



# 如何使用索迪斯微信服务

## How to Use Sodexo WeChat Service

Aug 2020

# AGENDA

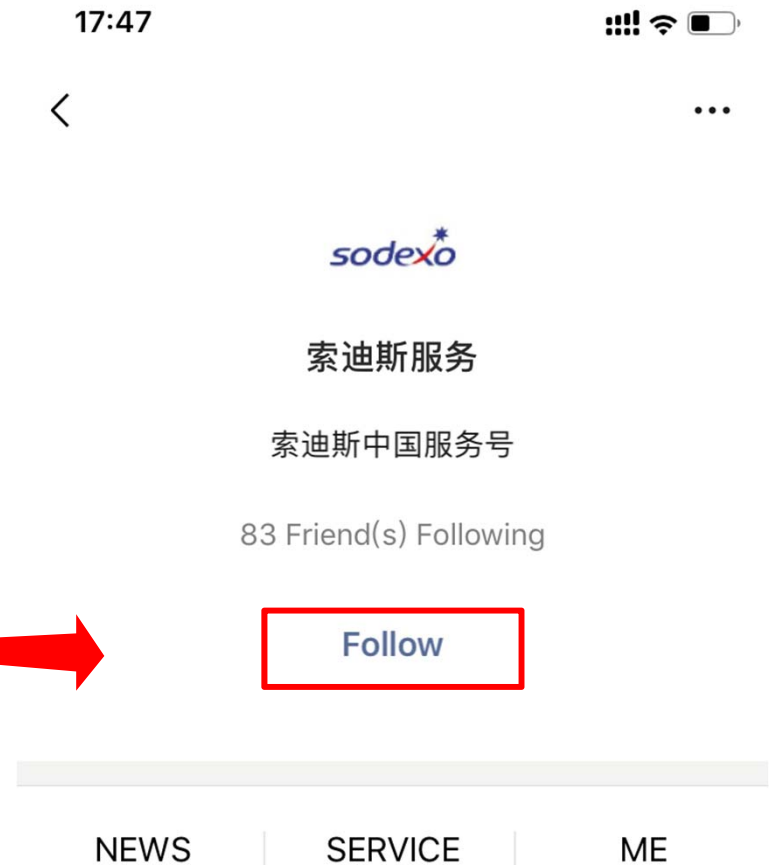
1. 如何关注索迪斯微信服务号  
**How to follow Sodexo WeChat Service Account**
2. 如何验证学生ID卡  
**How to validate a student' ID**
3. 如何给账户充值  
**How to reload the account**
4. 如何查询账户余额和消费明细  
**How to inquire the balance and the transactions**
5. Q&A

# 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.
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）

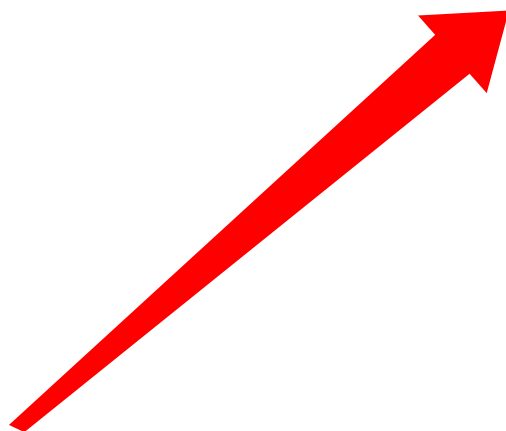
Click “ME” at the right bottom (1<sup>st</sup> picture).

2. 点击你的微信账号名（图二）

Click your WeChat Account Name (2<sup>nd</sup> 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).

ID号码从附上的名单里找  
Find the ID number from the name list attached.

The screenshot shows the 'Employee registration' app interface. The 'Member Register' section has a 'MemberNo.' field with the value '201808' entered, highlighted by a red box and labeled with a red '3'. Below it are 'MemberName' fields. At the bottom, a red 'Validation' button is highlighted by a red box and labeled with a red '4'. The app title bar shows 'Employee registration' and a close button.



## 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 D68WML

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

Member Register

MemberNo. 201808  
201809  
provide your no.

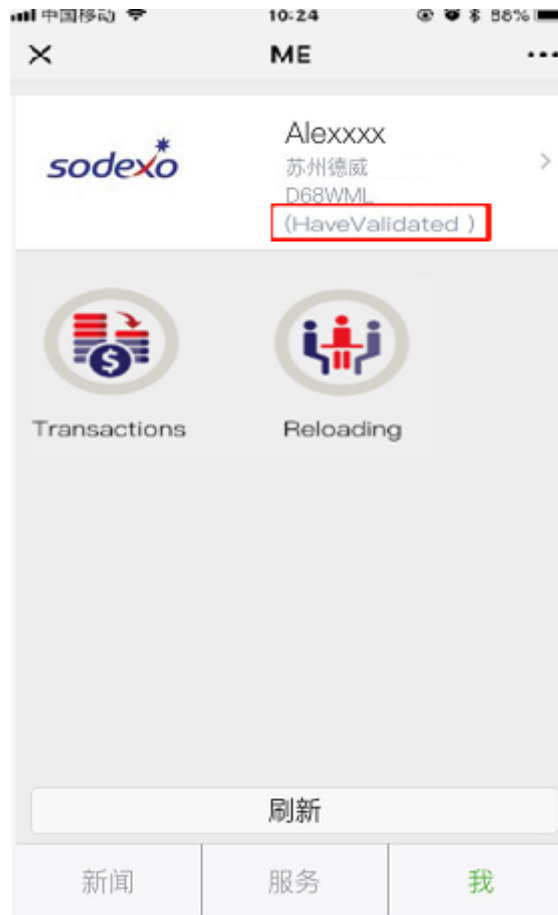
MemberName None  
Nick name  
Nick name

Validation

## 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.



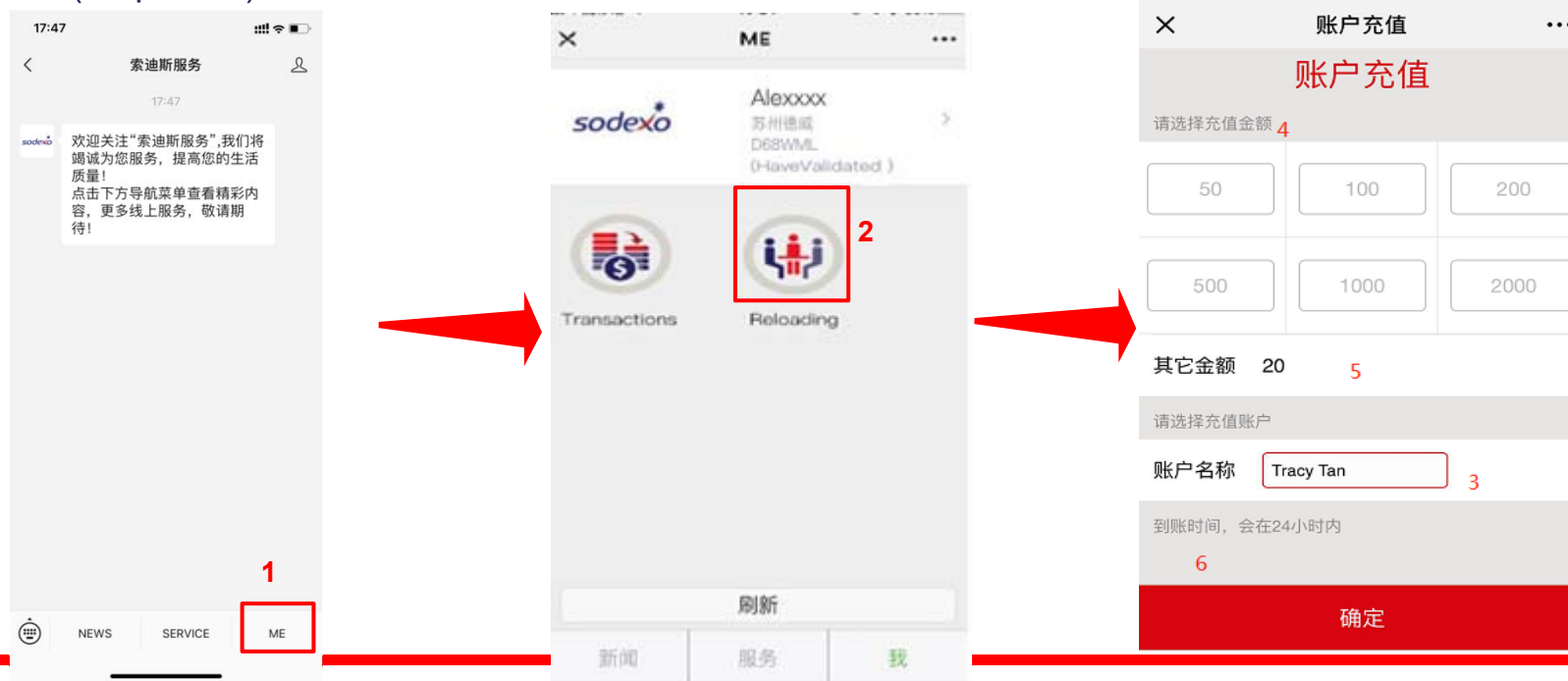
7

# 3

## 如何给账户充值 How to reload the account

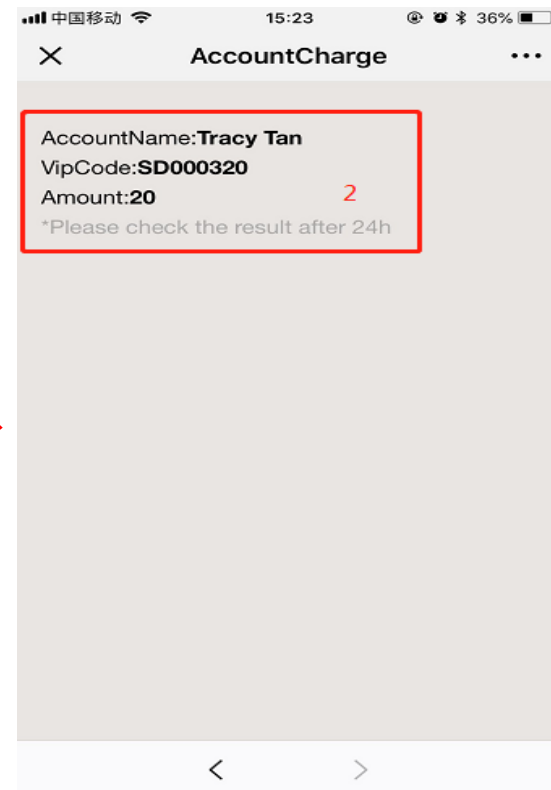
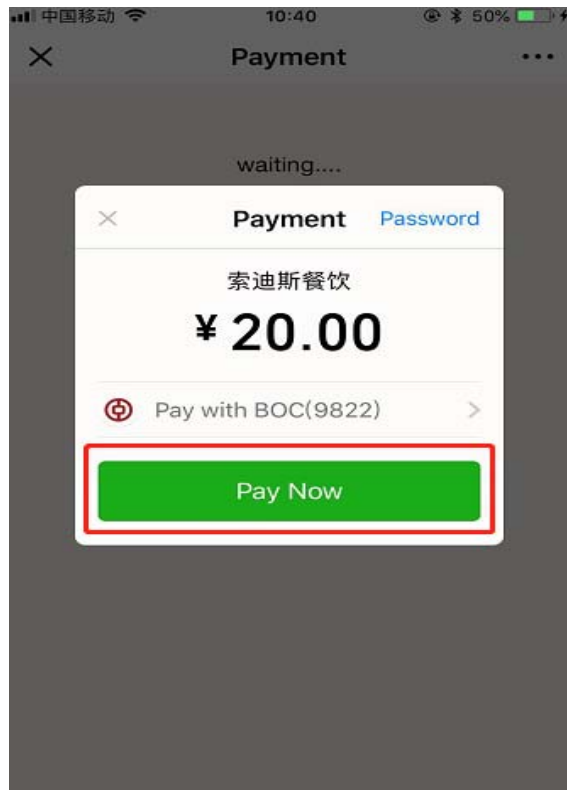
# How to reload the account

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 (1<sup>st</sup> picture).
2. 选择“充值”（图二） Select Reloading (2<sup>nd</sup> 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” (3<sup>rd</sup> 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.



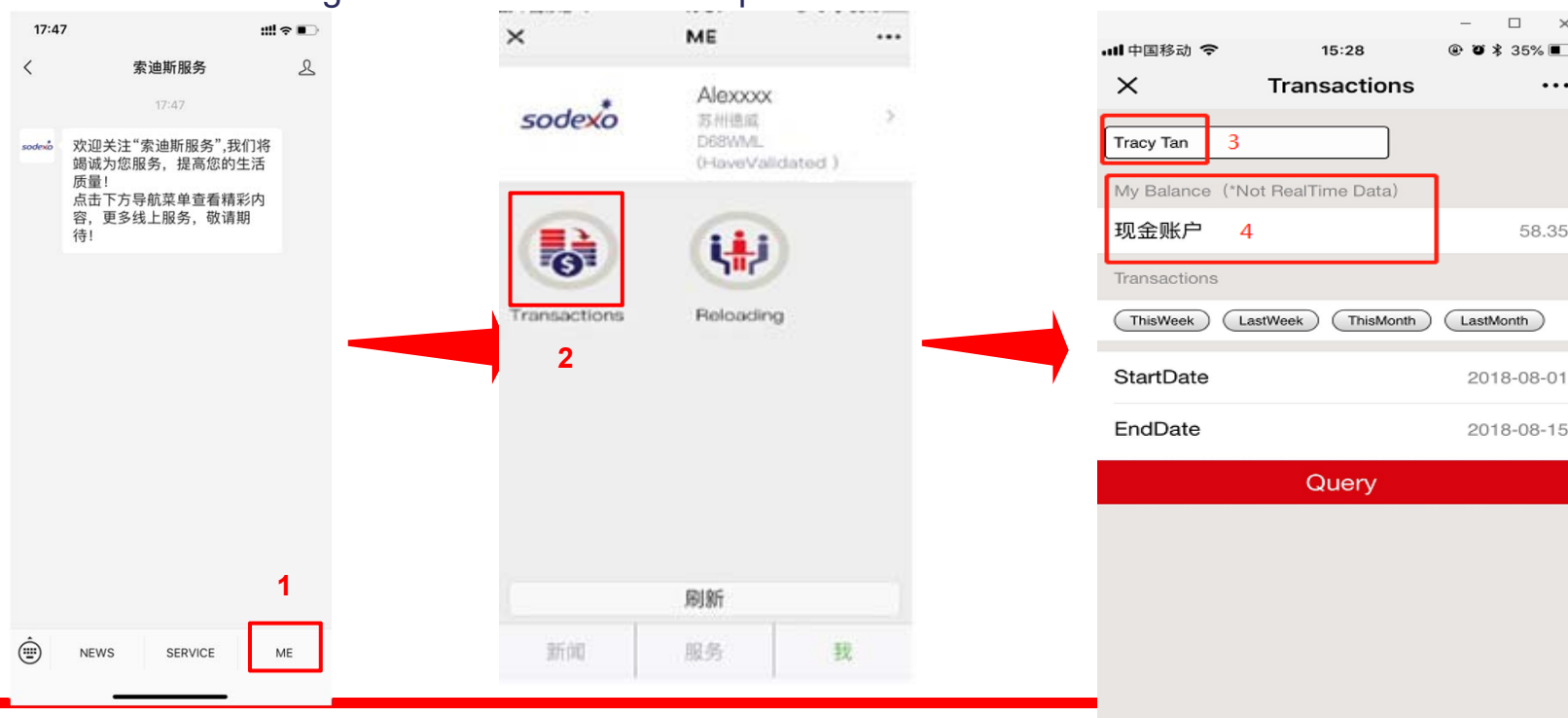
# 4

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 (1<sup>st</sup> picture).
2. 点击“交易”（图二）  
Select Transactions (2<sup>nd</sup> 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 (3<sup>rd</sup> 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

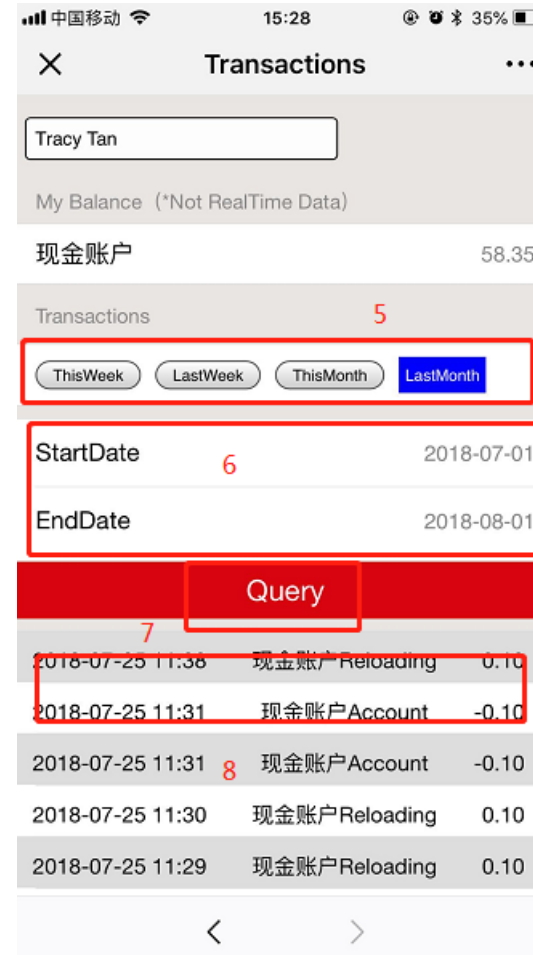
Input any date in Startdate and EndDate.

7. 点击“查询”

Click Query.

8. 查询消费明细

Check the transaction details.





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、中学餐厅以及联合书院艾啡朵咖啡吧现场充值, 只可以使用微信支付宝。不能使用现金

You could top up with Alipay or WeChat Payment in the Junior's cafeteria, Senior's cafeteria and Aspretto coffee bar at Suzhou High School 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: [micky.lu@sodexo.com](mailto:micky.lu@sodexo.com); 电话: 0512-62959190.

Email: [micky.lu@sodexo.com](mailto:micky.lu@sodexo.com); Phone: 0512-62959190.



**THANK YOU**