

How to Use Sodexo WeChat Service at CISB

1. How to follow Sodexo WeChat Service Account

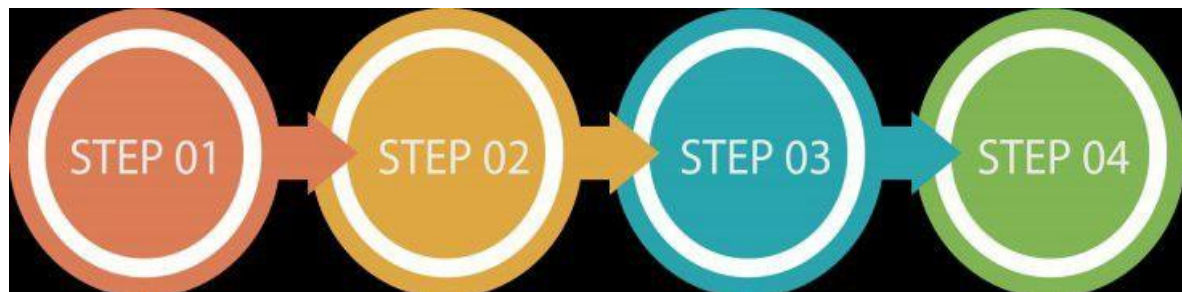
Scan the QR code, and click the “Follow” option.



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

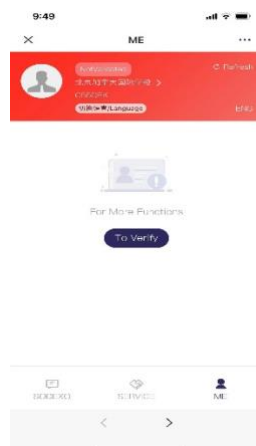
Open Sodexo Service Account.



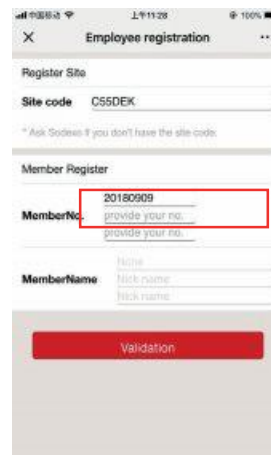
1. Find “ME”



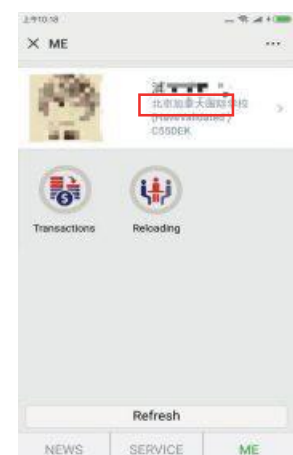
2. Click “To Verify”



3. Input student ID#



4. Have Validated

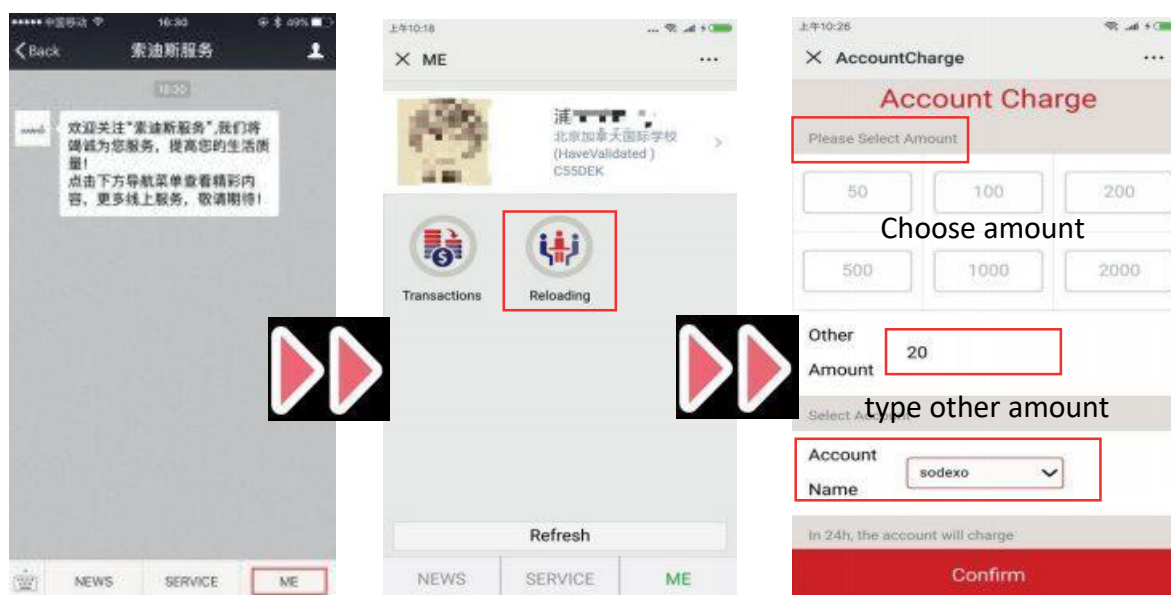


Notice:

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".

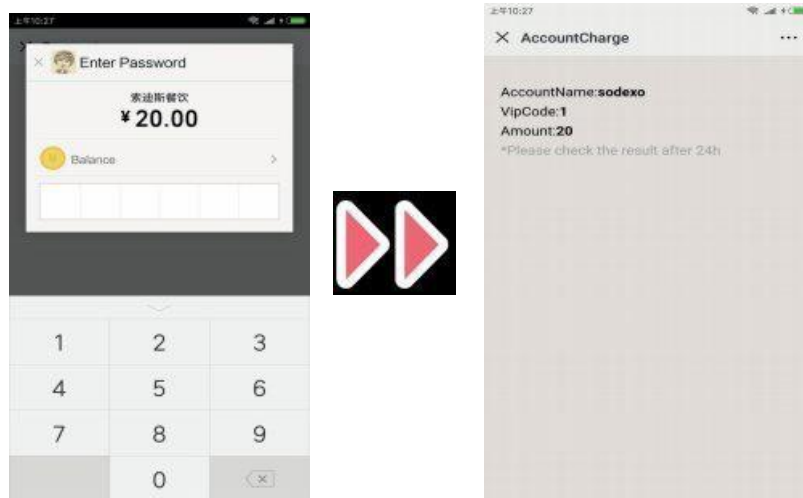


1. Select "ME"

2. Select "Reloading"

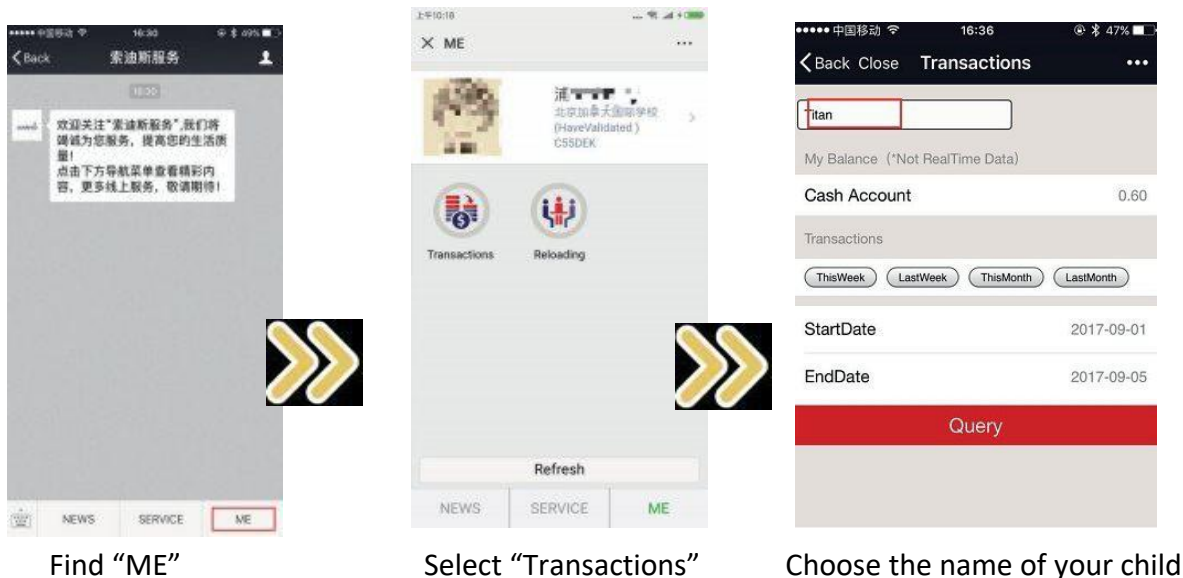
3. Confirm the name and \$

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



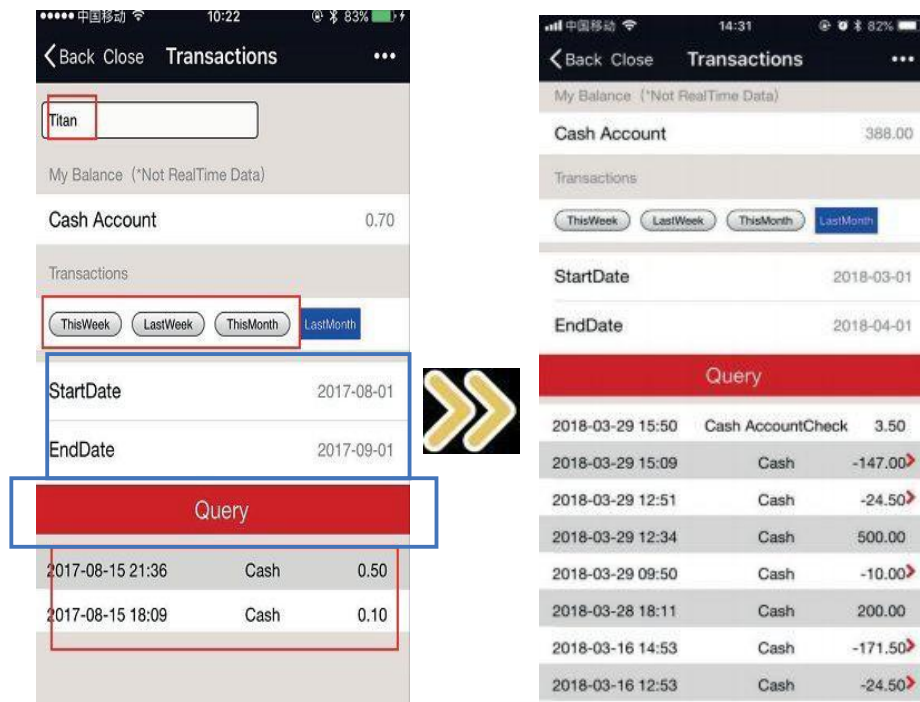
4. How to view the balance and the transactions

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.



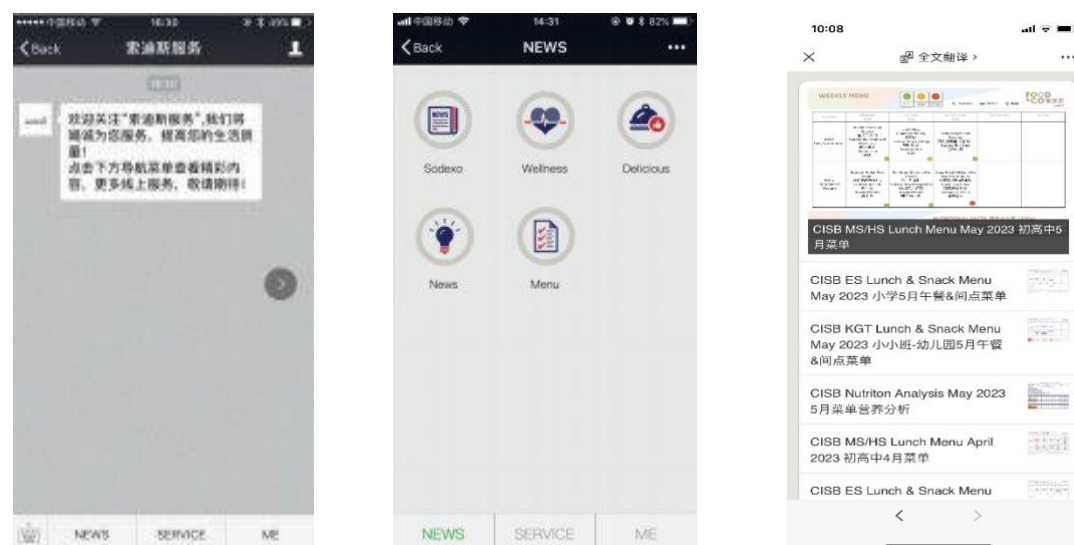
4. Select the period you want to check (This Week, Last Week, This Month, etc.).

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



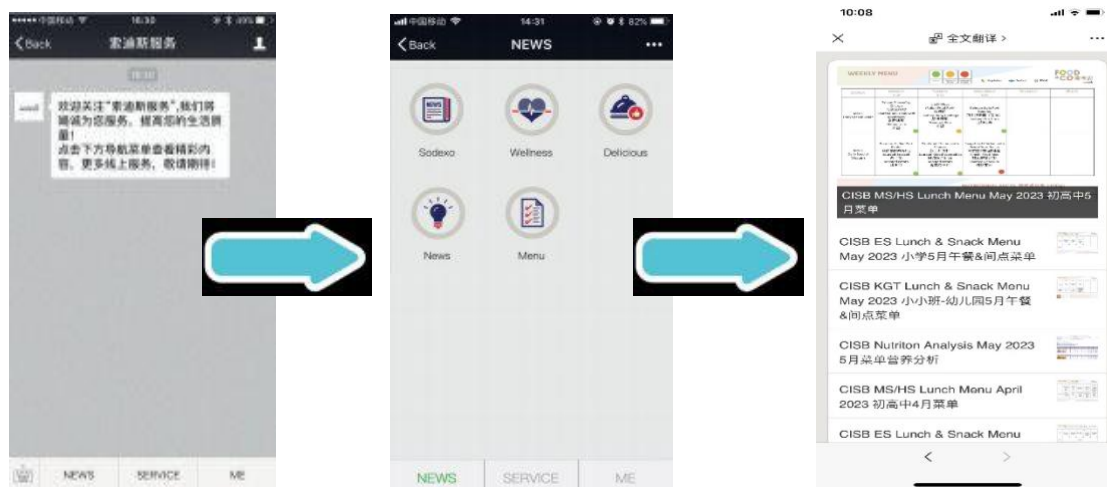
5.How to view the weekly menu?

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: Nancy.Liu@sodexo.com

