

Welcome to the UWCSEA College Card System

Frequently Asked Questions

What features does the system have?

For Infant School:

Meals are pre-ordered using the online meal ordering system and meals are delivered to the classrooms.

For Junior School:

Students who order lunches online receive a College Card to claim orders in the canteen.

1. Meals can be ordered online
 - a) A four-week menu cycle is uploaded on a regular basis.
 - b) Cut off time for the meal order is at 8:00 am on the same day before the actual delivery/pick-up.
2. Traffic light system (green, yellow or red light) is applied to each meal to indicate how healthy the meal is.
3. Key allergen information (G - Gluten, D - Dairy, E - Egg, S - Soya) is indicated in the description of the meal.
4. Calories and other nutritional analysis of the meal can also be viewed.
5. A pre-order meal can be cancelled by 8.00 am on the same day of order itself.
6. Meals ordered for the child can be viewed in the report summary.

For Middle and High School:

Students use their ID card for buying various meals and drinks in the canteen. The College Card eliminates cash handling by students and offers:

1. Payments on tills: Payments can be made by using College card, EZ-link or NETS. Cashless transactions add efficiency, so we request you to choose one of those options.
2. Spend limit: A daily spend limit can be assigned to students.
3. Top up: Accounts can be topped up using:
 - a) Cash at the kiosk machines located near the canteen on campus.
 - b) Online, using various credit cards through PayPal without having an account with PayPal or by using Paynow.
- a) Cash top up at the facilities office from 8–11am and 3–5pm on weekdays.
- b) Transaction summary: A transaction history can be viewed through card movement reports for every single transaction which took place on the card.

The screenshot shows the sodexo online meal ordering system interface. The main area displays a grid of meal options categorized by time (Morning Snacks, Lunch Time) and date (July 2019). Each meal item includes a traffic light icon (green, yellow, or red) indicating its healthiness, a description, and a price. A 'Shopping Cart' button is visible at the bottom right. Annotations on the left side describe key features: 'Child Selection' (drop-down selection), 'Calendar View' (for quick access to the day menu and availability indicators), 'Selection Status' (current meal selections and ability to increase or reduce items), and 'Selection' (checkboxes to select meals or items). An annotation on the right side points to a 'Meal / Food Details' pop-up window, which shows nutritional facts (Calories, Carbs, Protein, Fat), allergen information (Dairy, Eggs, Gluten, Soy), and a 'Close' button. A 'Go to Cart / Checkout' button is located at the bottom center of the interface.

I have children in the Primary School. How is the system going to help me?

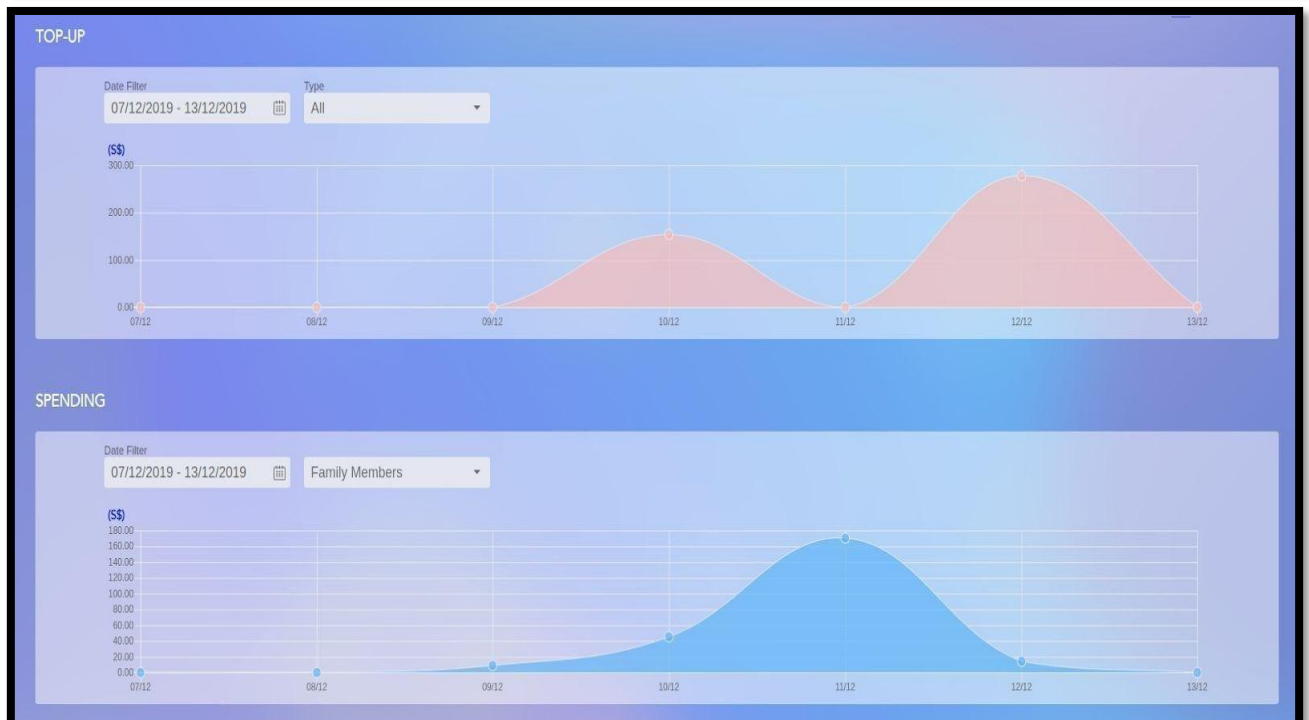
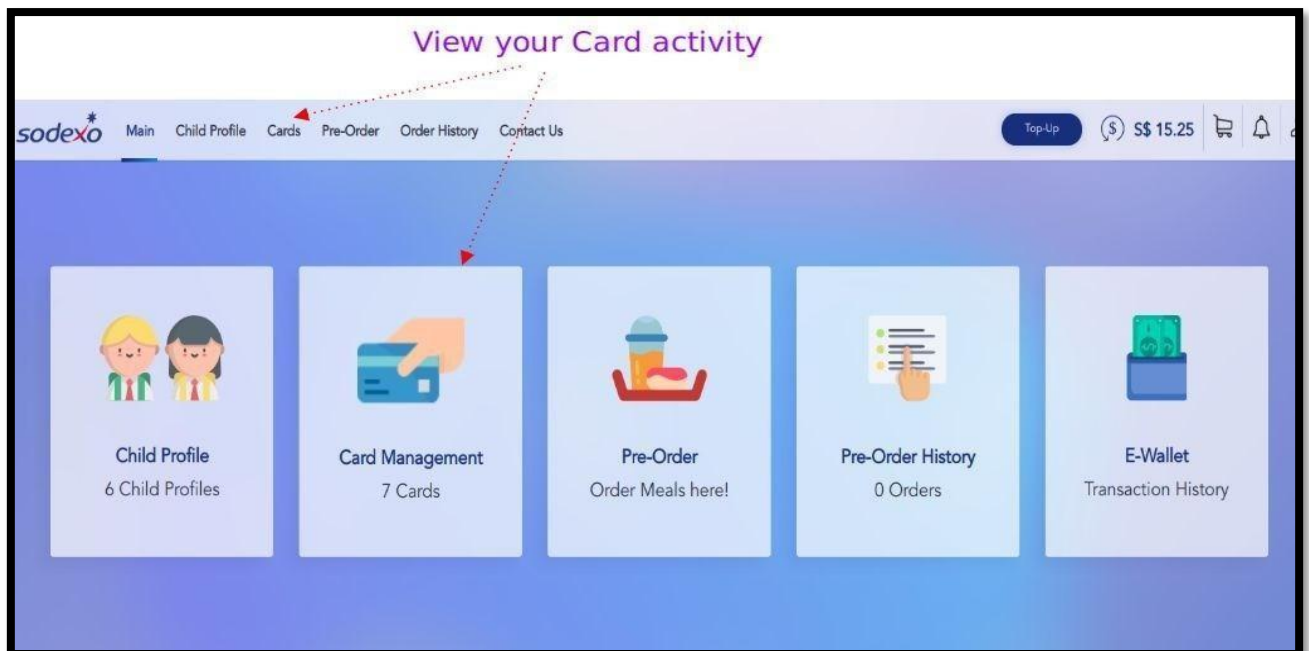
Parents with Primary School students can log in to the system via the parent portal to place orders in advance. The online pre-order meal feature is only applicable to the following grades:

Dover Campus: Grades K1–Grade 4

East Campus: Grades K1–Grade 4

I have children in the Middle and High School. How is the system going to help me?

Parents with Middle and High Schools students can log in to the system to top up the account of their child's College card. This helps to minimize the amount of cash your child brings to school. To view how the money is spent in the canteens and cafe, you can click on 'Card Management' and view your card activity in the Top Up and Spending Summary. You will be prompted to enter the dates of the report that you require.



How do I access the College Card system?

College Card access is available by logging in to the parent portal at <http://www.uwcsea.edu.sg>. You can access the online system by clicking on 'Order Lunch / Top Up College Card' under 'My Bookmarks' on the right-hand side of your screen.

Child Selection
Drop-down selection.

Calendar View
For quick access to the day menu as well as indicators whether meals are available for order.

Selection Status
Current meal selections. Able to increase or reduce items.

Selection
Checkbox
To select this meal or item, check this box.

Meal / Food Details

Daily Menu
Scroll up and down the days and meals. Click on the LEFT / RIGHT arrows to navigate items available for the day.

Go to Cart / Checkout

What if I forgot my User ID or Password for the parent portal?



Please contact: itsupport@uwcsea.edu.sg and they will send you your User ID and Password Or scan the QR code.



How do I make payment?

Online using a Credit Card or Paynow: To pay for Primary School lunch orders or to top up a College card, you may pay by credit card using the 'PayPal Credit Card' or 'Paynow' option via the College Card website. For top ups, choose the 'Top Up' option then select the 'Smart Card Top Up' option to add funds. You do not need a PayPal account to make credit card payments on the PayPal gateway.

Click "Top-Up" button to top up your college card

sodexo Main Child Profile Cards Pre-Order Order History Contact Us Top-Up S\$ 15.25

Choose or enter top-up value and select the payment method

TOP-UP

BALANCE: S\$ 15.25

Select Top-up Amount:

S\$ 25.00 S\$ 50.00 S\$ 100.00 Enter Value

Minimum: S\$ 0.00
Maximum: S\$ 1,000.00

Select Payment Method:

PayPal PAYNOW

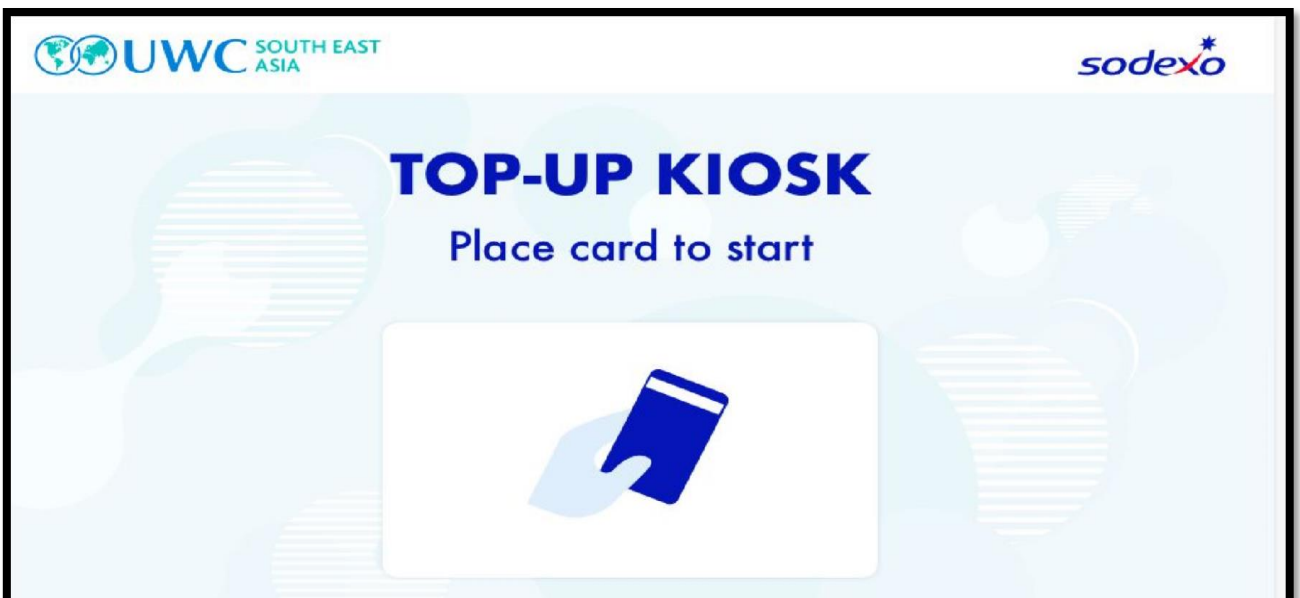
Cancel Next

You also can use Visa / Master/ Amex Card with Paypal payment method

Powered by PayPal

Cash, on-site: To top up a college card, you also have the option to pay by cash at the top up stations located in the school canteen area. Also, cash top up is available at the facilities office from 8–11 am and 3–5 pm on weekdays.

Payment on Tills: You can pay on the tills by using the college card, EZ-link, Nets. Cashless transactions add efficiency, so we request you to choose one of those options. Transaction history will only be available for college card related transactions and hence that can be your preferred method of payment if you would like to see the respective reports.



How are pre-order meals claimed from the canteen?

Students who sign up online for the pre-order lunches to be claimed from the canteen will be given a college card which can be scanned in the canteen to claim the ordered meals.



I have ordered an Infant/Junior School meal but my child is not coming to school now - can I cancel the order and get a refund?

Yes, pre-order meals can be cancelled by clicking the 'Meal Order' tab, then clicking on the 'Paid' item in the pre-order menu. A dialog 'Update order' will appear, and use (+) or(-) to amend the order accordingly. The value will be credited back to your account immediately. To receive a refund, meals must be cancelled online by 8.00am on the same day of meal.

** Item Cancellation or Addition

1. You may **CANCEL** an item provided its within the cancellation time frame.

2. Go to a **PAID** item and click on the **CHECKBOX** or "PAID" text. A new dialog Update Order will appear. Use the [+] or [-] to amend your order accordingly and select **UPDATE**.

Update Order

Allergen Friendly
Chicken Salad
Price: \$5.00
Other Info: The best of the best ...
Meal Time: Lunch Time
Date: 22/7/2019
Quantity: 1

Cancel Update

Cancel Confirmation

Are you sure you want to cancel 1 item(s)?
Note: \$ 5.00 will be transferred back to your E-Wallet.

Cancel Confirm

New Order Confirmation

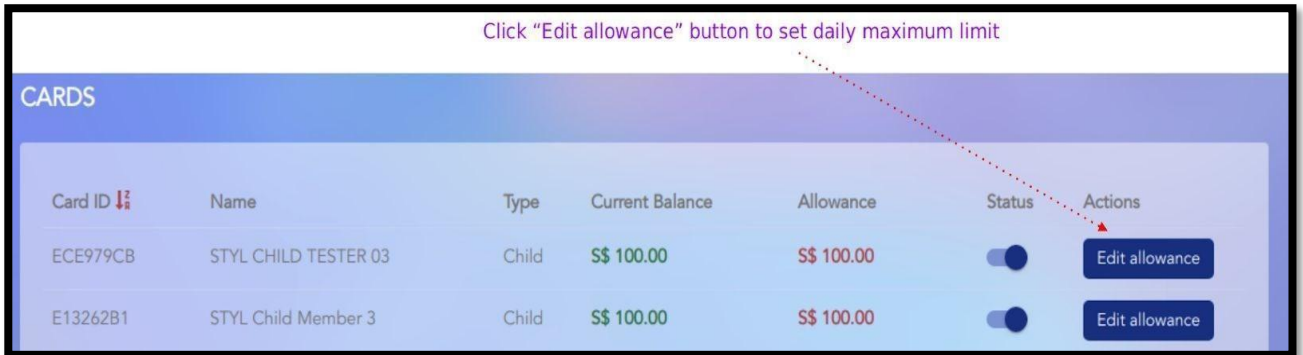
1 item(s) will be added to your cart, continue?

Cancel Yes

3. Select **UPDATE** to confirm. For **CANCELLATION**, the item price will be added back into the E-Wallet. For **ADDITION**, please go to **CART** and **CHECK OUT** accordingly.

Can I set a daily maximum spend limit for my child in the Middle & High School?

Yes, parents can restrict the amount of money their child is spending and other locations (if other locations are in use) by putting a cap on the daily spending amount. To do so, click on 'Card Management', click on 'Edit allowance' on your Card and then 'Set Spend Limit'. You can then make the changes accordingly. At this point, it would be good to speak to your child about the limit you have set for him/ her so he/she knows about it. This allows your child to better manage his/her spending in the canteens and cafe as well as to avoid any embarrassing incidents. You can check balances at any time via campus kiosks.



1. To set allowance for your child, you must first enable **ALLOWANCE** option to **ON**.
2. 3 types of allowance can be set : **DAILY, WEEKLY, MONTHLY**. Balance will not be brought forward to the next day/week/month.
3. You may also change the **CARD STATUS** here to activate/de-activate the card.
4. **ALLOWANCE LOGIC**
 1. If **ALLOWANCE** is **OFF** the deduction limit will be the E-Wallet balance.
 2. If **ALLOWANCE** is **ON**, then the deduction limit will be based on the allowance set.

EDIT ALLOWANCE

Card ID: ECE979CB
Name: STYL CHILD TESTER 03

1 Allowance: OFF ON

2 Allowance Type: Daily

Monday (\$): 40.00	Tuesday (\$): 40.00
Wednesday (\$): 40.00	Thursday (\$): 40.00
Friday Value (\$): 40.00	Saturday (\$): 40.00
Sunday (\$): 40.00	

3 Status: Inactive Active

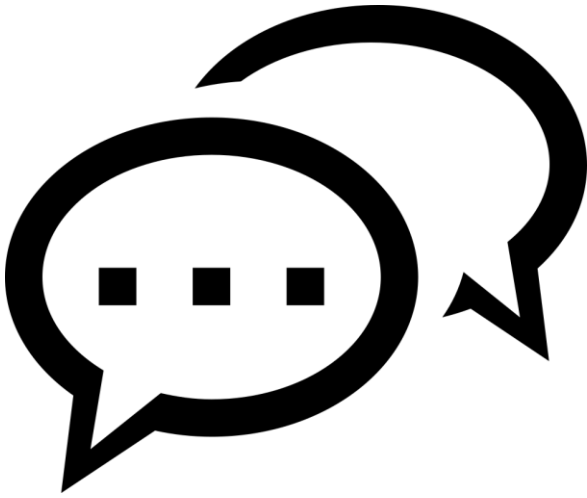
Cancel Save

What if my child loses their card? Will the money on the card be lost?

The money in your account is stored in the Back Office Database and not on the card itself. As such, the money is not lost even if the card goes missing. Your child will need to **immediately** inform Sodexo (email addresses provided below) to block further usage. Alternately, you may set a zero spend limit (0.00) for child in the 'Set Spend Limit' menu against the Cafeteria location which will prevent further use.

Card replacement can be requested from Reception. Please note that each card replaced will be charged at \$10 per card/ replacement. It takes up to 3 working days to produce the card.

If your child loses his/her card and has no funds to buy food, please encourage him/her to go to the school secretary and explain the situation. It is very important that your child eats and we, of course, will find a way to make that happen.



Additional Questions or Feedback

If you have any questions which are not answered in this document or if you have any feedback about the College card system, please direct your questions to:

Dover Campus: Mr. Cholan at sodexodover@uwcsea.edu.sg

Or scan the QR code



East Campus:

Mr. Arun at sodexoeast@uwcsea.edu.sg

Or scan the QR code



Feedback or suggestions can also be sent directly to UWCSEA: food@uwcsea.edu.sg

Or scan the QR code

