



致東莞同鄉會方樹泉學校家長：

附件一

### 訂餐流動應用程式「點餐易 Smenu」

帆船全新推出的「點餐易 Smenu」流動應用程式，現正啟動。

家長可以在 App Store 或 Google Play 下載並登記後，就可以辦理訂餐、退餐、查閱訂購記錄及獲得最新的資訊，還可以選擇多種線上付款方式，讓你享受更方便、更快捷之訂餐體驗。請家長瀏覽有關教學文檔，下載及使用程式。



#### 設定帳戶步驟：

1. 下載程式
2. 登入（首次登入的帳戶號碼及密碼，請留意 myID Channel Plus 訊息）
3. 閱讀及同意使用條款及隱私政策
4. 設定帳戶（輸入常用的電子郵件及手提電話）
5. 驗證帳戶（家長之電郵箱將收到一個驗證碼，輸入驗證碼便成功啟動帳戶，家長亦可自行變更密碼及設定語言）



\*提示：每個學生一個獨立帳戶，如擁有多過一個子女須按上述步驟逐一設定帳戶

#### 訂餐步驟：

1. 選擇訂餐
2. 家長請先留意學生姓名是否正確，尤其擁有多過一個子女的帳戶，以免用錯帳戶訂餐
3. 家長可在每日供應四款的餐款中選擇其一
4. 按下餐款旁的符號，可參考每個餐款的成份，卡路里及其他資訊
5. 當已全部選擇每週的午餐可按下一步，直到完全選妥，按提交便可

\*提示：1. 獲免費午膳資助的學生都須按上述步驟訂餐及自行預付 9 月午膳費。

2. 請家長於 8 月 11 日 23 時 50 分前訂餐。

#### 付款步驟：（其他付款方式將稍後陸續提供）

1. 系統會自行計算學生的餐費，如帳戶內有退款亦會直接扣減
2. 家長可選擇以下付款方式
  - Payme: 點按開啟 Payme，系統會自動連接家長的 Payme 程式，按向商店付款便完成，如家長並非 Payme 用戶須先行安裝及開立戶口(可參考官網資料)
  - Circle K: 點按開啟 Circle K，會出現一個二維碼 QR Code，家長可用該二維碼到 Circle K 便利店的櫃檯以現金交費，入款後的便利店收據請自行保存或拍照存檔，如有問題也有憑證。
  - PPS 繳費靈：點按開啟 PPS，系統會自動連接家長的 PPS 程式，接受使用條款，輸入 8 位數字繳費靈戶口號碼或戶口名稱，輸入繳費聆網上密碼按繼續，輸入出現在手提電話上之 6 位數字「一次有效密碼」，等候直至付款完成。

如家長並非 PPS 用戶須先行安裝及開立戶口(可參考官網資料)

\*提示：獲免費午膳資助的學生毋須交費，系統會直接跳過付款步驟，完成訂餐。





**查閱訂餐紀錄及退餐申請步驟：**

1. 選擇訂餐紀錄
2. 會顯示每期訂餐紀錄，選擇訂餐期數可查閱過往的訂餐紀錄
3. 按詳情，會顯示該期家長已選擇的餐款及資訊
4. 如要退餐可在該日的餐款旁按退餐申請並選擇退餐原因(只接受因事或病請假之退餐)

所有退餐申請須受條款及細則約束，請家長提交前請先閱讀及同意有關《退餐條款》

5. 退餐申請將待審批，一經批准，退款結餘及資料會顯示在查看結餘內
6. 約七月學期完結前，如學生帳戶仍有結餘，系統會透過訊息中心提示家長辦理退款

**查閱訊息中心步驟：**

1. 系統會不定期向家長發放訊息，選擇訊息中心便可查看
2. 訊息包括訂餐提示、訂購及付款的狀態、健康及食物安全的訊息、推廣活動、突發的情況和最新消息等

如對「點餐易 Smenu」流動應用程式有任何問題，歡迎於辦公時間內 WHATSAPP(學校名稱, 學生姓名, 班別, 學號)61900132 查詢。

<p>開立 Payme</p> 	<p>如何開立 PPS 繳費靈</p>  <p>PPS 繳費靈手機服務</p> 	<p>點餐易 Smenu 教學</p> 
---	--	---

Dear Parents of Tung Koon District Society Fong Shu Chuen School,

Appendix 1

### Meal Ordering Mobile Application “Smenu”

Our meal ordering mobile application “Smenu” has been launched and available on App Store or Google Play. Parents can now effortlessly and quickly order meals, apply refunds, review your ordering record, receive latest information and pay online with various payment methods. Instruction of account set up and operation as follows:



#### Procedure of account set up:

1. Download “Smenu” on App Store or Google Play
2. Log in details for your first time log in (Please refer to the message delivered through myID Channel Plus App)
3. Please read and agree with the Terms and Conditions
4. Input your phone number and email address (the email should be your usual email so that you can receive a verification code to activate your account)
5. Input the verification code to activate your account. You can change your password and preferred language in the setting in app  
(Please note that each account represents one student only, please create separate accounts by repeating above steps if you have more than one child in school)

#### Procedure of meal ordering:

1. Select ordering meal
2. Parents please make sure the student name is correct before placing order especially for parents who have more than one child in school in order to avoid placing wrong order for your children
3. Parents can select 1 meal out of 4 options a day
4. There is a small button next to the meal choice for you to read the meal information including nutrients, ingredients and calories
5. You can submit the choices after all meals are selected
  - (i. Please note that for the student who is eligible for the scheme of “Free School Lunch”, please still select your meal choices and pay for September 2023)
  - (ii. Please place your order before 23:50P.M. 11 August 2023)

#### Procedure of payment: (more payment methods will be available in the future)

1. Total amount of meals will be calculated by the system and the balance will be automatically deducted if your previous refund had been approved.
2. Parents can select payment method as below:
  - **PayMe**: if you select PayMe, PayMe will be automatically popped up with calculated amount shown, just click pay to this merchant to settle the payment.  
(This payment method requires a PayMe account, please refer to PayMe for account set up instruction)
  - **Circle K**: if you select Circle K, a QR code will be shown, parents can pay at any Circle K convenient store with this QR code by cash. No need to submit us the receipt. If you are not near a Circle K and the payment is not yet made, the QR code can be found in Order Summary in the app.
  - **PPS**: if you select PPS, PPS will be automatically popped up, accept Terms and Condition from PPS before



you log in PPS. A 6 digit PPS verification will be sent to you and complete the payment.

(This payment method requires a PPS account, please refer to PPS for account set up instruction)

\*Please note that the payment method page will be automatically skipped and no payment is needed if the student later has been recognized as "Free School Lunch" entitled.

**Procedure of order summary and refund:**

1. Select ordering history
2. You can review your previous ordering by month
3. You can review the meal choices and its information in selected month
4. If you want to make a refund, you can click a refund button on your desired date (Please note that refund only can be proceeded for whole day absence, absence after school attended will not be accepted. Please read and accept the refund policy before submission of a refund request)
5. The status will be shown as pending for approval after the refund request was submitted. The refund will be shown in the balance once it is approved later.
6. System will notify parents to withdraw the money if there is a surplus in the account by the end of school year in July.

**Procedure of checking notifications:**

1. Parents can check messages in message centre.
2. Messages include next month meal ordering reminder, status of ordering and payment, information of healthy eating and food safety, promotion, ad hoc situation and other latest information.

Please WhatsApp(School,Student name,class,Student No)61900132 in office hours if you have any queries.

<p>How to create a PayMe account:</p> 	<p>How to create a PPS account:</p>  <p>PPS mobile service:</p> 	<p>Instruction of Smenu:</p> 
---	--	--

