

# 如何使用索迪斯微信服务

## How to Use Sodexo WeChat Service

# AGENDA

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. 如何查询菜单  
How to inquire the menu
6. 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

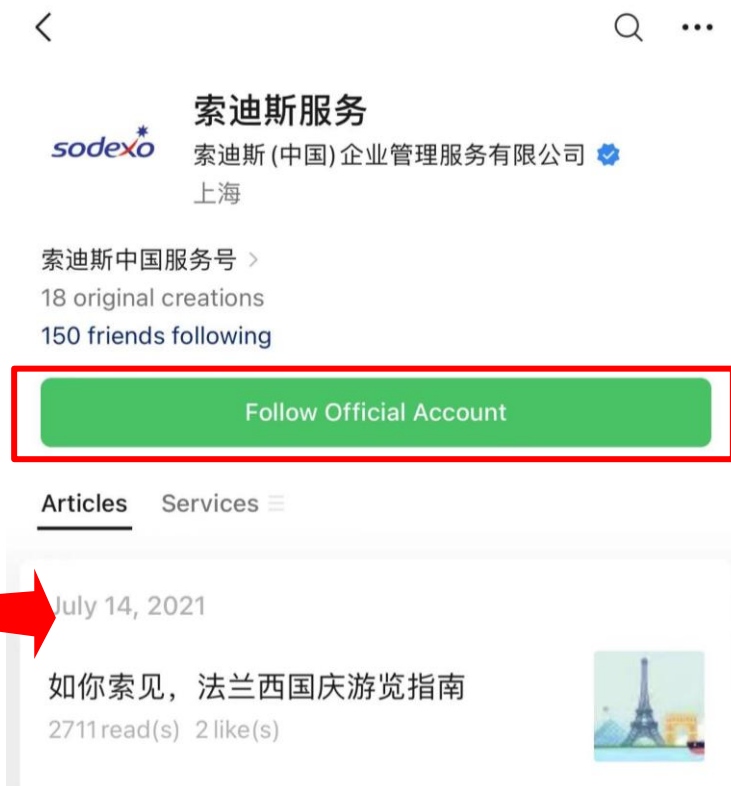
1.使用微信扫描以下二维码

Scan the QR code.

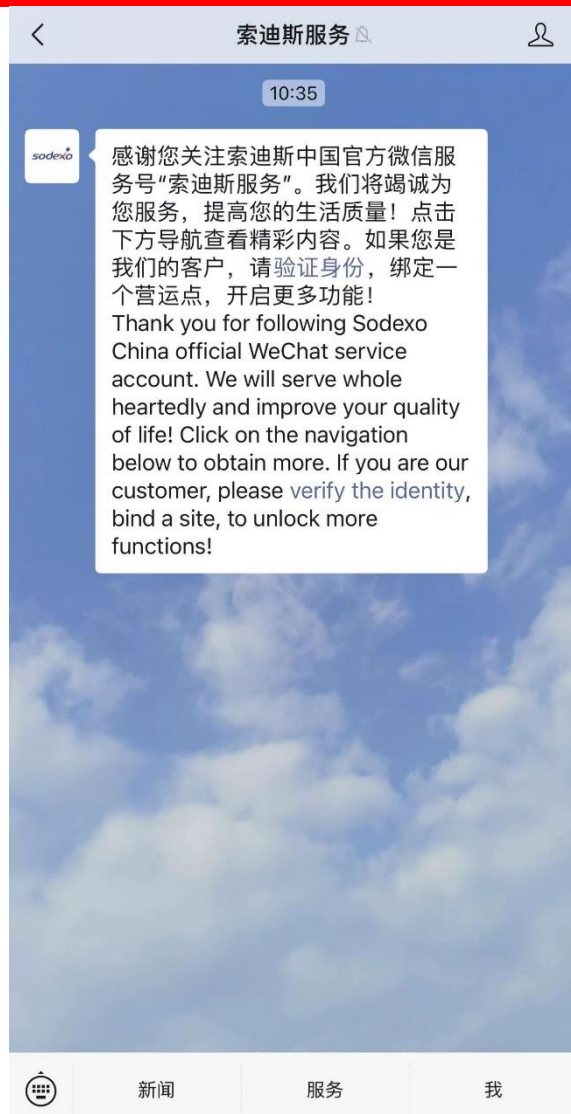
2.点击关注

Follow

SCAN ME



# 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. 右键点击“我”

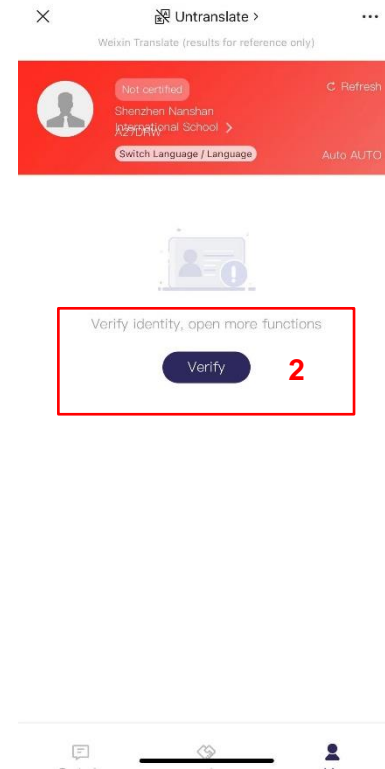
Click “ME” at the right bottom.

2. 点击验证

Click “Verify”.

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 (在ID卡上你能找到S+9位号码) 例如:S888888888,  
Input the student ID number (you could find the S+9 digits on the ID card), e.g. S888888888.
4. 点击“验证” (绿色)  
Click Validation (in green).
5. 输入验证号码1234  
Enter Verification Number 1234.
6. 点击“验证” (绿色)  
Click Validation (in green).

× Untranslate > ...

Weixin Translate (results for reference only)

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Registered Service Point

**Service Point** A27DRW

\* If you do not know the network number, consult Sodexo staff

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Registered Member Information

**Member No.** S888888888 Verification 4

请填写会员号 Verification

请填写会员号 Verification

---

**Name of Member** None  
员工姓名  
员工姓名

Send Validation



× Untranslate > ...

Weixin Translate (results for reference only)

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Registered Service Point

**Service Point** A27DRW

\* If you do not know the network number, consult Sodexo staff

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Registered Member Information

S888888888 Verification

**Member No.** 请填写会员号 Verification

请填写会员号 Verification

1. The last 4 phones.

5 1234

Verification 6

Send Validation



## 2. How to validate a student's ID

### 10. 点击“发送验证”（红色）

Click “Send Validation” at the bottom (in red).

### 11. 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.

Translated by Weixin (results for reference only)

Registered Service Point

**Service Point** A27DRW

\* If you do not know the network number, consult Sodexo staff

Registered Member Information

**Member No.** S888888888 Verified

请填写会员号 Verification

请填写会员号 Verification

**Name of Member** None

员工姓名

员工姓名

**10** Send Validation

Untranslate >

Weixin Translate (results for reference only)

Certified

Shenzhen Nanshan International School >

Switch Language / Language

Auto AUTO

privacy policy

Meal Card Inquiry

Account recharge

Sodexis

service

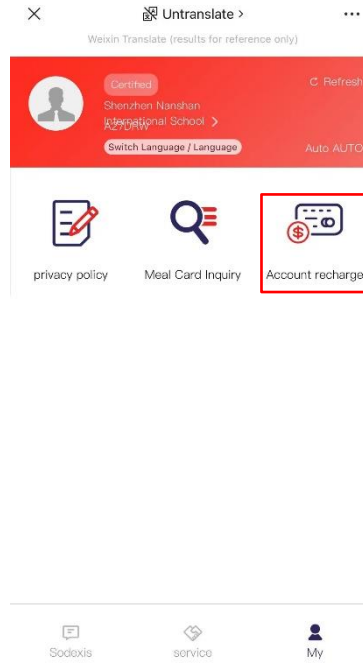
My

# 3

## 如何给账户充值 How to reload the account

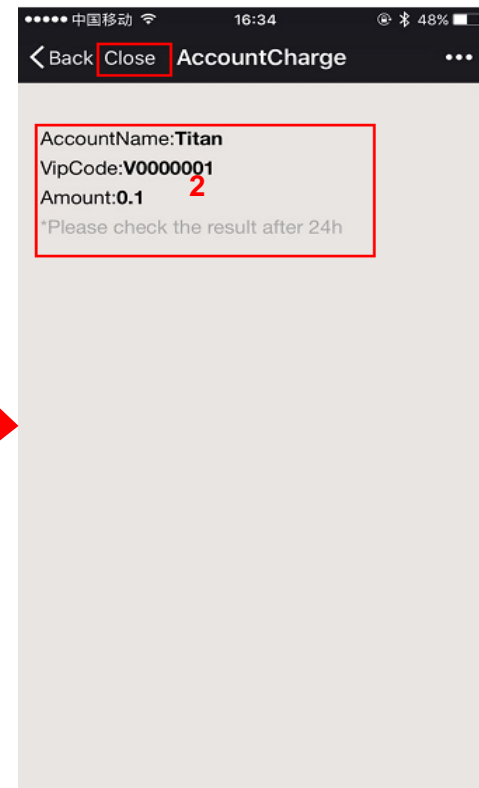
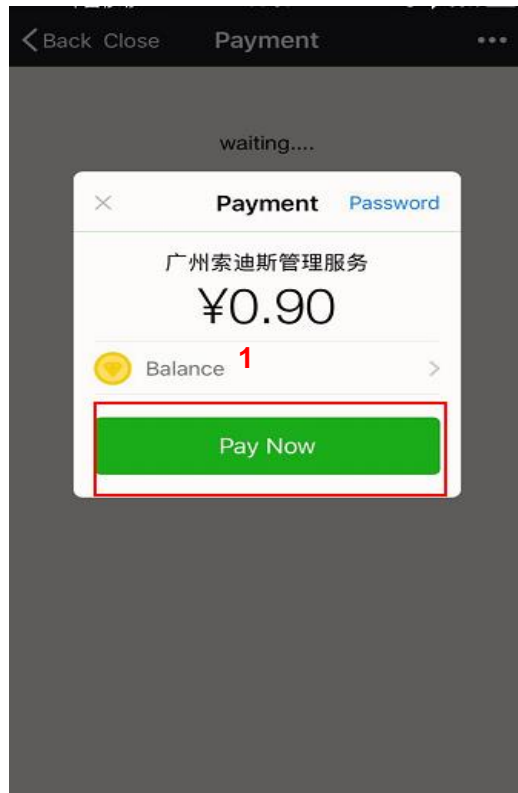
# How to reload the account

1. 进入索迪斯微信服务号，右键点击“我”  
Enter Sodexo Service Account. Click ME at the right bottom.
2. 选择“充值”  
Select Reloading.
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  
Confirm the name. With more than one child, click and choose the account to be reloaded.
4. 选择默认金额（50、100、200）  
Select the amount (50, 100, 200, etc.).
5. 你也可以输入自定义金额，例如5000  
Input any value in Other Amount, e.g. 5000.
6. 点击确认  
Confirm.



# 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 and the transactions

1. 进入索迪斯微信服务号，右键点击“我”

Enter Sodexo Service Account. Click ME at the right bottom.

2. 点击“交易”

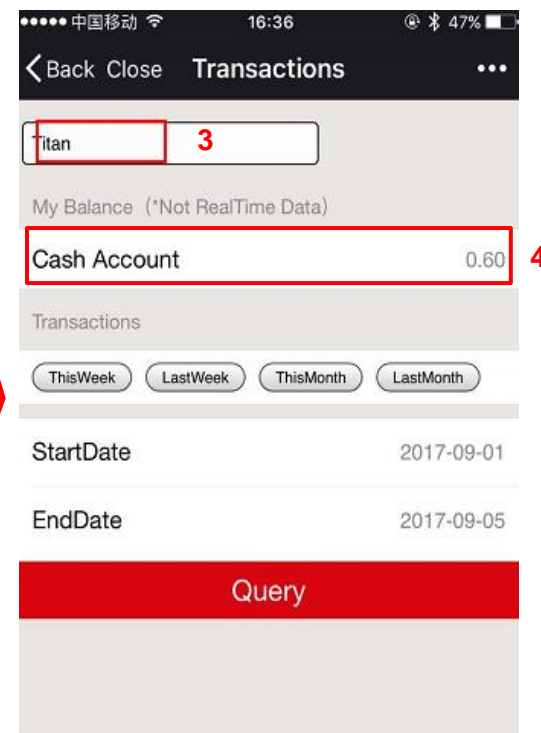
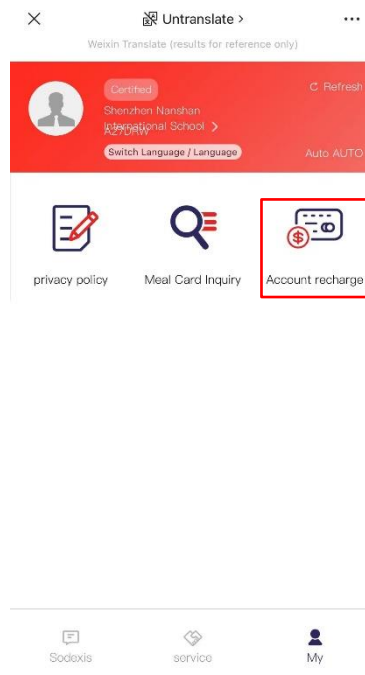
Select Transactions.

3. 选择你要查看的账户

Select the name if you have more than one child.

4. 查看余额

Check the balance.



# How to inquiry the balance and the transactions

5. 选择你要查看的时间段快捷键 (本周、上周、本月、上月)

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

6. 输入“开始时间”“结束时间”来自定义时间段

Input any date in Startdate and EndDate.

7. 点击“查询”

Click Query.

8. 检查你要所要看的消费明细

Check the transaction details.

The screenshot shows the 'Transactions' screen of the Sodexo app. The interface includes a header with 'Back', 'Close', and 'Transactions' options. Below the header is a card for 'Titan' with a red box around it. Underneath is the 'My Balance (\*Not RealTime Data)' section, followed by the 'Cash Account' balance of 0.70. The 'Transactions' section features four filter buttons: 'ThisWeek', 'LastWeek', 'ThisMonth', and 'LastMonth', with a red box around the first three and a red number '5' to the left. Below the filters are input fields for 'StartDate' (2017-08-01) and 'EndDate' (2017-09-01), with a red box around them and a red number '6' to the right. A large red 'Query' button is positioned below the date fields, with a red box around it and a red number '7' to the left. At the bottom, a table displays transaction details, with a red box around the first two rows and a red number '8' to the right.

Date	Time	Account	Amount
2017-08-15	21:36	Cash	0.50
2017-08-15	18:09	Cash	0.10

# 5

## 如何查询菜单 How to inquire the menu



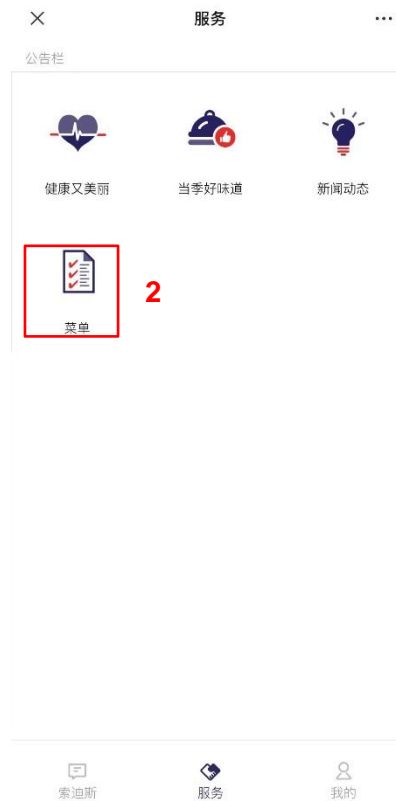
# How to inquire the menu

1. 进入索迪斯微信服务号，点击“服务”

Enter Sodexo Service Account. Click SERVICE.

2. 点击“菜单”

Select Menu.



6

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: 你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码？

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.

## Q&A

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你的微信账户

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

Q6:除了在微信服务号充值还有什么办法充值?

Besides Reloading on WeChat, how can I top up the ID card?

A: 现金, 银行卡转账, 学校咖啡吧柜台微信支付, 支付宝, 银联卡

Cash, Banking transfer, WeChat pay/ Alipay/ Union pay in school coffee bar.

Q7: 建议充值金额是多少呢?

What is the recommended top-up amount?

A:午餐39元/餐 (不包含酸奶5元) , 建议可一次性充值4000元至5000元

Lunch 39 yuan/meal (not including yogurt 5 yuan),recommended to recharge 4000 yuan to 5000 yuan

## Q&A

Q8: 如果我卡中还有余额但是已经离校了是否可以退款呢？退款流程大概需要多久呢？

Can I get a refund if I still have a balance on my card but have left school? How long does the refund process take?

A: 可以退款的。需要您填写退款申请表，提供收款账号信息，我们将会协助完成退款流程。使用银行卡收款大概需要一个月的时间到账，若使用支付宝收款则需要延长一个月时间。  
It's refundable. You need to fill in the refund application form and provide the recipient account information, and we will assist you to complete the refund process. It takes about one month to receive payments by bank card, and one month longer to receive payments by Alipay.

Q9: 联系方式

How can I contact the Site Manager?

Melinda. Wang

A: Email: [cafeteria@isnsz.com](mailto:cafeteria@isnsz.com)



# THANK YOU