

Cafeteria Online System Q+A 1st version

time

1.1Q: When should I order school meals?

A: Every month from the 10th to the 20th, the next month's meals can be ordered on-line.

system

2.1Q: How do I log in?

A: Log in using your Login ID and password e.g. YANGSOPHIA, which will be provided by the Admissions office with password 1234. The system will ask parents to change their password every semester when logging in for the first time. However, you may change the password back to the previous one.

2.2Q: Why do my children need to use smart cards?

A: Smart cards save a lot of time when several hundred students and all lined up for lunch at the same time - just like on the MRT! Smart cards also instantly show us what meals parents have ordered for their children.

Price/ payment

3.1Q: What is the price of each school meal?

A: Each meal currently costs NT \$125.

3.2 Q: How is the meal price calculated?

A: We are aware that lunchboxes can be procured at a significantly cheaper price than our lunches. However, the price of those lunchboxes does not include the staffing cost, utility costs, administration costs etc. that TES has to add to the meal price. Moreover, we also serve desserts and side dishes as well as the main course.

3.3Q: Is the food hygienically prepared and transported?

TES takes the issue of hygiene very seriously, and we believe China Pacific Catering Services, our current provider, which prepares food for major international airlines including Cathay Pacific, is second to none in this respect. This is one of the reasons why we have stayed with them for some years now. Our current contract will run until June 2013.

3.4 Q: How much money do I need to transfer into the system?

A: (1) You can choose to pay monthly according to your order, e.g.

March 2012: NT\$2,750.-

April 2012 NT\$1,375.-

May 2012 NT\$ 2,875.-
June 2012 NT\$1,375.-

(2) Or simply transfer money for the whole semester or school year for 2012-13:

1st semester 102 days: NT\$12,750.-; (from August 20 to January 31)

2nd semester 78 days: NT\$9,750.-; (from February 1 to June 14)

For the French Section, this amount is slightly less owing to different holidays.

3.5 Q: What kinds of payment can I make through <http://eservice.tes.tp.edu.tw>?

A: Cash transfer only. Money will be deducted from your family account when you place an order through the computer system. (Parents will be given one unique ATM transfer family account number: 017 (Mega bank)-813xxxxxxxxxxx (14 digits in total). The system will deduct the money (NT\$125 for every meal) when you submit your order and the transaction is complete.

3.6Q: When do I need to inform the Cafeteria Supervisor that my children will be absent on a particular date in order to get a refund?

A: Seven days advance notification is required as by our catering company. The TES cafeteria service needs to give our catering company, China Pacific Catering Services (CPCS), a week's notice of cancellation, thus we cannot refund parents if we have to pay for a meal. CPCS uses predominantly fresh ingredients in their food and has to order them well in advance; therefore, they also have limitations on how late they can allow cancellation.

3.7Q: Does school still send an order reminder to parents?

A: Yes, we send out order reminders by email every month on the 9th or on the Friday before a holiday.

3.6Q: Does TES have a refund policy if we leave before the end of a semester?

A: Please refer to the refund voucher on the computer AOS/COS system and apply for a refund for the period when your children will not be at TES. After the application-related forms are sent to the Accounting Department, a cash cheque will be issued and sent to you within seven working days. (You will need to log into AOS/COS, click on "my account", and the Refund Application Form will be the third choice.)

4.1 Q: How do I change my contact email address?

A: Please send your correct email address, noting your child's full name and year group, to one of the following people:

EPC (Primary Campus): Elaine.huang@tes.tp.edu.tw

ESC (Secondary Campus): kellie.lee@tes.tp.edu.tw

4.2 Q: Who can I contact if I have ECA related questions?

A: **EPC (Primary Campus):** isabelle.rainfeld@tes.tp.edu.tw

Note: other payment related problem: agnes.tsai@tes.tp.edu.tw

4.3 Q: What are the dates of the 2012-2013 school year?

A: **The 1st semester starts on 20 of August and will run until January 31 2013.**

The second semester always starts on February 1.

The last school day of the 2012/13 academic year will be June 14 2013.