

# How to Use Sodexo WeChat Service at CISB

## 1. How to follow Sodexo WeChat Service Account

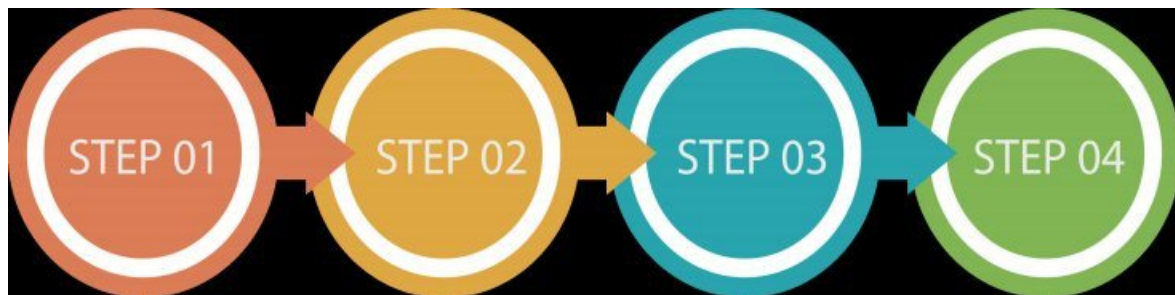
Scan the QR code, and click the "Follow" option



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.



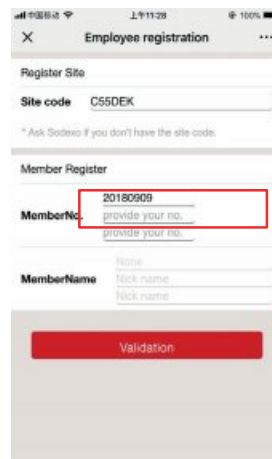
1. Find "ME"



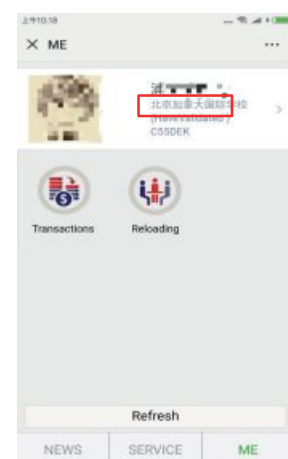
2. Click your WeChat Account Name



3. Input the student's ID#



4. Have Validated



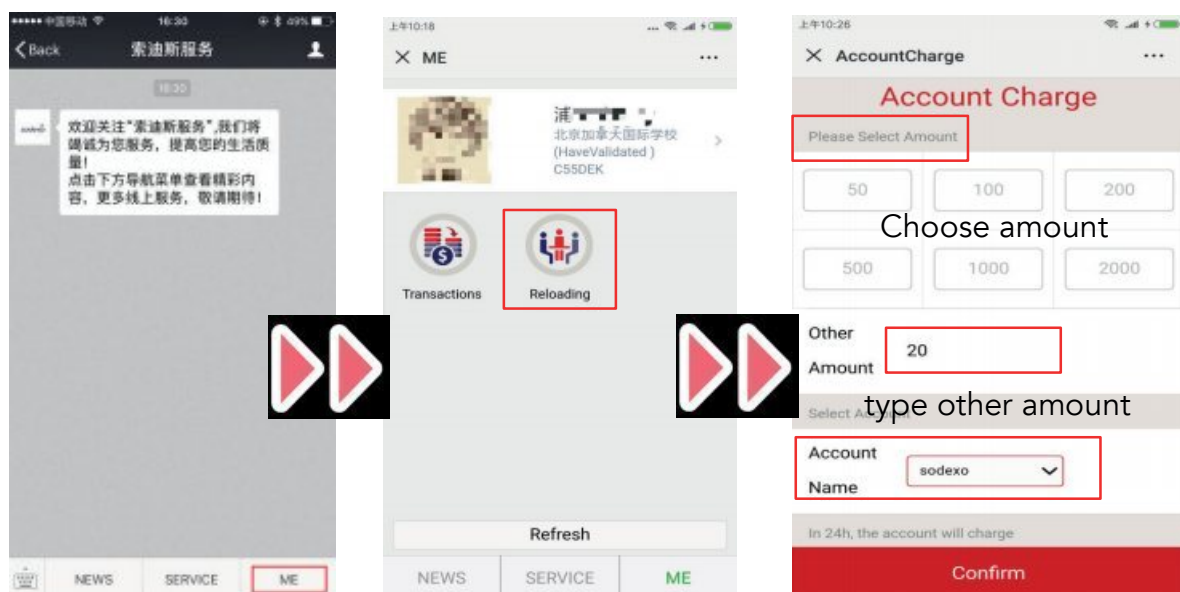
## Notice:

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".

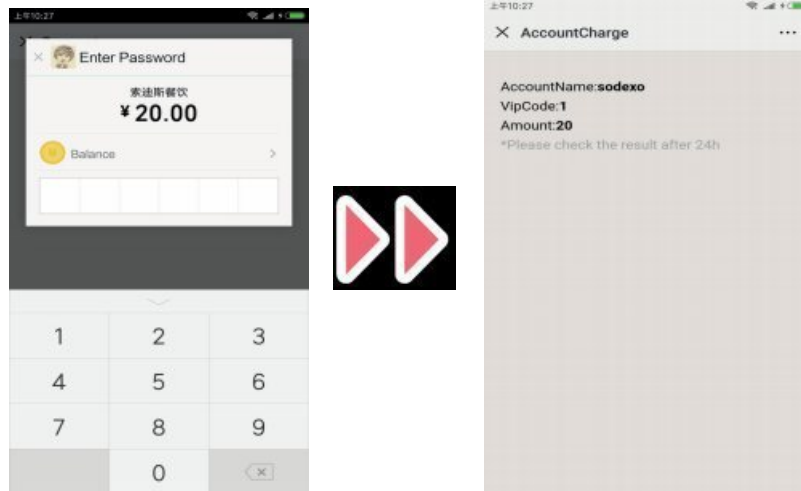


1. Select "ME"

2. Select reloading

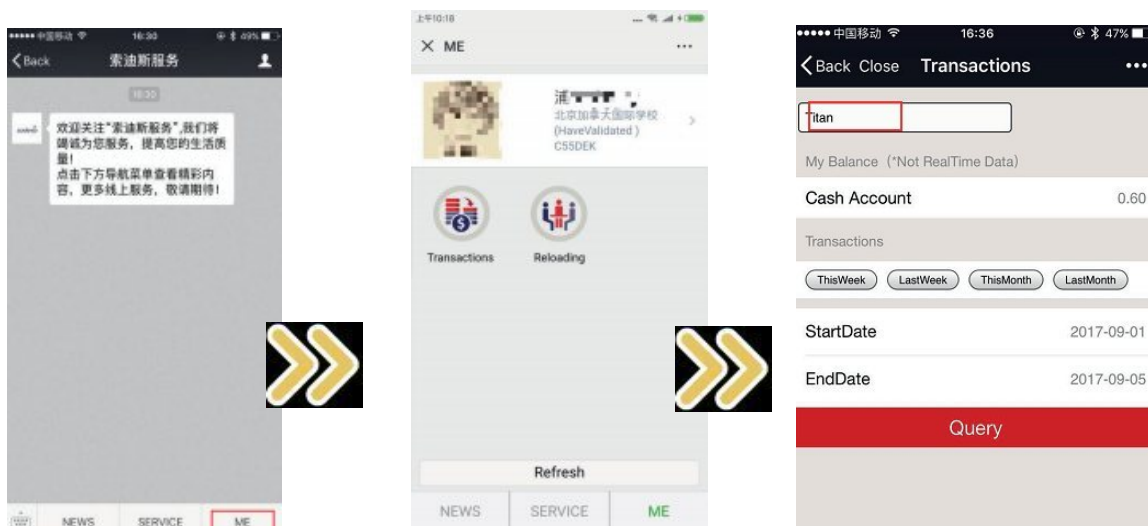
3. Confirm the name and \$

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



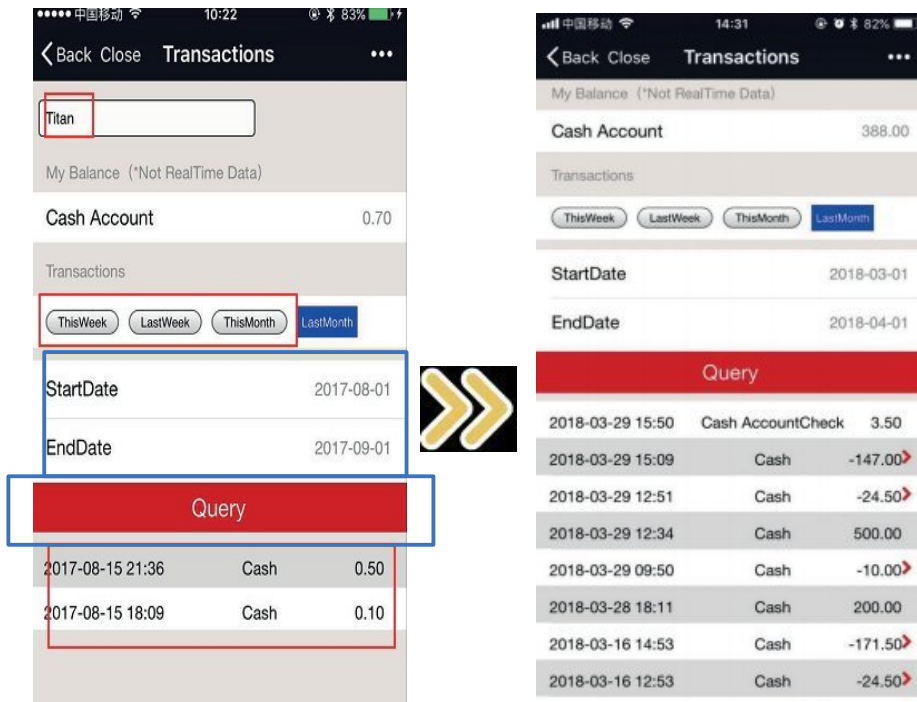
Find "ME"

Select Transactions

Choose the name of your child

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

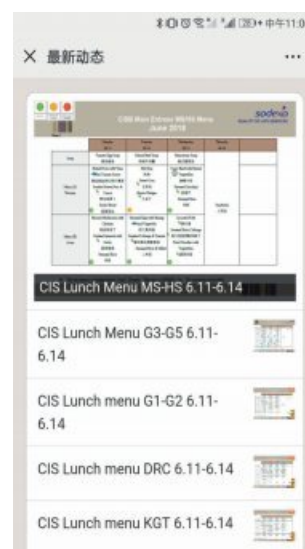
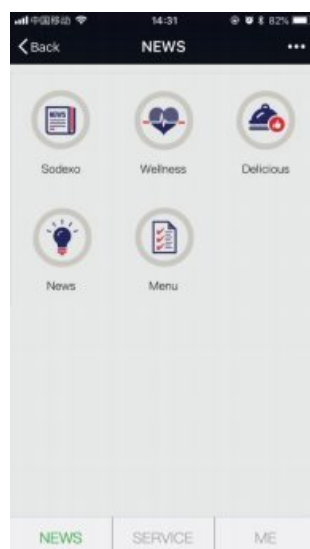
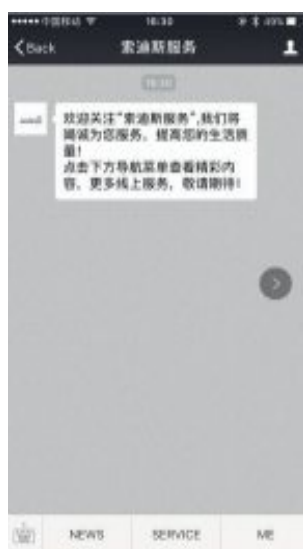
OR input any date in Startdate and EndDate, click Query, check the transaction details.



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.

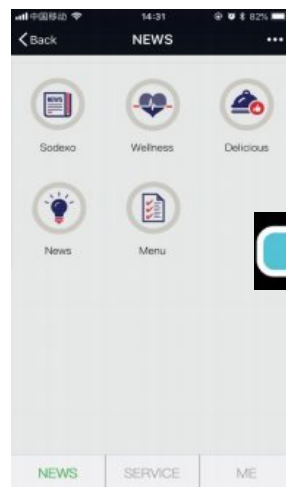


## 6. How to view monthly nutrition report?

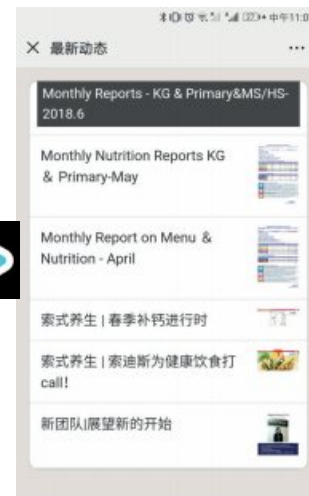
Open Sodexo Service Account



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: [ming.wang@sodexo.com](mailto:ming.wang@sodexo.com)



# 如何使用索迪斯微信服务

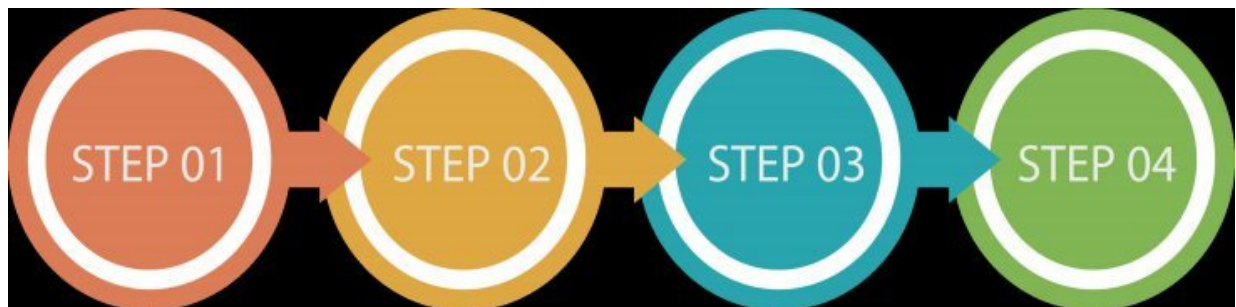
## 1. 如何关注索迪斯微信服务号

先使用微信扫以下二维码，然后点击关注索迪斯公众号。成功关注后，页面将自动跳转到以下界面。



## 2. 如何验证学生ID卡

打开索迪斯服务号

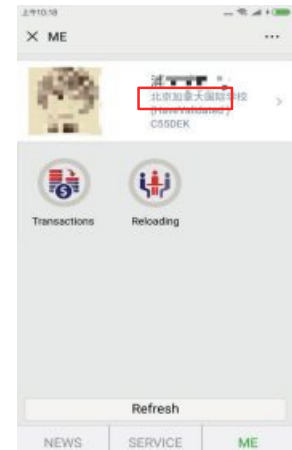
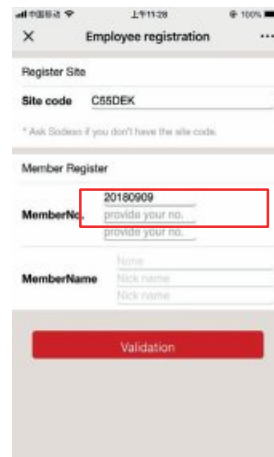


1. 点击“我”

2. 点击你的微信账号名

3. 输入学生的ID号码

4. 已验证



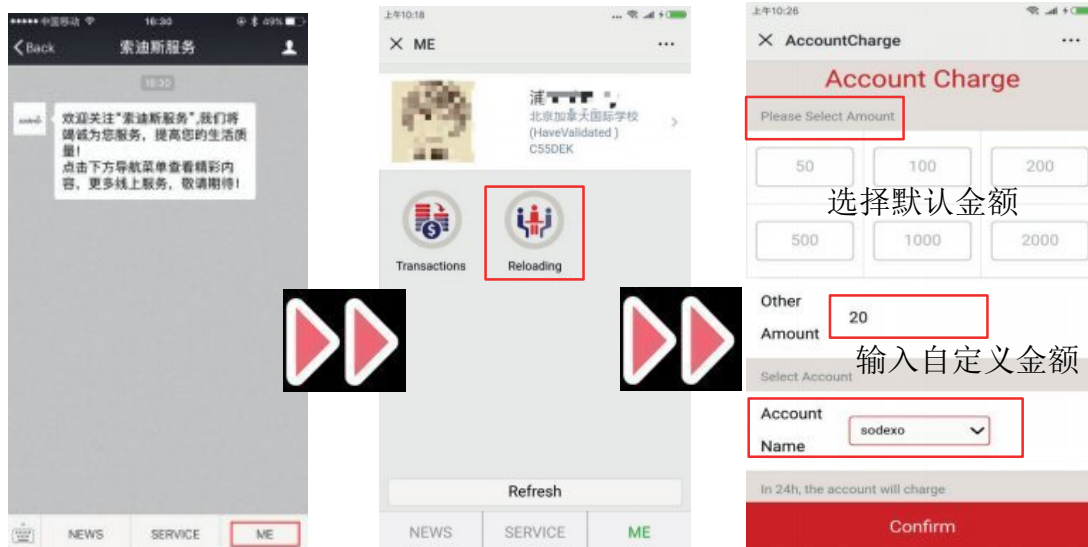
### 注意:

1. 如果界面中没有显示你的账户名字请联系联系驻场经理（联系方式在Q&A）。
2. 在 ID 卡上你能找到 8 位号码) 例如:20001234。如果你有多个孩子在学校, 请继续输入学生 ID 卡号 (8 位) 例如 20005678, 点击验证。
3. 验证成功后, 主页上会显示“已验证”, 然后就可以给账户充值、查询余额和查询消费明细了。

## 3.如何给账户充值

- 1.进入索迪斯微信服务号, 点击“我”。
- 2.选择“充值”。
- 3.首先确认“姓名”, 如果你有几个孩子可以点击并选择要充值的账户。
- 4.选择默认金额 (50、100、200) 。

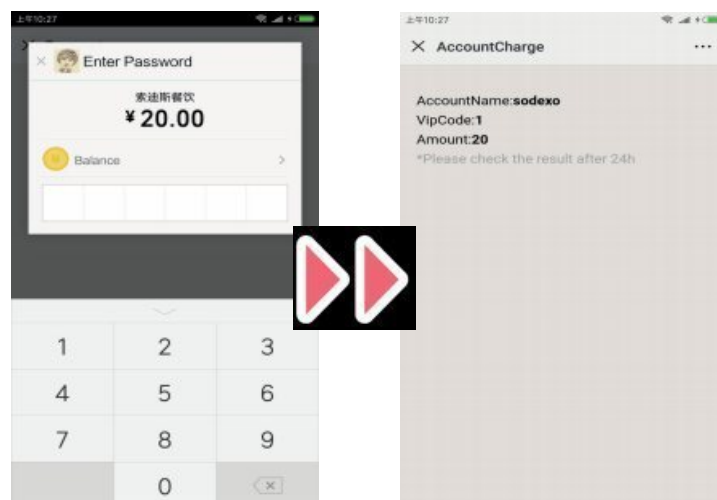
或者也可以输入自定义金额, 点击确认。点击“付款”。



1.点击我

2.选择充值

3.确认姓名和充值金额

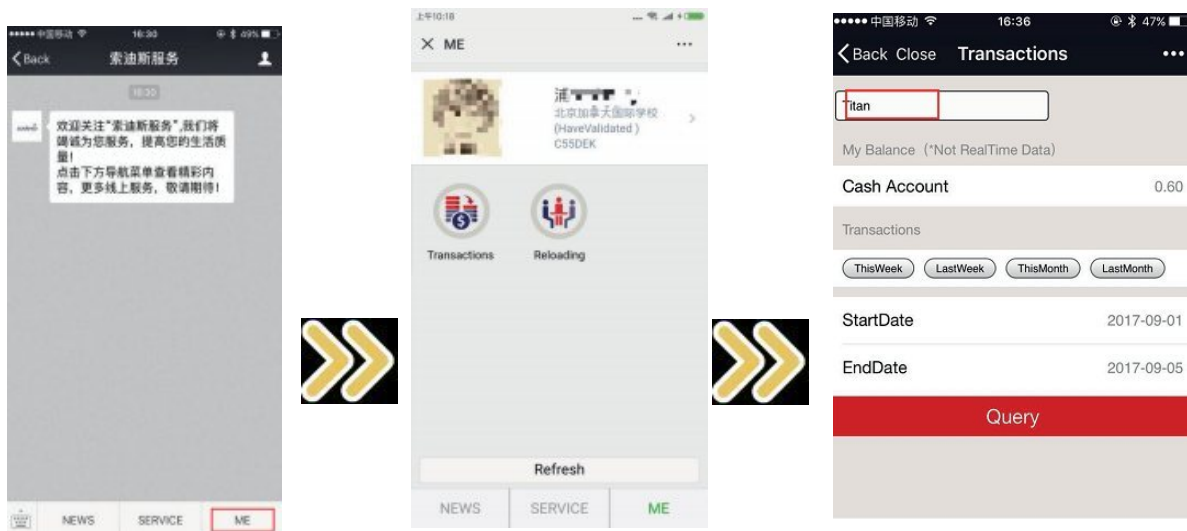


在充值完 24 小时后, 即可检查账户的变化。



## 4.如何查询账户余额和消费明细

- 1.进入索迪斯微信服务号，点击“我”
2. 点击“交易”，选择你要查看的账户。
3. 查看余额。
4. 选择你要查看的时间段快捷键（本周、上周、本月、上月）。

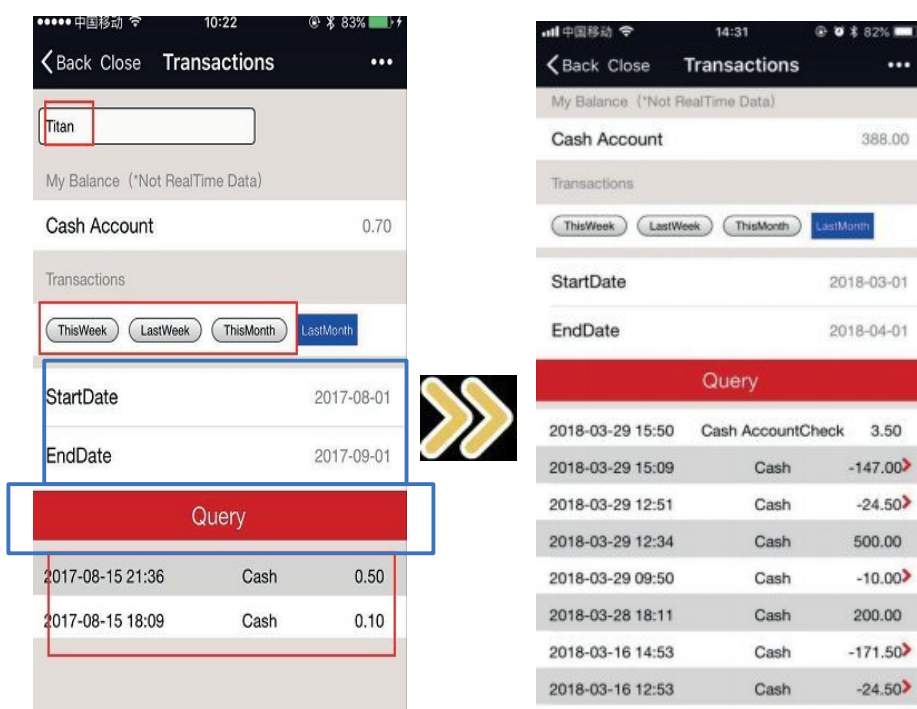


点击我

点击交易

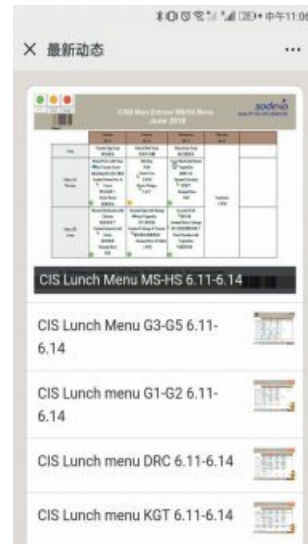
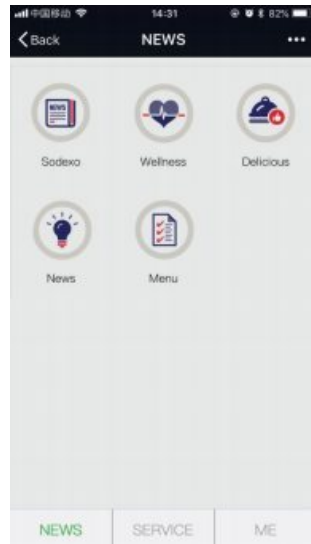
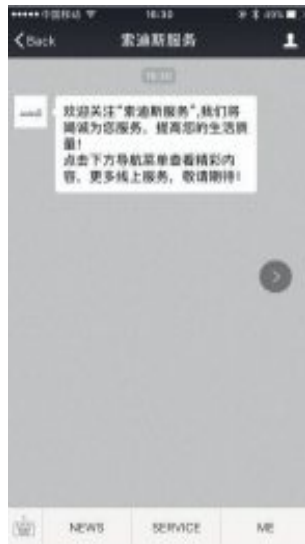
选择要查看的账户

或者输入“开始时间”“结束时间”来自定义时间段，点击“查询”，可检查所有消费明细。



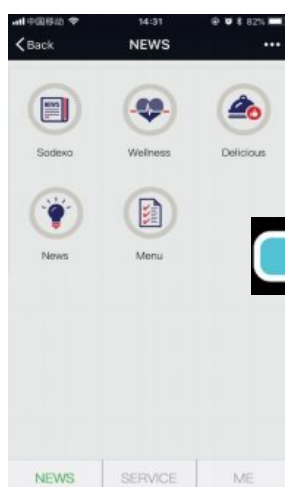
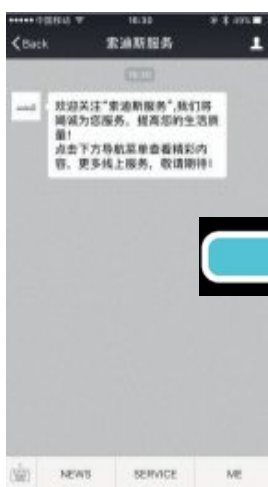
## 5. 如何查看每周菜单

打开索迪斯公众号



## 6. 如何查看菜单营养分析

打开索迪斯公众号



1. 点击新闻

2. 点击健康

3. 点击您孩子所在的年级  
查看相应营养分析

## 7. Q&A

Q1: 一个微信账号能验证多少个 ID 账号

A: 最多 3 个

Q2: 如果我有超过 3 个孩子该怎么操作

A: 你可以使用另一个微信账号来验证和绑定账号

Q3: 如果我是学校老师，我能和我的孩子在一个账号里验证码？

A: 可以，索迪斯微信服务号在系统中不会区分老师、学生、家长

Q4: 充值后多久能看到账户余额变化？

A: 24 小时，在 24 小时后可以去看账户余额的变化

Q5: 如果我更换了手机或手机号，微信服务是否需要重新认证

A: 更换手机及号码不会影响你的微信账户

Q6: 除了在微信服务号充值还有什么办法充值？

A: 你可以在餐厅的收银台通过扫描二维码使用支付宝或者微信支付。同时，也可以通过刷信用卡进行支付（外币卡暂不可使用）。此外，不建议孩子使用现金充值。

Q7: 餐卡没有钱后，会有通知信息么？

A: 暂时没有，请您及时查看微信余额。

Q9: 我怎么联系项目经理？

A: [ming.wang@sodexo.com](mailto:ming.wang@sodexo.com)