

20 September 2016

Dear Parents/Guardians,

We are delighted to introduce a new Biometric payment system in the Cafeteria and Café, commencing after Half Term (October 31st). The cashless system will be available to Students year 3 and above. We are excited that this system will help decrease wait times in the Cafeteria and Café to allow your child to have more time for eat and play. The pre-order system will remain the same for Nursery to Year 2 classes.

The Biometric system and cash will be accepted in the Cafeteria and Café from October 31st until December 16th. From January 9th, all Year 3 and above students must have accounts and pay using the cashless system. For those parents who would like to continue using the pre-order system, this will remain an option as well for Year 3 and above. The pre-order system and the cashless system use the same account, allowing parents and students more flexibility and options.

In preparation for the cashless system, please sign and return the attached permission slip by September 30th in order for your child to be entered in the system. Only children with signed permission slips will be enrolled. The scanning will take place from October 3rd – 14th in your child's class. After this time, we will be available before and after school and during the end of morning breaks and lunch in the cafeteria to enroll your child.

Please be assured that your child's fingerprint will not be kept on file. The process works by taking a measurement of various points on the fingerprint and storing the measurements in a numeric form.

If you have not created an account for your child(ren), please see the attached directions on creating an account. If you need your child's ID number, please contact us at dcis@compass-group.sg or call 9786 7672. Loading of your account can be done via credit card online or before or after school in the canteen by cash or cheque this term.

We look forward to serving your children. Please contact us if you have any questions or comments.

Best Regards,

Ryan Lee

Manager, Chartwells at Dover Court International School

My School Account Creation Details:

For those who still need to create an account, please follow these steps:

Step 1: Create Parent Account: <https://secure.myschoolaccount.com/CreateAccount.aspx>

- enter the required personal information
- enter **SG** as the 2 digit for abbreviation for the “state” which represents Singapore

Step 2: Log In to Your Account: <https://secure.myschoolaccount.com/Login.aspx>

Step 3: Add students to your account.

- Click on the “Manage Students” button followed by clicking on the ADD STUDENT button once the page loads.
- Enter the student ID (please email Stan at dcis@compass-group.sg or call 9786 7672 to acquire the ID of your child) *This is a security measure that cannot be overridden as your child need to be linked to the parent account by the unique ID.
- A parent can have multiple students assigned to an account, but a student can only be assigned to ONE parent at a time.

Step 4: Complete your meal pre-order process

- This system works on a declining balance, you can load your account online via credit card or submit cash or cheque to the canteen. (Please address all cheques to “Compass Group Singapore Pte Ltd”) You can put as much or as little money on your account at any given time that you would like. (Please note: there is no transaction fee for payments made in the canteen, however there is an administration fee of \$6 per credit card transaction.)
- In order to process an order online:
 - Please select your which child you would like to order for
 - Choose the date and the menu item you would like to order.
 - You can choose as many days as you would like to order at once.
 - When you are done with your order, select CHECK OUT CART
 - Verify the order and hit NEXT
 - In the Account Payment Screen, please hit SKIP
 - You will get the Purchase Information Screen – Hit FINISH to complete the order.

We are happy to help with the set up and are available to assist over the phone and are on site to help.

Here are some of the more frequently asked questions:

1. Is there any way I can change a couple of the items I have ordered?
 - a. If you have already processed the order, it is not possible for you to change it in your account. Please call us or send us an email and we will be happy to make the adjustment for you.
2. Can I cancel my order on the system? If yes, how many days in advanced can I do it?
 - a. For safety reasons, you cannot cancel an order once it is placed. Please give us a call or drop us an email and we will be happy to help you.
3. Can I still make the pre-order payment in school canteen after the credit card processing is up in the future?
 - a. For this term, we will continue to accept payments in the canteen. Please ensure you keep a balance in your account or you will not be able to place an order if you do not want to put through a credit card payment online as the system will not allow you to go to negative balance once the credit card processing is working.
4. I do not know how to use a computer. Can I submit the order through paper menu?
 - a. If you are not able to put through orders online, please visit us in the canteen and we will be happy to help.
5. I insist to change brown rice to white rice for my child.
 - a. We promote healthy eating, thus our main rice offering is brown rice. If your child has special dietary requirements, please let us know. We will do our best to work with you to ensure your child receives a meal he/she can eat.
6. Can you issue an e-invoice?
 - a. If you pay by cash or cheque in the canteen, we will put the money onto your account within one day. When you log into your account, you will see the payment and can print a receipt. If you pre-order meals, you can print a copy of the order which is an invoice for the food ordered. Please let us know if you have any problems getting the receipt needed and we will do our best to help you.