

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. 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 with WeChat.

2.点击关注

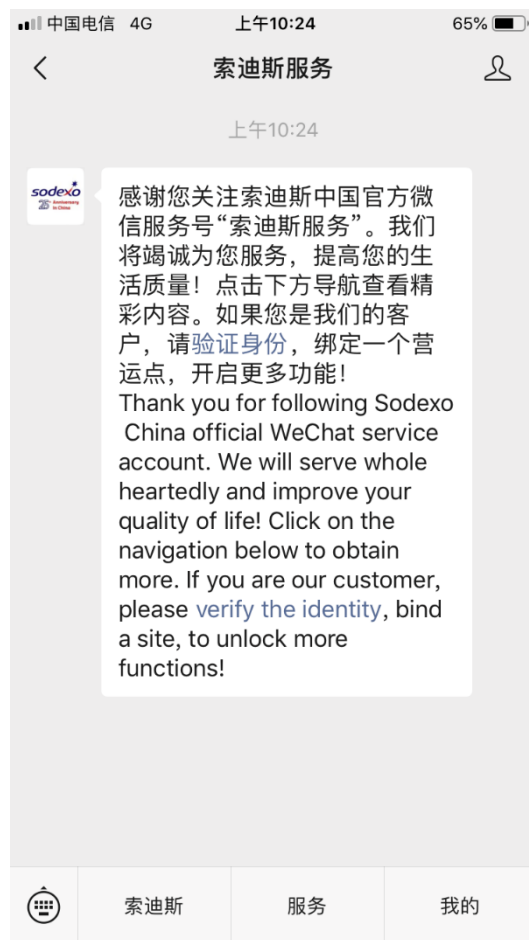
Click "Follow".



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

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

2. How to verify a student/staff ID

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

1.右键点击“我的”

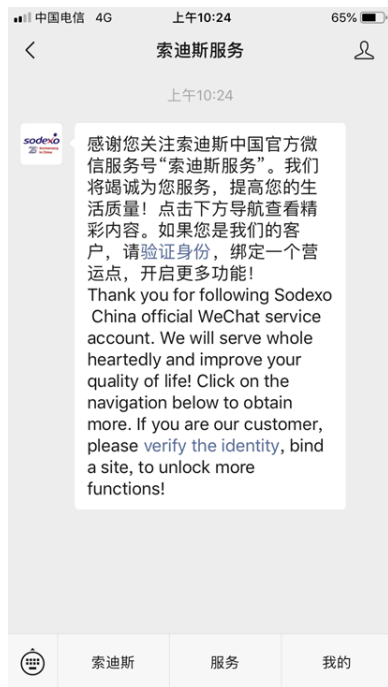
Right click “My”.

2.点击你的微信账号名

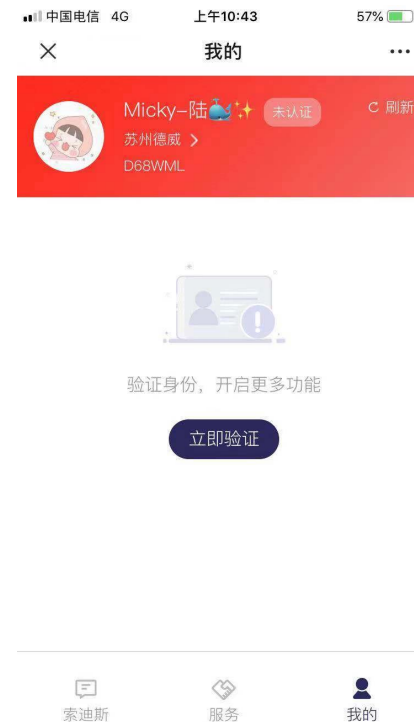
Click your WeChat Name.

如果界面中没有显示你的账户名字请联系联系驻场经理 (Mary 15190095997)

If your account name doesn't show, please contact our on-site manager (Mary 15190095997).



1



2. How to validate a student's ID

3. 输入学生的ID号码例如:DCSZ000111 (字母加六位数字)。
Input the student ID number (letters and 6 digits) e.g. DCSZ000111.
4. 点击“验证” (红色)
Click Validation (in red).

17:58

身份认证

注册服务网点

服务网点 D68WML

* 如果您不知道网点编号, 咨询索迪斯工作人员

注册会员信息

DCSZ000111 验证 3

会员编号 请填写会员号 验证

请填写会员号 验证

None

会员姓名 员工姓名

员工姓名

发送验证 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（字母加6位数字）例如 DCSZ000112

If you have more than one child at school, continue to input the student ID number (letters and 6 digits)
e.g. DCSZ0001112

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.

18:01

× 身份认证 ...

注册服务网点

服务网点 D68WML

* 如果您不知道网点编号，咨询索迪斯工作人员

注册会员信息

DCSZ000111 验证

会员编号 DCSZ000112 验证

请填写会员号 验证

5

None

会员姓名 员工姓名

员工姓名

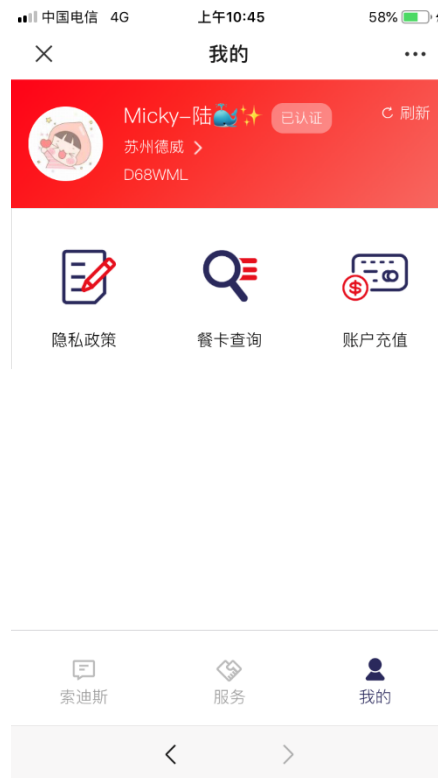
发送验证

6

2. How to validate a student's 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.

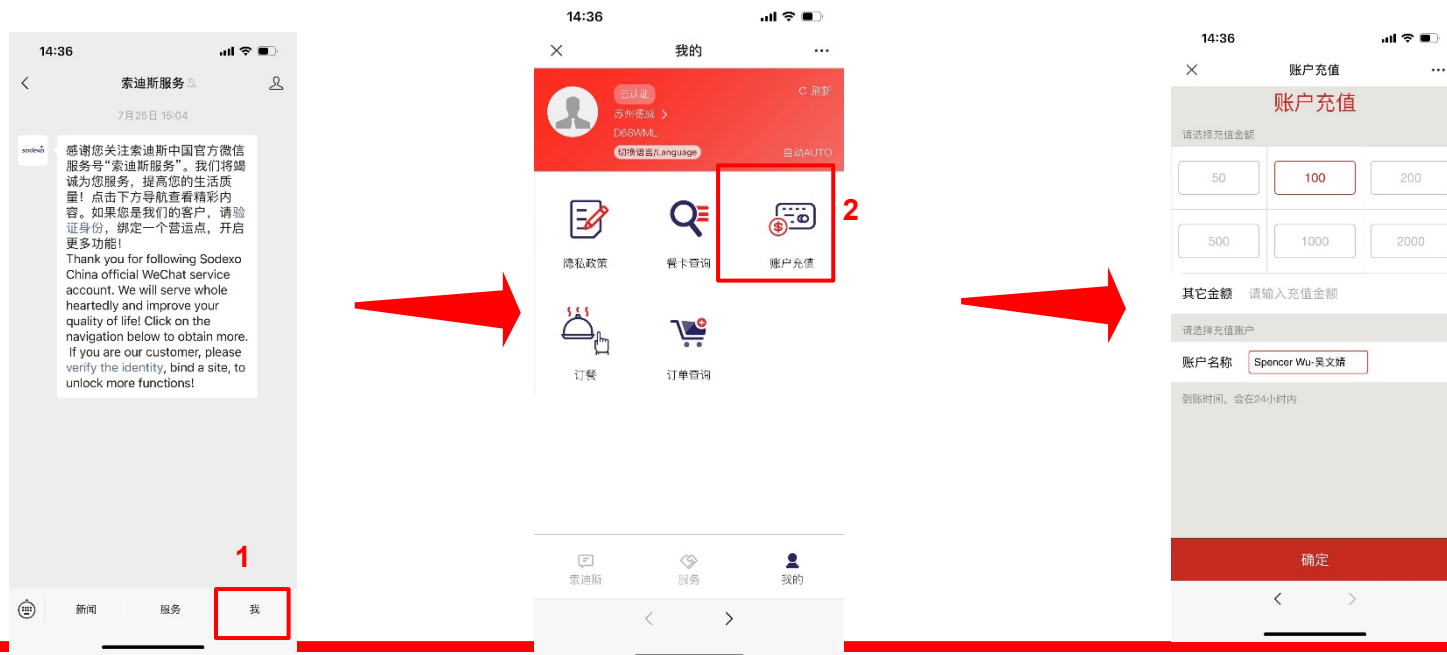


3

如何给账户充值 How to reload the account

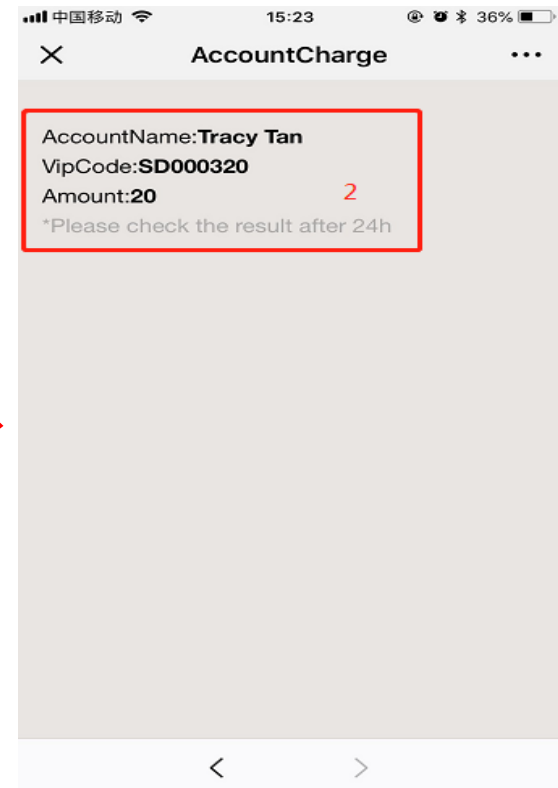
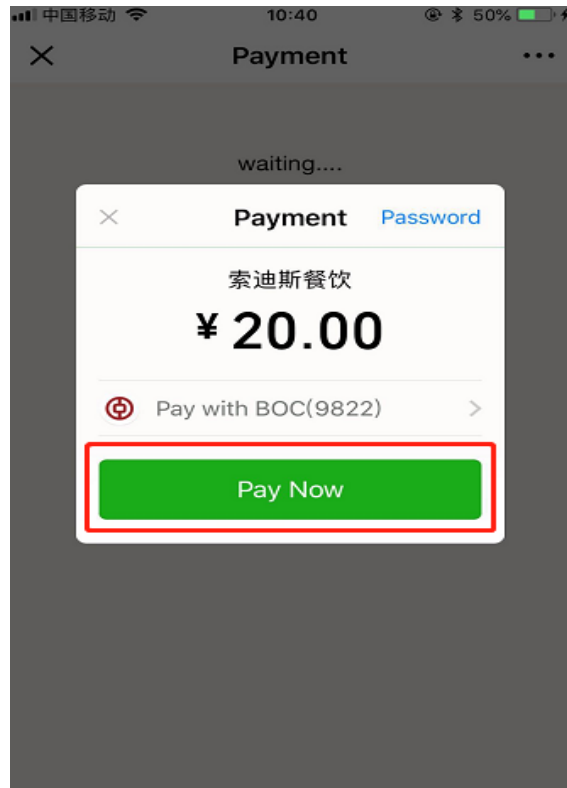
How to reload the account

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.



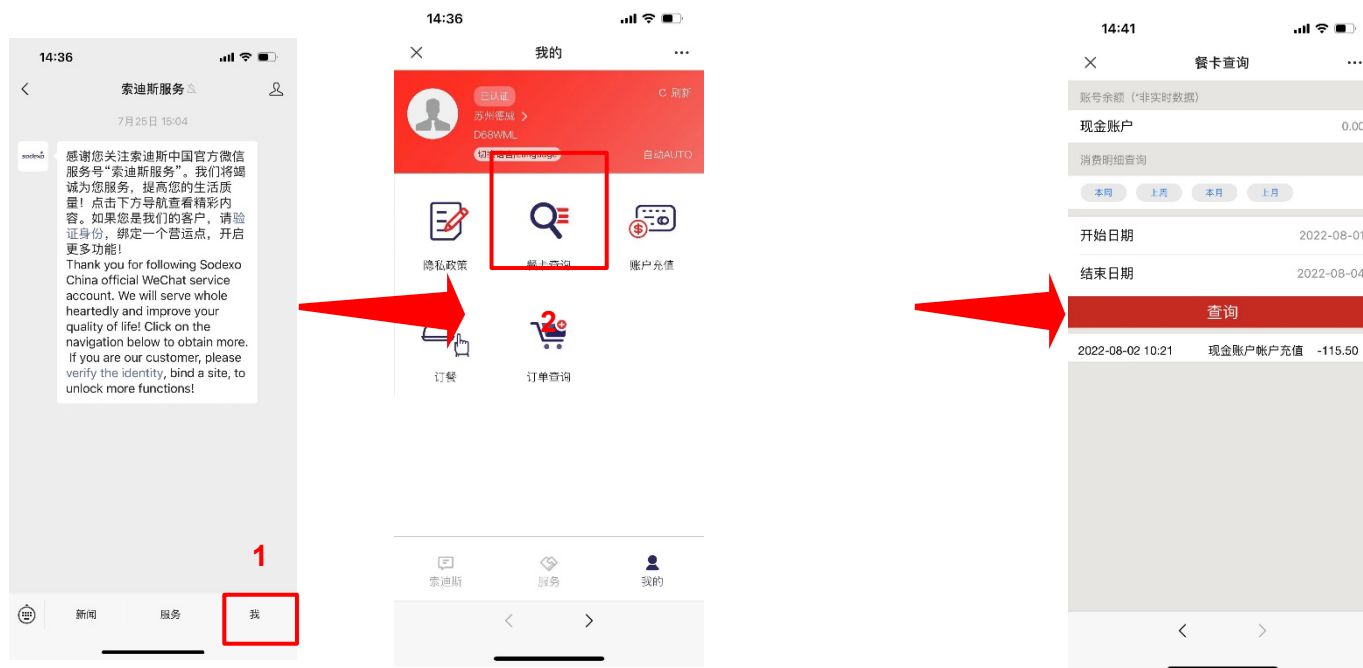
4

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).

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.

The screenshot shows the 'Transactions' screen of the Sodexo app. At the top, there's a header with a close button, the title 'Transactions', and a menu icon. Below the header is a search bar containing 'Tracy Tan'. Underneath is a section for 'My Balance (*Not RealTime Data)' showing '现金账户' (Cash Account) with a balance of 58.35. The main section is titled 'Transactions' with a red '5' indicating the number of results. Below this is a filter bar with four buttons: 'ThisWeek', 'LastWeek', 'ThisMonth', and 'LastMonth'. The 'LastMonth' button is highlighted in blue. Below the filter bar are two input fields: 'StartDate' with the value '2018-07-01' and 'EndDate' with the value '2018-08-01'. A red box highlights these two fields. Below the date fields is a red button labeled 'Query'. Below the 'Query' button is a list of transactions. The first two transactions are highlighted with a red box: '2018-07-25 11:38 现金账户 Reloading 0.10' and '2018-07-25 11:31 现金账户 Account -0.10'. Below the list is a red box containing the number '7'. At the bottom of the screen are navigation arrows.

Transaction Date	Transaction Description	Amount
2018-07-25 11:38	现金账户 Reloading	0.10
2018-07-25 11:31	现金账户 Account	-0.10
2018-07-25 11:31	现金账户 Account	-0.10
2018-07-25 11:30	现金账户 Reloading	0.10
2018-07-25 11:29	现金账户 Reloading	0.10

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: 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.

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.

Q&A

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: 你可以在工作日早上8点至下午3.30到小学部餐厅、中学餐厅, 只可以使用微信支付宝。不可以使用现金

You could top up with Alipay or WeChat Payment in the Junior's cafeteria, Senior's cafeteria and from 8:00 to 15:30 on working days. No cash.

Q7: 除了用ID卡, 还可以用什么方式付餐费?

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

A: 在餐厅你只能使用ID卡消费, 不能使用现金、微信或支付宝。在艾啡朵咖啡吧你可以使用ID卡、微信和支付宝, 不能使用现金

At the cafeterias you could pay only with ID cards; no cash, WeChat Payment or Alipay. At Aspretto coffee bars you could pay with ID cards, WeChat Payment or Alipay; no cash.

Q9: 我怎么联系驻场经理?

How can I contact the Site Manager?

A: 邮箱: Mary.gan@sodexo.com; 电话: 0512-62959190.

Email: Mary.gan@sodexo.com; Phone: 0512-62959190.



THANK YOU