

CAMPUS Online – Food Service System for Tanglin Trust School

Frequently Asked Questions – ANSWERED

1. 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 Junior School children. For parents with children in the Senior 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 Junior or Senior schools will be given a **USER ID** and **Password** by the school’s 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.

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/ren’s information to ensure that the information is correct. If not, please send the Administrator an email. The Administrator can be contact at foodservice@tts.edu.sg

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 foodservice@tts.edu.sg 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 Junior 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 Junior 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 Junior child is not in school for the day, can I cancel his lunch if he is going to be absent from school?

Once the orders have been submitted, it will not allow any changes. However, you can email Joylyn Koh should there be any changes of your child’s school dinners. A minimum of 24 hours advance notice is required for any cancellation as the kitchen requires the lead time to process the deletion.

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. Alternatively, you can pay CASH in the school canteen or at the CASH TOP UP kiosk located in the Junior MPA. You can also top up your account via 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.

10. I have topped up my family account and have surplus after placing orders for my Junior School child, can my Senior School child make use of the surplus for his/her purchase in the canteens/café?

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 Junior child.

11. I have 2 children in the Senior 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 Senior 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 café, 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 Senior School?

Parents can then restrict the amount of monies their child is spending in the canteens/café 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 Senior 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 café as well as to avoid any embarrassment to him. Please select “Cafeteria” from the Location selection box when applying spend limits. KIOSKSALE is currently not in use.

15. My child in the Senior School has lost his card, will it affect my Junior School child’s school lunches?

If your Senior School child loses his card, he may apply for a replacement card at the Senior School Office. The card will be replaced at a cost of \$15/- each time. The lost card will not affect your Junior 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 card, are the monies on the card lost?

The monies in your account are stored in the Back Office Database. As such the monies are not lost even if the card is missing. Your child will need to go to Sodexo’s office located in the Junior MPA to block further usage to the card and apply for a new card. Please note that each card replaced will be charged at \$15 per card, regardless of the number of time the child loses the card.

QUESTIONS – UNANSWERED?

If you have any questions which are not answered here, please direct your questions to foodservice@tts.edu.sg

FEEDBACK – Compliments or Complaints

Please send your feedback to foodservice@tts.edu.sg

Contact Persons:

- Tanglin Trust School: Joylyn Koh – TTS Food Service
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- Sodexo Singapore: Kinston Lam – Sodexo Operations Manager
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