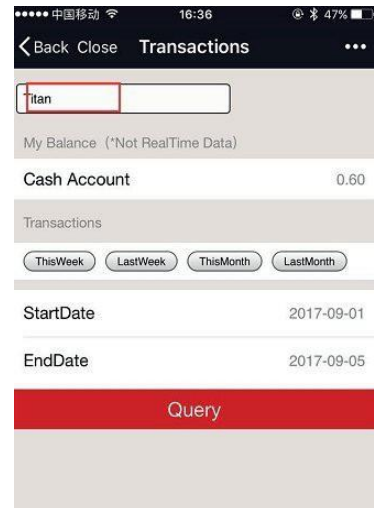
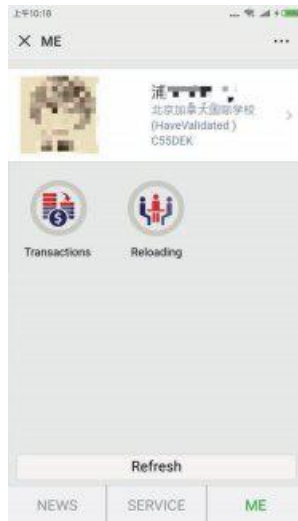
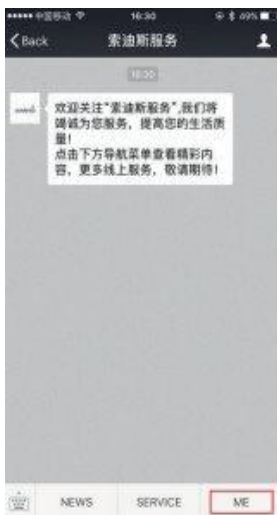
Please check the balance on WeChat Service.

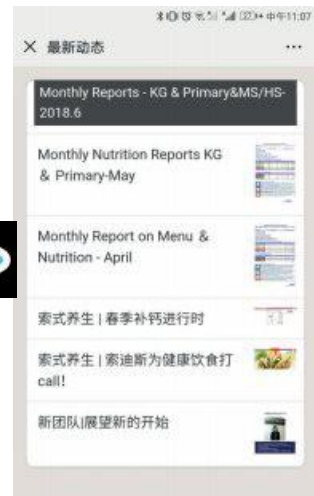
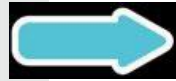
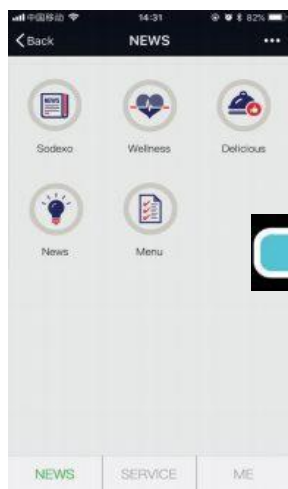
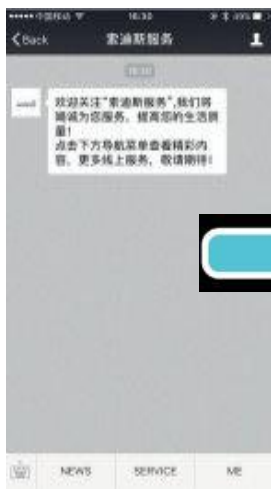
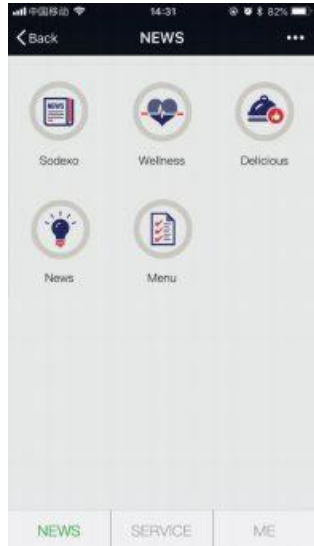
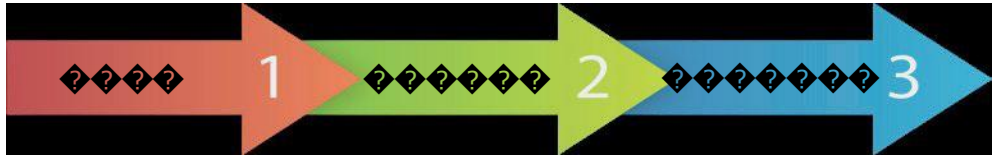
Q8: How can I contact the Site Manager? A:

Lewis2.MA@sodexo.com









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