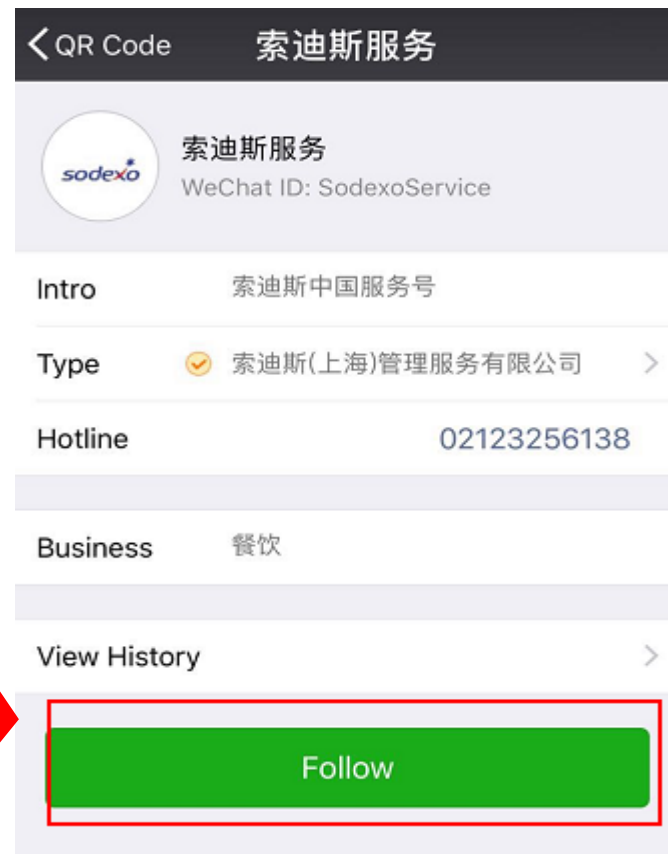


Lunch Card Balance / Top-up Instructions (Use WeChat)

August 2018

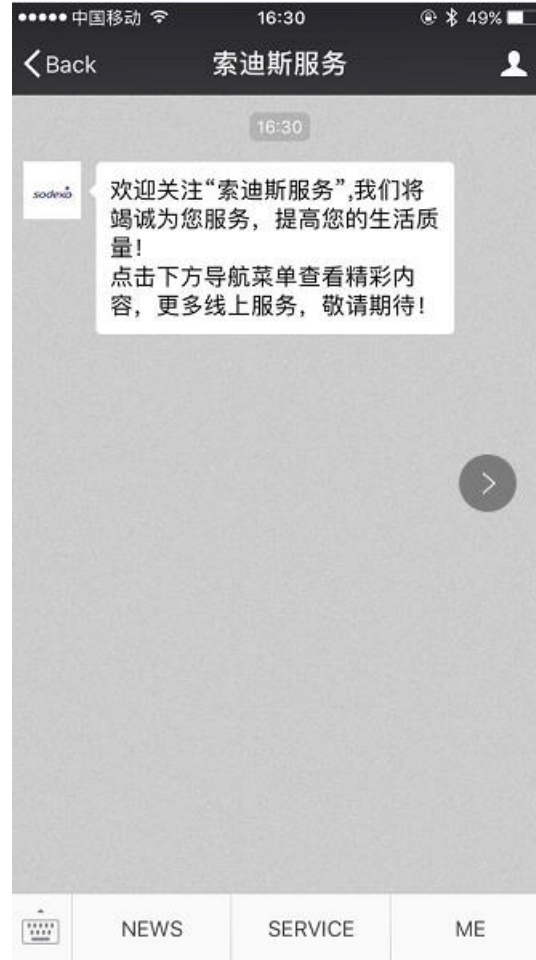
1.How to follow Sodexo WeChat Service Account

- 1.Scan the QR code.
- 2.Select the “Follow” option.



1.How to follow Sodexo WeChat Service Account

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

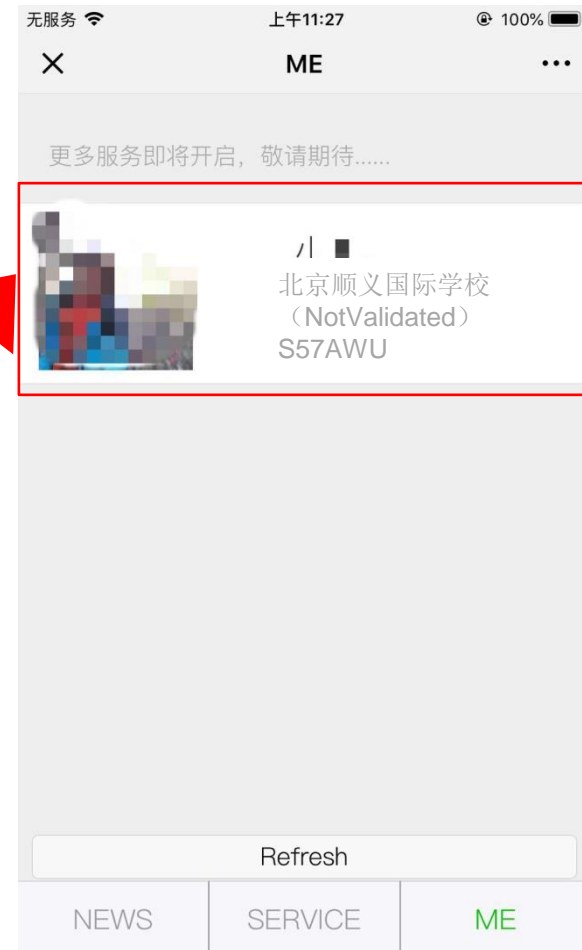
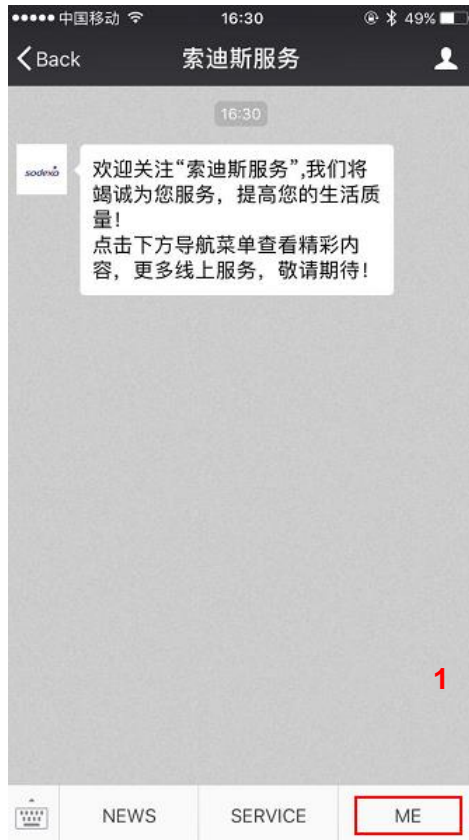


2. How do you validate a student's ID

Open Sodexo Service Account.

1. Select “ME” at the right bottom (1st picture).
2. Click your WeChat Account Name (2nd picture).

If your name isn't displayed please contact the relevant Site Manager (refer to Q&A number 8).



2. How do you validate a student's ID

3. Input the student's ID number (you could find the 8 digits on their school ID card), e.g. 20001234.
4. Click Validation (1st picture).

中国移动 上午11:28 100%

Employee registration

Register Site

Site code S57AWU

* Ask Sodexo if you don't have the site code.

Member Register

MemberNo. 20180909 3

provide your no.
provide your no.

MemberName None
Nick name
Nick name

Validation 4

2. How do you validate a student's ID

5. If you have more than one child at ISB, continue to input the student ID number (8 digits), e.g. 20005678. Click Validation (in green).

6. Click Validation (in green).

Repeat step 5, 6 if you have more ID to validate.

The screenshot shows a mobile application interface for 'Employee registration'. At the top, the status bar shows '中国移动', '上午11:28', and '100%' battery. The app header has a close button (X), the title 'Employee registration', and a menu icon (three dots). The form is divided into sections: 'Register Site' with a 'Site code' field containing 'S57AWU' and a note '* Ask Sodexo if you don't have the site code.'; 'Member Register' with a 'MemberNo.' field containing '20180909' and a red box around it with a red '5' next to it, and two empty fields below it labeled 'provide your no.'; and 'MemberName' with three empty fields labeled 'None', 'Nick name', and 'Nick name'. At the bottom, there is a large red button labeled 'Validation'.

Employee registration

Register Site

Site code S57AWU

* Ask Sodexo if you don't have the site code.

Member Register

MemberNo. 20180909

provide your no. 5

provide your no.

MemberName

None

Nick name

Nick name

Validation

2. How do you validate a student's ID

7. Once you have entered all the students ID's select "Validation" at the bottom (in red).
8. "HaveValidated" means the student ID is validated, you can then reload the account

中国移动 上午11:28 100%

Employee registration

Register Site

Site code S57AWU

* Ask Sodexo if you don't have the site code.

Member Register

MemberNo. 20180909
provide your no.
provide your no.

MemberName None
Nick name
Nick name

Validation

7

上午10:18

ME

北京顺义国际学校
(HaveValidated)
S57AWU

8

Transactions Reloading

Refresh

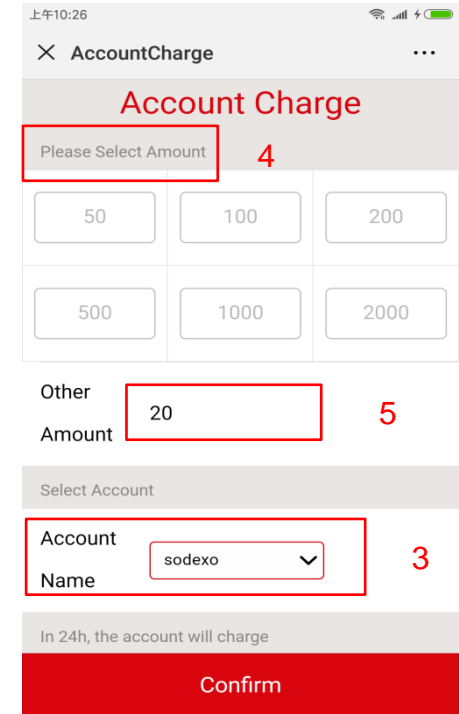
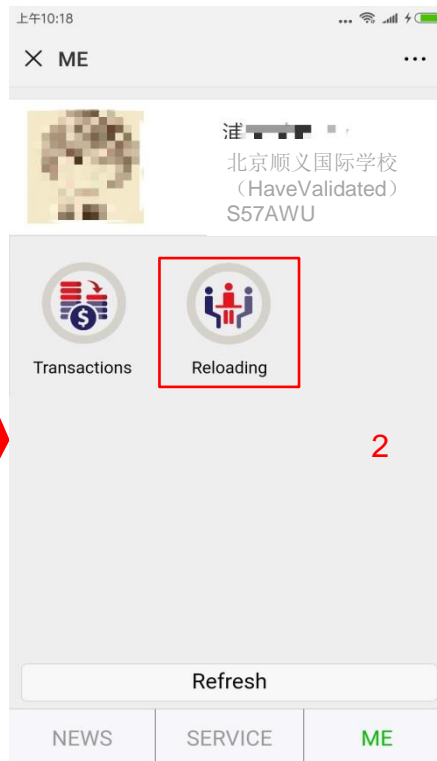
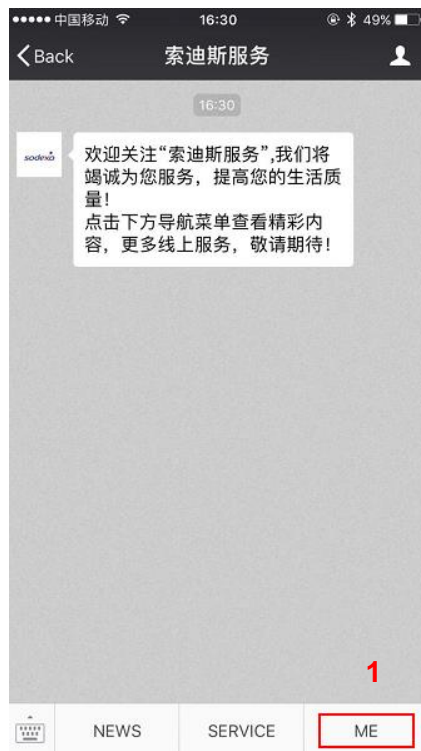
NEWS SERVICE ME

3. How to reload your account

1. Enter Sodexo Service Account. Select “ME” at the bottom right (1st picture)
2. Select Reloading (2nd picture).
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.).

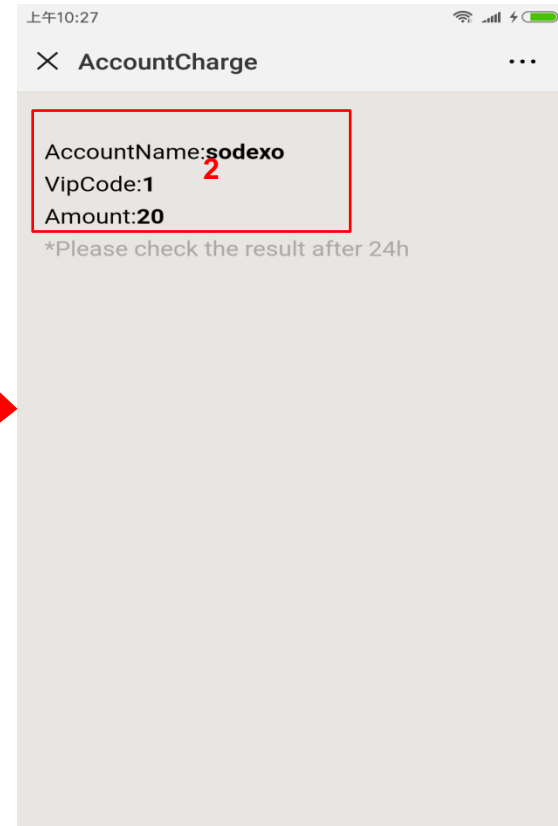
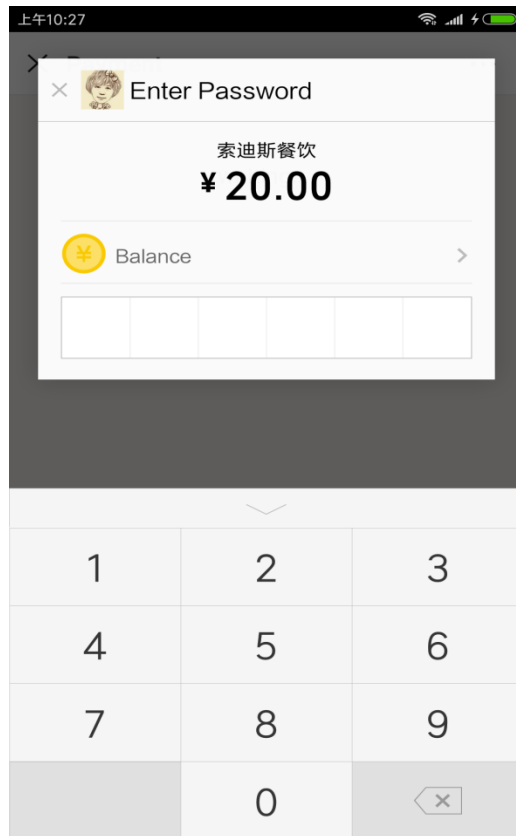
OR

5. Input any value in “Other Amount”, e.g. 0.9.
6. Once you have entered the amount to be credited select “Confirm” (3rd picture).



3. How to reload your account

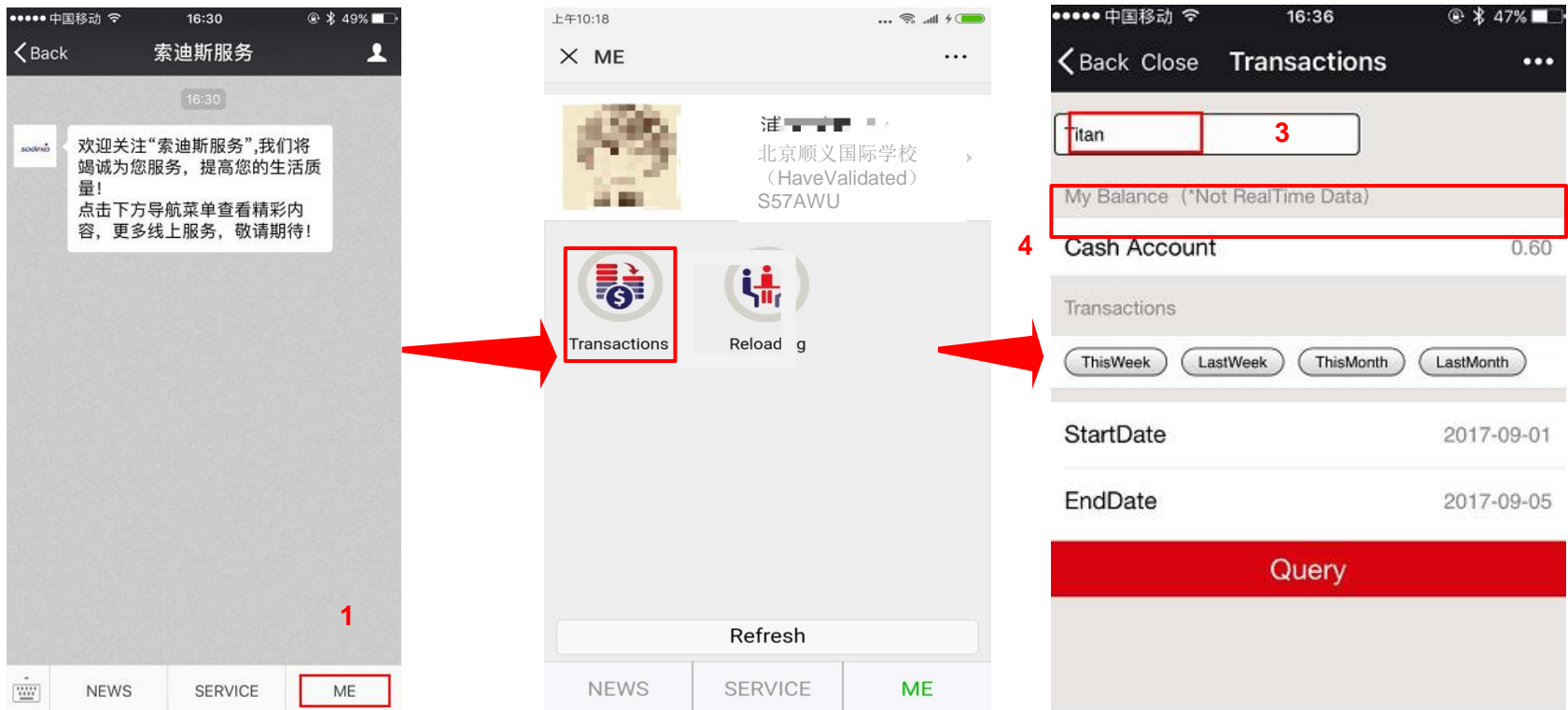
1. Select “Pay Now”.
2. You will be able to see the new balance after 24 hours. Please refer to the following slides for instructions .



4. How to view the balance and the transactions

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

Should you wish to view the transactions please refer to the following slide



4. How to view the balance and the transactions

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

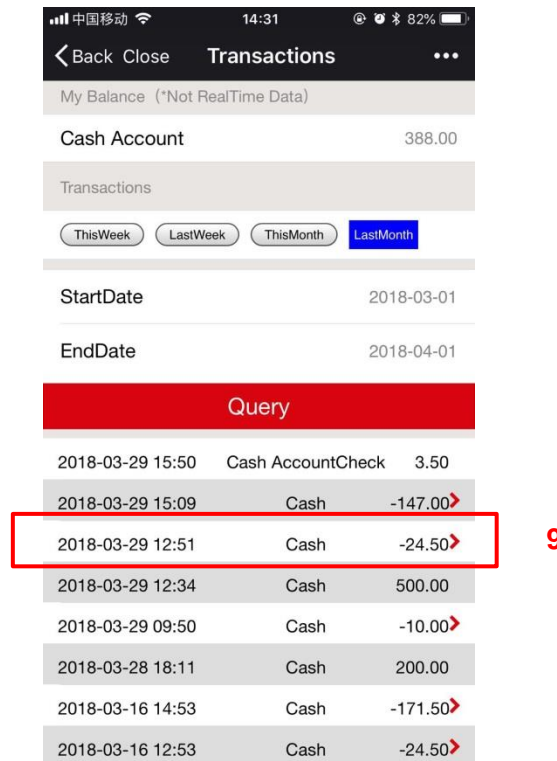
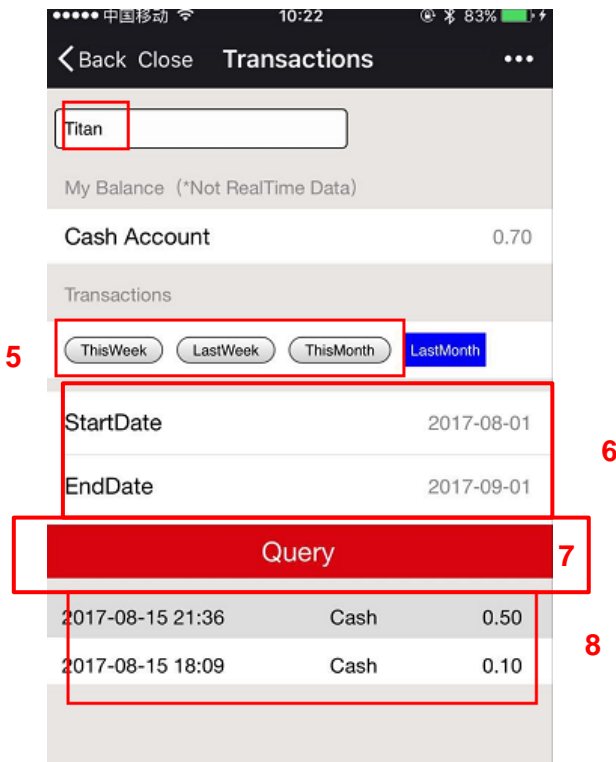
OR

6. Input any date in Startdate and EndDate.

7. Click Query.

8. Check the transaction details.

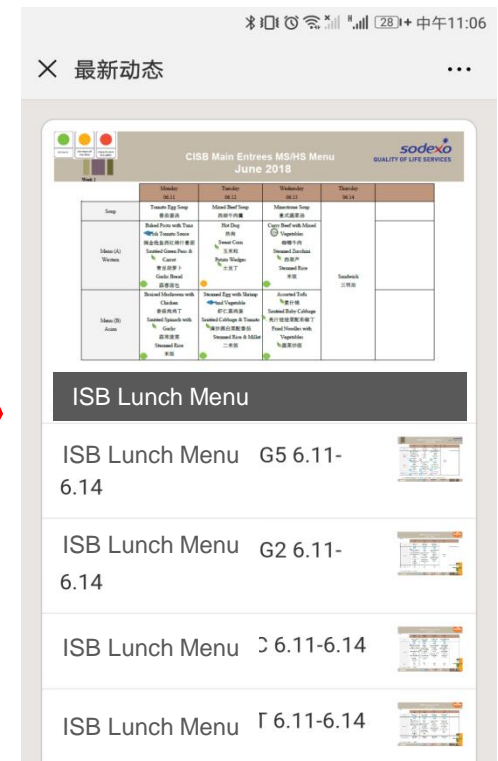
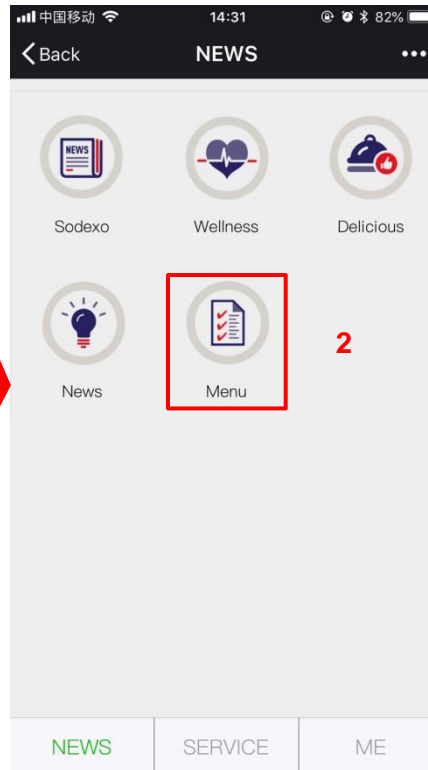
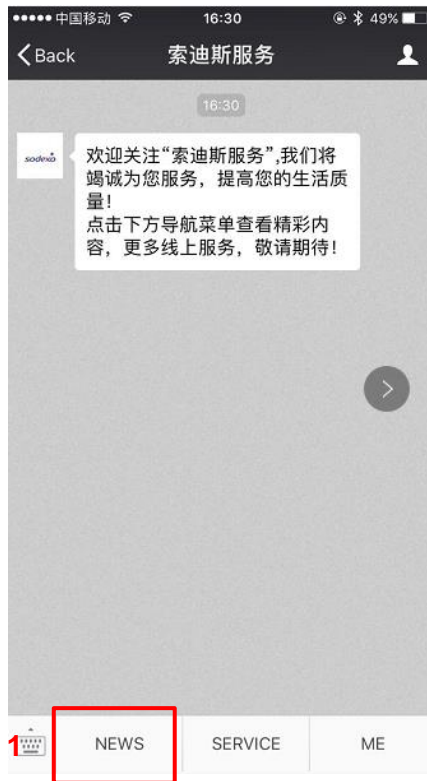
9. You will be able to track your kid(s)' daily consumption at the canteen and Le Café.



5. How to view the weekly menus?

Open Sodexo Service Account.

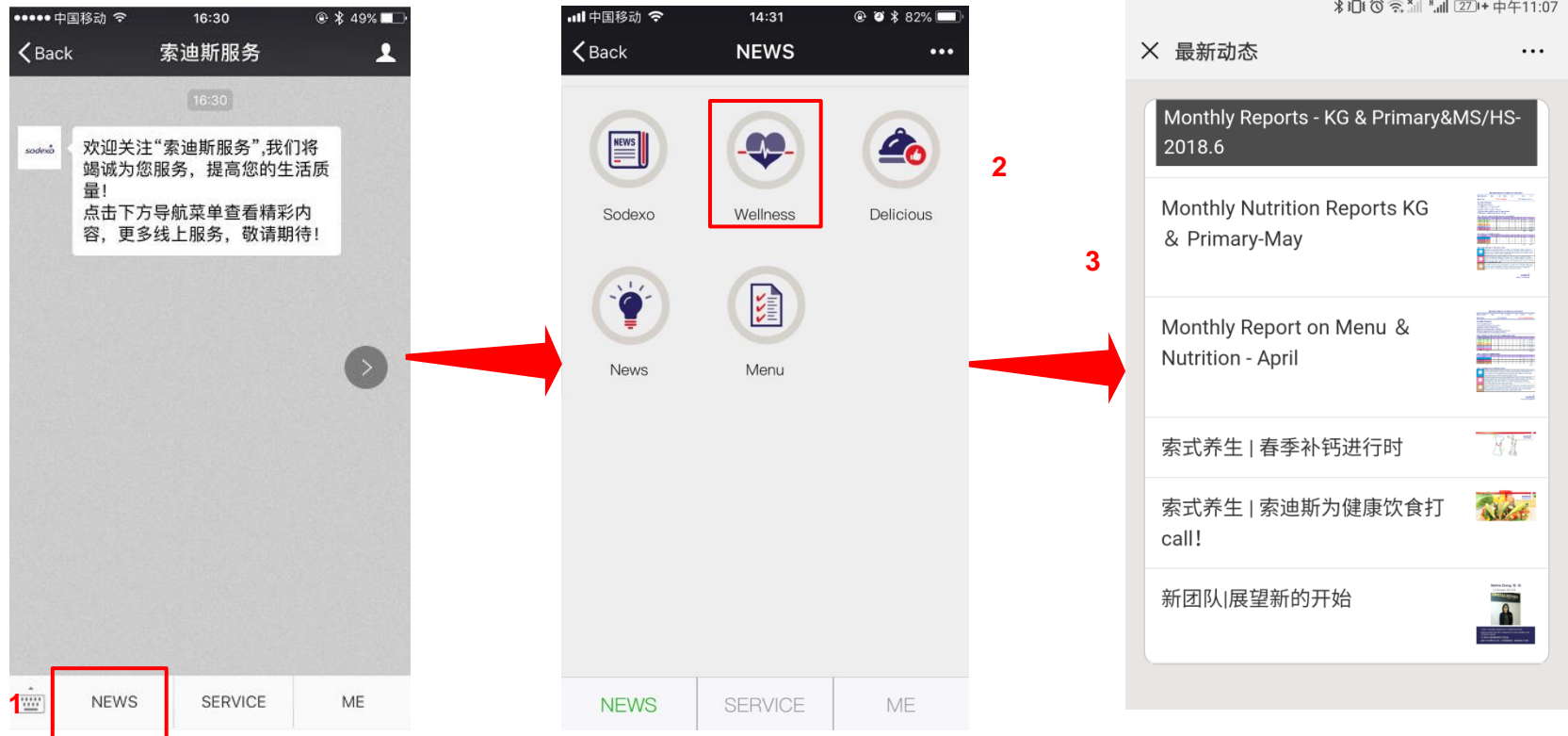
1. Select “NEWS” at the right bottom (1st picture).
2. Click Menu (2nd picture).
3. Select the grade(s) of your kid(s) to check the weekly menu (3rd picture).



6. How to view monthly nutrition report ?

Open Sodexo Service Account.

1. Select “News” at the right bottom (1st picture).
2. Click Wellness (2nd picture).
3. Select the grade(s) of your kid(s) to check the monthly nutrition report (3rd picture).



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 ISB, 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.

Q&A

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. Besides, we will send you a notification email when your lunch card balance is less than RMB150.

Q8: How can I contact the Manager?

A: Yusef.Gray@sodexo.com

Tracy.TAN@sodexo.com

THANK YOU