

How to Use Sodexo WeChat Service at CISB

1. How to follow Sodexo WeChat Service Account

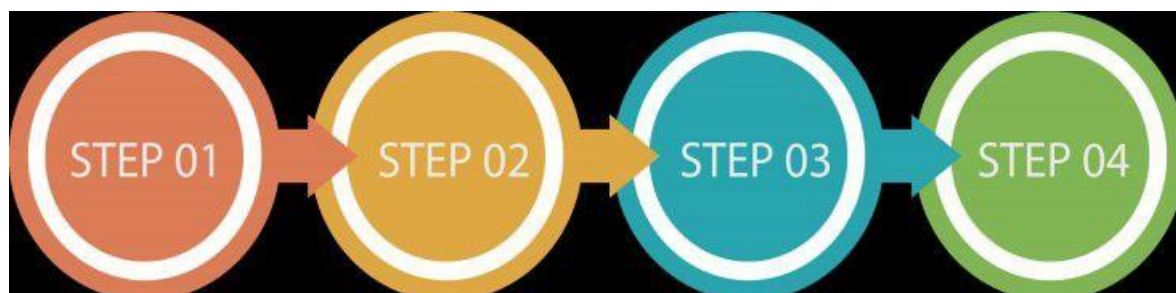
Scan the QR code, and click the “Follow” option.



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

2. How to validate student ID

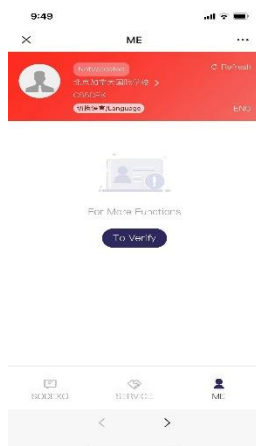
Open Sodexo Service Account.



1. Find “ME”



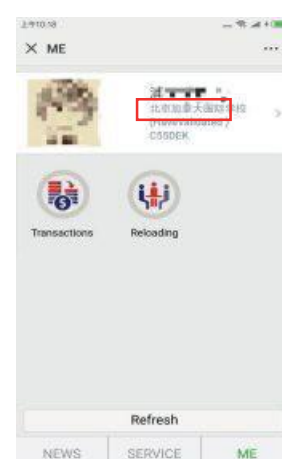
2. Click “To Verify”



3. Input student ID#



4. Have Validated

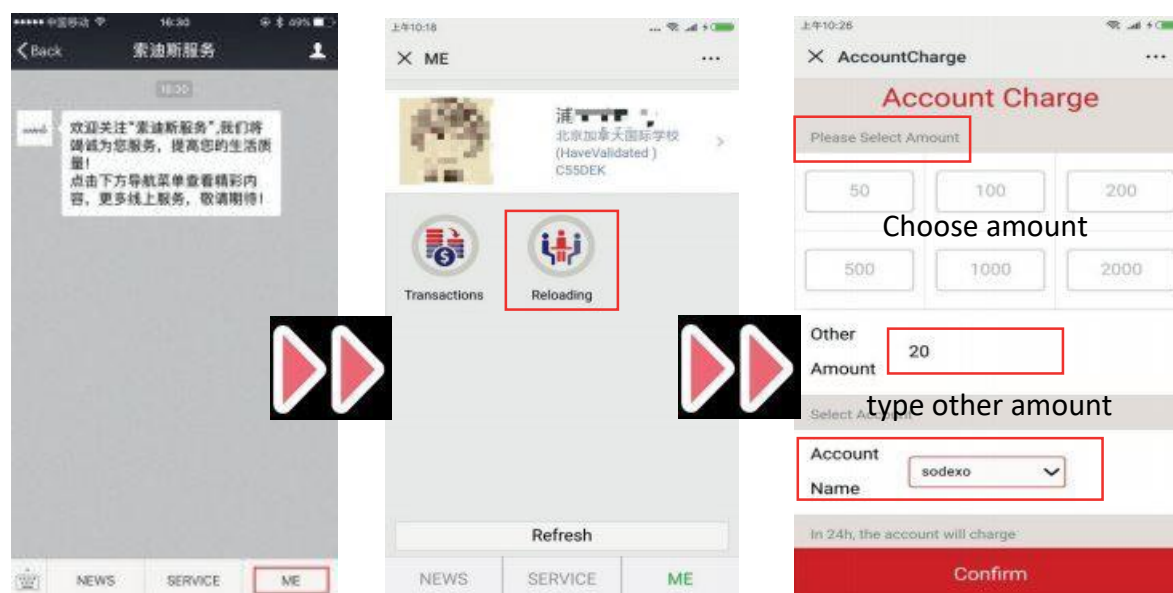


Notice:

1. If the account name isn't displayed, please contact the site manager (refer to Q&A number 8).
2. You could find the 7-digit ID number on their school ID card, e.g. 2000123. If you have more than one child at CISB, continue to input their ID number (7 digits), e.g. 2000456.
3. Once you have entered all the students' ID number, click "Validation" at the bottom (in red). "Have Validated" means the student ID is now validated, and you can reload the account, check balance and transaction details.

3. How to reload your account

1. Enter Sodexo Service Account. Select "ME" at the bottom right.
2. Select "Reloading".
3. Confirm the account name. With more than one child, first 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".

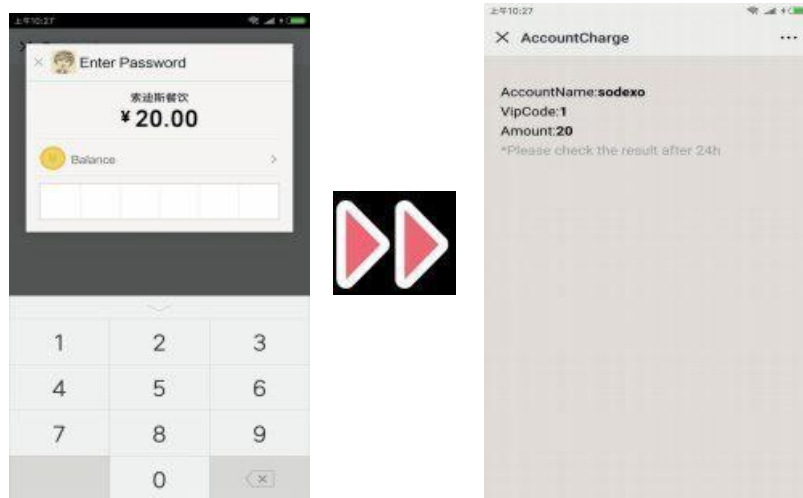


1. Select "ME"

2. Select "Reloading"

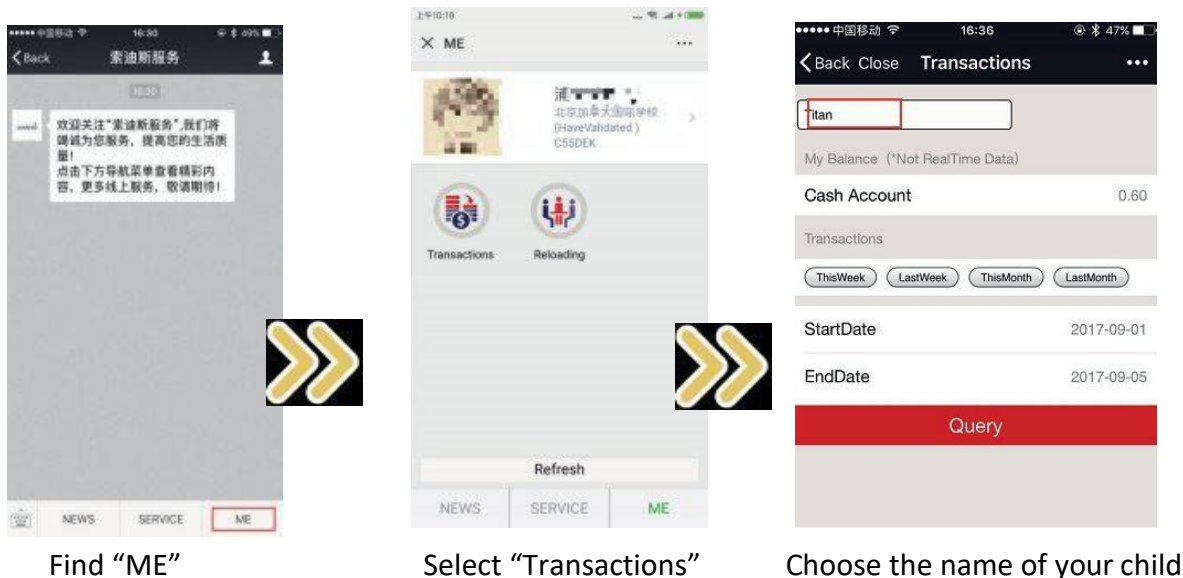
3. Confirm the name and \$

Then, select “Pay Now”, and you will be able to see the new balance after 24 hours.



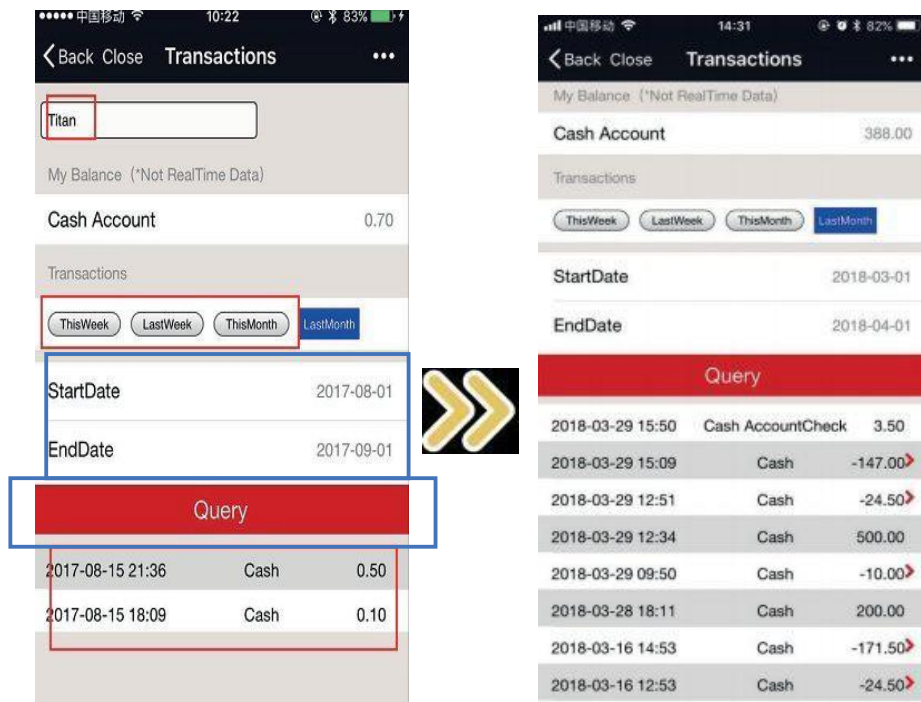
4. How to view the balance and the transactions

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.



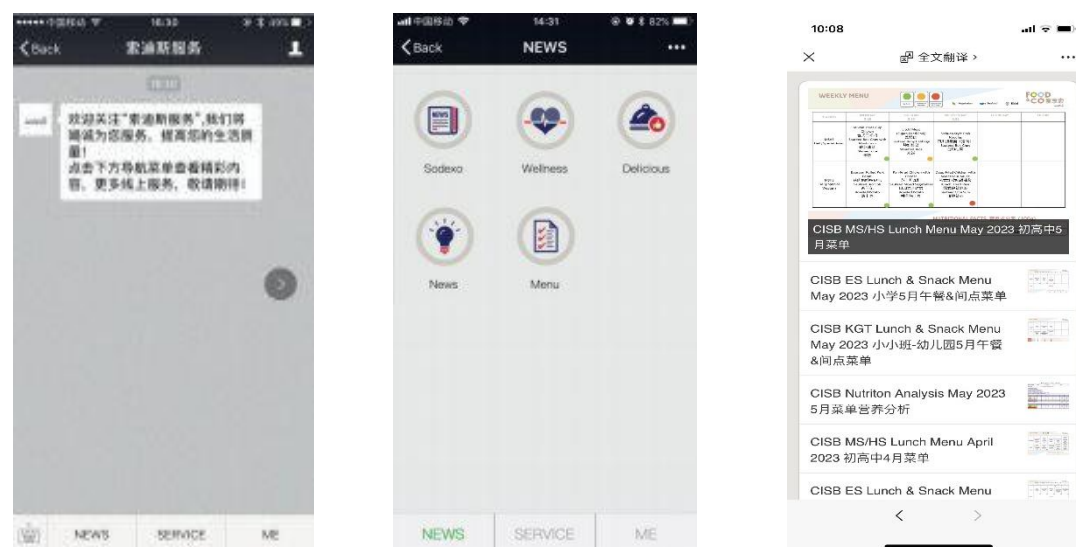
4. Select the period you want to check (This Week, Last Week, This Month, etc.).

OR input any date in “StartDate” and “EndDate”, click “Query” and check the transaction details of the selected period.



5.How to view the weekly menu?

Open Sodexo Service Account.

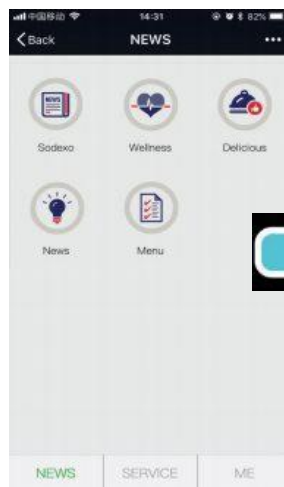


6. How to view monthly nutrition report?

Open Sodexo Service Account



1. Select "SERVICE"



2. Click "Menu"



3. View the monthly "Nutrition Analysis"

7. Q&A

Q1: How many ID numbers could be validated with one WeChat account?

A: 3 ID numbers at most.

Q2: What to do 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 for WeChat Reloading / Transactions to be updated?

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 as 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 through Wechat service account, how else could I top up the ID card?

A: You could pay with Alipay or WeChat by scanning the respective QR code displayed in the school cafeteria. 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: No notification at this time. Please check the balance in time.

Q8: How can I contact the Site Manager?

A: Eunice.Li@sodexo.com OR
sodexo@cisbeijing.com

如何使用索迪斯微信服务

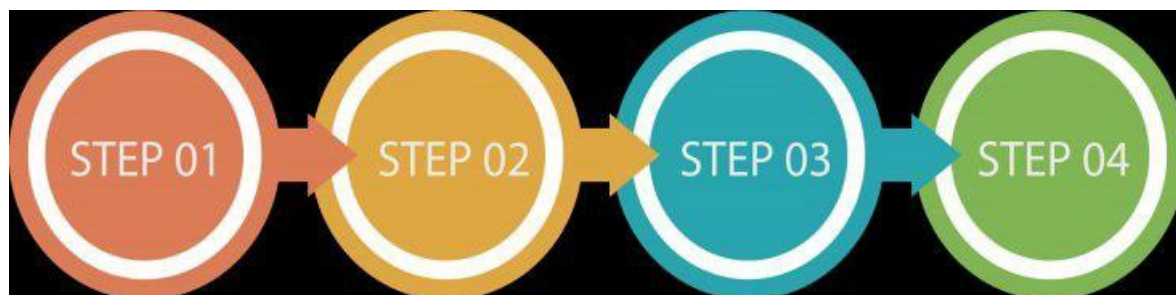
1. 如何关注索迪斯服务号

使用微信扫描以下二维码，点击关注索迪斯公众号。关注成功后，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

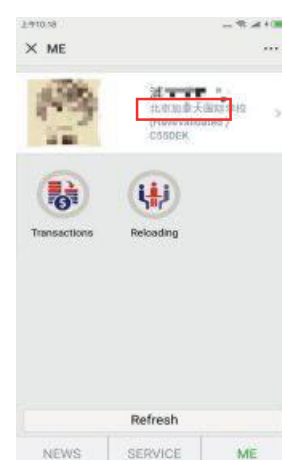
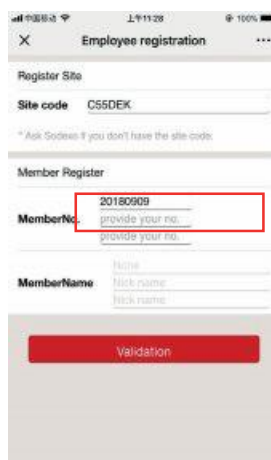
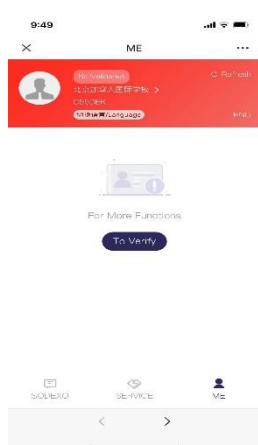


1. 点击“我”

2. 点击“立即验证”

5. 输入学生的ID号

6. 已验证

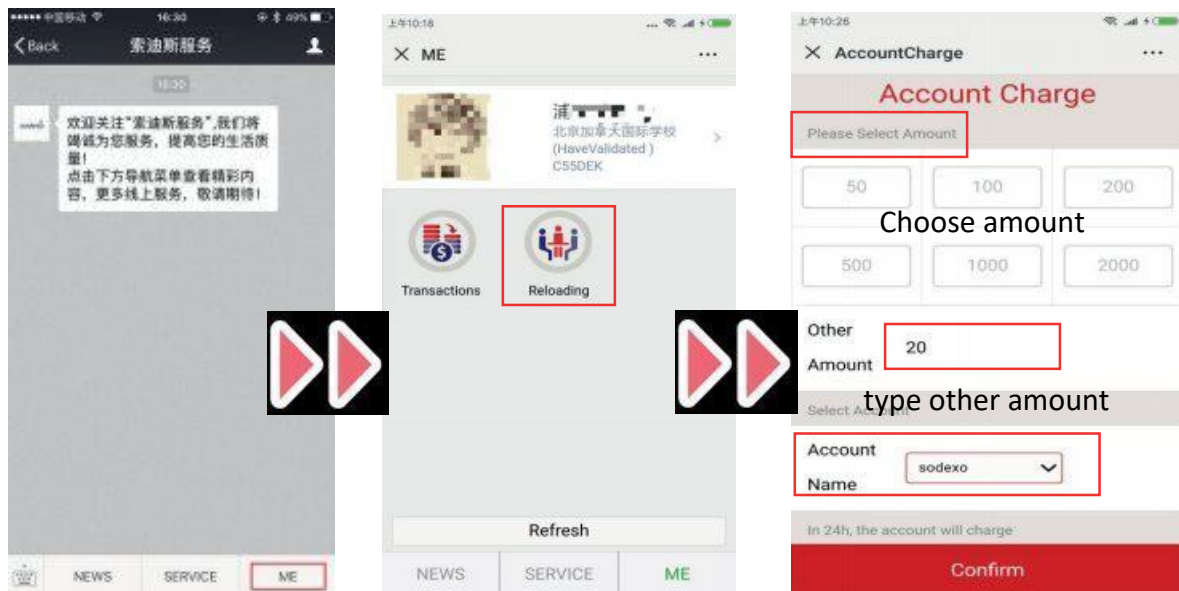


注意:

- 1.如果界面中没有显示账户名称, 请联系驻场经理(联系方式请见Q&A部分)。
- 2.在ID卡上您能找到7位号码, 例如: 2000123。如果您有多个孩子在学校, 请继续在会员编号处输入学生ID号(7位), 例如: 2000456, 输入完成后点击“发送验证”。
- 3.验证成功后, 页面上会显示“已验证”。您可以给账户充值、查询余额及消费明细。

3.如何给账户充值

5. 进入索迪斯服务号, 点击“我”(界面右下方)。
6. 选择“充值”。
7. 充值前请先确认姓名。如果您有多个孩子, 请先选择要充值的账户。
8. 选择默认充值金额(50、100、200)
或者也可以输入自定义金额, 点击“确认”。

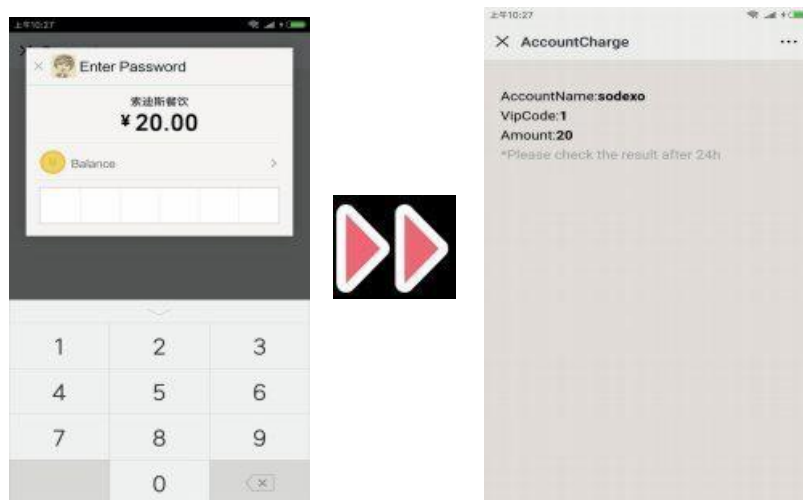


1. 点击“我”

2. 选择“充值”

3. 确认姓名和充值金额

9. 然后选择“立即付款”。在充值完24小时后，即可看见新的余额。

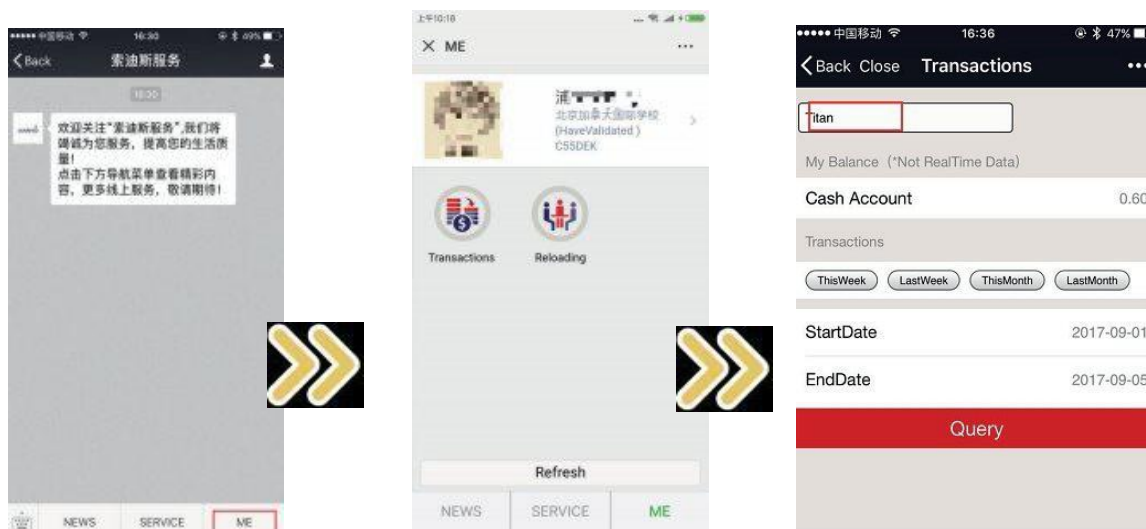


4.如何查询账户余额和消费明细

7. 进入索迪斯服务号，点击“我”（界面右下方）。

8. 点击“交易”，选择您要查询的账户。

9. 查看余额---**请注意，您需要在充值后等待24小时才能看到新的账户余额。**



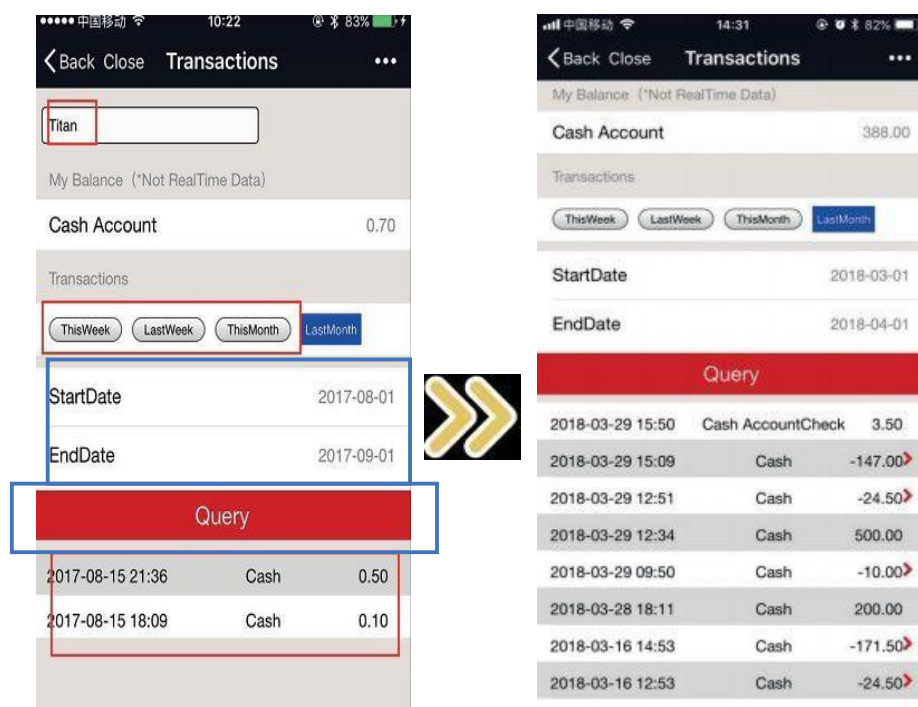
点击“我”

点击“交易”

选择要查看的账户

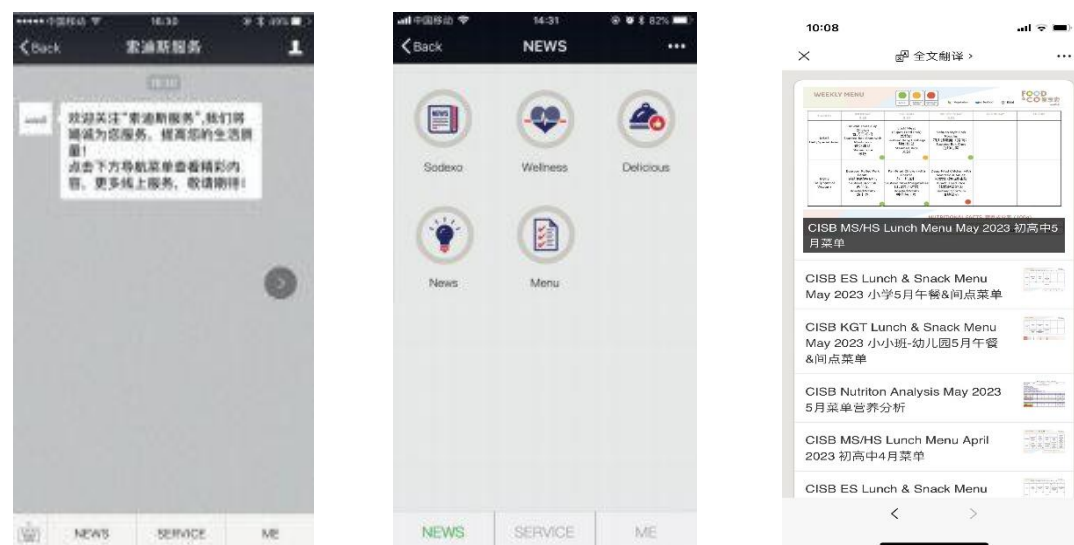
10. 选择您要查看的时间段快捷键（本周、上周、本月、上月）。

或者在“开始时间”及“结束时间”处输入需要查询的时间段，点击“查询”，即可查看该时间段内所有消费明细。



5.如何查看每周菜单

打开索迪斯服务号



6.如何查看菜单营养分析

打开索迪斯服务号



1.点击“服务”

2.点击“菜单”

3. 点击每月菜单营养分析

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: 您可以使用另一个微信账号来验证和绑定学生账号。

Q3: 如果我是学校老师，我能和我的孩子在一个账号里验证吗？

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号余额变化？

A: 24小时内。您可以在充值24小时后查看账号的新余额。

Q5:如果我更换了手机或手机号码，微信服务是否需要重新验证？

A:更换手机及手机号码不会影响您的微信账户。

Q6: 除了在微信服务号充值，还有其它充值方式吗？

A: 您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进行支付。您也可以
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，系统会有通知信息吗？

A: 暂时没有，请您及时查看学生卡账户余额。

Q8: 我怎么联系驻场经理？

A: Eunice.Li@sodexo.com 或
sodexo@cisbeijing.com

