



# How to Use Sodexo WeChat Service

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5. Q & A

# 1

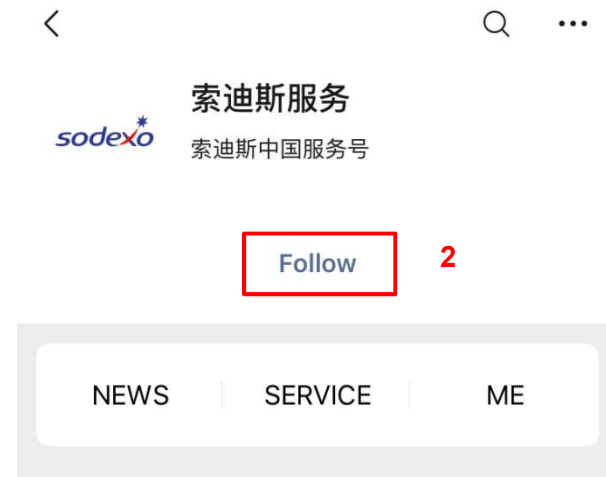
## How to follow Sodexo WeChat Service Account

# How to follow Sodexo WeChat Service Account

1. Scan the QR code via WeChat
2. Click follow

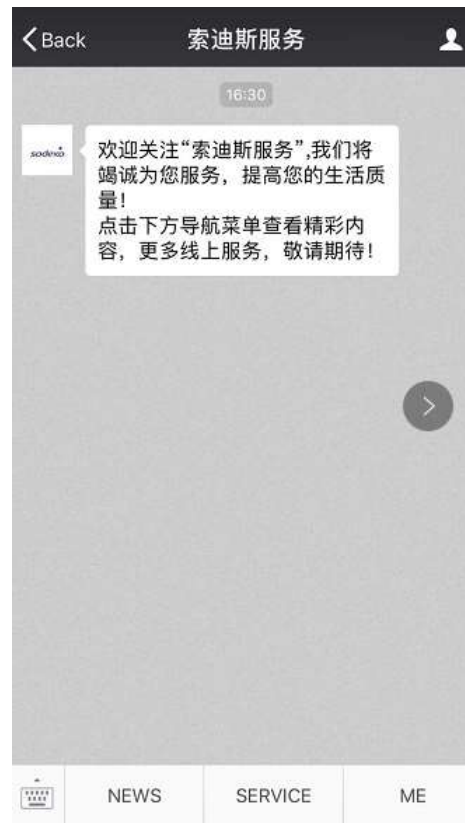


1



# How to follow Sodexo WeChat Service Account

You will be redirected to this page automatically, once you have followed the account successfully.



# How to follow Sodexo WeChat Service Account

If you failed to follow the account because of the network, it is suggested to scan the QR code again with a better network connection.

You may input the site code “H58PPK” alternatively.

The screenshot shows the 'Employee registration' screen in a mobile application. At the top, there is a close button (X) and a menu icon (three dots). Below the title bar, the section 'Register Site' contains a 'Site code' input field with the value 'H58PPK' entered and highlighted by a red box. A note below this field reads '\* Ask Sodexo if you don't have the site code.' The next section is 'Member Register', which includes three input fields for 'MemberNo.' (each with a placeholder 'provide your no.') and two input fields for 'MemberName' (each with a placeholder 'Nick name'). At the bottom of the form area is a large red button labeled 'Validation'. The very bottom of the screen features a navigation bar with left and right arrow icons.

# 2

## How to validate a student's ID

# How to validate a student's ID

1. Search Sodexoservice to open Sodexo Service Account.
2. Click “ME” at the right bottom.
3. Click your WeChat Account Name.

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





# How to validate a student's ID

4. Input the student ID number e.g. 201808081234.
5. Click Validation (in red).

The screenshot shows a mobile application interface for 'Employee registration'. The form is divided into sections: 'Register Site' with a 'Site code' field containing 'H58PPK' and a note '\* Ask Sodexo if you don't have the site code.'; 'Member Register' with a 'MemberNo.' field containing '20180808' (highlighted with a red box and a red '4' next to it) and a 'MemberName' field with 'None' and 'Nick name' options. At the bottom, a red 'Validation' button is highlighted with a red box and a red '5' next to it. Navigation arrows are visible at the very bottom.

# How to validate a student's ID

6. If you have more than one child at school, continue to input the student ID number, e.g. 201809091234.

7. Click Validation (in red).

Repeat step 6 & 7 if you have more ID to validate.

15:17

Employee registration

Register Site

Site code H58PPK

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

Member Register

MemberNo. 20180909 6  
provide your no.

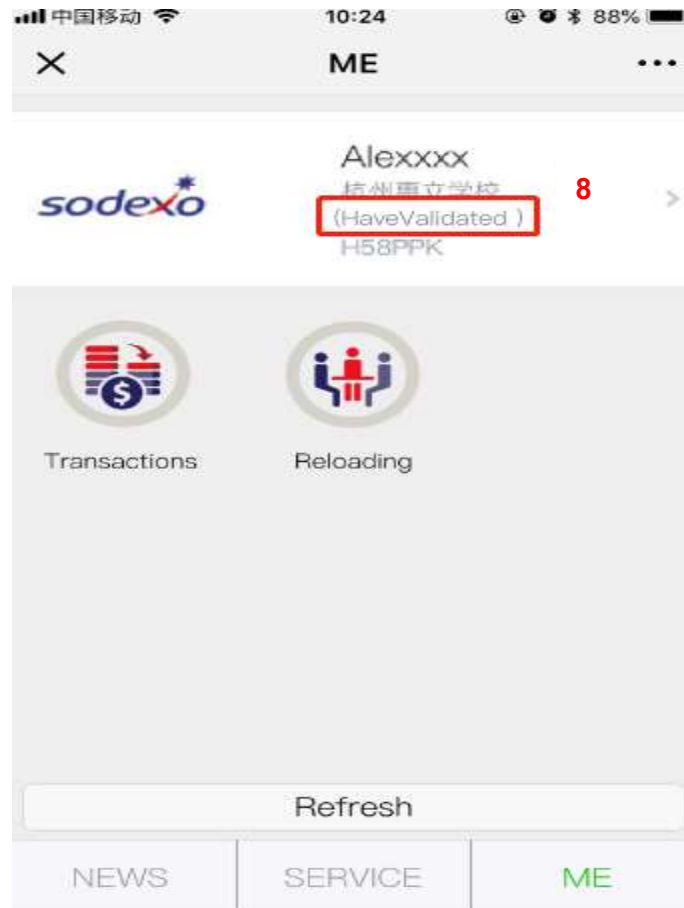
MemberName Alexxxx  
Nick name  
Nick name

Validation

7

## How to validate a student's ID

8. Once the student ID is validated, "Have Validated" will appear on the screen. You could then top up the account, check the balance and the transaction history.

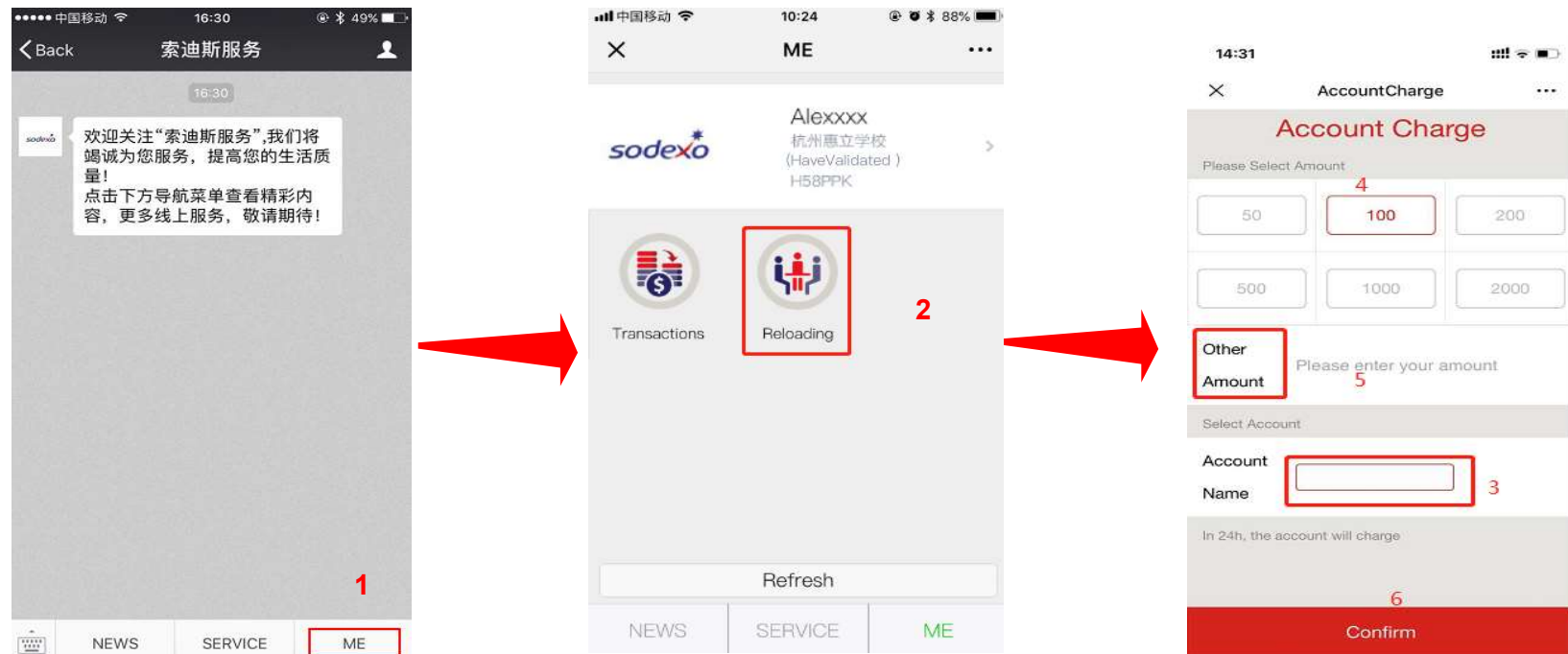


# 3

## How to top up the account

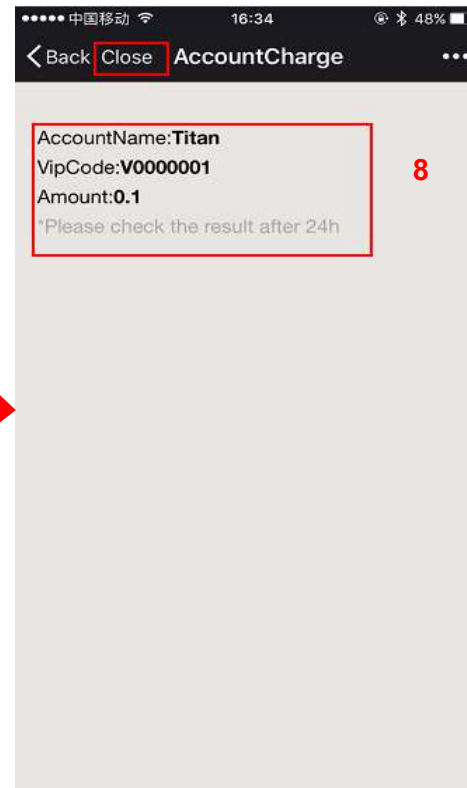
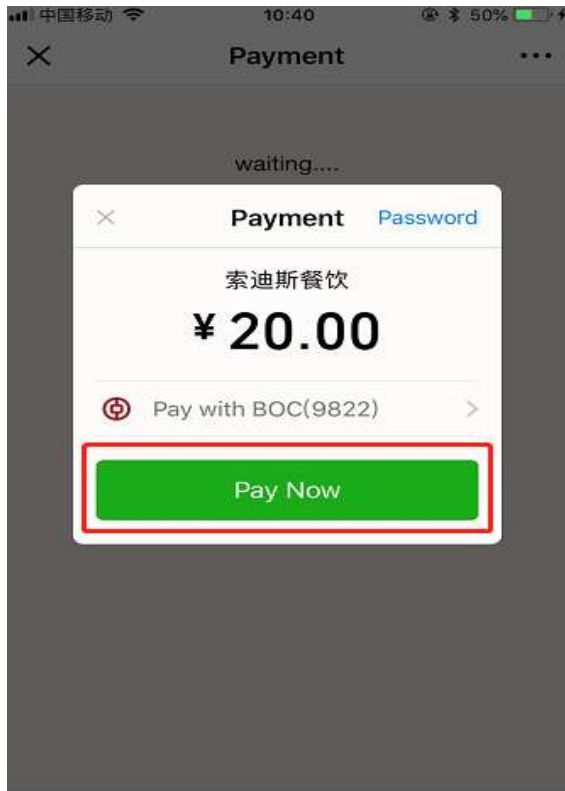
# How to top up the account

1. Click ME at the right bottom.
2. Select Reloading.
3. Confirm the name. With more than one child, click and choose the account to be topped up.
4. Select the amount (50, 100, 200, etc.).
5. Input any value in Other Amount, e.g. 20.
6. Confirm.



# How to top up the account

7. Click "Pay Now".
8. You could check the balance change after 24h.

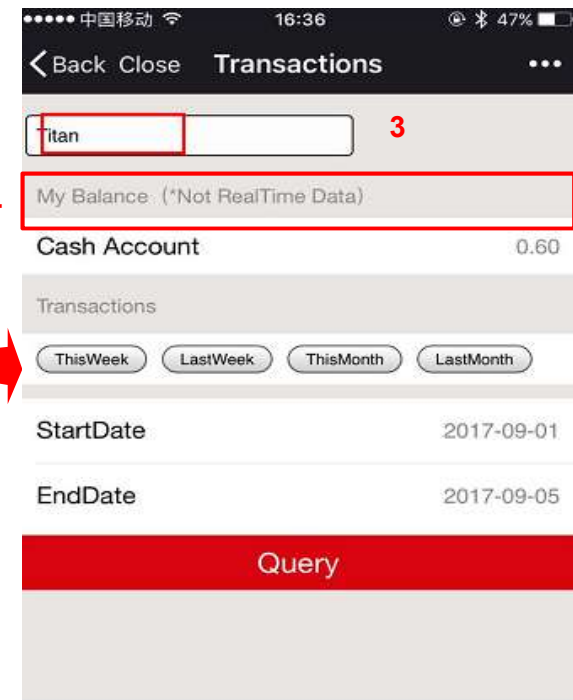
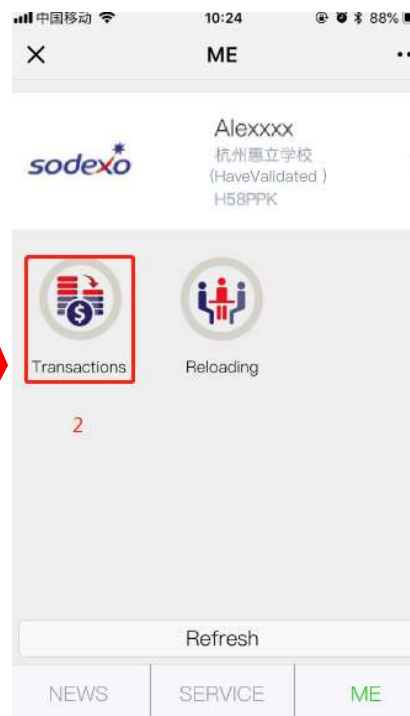
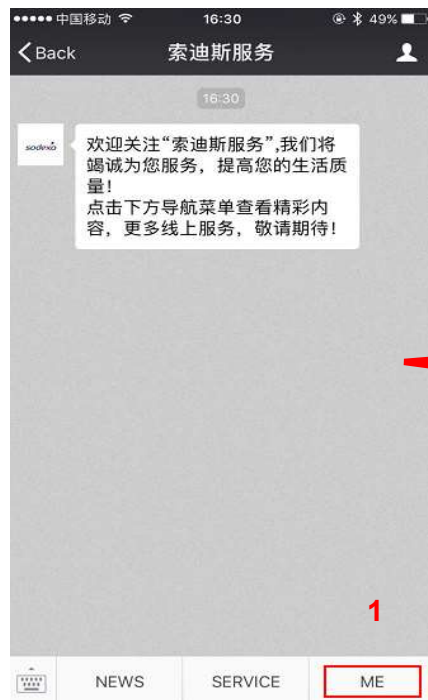


# 4

## How to inquire the balance and the transaction history

# How to inquire the balance and the transaction history

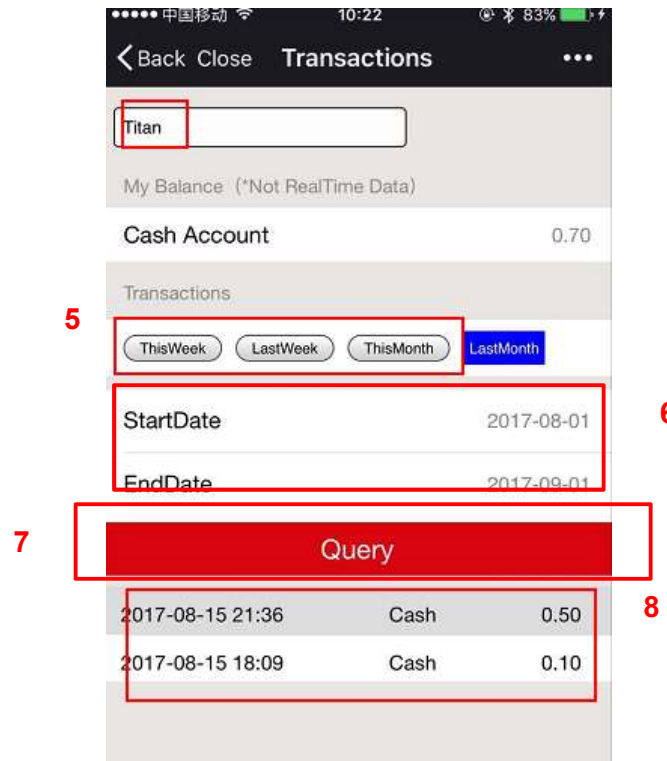
1. Click ME at the right bottom.
2. Select Transactions.
3. Select the name if you have more than one child.
4. Check the balance.





## How to inquire the balance and the transaction history

5. Select the period you want to check (This Week, Last Week, This Month, Last Month).
6. Input in Start Date and End Date as you would like to check.
7. Click Query.
8. Check the transaction details.



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Q&A

## 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 then what should I do?

A: You can use another WeChat account to validate other student IDs.

Q3: I am a teacher at School, could my ID be validated with the same account of my children?

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

Q4: How long does WeChat Top-up / Transactions take in effect?

A: Within 24 hours. You can check the result after 24 hours.

## Q&A

Q5: If I change the mobile phone or the phone number, does it affect WeChat Service?

A: The account is bonded to WeChat account, so phone number change doesn't matter.

Q6: Are there other ways to top up the ID card?

A: You can top up at canteen from 8am to 4pm (except the lunch time 11:30am to 1:30pm) with WeChat pay, Alipay or Union Pay.

Q7: Besides the ID card, how can I pay for the meal?

A: You can pay only by ID card.

Q8: How can I contact the Site Manager?

A: Name: Albert ZHOU. Mobile number: 15558090927.



**THANK YOU**