

如何使用索迪斯微信服务

How to Use Sodexo WeChat Service

2021

A G E N D A

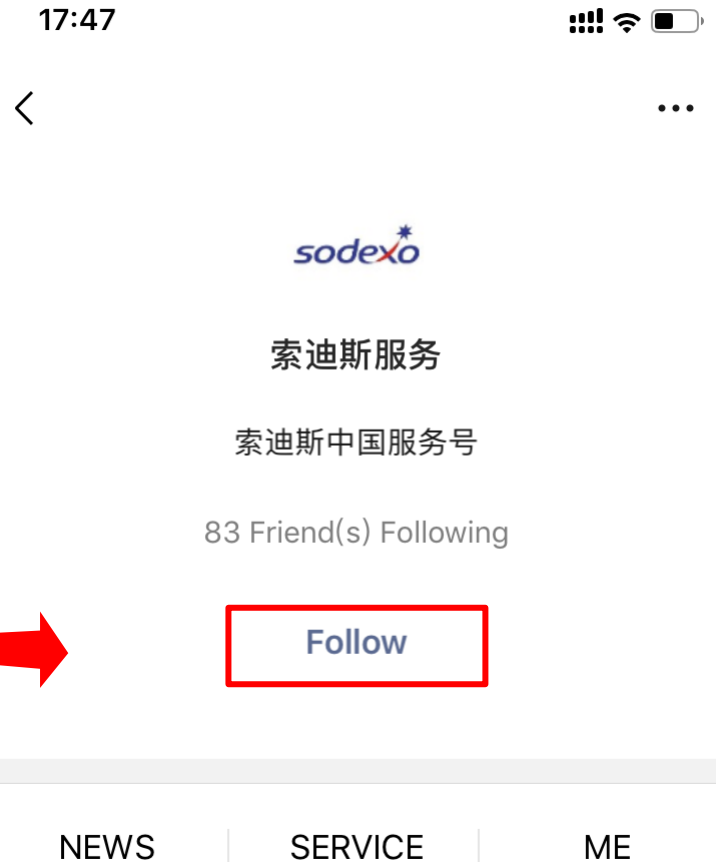
1. **如何关注索迪斯微信服务号**
How to follow Sodexo WeChat Service Account
2. **如何验证学生ID卡**
How to validate a student' ID
3. **如何给账户充值**
How to reload the account
4. **如何查询账户余额和消费明细**
How to inquire the balance and the transactions
5. **Q&A**

1

如何关注索迪斯微信服务号 How to follow Sodexo WeChat Service Account

1.How to follow Sodexo Service Account

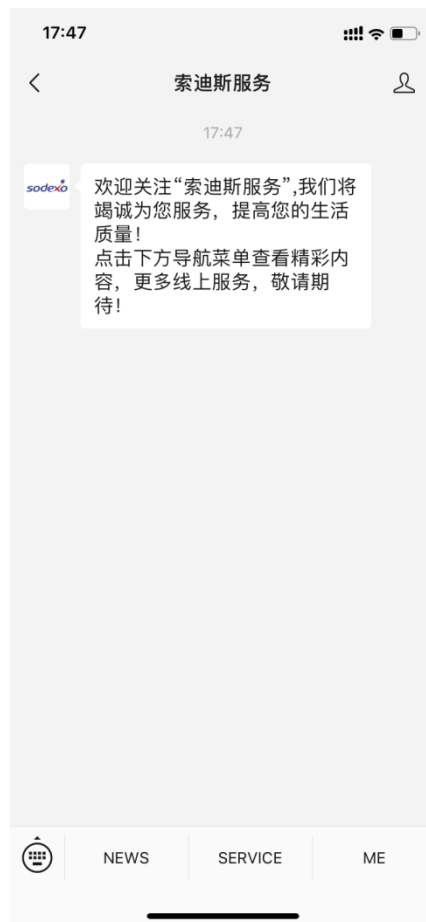
1. 使用微信扫描以下二维码
Scan the QR code.
2. 点击关注
Follow



1.How to follow Sodexo WeChat Service Account

成功关注后页面将自动跳转到以下界面

You will be redirected to this page automatically, which means you follow the account successfully.



2

如何验证学生ID卡 How to validate a student's ID

2. How to validate a student's ID

打开索迪斯服务号 Open Sodexo Service Account.

1. 点击右下角的“我”（图一）

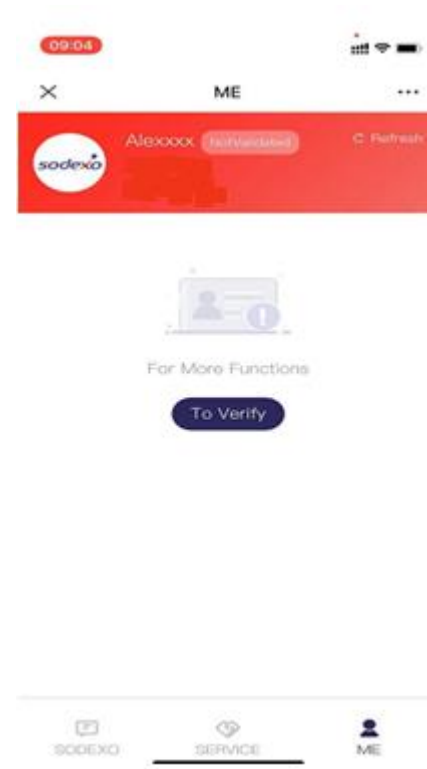
Click “ME” at the right bottom (1st picture).

2. 点击你的微信账号名或点击验证（图二）

Click your WeChat Account Name or click “To Verify” (2nd picture).

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）

If the name doesn't show, please contact the Site Manager (refer to Q&A).



2. How to validate a student's ID

3. 输入学生的ID号码例如:201808 (6位) 。
Input the student ID number (6 digits) e.g. 201808.
4. 点击“验证” (红色)
Click Validation (in red)..

The screenshot shows a mobile application interface for 'Employee registration'. At the top, there is a status bar with the time '18:07' and signal/battery icons. Below that is a header with a close button 'X', the title 'Employee registration', and a menu icon '...'. The form contains several sections: 'Register Site' with a checkbox, 'Site code' with an input field and a note '* Ask Sodexo if you don't have the site code.', 'Member Register' with a red box around the input field containing '201808', and 'MemberName' with three input fields labeled 'None', 'Nick name', and 'Nick name'. At the bottom of the form, there is a prominent red button labeled 'Validation'. The bottom of the screen shows a white navigation bar with left and right arrow icons.

3

4

2. How to validate a student's ID

5. 如果你有几个孩子在学校，请继续输入学生ID卡号（6位）例如 201809

If you have more than one child at school, continue to input the student ID number (6 digits), e.g. 201809.

6. 点击验证（红色）

Click Validation (in red).

如果你有更多ID需要验证请重复步骤5&6

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

18:07 Employee registration

Register Site

Site code

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

Member Register

MemberNo. 201808
201809
provide your no.

MemberName Nick name
Nick name

Validation

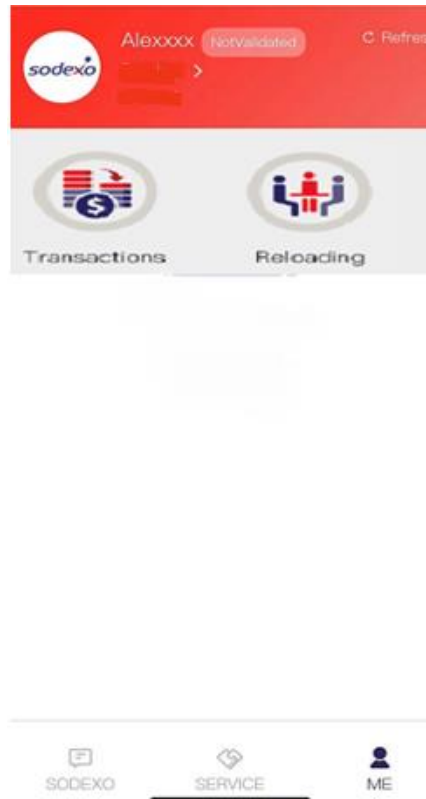
5

6

2. How to validate a student's ID

7. 验证成功后会在主页上会显示“已验证”，然后你就可以给账户充值、查询余额和查询消费明细了。

Have Validated means the student ID is validated. Then you could reload the account, check the balance and the transactions.

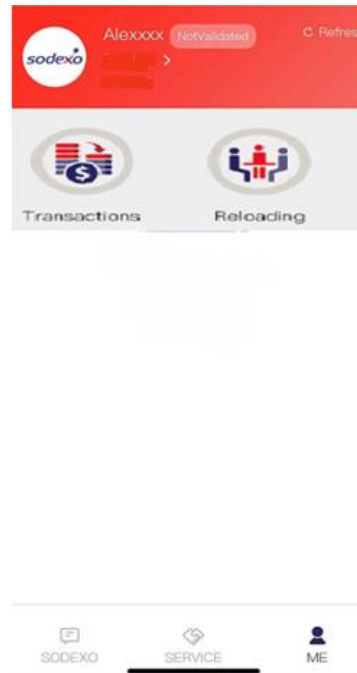
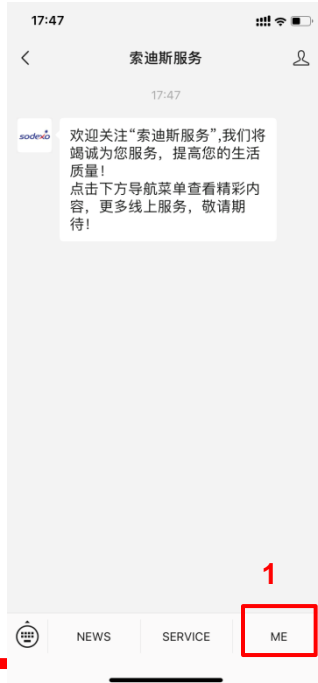


3

如何给账户充值 How to reload the account

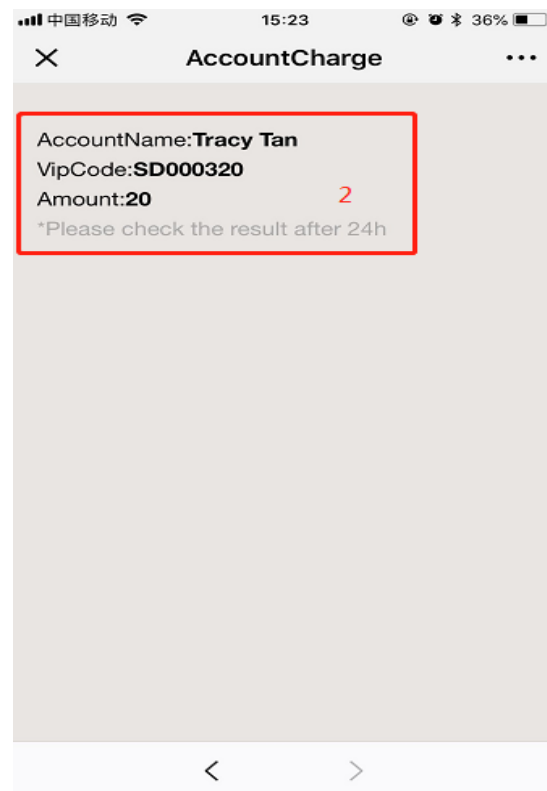
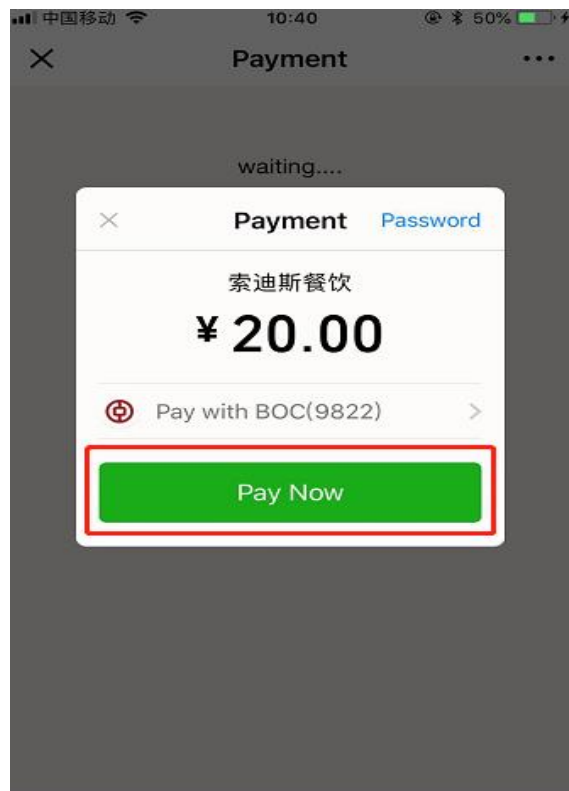
How to reload the account

1. 进入索迪斯微信服务号，点击右下角的“我”（图一） Enter Sodexo Service Account. Click ME at the right bottom (1st picture).
2. 选择“充值”（图二） Select Reloading (2nd picture).
3. 确认“姓名”，如果你有几个孩子，点击并选择要充值的账户 Confirm the name. With more than one child, click and choose the account to be reloaded.
4. 选择你想要的充值金额（50、100、200等） Select the amount you wish to load (50, 100, 200, etc.).
或者 OR
5. 在“其他金额”输入任何值，例如20。 Input any value in Other Amount, e.g. 20.
6. 一旦输入了充值金额，选择“确认”（图三） Once you have entered the amount to be credited select “Confirm” (3rd picture).



How to reload the account

1. 点击“付款”
Pay Now.
2. 在充值完24小时后你可以检查账户的变化
You could check the result after 24h.



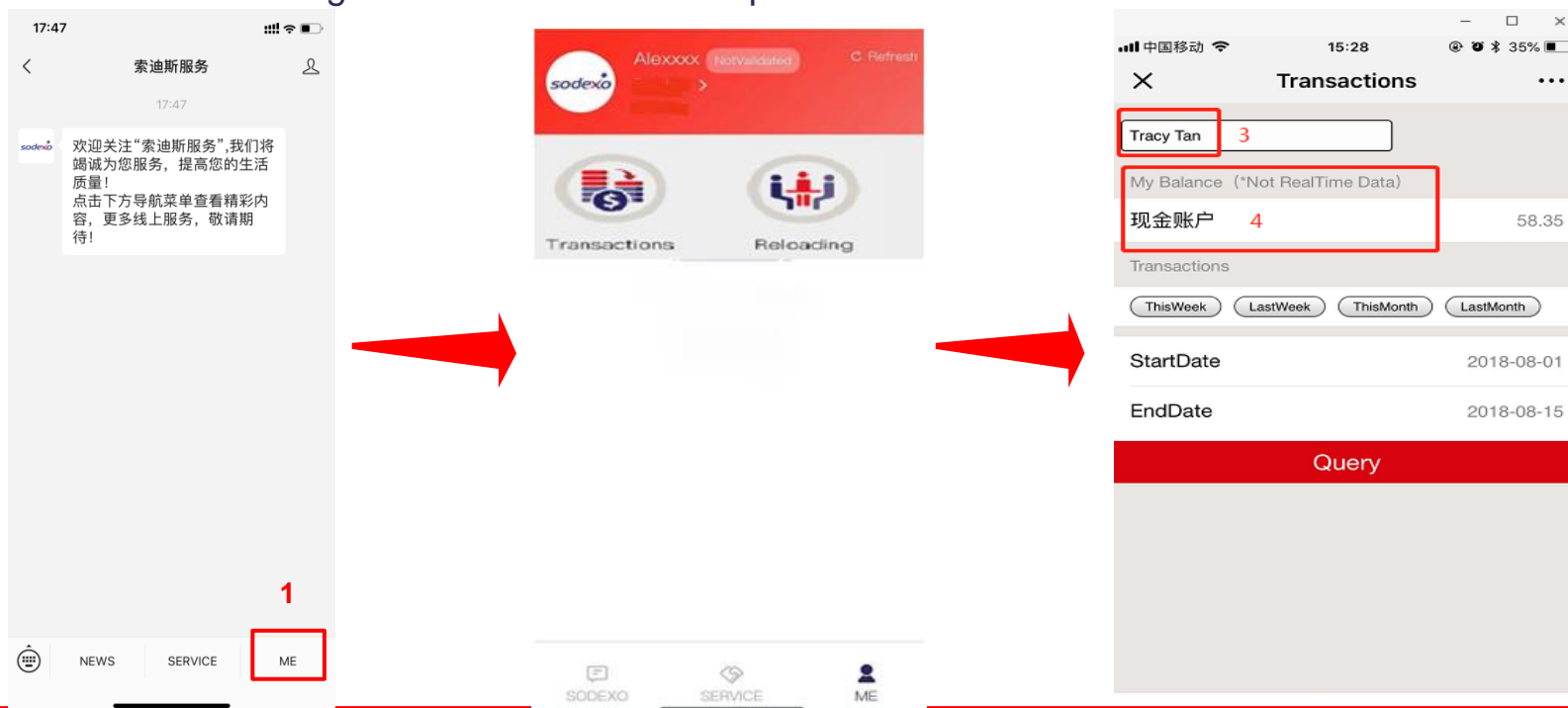
4

如何查询账户余额和消费明细

How to inquire the balance and the transactions

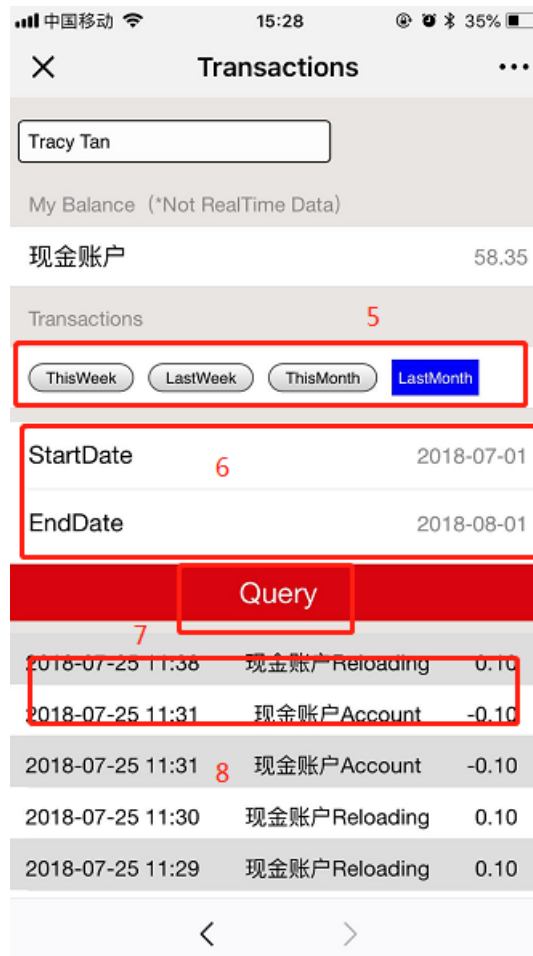
How to inquire the balance

1. 进入索迪斯微信服务号，点击右下角的“我”（图一）
Enter Sodexo Service Account. Click ME at the right bottom (1st picture).
2. 点击“交易”（图二）
Select Transactions (2nd picture).
3. 如果你有几个孩子，选择你要查看的账户
Select the name if you have more than one child.
4. 你可以看到帐户余额（图三——现金帐户）——请注意充值后你需要等待24小时看到更新的余额
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



How to inquiry the transactions

5. 选择你要查看的时间段 (本周、上周、本月、上月)
Select the period you want to check (ThisWeek, LastWeek, ThisMonth, Last Month).
6. 在“开始时间”和“结束时间”输入任何日期
Input any date in Startdate and EndDate.
7. 点击“查询”
Click Query.
8. 查询消费明细
Check the transaction details.



5

Q&A

Q&A

Q1: 一个微信账号能验证多少个ID账号

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

A: 最多3个

3 ID numbers at most.

Q2: 如果我有超过3个孩子该怎么操作

If I have more than three children?

A: 您可以使用另一个微信账号来验证和绑定账号

You can use another WeChat accounts to validate another 3 ID numbers.

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?

I am a teacher at School, could my ID be validated with the same account of my children?

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

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

Q4: 充值后多久能看到账户余额变化?

How long does WeChat Reloading / Transactions take effect?

A: 24小时, 在24小时后可以去看账户余额的变化

Within 24 hours. So you could check the result after 24 hours.

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

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

A: 更换手机及号码不会影响您的微信绑定的账户

It doesn't affect anything unless you change your WeChat account.

Q6: 家长是否可以选择线下充值?

Can I top up the lunch card offline?

A: 家长可以在上学日每天的8:00-14:00 到小学餐厅进行现金充值。

Parents can visit ES cafeteria every school day at 8:00-14:00 top up lunch card by cash



THANK YOU