如何使用索迪斯微信预订系统
How to use Sodexo WeChat Online Ordering system

Aug 2023

AGENDA

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

2. **如何验证老师学生ID卡**
   How to verify staff and student ID

3. **如何订餐**
   How to order online

4. **如何查询历史订单**
   How to view history orders

5. **如何取餐**
   How to take meals

6. **预定时间 Meal reserve time**

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QUALITY OF LIFE SERVICES

1

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

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1.How to follow Sodexo Service Account

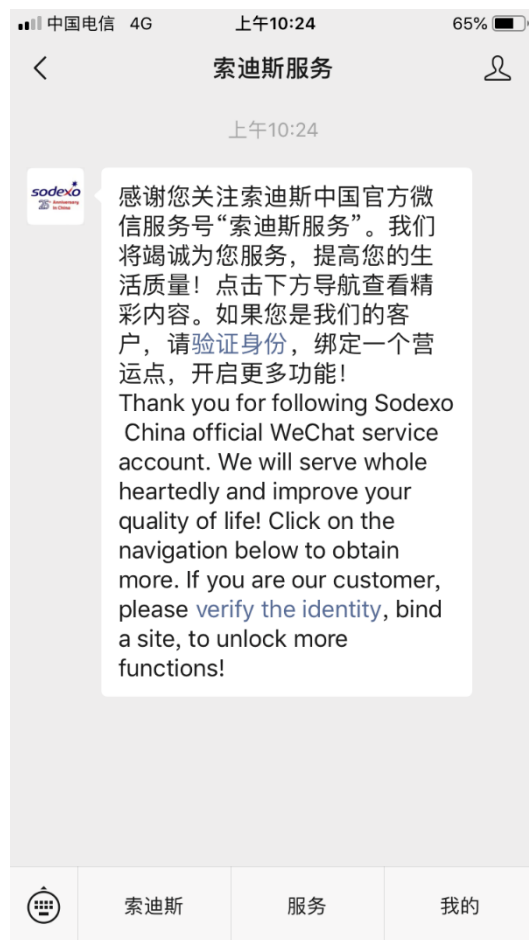1.使用微信扫描以下二维码
  Scan the QR code with WeChat.
2.点击关注
  Click "Follow".

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 after following the account successfully.

2

如何验证老师学生ID卡
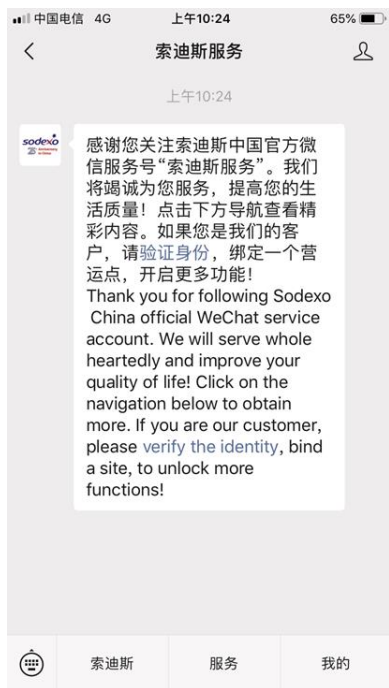## How to verify staff and student ID

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打开索迪斯服务号　Enter Sodexo Service Account.

1.右键点击"我的"

Right click "My".

2.点击你的微信账号名

Click your WeChat Name.

如果界面中没有显示你的账户名字请联系联系驻场管理员（Eleven 15995818609）

If your account name doesn't show, please contact our on-site manager (Eleven 15995818609).

2. How to verify a student/staff ID

3. 输入学生的ID号码例如:DH010001
   Enter student/staff ID number, e.g.DH010001.
4. 点击"验证"（绿色），输入学校所给验证码,完成后点击"发送验证"
   Click "Verify" (green), enter the verification code provided by the school and click "Send Verification".

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2. How to verify a student/staff ID

5. 如果你有几个孩子在学校，请继续输入学生ID卡号（字母+数字8位）例如 DH010002
   If you have more than one child at school, please continue entering the student/staff ID number (8 digits), e.g. DH010002.
6. 点击验证（绿色)
   Click "Verify" (green).
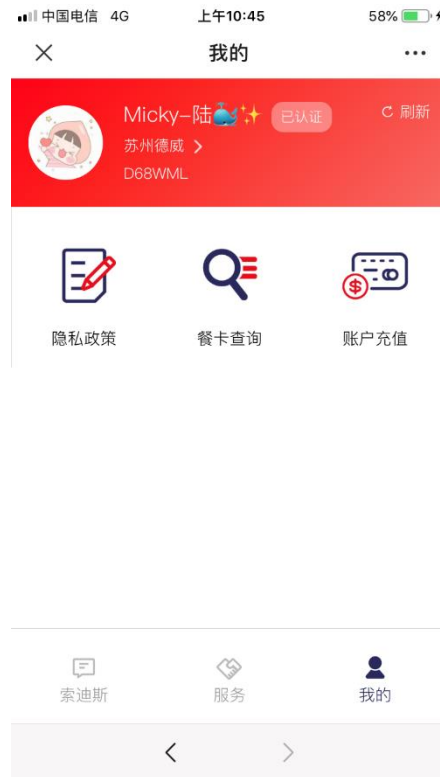如果你有更多ID需要验证请重复步骤5&6。　　　Repeat Step 5&6if you have more IDs to verify.

2. How to verify a student/staff ID

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

  After successful verification it will show "Verified" on you homepage. Then you can top-up, check balance and transaction details.
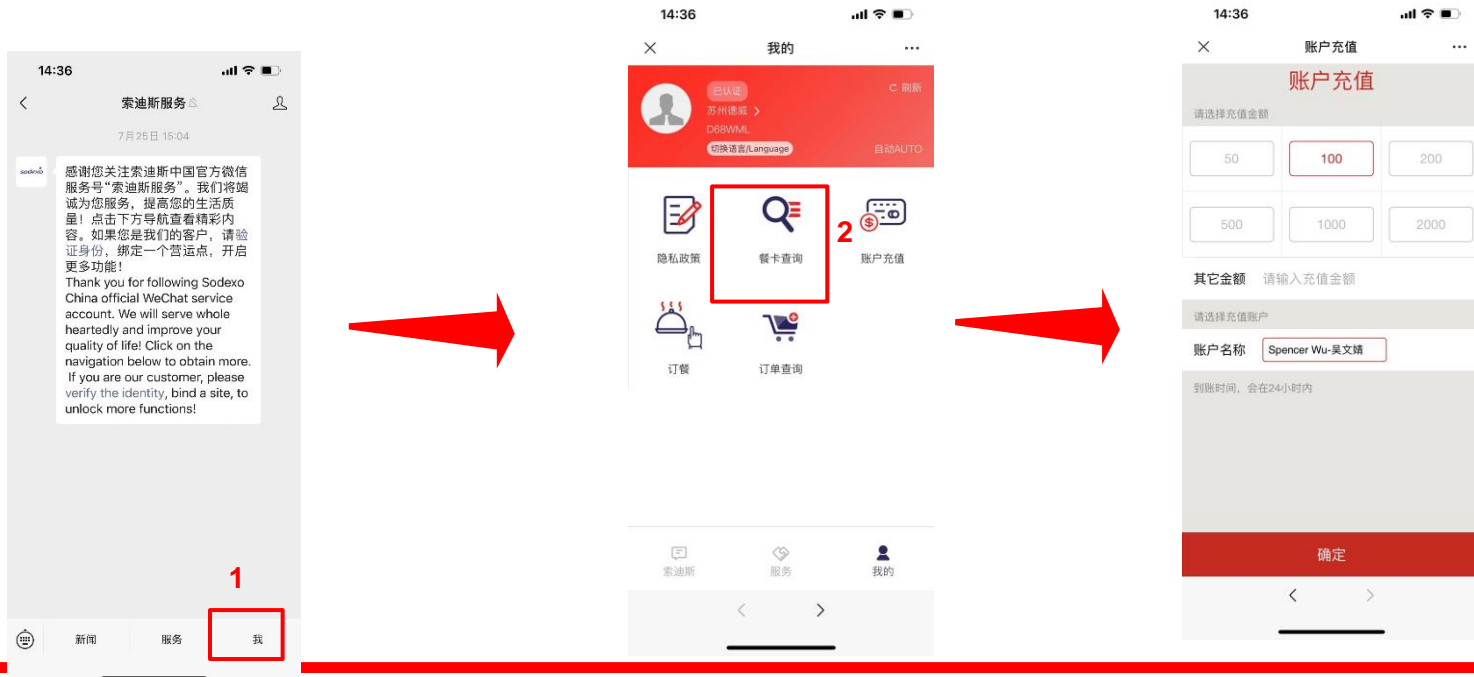
3

如何给账户充值
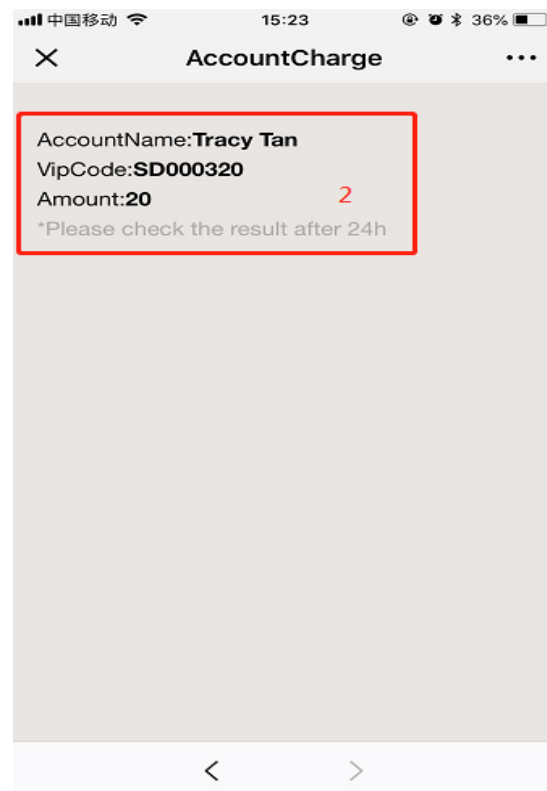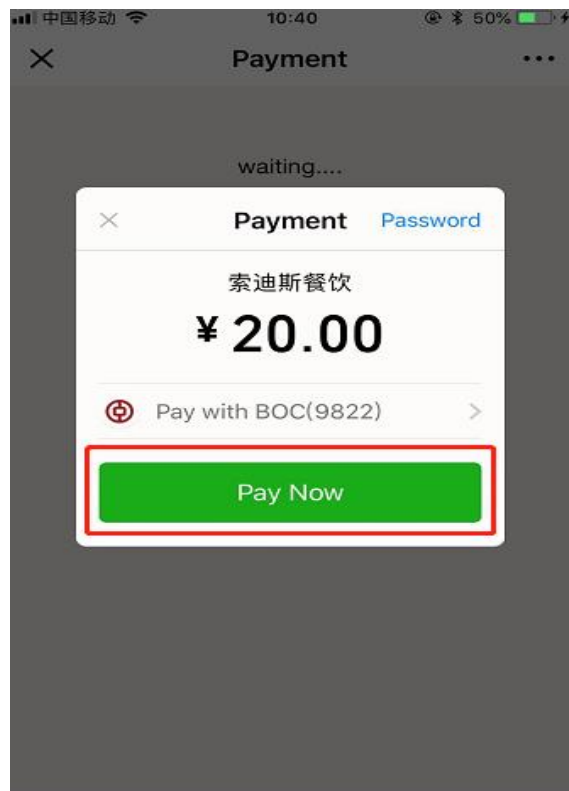## How to reload the account

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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.).
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
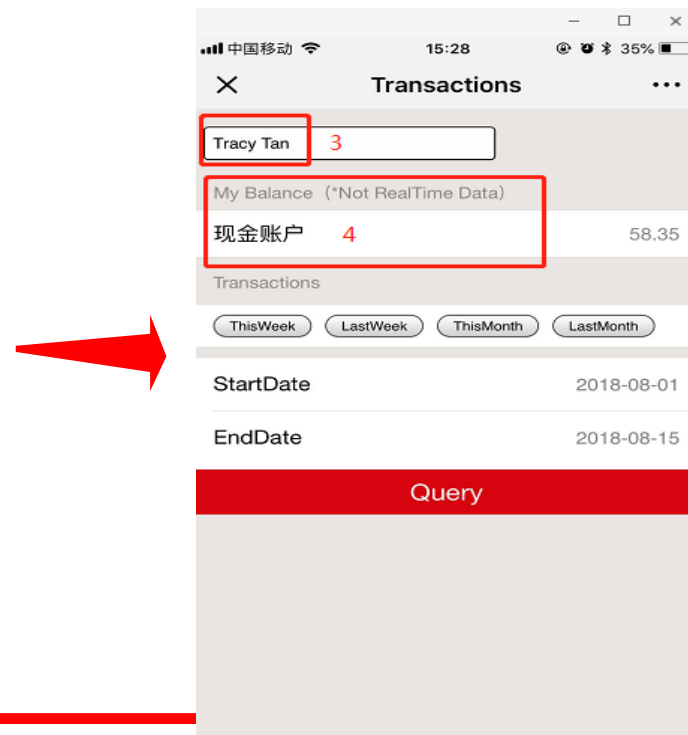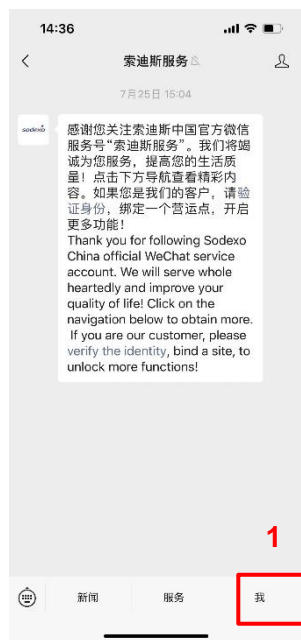   You could check the result after 24h.

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如何查询账户余额和消费明细
How to inquire the balance and the transactions

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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).
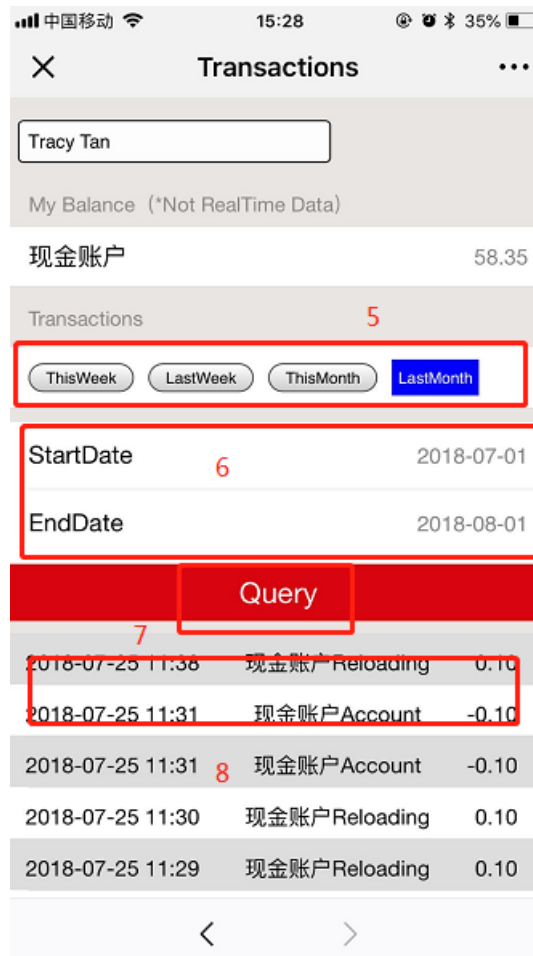**或者**
OR
6. 在"开始时间"和"结束时间"输入任何日期
   Input any date in Startdate and EndDate.
7. 点击"查询"
   Click Query.
8. 查询消费明细
   Check the transaction details.

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如何订餐
How to order online

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如何订餐How to order online

进入SODEXO公众号，选择"服务"，选择 "在线订餐"。
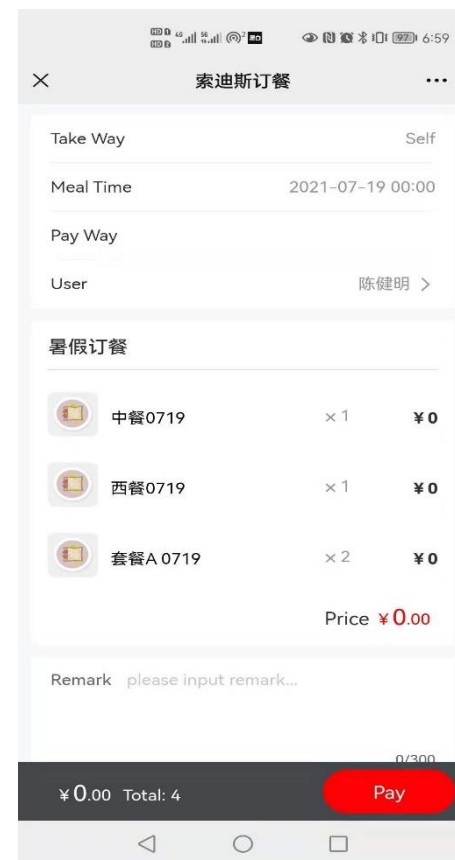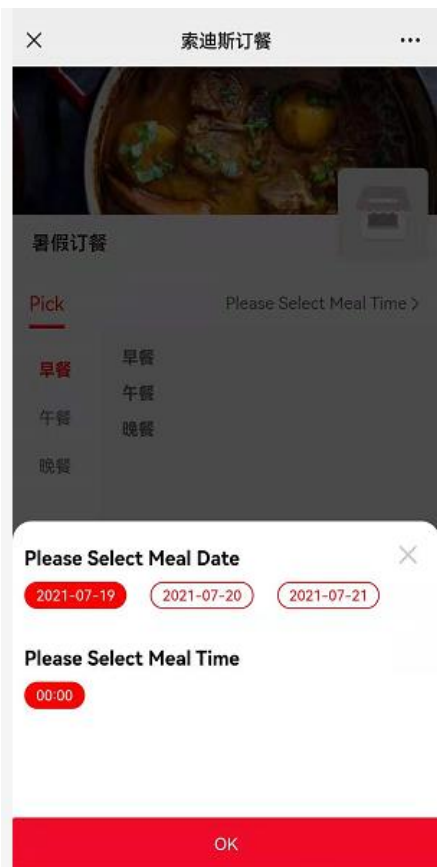Enter Sodexo Service Account. Click "Service", then click "Order Online".

如何订餐How to order online

选择取餐日期时间。
Select the meal date and time.
选择所需购买的商品，点击"付款"进行结算。
Select the meal and click "Pay" to pay the bill.

如何退款How to get the refund

选择我的订单。
Click the " My order"
选择需要退的订单，点击"退款"
Select the order then click the "refund"
退款服务仅支持下单当日操作。
We will only refund a purchase within the day of the transaction.
特殊情况退款(病假等不可预知原因)，可填写IC卡退款申请表进行申请。
fYou can fill the IC card refund application form under unforeseen reasons such as sick leaves etc.
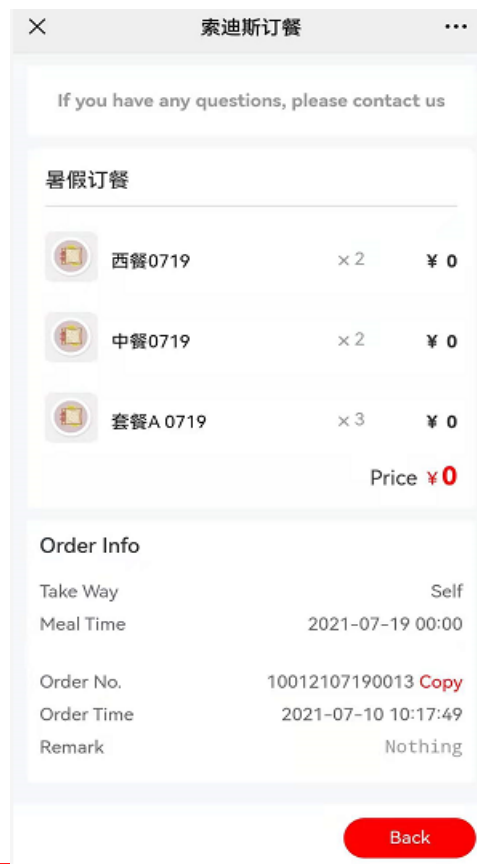
6

如何查询历史订单
How to view history orders

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如何查询历史订单How to view history orders

1点击"我的预订" 。 Click "My Order".
1点击后能查看预订明细。You can view the order details.
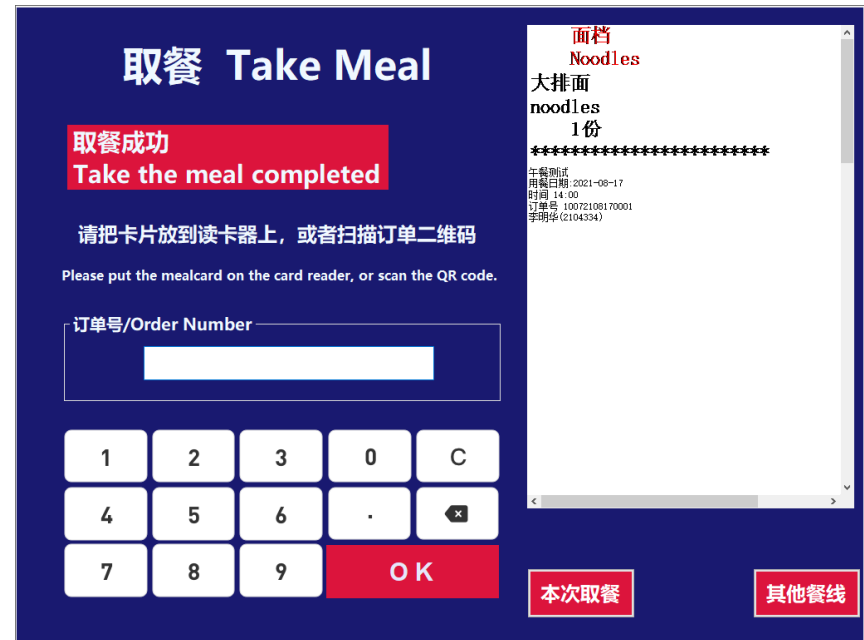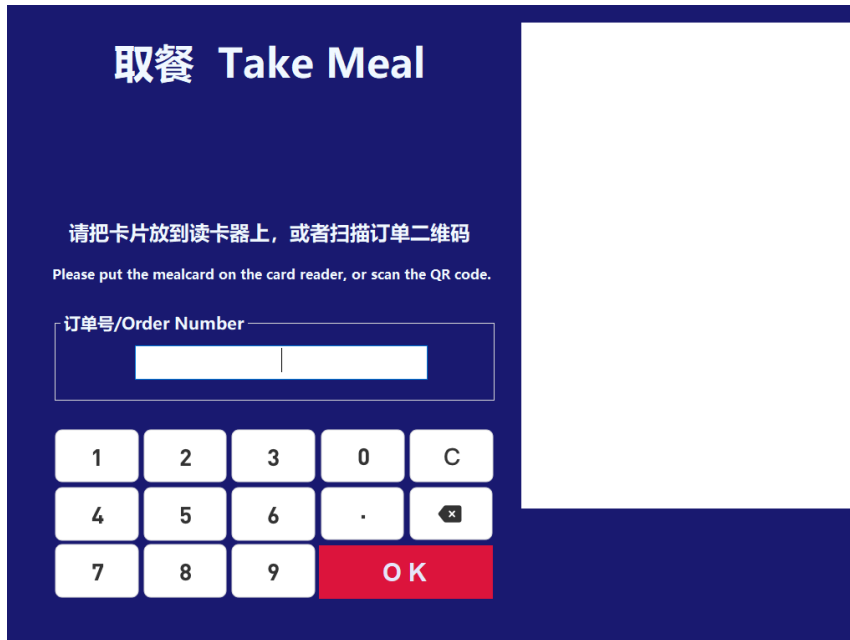
7

如何取餐
How to take meals

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如何取餐How to take meals

选择订餐对应的服务线，可以通过读卡、或者扫描手机中订单二维码。
Select the corresponding service line in your order, you can either use mealcard or scan the QR code in your order.
系统显示取餐成功。
System shows "Take the meal completed".

如何取餐How to take meals

如取餐失败，可以点击"其他餐线"查询当餐订单后去对应的服务线取餐。
If take meal fails, you can click "Other Lines" to inquire current order and go to the corresponding service line to take your meal.

8

预定时间
Meal reserve time

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预定时间 Meal reserve time

1.周一可定周四至下周日 Monday can reserve this Thursday to next Sunday
2.周二可定周五至下周日 Tuesday can reserve this Friday to next Sunday
3.周三可定周六至下周日 Wednesday can reserve this Saturday to next Sunday
4.周四可定周日至下周日 Thursday can reserve this Sunday to next Sunday
5.周五可定下周一至下周日 Friday can reserve next Monday to next Sunday
6.周六可定下周三至下周日 Saturday can reserve next Wednesday to next Sunday
7.周日可定下周三至下周日 Sunday can reserve next Wednesday to next Sunday

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