

Campus Online: Frequently Asked Questions

**Frequently Asked Questions** A: Online ordering and top up system - Campus Online B: Nutrition and Allergies

**A: Online ordering and top up system**

**Campus Online. What is CAMPUS ONLINE all about?** CAMPUS ONLINE is a website based system which allows all parents to access the system to view the menu and place orders for their children. For parents with children in the Secondary School, they can access the system to view what their child has been buying from the school canteens. Parents can also view the historical online orders of their children. To view, you can click on Reports and then Meal Order History.

**2. How do I access the CAMPUS ONLINE system?** All families with children in the Primary or Secondary schools will be given a USER ID and Password by the schools Food Services. You can access the system using the User ID and Password. Each FAMILY will be assigned ONE User ID and Password regardless of the number of children you have in school. If you have more than one child, you will use the same ID and Password to access the system.

There is an annual charge of \$30 per user. This cost is an annual administrative charge and absorbs all top-up fees for the 12 month period. The account will start with a negative balance (-\$30), which will be brought to \$0 once the \$30 Administrative fee has been paid.

**3. I have Logged-In to the CAMPUS ONLINE system. What is the next step?** Upon the FIRST successful log-in, you can change your Password. We recommend that you change your password to avoid any abuse to your account. Please choose a password which is easy to remember. Changing the password is done from the Profile Management tab on the menu bar. After which, you will be led to the Home Information Page. Please check that your contact details are correct. If not, please make the amendments accordingly. At this point, you are also advised to check your child/rens information to ensure that the information is correct. If not, please send the Administrator an email. The Administrator can be contact at [DCISCatering.SG.APAC@sodexo.com](mailto:DCISCatering.SG.APAC@sodexo.com)

**4. If I need to change my contact details, how can I do so?** You may log-in to your account and click on Profile Management to make changes to your profile, including entering your Mobile Number and the Low Balance Notification Limit and Alert Type.

**5. What happens if I forget my User ID or Password? Do I need to create another new account?** If you have forgotten your User ID or Password, you can email [DCISCatering.SG.APAC@sodexo.com](mailto:DCISCatering.SG.APAC@sodexo.com) and we will send you your User ID and Password.

**6. Ok, I have now Logged-In to the system and all information is correct. How can I view the menu for my Primary child?** Once the initial checking and verification is done, you can click Meal Orders then New Meal Order to view the month's menu. Please ensure that you have selected the correct name of the child you are making your orders for if you have more than one child in the system. You will need to order their meals INDIVIDUALLY.

**7. I want to place orders for my child in Primary School. How can I do that?** CAMPUS Online is a PRE-PAID system which only accepts orders if there are sufficient funds in the account. Once you have successfully topped up your account, you can then place your orders for your child in the Junior School. You are required to SAVE the orders prior to exiting the system. You can check back on your orders by clicking on Reports and then Meal Order Report.

**8. If my child is not in school for the day, can I cancel his online lunch order if he is going to be absent from school?** You can cancel the order from the Cancel Order page on the Campus Online Portal. Use the Cancel Meal Order page in the Meal Orders Menu to cancel any orders. The cost of the meal will automatically be refunded to your family account. You can only cancel meals up to 8am on the day of delivery.

**9. How do I top up my account? What mode of payment is available?** Topping up can be done via various modes.

- You can use PAYPAL Credit Card service to top-up your account from within the CAMPUS Online web page. Choose the e-account option then use the Smartcard top up option to add funds via credit cards. More information about Pay Pal can be found at [www.paypal.com](http://www.paypal.com)
- Alternatively, you can pay CASH or CHEQUE in the school canteen or at the CASH TOP UP kiosk on campus.. You can also top up your account by Cheque. However, you will need to note that Sodexo will need 5 working days to clear your Cheque before the amount is topped up to your account. This process may delay your orders. Cheques are payable to "Sodexo Singapore Pte Ltd".

**10. I have topped up my family account and have surplus after placing orders for my Primary School child, can my Secondary School child make use of the surplus for his/her purchase in the canteens/cafe?** The uniqueness of the CAMPUS Online System is that all the children in your family account can make use of the pool of funds which you have topped up to your account. However, you will need to ensure that the account has sufficient credits prior to your placing orders for your Primary School child.

**11. I have 2 children in the Secondary School and they now tell me that the monies they have topped up through their cards now have merged. Is there a way for them to have separate accounts?** CAMPUS Online is a family based account system thus it is unable to separate your children accounts. However, you can set daily spend limit for each child and they will be able to use the monies allocated to them daily, wisely and purposefully. More information on how to set daily spend limit for your children can be found in Question 14 in the FAQs.

**12. How would I know if there are insufficient funds in the account?** We have set the default minimum account to SGD30.00 for each FAMILY account. The system will automatically send you a reminder email to your designated email address once the amount reaches below SGD30.00. You can then top up your account at your convenience. To change the minimum amount, you can click on Profile Management to make the change in the minimum limit accordingly.

**13. I have one child, and he is in the Secondary School. How is the system going to help me?** Parents with Senior School children can log-in to the system to top up the account. This helps to minimise the amount of cash your child brings into school. The system also allows parents to view what their child is having in the school canteens. This allows parents to monitor their child's spending as well as their eating habits in school. To view what your child is having in the canteens and cafe, you can click on Reports and then Card Activity Report. You will be prompted to enter the dates of the report that you require.

**14. Can I set a daily maximum spend limit for my child in the Secondary School?** Parents can then restrict the amount of monies their child is spending in the canteens/cafe by putting a cap on the daily spending amount. To do so, you can click on e-Account and then Set Spend Limit. You will be prompted to select the child (if you have more than one in the Secondary School) of whom you would like to set the limit for. Please select Cafeteria to at the Location tab. 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 so he knows about it. This allows him to better manage his spending in the

canteens and cafe as well as to avoid any embarrassment to the Student Please select Cafeteria from the Location selection box when applying spend limits.

**15. My child in the Secondary School has lost his bracelet, will it affect my Junior School child's school lunches?** If your Senior School child loses his bracelet, he may apply for a replacement at the DCIS Parents' Café. The bracelet will be replaced at a cost of \$15 each time. The lost bracelet will not affect your Infant/ Primary School child's school dinners as the information has been stored into our server and it will generate the meals as per your orders for your Junior School child.

**16. Now that my Senior School child loses his bracelet, are the monies on the bracelet lost?** The monies in your account are stored in the Back Office Database. As such the monies are not lost even if the bracelet is missing. Your child will need to go to Sodexo's office located in the DCIS Parents' Cafe to block further usage to the card and apply for a new card. Please note that each bracelet replaced will be charged at \$15, regardless of the number of time the child loses the bracelet.

## **B: Nutrition and Allergies**

**1. My child has a food allergy / restriction. How can I find out if the foods in the cafeteria are safe for him to eat?** Firstly, you need to schedule a meeting with the Sodexo Manager and provide the list of allergies. We label all items that may contain nuts. It will be your responsibility to inform the school and us of any changes that are occurring with your child's dietary needs so that we may be prepared for it.

**2. Do you serve vegetarian food?** Yes. Under the "Senses" offer, we have a comprehensive vegetarian section that is catered towards the diets and preferences of school going children. However, we encourage you to speak with our staff to understand more if you wish to have more specifics.

**3. We are Muslim. Are your products suitable for us?** While we do not use pork or lard, and only use meat from Halal Certified sources, we are currently not a Halal Certified establishment.

**4. My child is overweight. How can you help me control her weight gain?** We believe in a balanced diet. School age children may have weight fluctuation at this time, and the goal would be

to help them grow into their weight versus extreme weight loss - that is, they'll get taller while maintaining their weight.

If your child is in Nursery to Year 6, you will be able to see the nutritional facts in the pre-ordering menu. Furthermore, we have implemented a traffic light system to provide a snapshot of a balanced diet for your child. This traffic light system is also implemented for children in Year 7 to 12 to educate them about healthy eating.

**5. I'm concerned that my child is too focused on her weight and at risk of an eating disorder, what should I do?** First, it is not uncommon to see children as early as 11 or 12 starting to show concerns about their body image. You may begin by trying to have an open and honest conversation with your child. The best home environment is one in which eating and dieting is not made into a big issue. You don't want to focus on "thinness" or even the prevention of being overweight. The emphasis should be on vitality, energy, optimal performance in school and sports, and the ability to do just about everything better, rather than on being thin.

You also don't want food to be seen as an enemy either. Instead focus on making healthy foods available and discuss that eating is done in the service of health and vitality, not weight. There is nothing wrong with eating "junk food" once in a while and if the home environment provides healthy foods for the most part and the rest of the family is eating in a healthy manner, then you are setting the stage for an ideal eating environment.

In Sodexo, our hot meal sets are designed to allow the maximum nutrition within a specific calorie range. We will have campaigns to educate the students about health and wellness, and encourage experimentation of foods for a balanced diet.

**6. What are the nutritional standards that you follow?** Sodexo takes nutrition seriously. As a general rule, we follow the Health Promotion Boards guidelines and have been awarded the Healthy Caterer Award - Gold in 2012. However, as the largest private employer of Nutritionists and Dieticians worldwide, we also follow Sodexo's global guidelines for Health, Wellness and Nutrition.

This includes the following: 1. No artificial food colouring

2. No MSG

3. Low Sodium

4. Low Sugar

5. Low Fat, etc.

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We serve fruits and healthy snacks at every meal.

**7. How can I be sure that your food is safe?** Sodexo has a complete and robust QHSE (Quality, Health, Safety and Environment) plan in every site that we operate. This includes rigorous training, audits and standard operating procedures that ensure the highest standard of hygiene. We are also certified ISO 9001:2008 and OHSAS 18001:2007.

**8. Why do you make my child take a fruit in the Set Meals for Nursery to Year 6. He does not like fruit and it goes to waste?** As school caterers, our role is to not only provide safe, healthy and nutritious meals for your child, but we also play an active role in nutrition and wellness awareness and education for your child. It is crucial that they form good eating habits at this age, and their eating behaviour now will impact their eating choices for life. We have discovered that providing fruit regularly has encouraged children to continue this habit even outside of the school, providing precious vitamins, minerals and fibre that they might otherwise miss out.

**9. Why is your portion size so small?** All portion sizes have been calibrated as part of the child's daily intake.

For children in Nursery to Year 3, the portion size is smaller than the sizes for students in Years 4 to 12 because they require less. However, if they are still hungry (and have finished their vegetables), they can come to us for a second helping.

For children in Years 4 to 12, the portion size is designed to allow the maximum nutrition within a specific calorie range. However, there are some products or menu items that are designed to be full meals and should not be consumed on their own (as a full meal) as it may lack certain required nutrients. The portion size is hence smaller to encourage them to eat something else that achieve the recommended daily intake.

**QUESTIONS - UNANSWERED?** If you have any questions which are not answered here, please direct your questions to [DCISCatering.SG.APAC@sodexo.com](mailto:DCISCatering.SG.APAC@sodexo.com)

**FEEDBACK Compliments or Complaints** Please send your feedback to [DCISCatering.SG.APAC@sodexo.com](mailto:DCISCatering.SG.APAC@sodexo.com) or [Amber.harrison@dovercourt.edu.sg](mailto:Amber.harrison@dovercourt.edu.sg)