

# How to Use Sodexo WeChat Service at Wellington Hangzhou



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# 1.关注索迪斯微信公众号 Follow Sodexo WeChat

## 1.使用微信扫描以下二维码

Scan the QR code with WeChat.

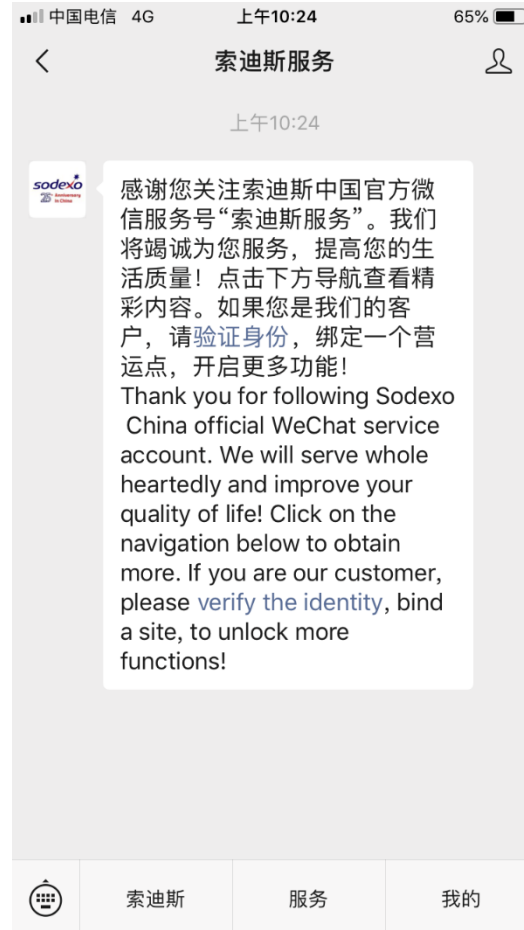
## 2.点击关注

Click "Follow".



## 2.关注成功 Follow Sodexo WeChat Succeed

You will be redirected to this page automatically after following the account successfully.  
成功关注后页面将自动跳转到以下界面



## 2.关注成功 Follow Sodexo WeChat Succeed

Click language, you can switch Chinese /English for your ordering system

Then you can top-up, check balance ,transaction details.

点击切换语言，你就可以选择自己想要的语言，有中文及英文双语以供选择。切换语言后，可以给账户充值、查询消费明细。



点击Press:切换语言  
/Language





### 3. 如何添加学生ID How do you validate a student's ID

1. 点击“我的”

Click “Me”.

2. 点击“杭州惠立学校”

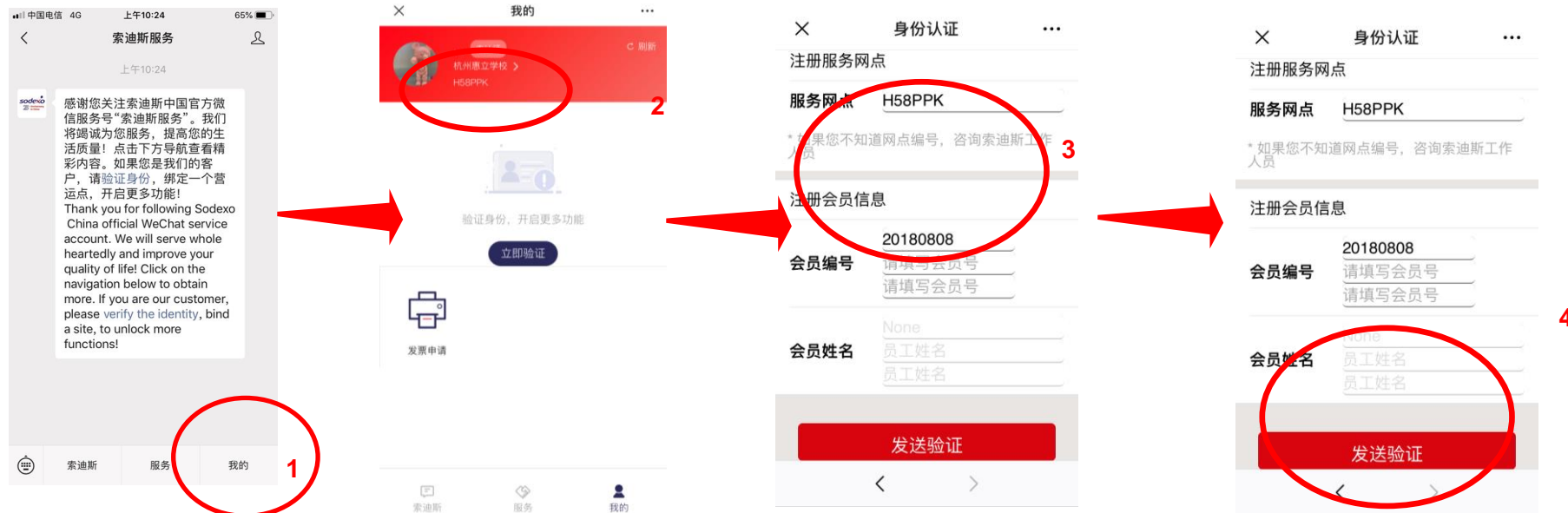
Click “杭州惠立学校”.

3. 输入ID号（12位ID卡号）

Input the student's ID number (you could find the 12 digits on their school ID card), e.g. 201808081234.

4. 点击认证

Click Validation (3rd picture).



## 4. 如何充值 How to reload your account

1. Enter Sodexo Service Account. Select “ME” at the bottom right (1st picture)

选择我的按钮

2. Select Reloading (2nd picture).

选择充值

3. Confirm the name. With more than one child, click and choose the account to be reloaded.

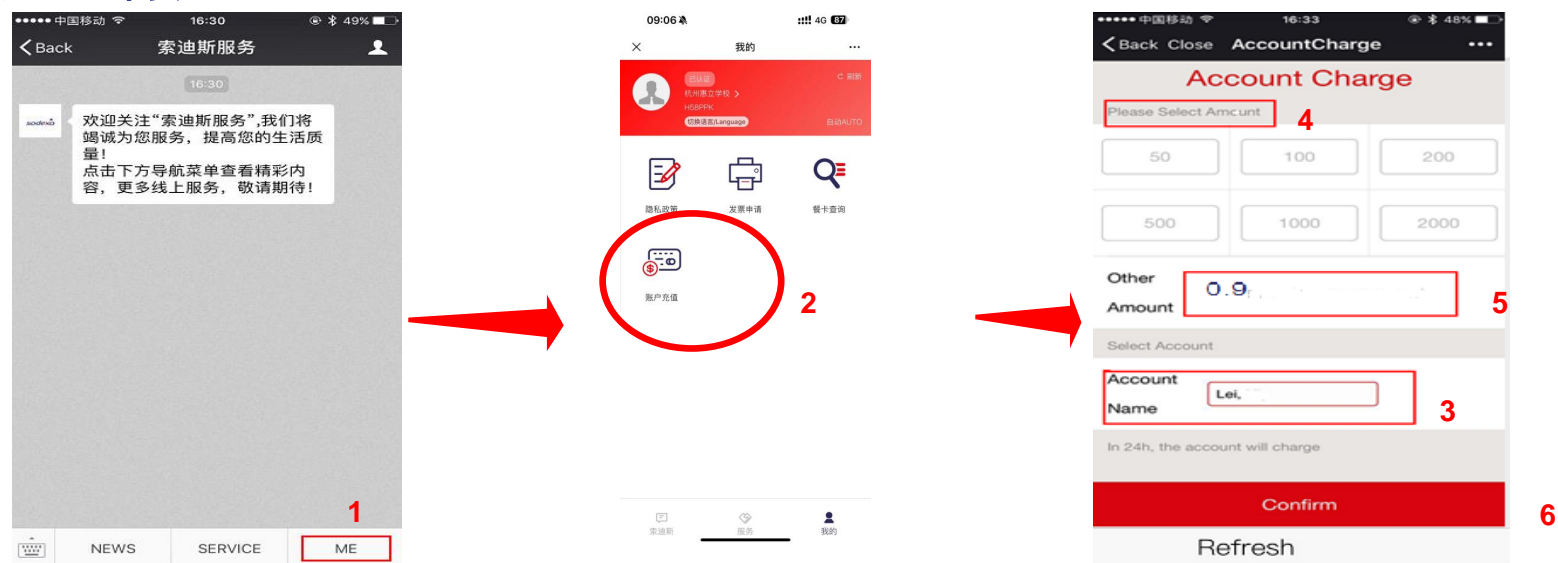
确认姓名，如您有其他孩子可点击姓名进行切换

4. Select the amount you wish to load Or Input any value in “Other Amount”

选择您想充值的金额或自由输入其他金额

6. Once you have entered the amount to be credited select “Confirm” (3rd picture).

最后请点击确认按钮进行充值





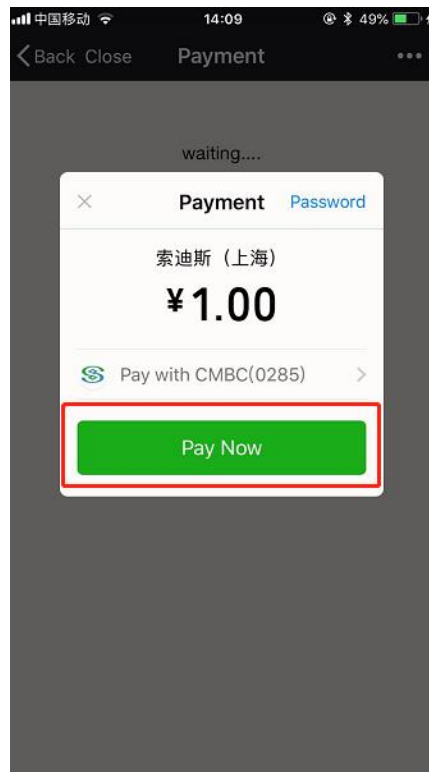
## 4. 如何充值 How to reload your account

1. Select "Pay Now".

选择支付

2. You will be able to see the new balance after 24 hours. Please refer to the following slides for instructions .

您将在24小时内看到余额



## 5. 如何查看余额 How to view the balance

1. Select Transactions (2nd picture)

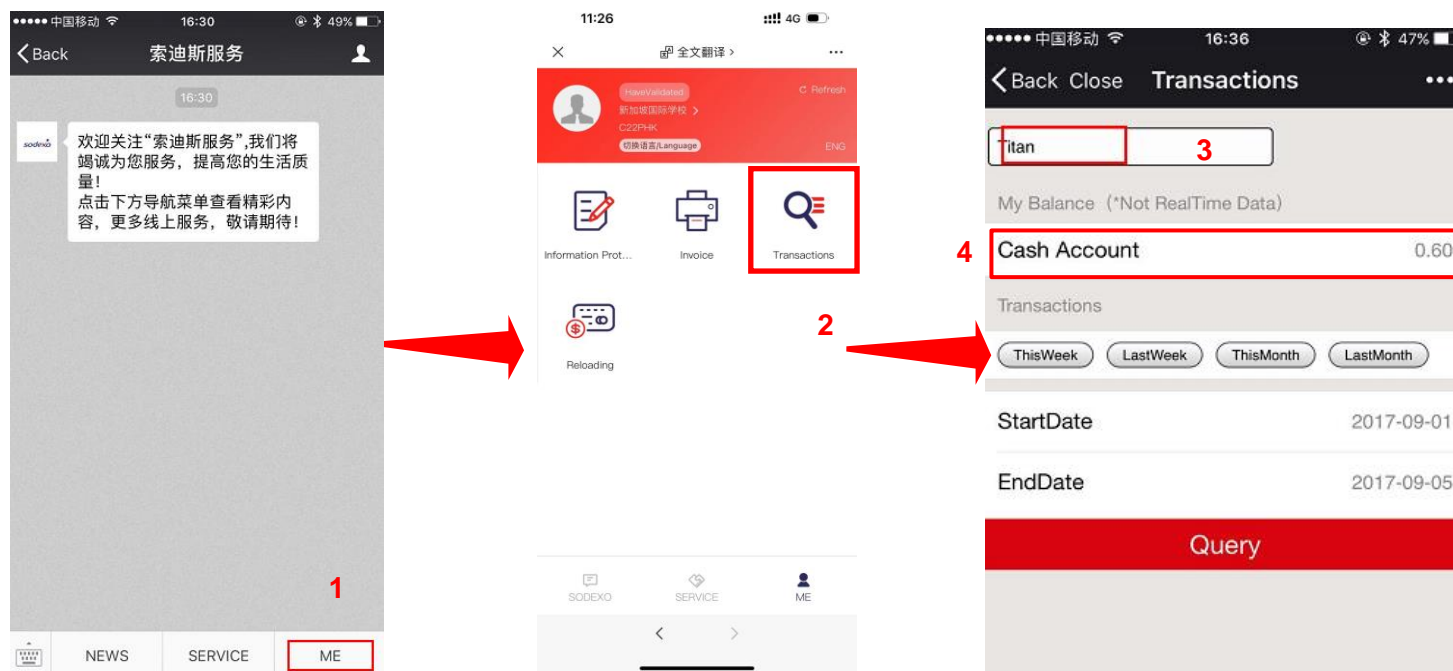
选择交易按钮

2. Select the name of your child you wish to view.

选择您想要查看孩子的余额

3. 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

您将能查看到余额



## 6. 如何查看交易历史 How to view the transaction history

1. Select Transactions (2nd picture)

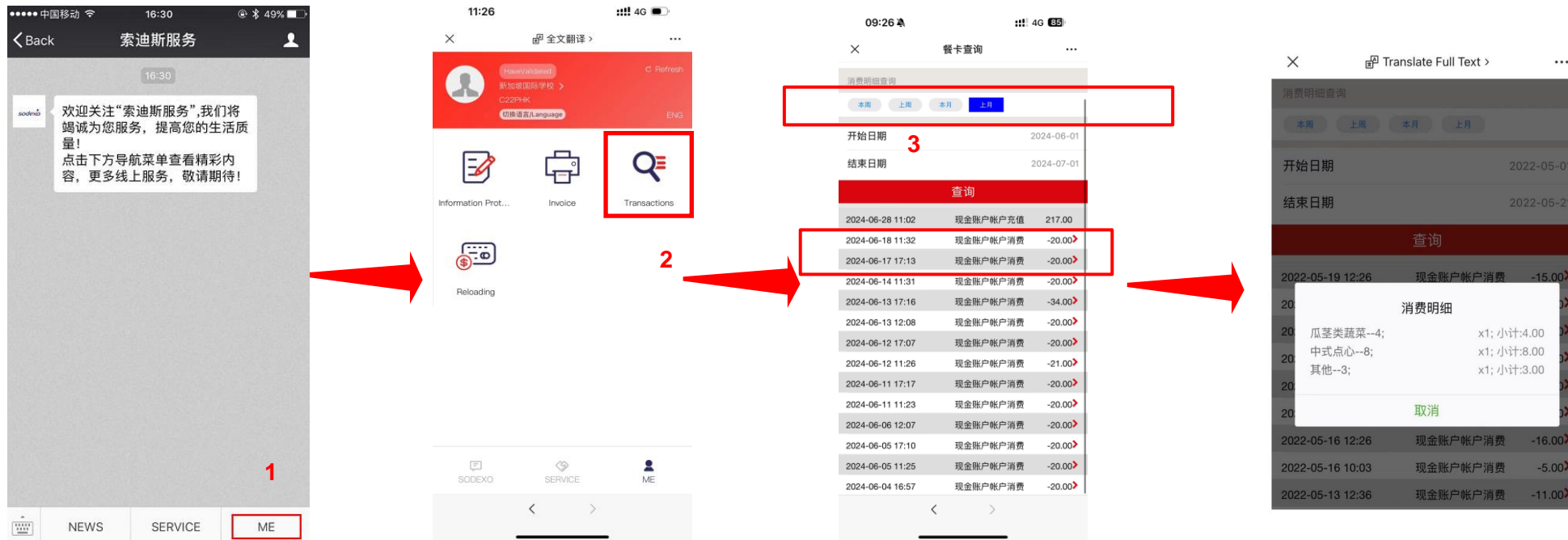
选择交易按钮

2. Select the name of your child you wish to view.

选择您想要查看孩子

3. Select the period you want to check (This Week, Last Week, This Month, Last Month) – please note that you will need to wait 24 hours after loading the account to see the updated balance

您将能查看到交易情况



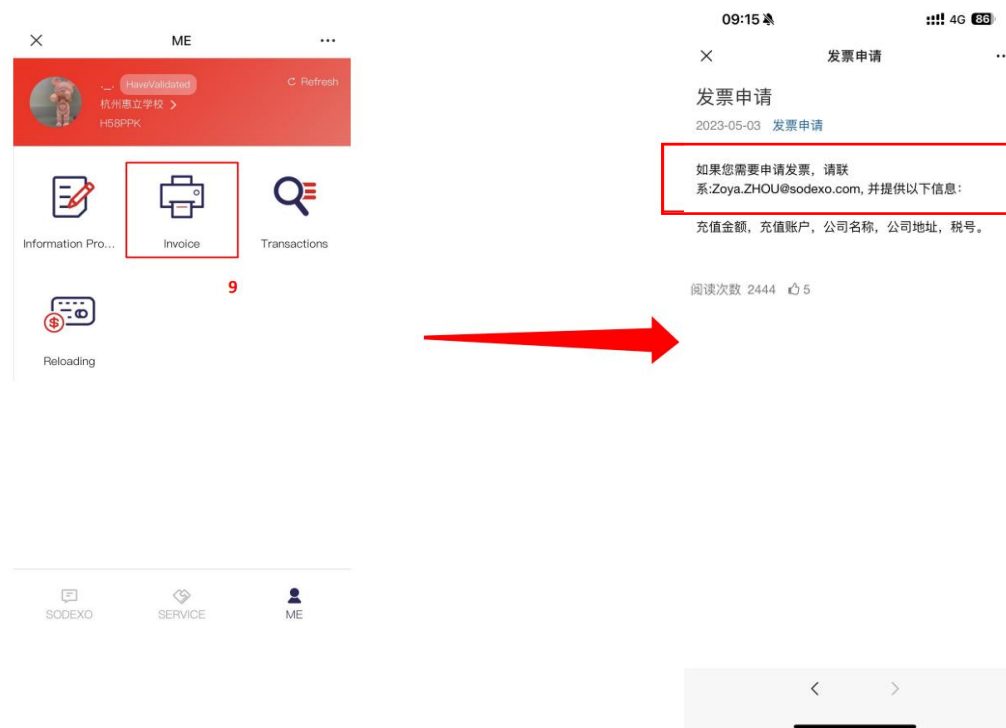
## 7. 如何申请发票 How to issue the invoice

1. Select Invoice (1st picture)

选择发票按钮

2. Please send relevant information to this email according to the prompt

发送相关信息给到对应邮箱



## 8. 如何查看菜单 How to inquiry the menu

1. Enter Sodexo Service Account. Select “Service” (1st picture)

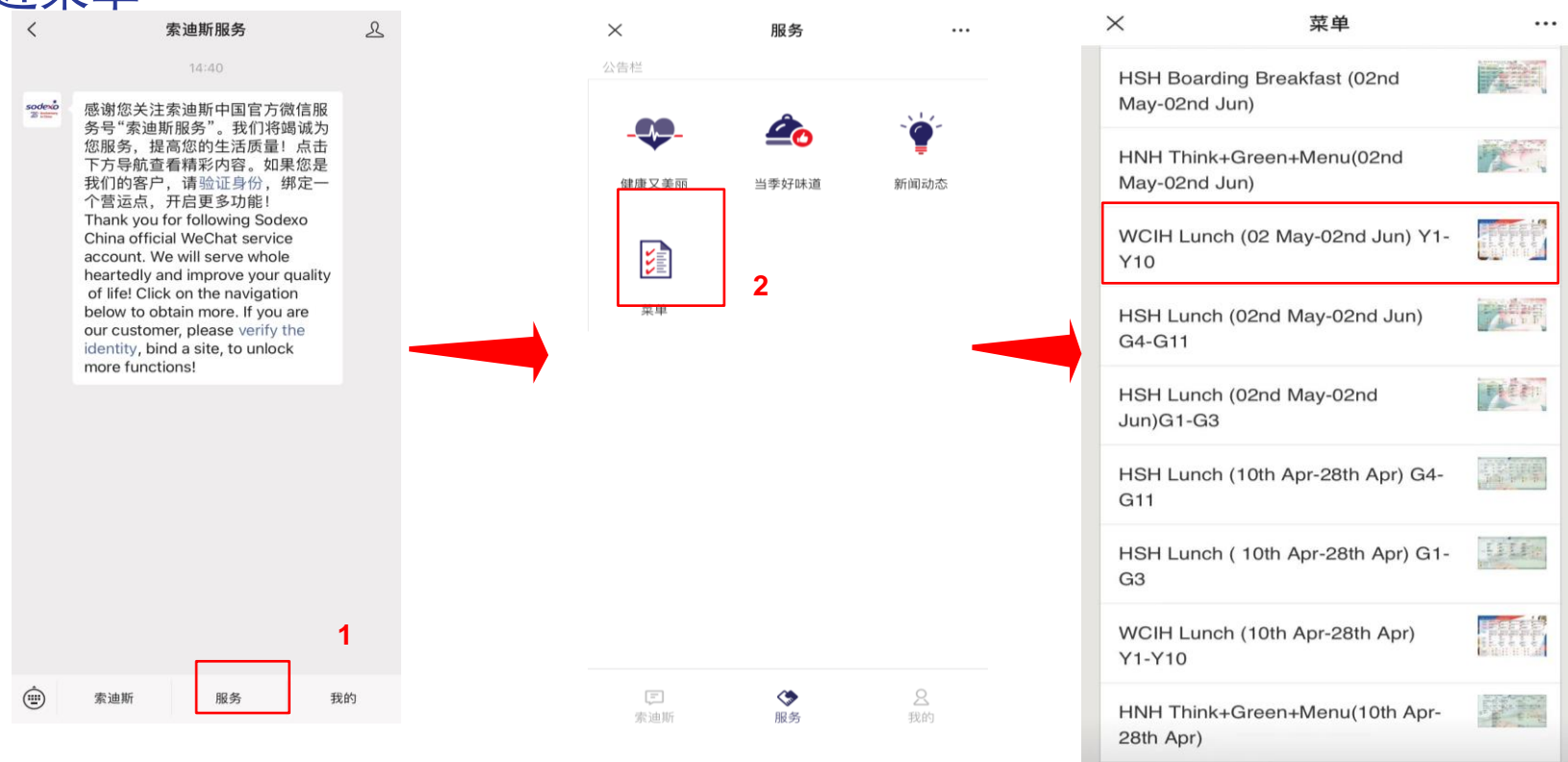
选择服务按钮

2. Select Menu (2nd picture).

选择菜单按钮

3. You can check the latest menu

您可查看最近菜单



## 8. 如何查看菜品照片 How to inquiry the daily dish picture

1. Enter Sodexo Service Account. Select “Service” (1st picture)

选择服务按钮

2. Select Delicious (2nd picture).

选择当季好味道按钮

3. You can check the daily dish picture

您可查看最近菜品图片





## 9. Q&A

Q1: How many ID numbers could be validated with one WeChat account?

一个微信账号可以验证多少个ID号码？

A: 3 ID numbers at most.

最多3个ID号码。

Q2: If I have more than three children?

如果我有三个以上的孩子？

A: You will need to use a different WeChat account (we recommend to use the father's account) where you can then validate another 3 student ID numbers.

您需要使用另一个微信账号（我们建议使用父亲的账号），然后您可以在那里验证另外3个学生ID号码。

Q3: How long does it take WeChat Reloading / Transactions to update?

微信充值/交易需要多长时间才能更新？

A: Within 24 hours. So you could check the result after 24 hours. You will receive a message from Sodexo WeChat Service Account after you successfully reload your account; the message is only in Chinese for WeChat does not support other language in this case.

24小时内。成功充值后，您将收到来自索迪斯微信服务帐户的消息；该消息仅为中文。

## 9. Q&A

Q4: If I change the mobile phone or the phone number, does it affect WeChat Service?

如果我更改了手机或电话号码，会影响微信服务吗？

A: No, it doesn't affect anything unless you change your WeChat account.

不，除非你更改微信账号，否则不会影响任何事情。

Q5: Will there be any notification if I do not have sufficient balance?

如果我没有足够的余额，会有任何通知吗？

A: Please check the balance on WeChat Service.

余额不足50元时会有消息提示您

Q6: How can I contact the Site Manager?

如何联系到现场经理

A: Contact: [Catering.hangzhou@Wellingtoncollege.cn](mailto:Catering.hangzhou@Wellingtoncollege.cn)

联系:[Catering.hangzhou@Wellingtoncollege.cn](mailto:Catering.hangzhou@Wellingtoncollege.cn)

若有问题，请随联系我们相关负责人员

If you have any questions, please contact us.

索迪斯驻场经理：宋海粟 /Haisu.song@sodexo.com(HSH惠立)

Unit Manager: Melon Song / Haisu.song@sodexo.com

索迪斯服务主管：周琦/Zoya.zhou@sodexo.com (WCIH惠灵顿国际)

Service Supervisor: Zoya Zhou/Zoya.zhou@sodexo.com



Thank you.

