

The Dulwich College Card System for School Lunches

The Dulwich College ID card is used to support the food service at the school by allowing for payment by card. College ID cards are issued to all students upon commencing at Dulwich College (Singapore).

The card system is administered by catering provider Sodexo on behalf of Dulwich College (Singapore) and can be used at the campus.

The system consists of two main features:

- An online meal ordering system for DUCKS and Junior School
- A stored-value card system (e-wallet) used to purchase food by Junior and Senior School students in Dining Halls and cafés at the College

For DUCKS & Junior School Year 3 - Meals are pre-ordered using the online meal ordering system and meals are served in the Dining Halls.

For Junior and Senior School (Years 4 – 13) - Students can buy various meals and drinks in the Dining Halls via cashless transactions.

Questions and Answers

1. What features does the system have?

Online pre-ordering for DUCKS and Junior School Year 3:

- A four-week menu cycle is uploaded on a regular basis.
- Cut-off time for meal ordering is at 7am on the day of delivery itself.
- A pre-ordered meal can be cancelled by 7am on the day of delivery itself.
- Traffic light system (green, yellow or red) is applied to each meal to indicate how healthy it is.
- Allergen information (G - Gluten, D - Dairy, E - Egg) is indicated in the description of the meal.
- Calories and other nutritional analysis of the meal can also be viewed.
- Meals ordered for the child can be viewed in the report summary.

Useful features for Junior and Senior School (Years 4 – 13):

- Spend limit: A daily spend limit can be assigned to students through the online system.
- Top-up: Accounts can be topped up online via the MyCollege Parent Portal, or by using cash at the kiosk machines located at DUCKS Dining Level 1, PAC Dining Level 4 and Senior School reception on campus.

- Transaction summary: A transaction history can be viewed through card use reports for every single transaction which has taken place on the card.
- Restricting usage: Parents can restrict an item or a day where students will not be allowed to purchase items using the card.

2. How do I access the College Card / e-wallet system?

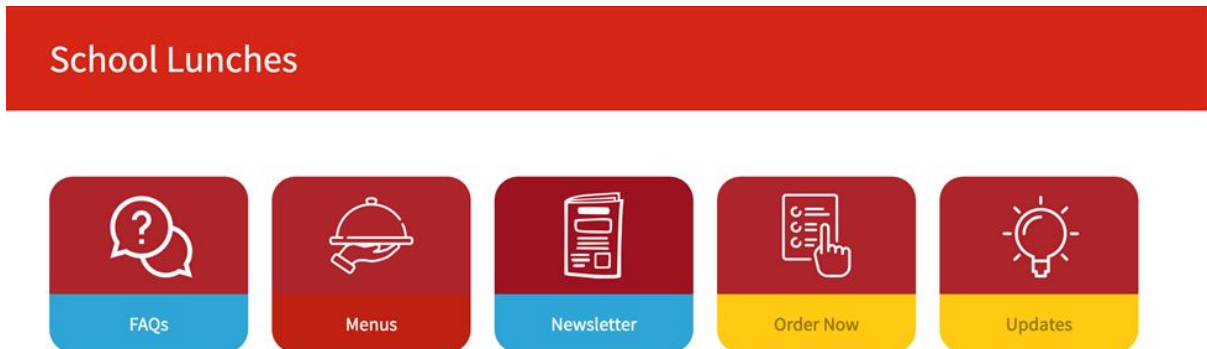
Login to the MyCollege Parent Portal via <https://dcsq.fireflycloud.asia/mycollege> and follow the below sequence to access the system:

MyCollege Parent Portal Homepage:

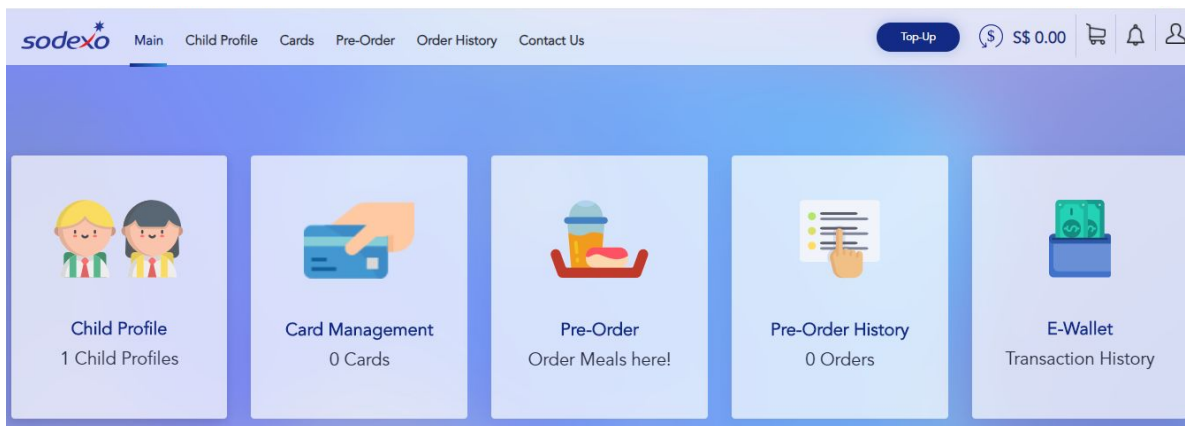
Click 'School Lunches':



Click 'Order Now':



You'll be taken to the Sodexo online system:

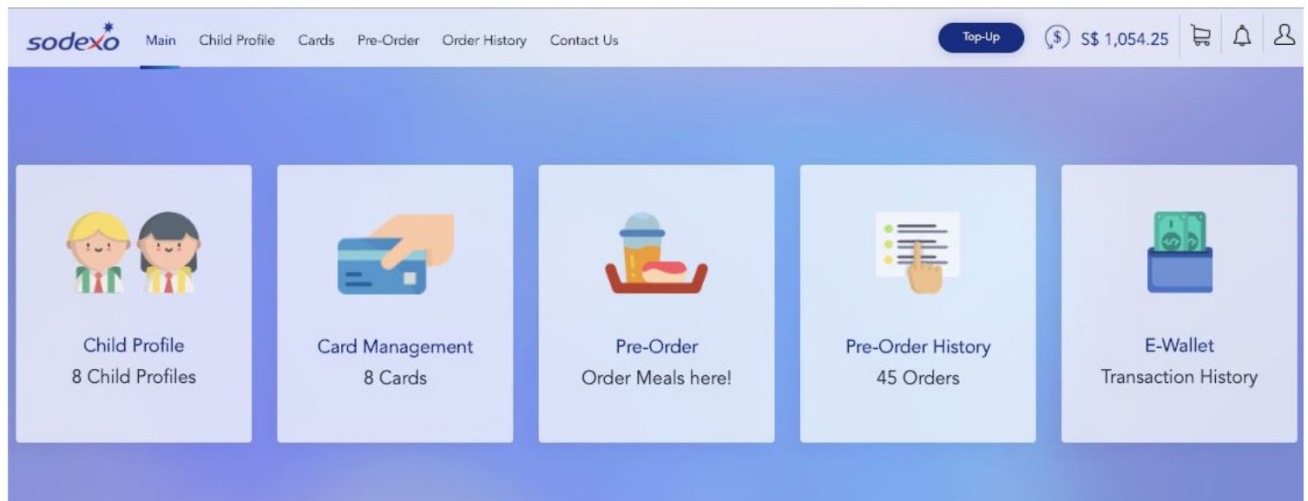


3. How do I pre-order meals online?

Parents with children in DUCKS and Year 3 can place orders in advance. The online pre-order meal feature is not applicable for other grades.

Go to the MyCollege Parent Portal and click on 'School Lunches' then 'Order Now'.

You will be taken to the online system (pictured below) where you can order meals by selecting the 'Pre-Order' icon.



The pre-order view is shown below.

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

4. I have children in Junior School Year 4 and Senior School, how is the system going to help me?

Parents with students in Year 4 to Year 13 can login 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 into school.

Go to the MyCollege Parent Portal and click on 'School Lunches' then 'Order Now'. You will then access the pre-ordering and card/e-wallet management system.

To view how the money is spent in the Dining Hall and café, you can click on 'Cards' and view card activity in the 'Top-Up' and 'Spending' summary. You will be prompted to enter the dates of the report that you require.

View your Card activity



To view spending transactions in detail, select the e-wallet history icon from the top right menu bar as indicated below.



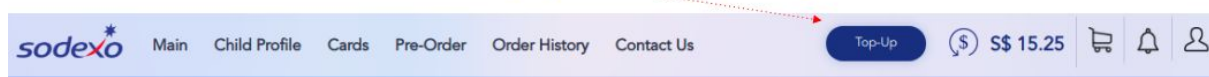
You will be shown full transaction details from purchases to top-ups made on the e-wallet.

Transaction ID	Transaction Code	Payer	Type	Order	Date ↓↑	Value	Txn Payment ID	Wallet Type	Card	Action
203875	SPR9512791516	SODEXO PREVIEW	Online Top-Up		22/07/2020 22:13:54	+ \$ 20.00	1TE31960GF069933V	Family		i
203874	SPR6344539713	SODEXO PREVIEW	Online Top-Up		22/07/2020 22:10:45	+ \$ 20.00	20200722221103170618	Family		i
197378	KTU6985485883	SODEXO Dover Grade 1	Kiosk Top-Up		05/06/2020 11:24:59	+ \$ 2.00	SDX-20200106-0001-D1591327491	Family	08476F36	i
195459	SPR7272594578	SODEXO PREVIEW	Online Top-Up		21/04/2020 23:36:18	+ \$ 0.10	20200421233704164947	Family		i
194790	SPR6598937292	SODEXO Dover Grade 4	System Top-Up		06/04/2020 01:01:01	+ \$ 37.50		Boarding House		i
194791	SPR1491381254	SODEXO Dover Grade 2	System Top-Up		06/04/2020 01:01:01	+ \$ 37.50		Boarding House		i

5. How do I make payment?

Online: To pay for school lunch orders or to top-up a College Card, you may pay by credit/debit card via PayPal, or PayNow through the online system. To top-up your e-wallet, click the 'Top-up' button to add funds to your College Card. You do NOT need a PayPal account to make credit/debit card payments on the PayPal gateway.

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



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

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

The screenshot shows a 'TOP-UP' screen with the following elements:

- BALANCE:** S\$ 15.25
- Select Top-up Amount:** Radio buttons for S\$ 25.00 (selected), S\$ 50.00, S\$ 100.00, and an 'Enter Value' field. Minimum: S\$ 0.00, Maximum: S\$ 1,000.00.
- Select Payment Method:** Radio buttons for PayPal (selected) and PAYNOW.
- Logos:** PayPal, VISA, mastercard, and AMEX. Text: 'Powered by PayPal'.
- Buttons:** Cancel and Next.

Cash: To top-up a College Card e-wallet you also have the option to pay by cash at the top-up kiosk station located in the Dining Hall on campus. This does not incur any fee.

6. Why is there a fee to top-up my child's College Card online?

Online payments are subject to merchant fees which vary according to the banking institution. Charges are listed on the payment portal. For payment by PayPal/credit card/debit card, the charge remains the same as before at 3.25% plus 50 cents per transaction.

The PayNow* option is currently free for local banks in Singapore, but may be subject to change. International banks may charge a fee as per their guidelines to use PayNow in Singapore.

It is also free to top up using cash at the kiosks in the dining halls.

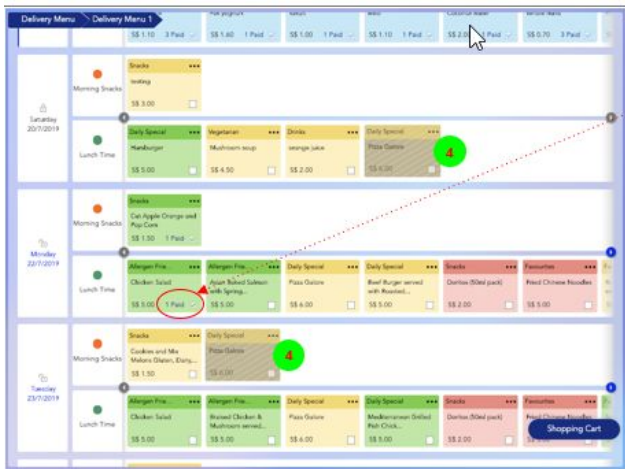
**PayNow is a peer-to-peer funds transfer service available to retail customers of nine participating banks in Singapore – Bank of China, Citibank Singapore Limited, DBS Bank/POSB, HSBC, Industrial and Commercial Bank of China Limited, Maybank, OCBC Bank, Standard Chartered Bank, and UOB.*

7. How are pre-ordered meals claimed from the Dining Hall?

Children in DUCKS and Year 3 who have pre-ordered lunches will use their College ID card which can be scanned in the Dining Hall to claim the ordered meals.

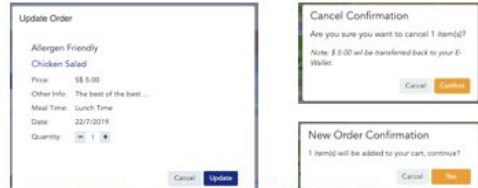
8. I have ordered a DUCKS or Year 3 meal but my child is not coming to school now – can I cancel the order and get a refund?

Yes, pre-ordered meals can be cancelled by clicking the 'Meal Order' tab and the 'Paid' item in the pre-order menu online. The value will be credited back to your account immediately. To receive a refund, meals must be cancelled online by 7am on the day of meal delivery.



1. You may **CANCEL** an item provided it's within the cancellation time frame.

1. 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**.



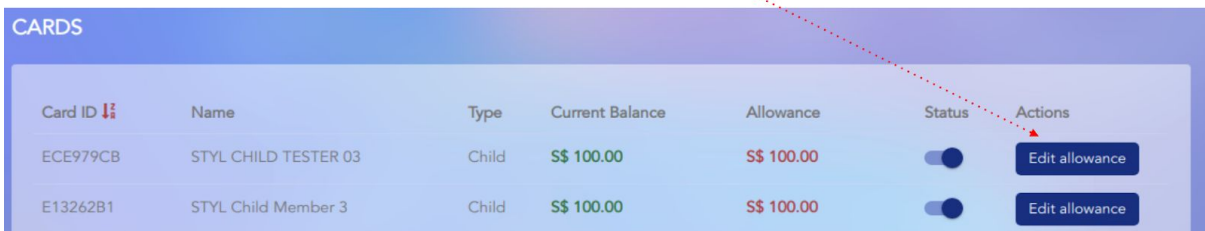
1. Select **UPDATE** to confirm. For **CANCELLATION**, the item price will be added back into the e-wallet. For **ADDITION**, please go to **CART** and **CHECK OUT** accordingly.

9. Can I set a daily maximum spend limit for my child in Year 4 and above?

Yes, parents can restrict the amount of money their child is spending by putting a cap on the daily spending amount. To do so you can click on 'Cards' management, then 'Edit allowance' on your card and then 'Set Spend Limit'. You can then make the changes accordingly.

At this point, we recommend you speak to your child about the limit you have set for them so they are aware of it. This allows them to better manage their spending in the Dining Hall and café as well as to avoid any embarrassment. Students can check their balance at any time via the campus kiosks.

Click "Edit allowance" button to set daily maximum limit



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

EDIT ALLOWANCE

Card ID: SCRYNCA

Name: YTL CHILD TESTER 88

Allowance: OFF ON

Allowance Type: Daily

Monday (S)	40.00	Tuesday (S)	40.00
Wednesday (S)	40.00	Thursday (S)	40.00
Friday (S)	40.00	Saturday (S)	40.00
Sunday (S)	40.00		

Card Status: Inactive Active

Buttons: Cancel, Save

10. Where can I restrict the purchase of certain items?

Parents can restrict the purchase of certain food or drink items. This feature can be found under “Child Profile” and by clicking on the “i” button under actions.



The option to set “banned items” is located at the end of your child’s profile:

I confirm that I have read and agree to Sodexo's Terms of Use and Privacy Policy.

Buttons: Set / Cancel Banned Items, Back

The following screen will appear. Different items are sold at different locations, please ensure that you have made the session across required stations.

Select Station
CLOCK TOWER

Reset All

List Of Items

<input type="checkbox"/> Additional Shot	<input type="checkbox"/> Flat White 12oz	<input type="checkbox"/> Mixed Fruit Cups
<input type="checkbox"/> Additional Syrup	<input type="checkbox"/> Flat White 8oz	<input type="checkbox"/> Muffins
<input type="checkbox"/> Americano 12oz	<input type="checkbox"/> Frozen Yoghurt	<input type="checkbox"/> Nacho Chips
<input type="checkbox"/> Americano 8oz	<input type="checkbox"/> Fruit Bar	<input type="checkbox"/> Oat Bar or Granola Bar
<input type="checkbox"/> Assorted Buns	<input type="checkbox"/> Fruit Crisp	<input type="checkbox"/> PAC Dining Lunch Set
<input type="checkbox"/> Assorted Cookies	<input type="checkbox"/> Fruit Cups	<input type="checkbox"/> Pasta Salad Bowl Mini
<input type="checkbox"/> Assorted Subway Sandwiches	<input type="checkbox"/> Fruit juice Lollies	<input type="checkbox"/> Pastries
<input type="checkbox"/> Bagel & Cream Cheese	<input type="checkbox"/> Fruit Of The Month	<input type="checkbox"/> Peel Fresh Marigold
<input type="checkbox"/> Banana Bread	<input type="checkbox"/> Fruit Smoothie	<input type="checkbox"/> Perrier Water
<input type="checkbox"/> Bring Your Own Mug 12oz	<input type="checkbox"/> Gluten Free Cookies	<input type="checkbox"/> Piccolo Latte
<input type="checkbox"/> Bring Your Own Mug 8oz	<input type="checkbox"/> Ham & Cheese Croissants	<input type="checkbox"/> Quiches
<input type="checkbox"/> Brownie / Cheese Cake	<input type="checkbox"/> Healthy Chips	<input type="checkbox"/> Salad of the Day

11. What happens if my child loses their card – is the money on the card lost?

The money in your account is stored in the back office database and not on the card. As such the money is not lost even if the card is missing. You will need to inform Sodexo (via email address below) to block further usage. Alternatively, you may set a zero spend limit (\$0.00) for that child via 'Set Spend Limit' online which will prevent further use.

Card replacement can be requested from your child's school Reception for a fee of \$20, regardless of the number of times a card is lost. It takes up to three working days to produce the card.

If your child has lost their card and has no funds to buy food, please encourage them to go to the school Admin and explain the situation. It is very important that your child eats and we of course will find a way to make that happen.

12. What if I have forgotten to top-up my child's card – will he/she still be able to have lunch?

We allow a small 'overdraft' for the card in such circumstances, but please remember to top-up the card regularly to make sure your child is not inconvenienced.

13. What if I have forgotten my User ID or password for the online system?

The lunch ordering and e-wallet system has been integrated with Dulwich's MyCollege Parent Portal. As such, you do not need to enter any User ID or password to access. All that is required is access to MyCollege Parent Portal, and from there you can access the system.

Additional Questions or Feedback

If you have any feedback or questions which are not answered here regarding MyCollege Parent Portal issues or food arrangements please contact the Sodexo Help Desk via:

Email: sodexo@dulwich-singapore.edu.sg

Phone: +65 68901057

The opening hours is 8am to 6pm (Monday to Friday, excluding weekends and Public Holidays)