EDUCATION OFFICE

COMMUNITIES MANAGEMENT

VALLE DEI LAGHI – VALLE DI CEMBRA – ROTALIANA KÖNIGSBERG – PAGANELLA – TERRITORIO VAL D'ADIGE

Leading community of VALLE DEI LAGHI

Prot. C16/n. 1506
Class. 26.6

TO THE PARENTS OF:

SCHOOL:
CLASS:

Object: Computerization of the canteen service and payment of the meals, 2017.

The present letter aims to inform you that the Comunità della Valle di Laghi, as regards all the children attending the primary and middle schools of the Istituto Comprensivo _____, has decided to test a computerized system to manage the canteen service and the payment of the meals   the service will be guaranteed by buying a "canteen credit" (that is to say some canteen vouchers) that will be automatically deducted when the child uses the canteen.

The presences of the canteen service will be managed directly by the school, but the parents should check them time by time as follows.

Please read carefully the following pages, because your collaboration is necessary in order to start and well manage this new computerized procedure.

The first innovation is the elimination of the paper canteen vouchers. If you have bought some yellow paper vouchers for the year 2016/2017 but you have not used them all, you can be refund, please read page 3 for more information. From now on, each person using the canteen will be given a **bank code composed by 8 numbers** that must be used in order to make payments and recharge the "CANTEEN CREDIT" (that is to say, in order to buy some new canteen vouchers).

This code (please find it in the last page) will be given to each student, and it will not change for the rest of his/her school years. The personal data of each student are protected by the actual privacy law.

PAYMENT METHODS

Please find below the payment methods available for the purchase of the virtual vouchers.

A) PAYMENT THROUGH THE BANK: CASSE RURALI TRENTINE

In the specific, it will be possible to recharge the *Canteen Credit* through the **Casse Rurali Trentine** using the following channels:

- Going to the bank teller;
- Using the bank ATM (automated teller machine), but only with a PagoBancomat enabled card ;
- Online, using the internet banking "InBank" of the Casse Rurali Trentine, pressing the following payment method: Pagamenti -> Ricariche -> Ricariche buoni pasto;
- sending a SMS – service available only for the enabled clients of the Casse Rurali - to the number 339 9942024. Text message: "RBC5" "RECHARGE AMOUNT" "ID CODE" "FIRST LETTER OF THE STUDENT SURNAME ". (Example: RBC5 50 111123456789 R, SMS meaning: recharge 50 € on the ID 111123456789 in the name of Mario Rossi)

In order to recharge the lunch credit, it will be sufficient to specify the **8 numbers bank code** given to the student and the amount that you would like to recharge. When the operation is finished, you will be given a ticket, that you should keep, on which you can read the amount you have recharged and the update balance of your credit.

Every time you recharge your lunch voucher credit, the bank will withdraw € 1,25 commission, whatever payment method you have used.

B) MAV PAYMENT

In order to recharge your lunch credit, you could also use the MAV ONLINE:
You can generate a MAV payment code going on the Portale Genitori (parents portal homepage), **https://www3.eticasoluzioni.com/**
visiting the payment section, accepting the cost of the service and inserting the amount you want to recharge. At this point you can generate a MAV using the button "Genera MAV".
Once you have generated the MAV code, you will be immediately able to recharge your lunch vouchers choosing among the following methods:
- At every bank teller in Italy, even if it is not on the municipality territory (also if you do not have a bank account)
- Online: using your personal Home Banking in the section "MAV payment"
- Using the bank ATM (automated bank teller) at the section "Pagamento MAV", when available

Every time you recharge your lunch voucher credit, the bank will withdraw € 1,20 commission, whatever payment method you have used.

Please note that as regards the <u>remaining credit</u> left at the end of each year, it will be available and usable for the following years to come.

Moreover, please note that if a student is at his last year of school or if a the student, for any reason, will no more use the canteen service, he/she will be reimbursed for the unused leftover amount, filling out and presenting the specific form, available at the Education Office (Ufficio Istruzione) of the Comunità Valle dei Laghi.

FAMILY SERVICES

HOMEPAGE PORTAL FOR THE COMMUNCATION WITH THE FAMILIES

Thanks to the new computerized system, it will be possible to verify the update situation concerning your remaining credit, the payments made, the meals consumed when the student was at school, etc, just connecting to the parents portal homepage at the following link
https://www3.eticasoluzioni.com/
and identifying yourself with your reserved and personal CODICE UTENTE AND PASSWORD (that you can find in the last page).
It is also possible to reach this area by using the specific link at the homepage of the Comunità Valle dei Laghi (www.comunita.valledeilaghi.tn.it)
For every further information and explanation as concerns the new procedure and your personal credit situation, it is possible to call the following number of the Comunità della Valle dei Laghi, Servizio Istruzione - 0461 340172 from 9:00 to 12:00 o'clock.

- **SMARTPHONE APPLICATION "COMUNICAPP"**
Parents can also free download a specific app (ComunicApp) for Smartphone and Tablet directly from the Store of the telephone. Using this app it will be possible to verify the update situation as regards the remaining credit, the payments done, the consumed meals when the student was present at school, etc. It is possible to log in using the same CODICE UTENTE and PASSWORD.

- **SMS ALERT**

When the credit is finished, you will receive a SMS to the telephone number that you had given to the office of your school, inviting you to recharge the lunch voucher. This service, called SMS ALERT, will moreover allow you to receive, if necessary, eventual communications or warnings by the Comunità. Therefore, please communicate to the Office of your school your update telephone numbers and email addresses.

PAPER VOUCHERS REIMBURSEMENT FOR THE SCHOOL YEAR 2016/2017

The paper lunch vouchers of the school year in progress will be refund at their purchase price, that is to say that the corresponding amount will be charged on the virtual canteen credit, after having given them to the office of your school within and not after the   , filling in and signing the attached form called "Modulo di rimborso buoni pasto cartacei a.s. 2016/2017" (Form for the refund of the non used paper lunch vouchers).

Comunità della Valle dei Laghi will then credit the corresponding amount on the CANTEEN CREDIT of the student.

For any further information about the new procedure and your credit, you can either call the Office of your school and the Comunità della Valle di Laghi Ufficio Istruzione tel. 0461 340172 from 9,00 to 12,00 o'clock.

I am looking forward to your collaboration.

Kind Regards,

IL PRESIDENTE
Alder Comai

Attached: Form

A) Form for the reimbursement of the paper lunch voucher of the school year 2016/ 2017.

INFORMATION

PLEASE FILL BELOW THE DATA OF EVERY USER AS REGARDS THE NEW METHOD OF THE CANTEEN SERVICE MANAGEMENT :

It is important to keep the following data since they will be the reference data for all the school years of the student.

Student Name and Surname	
Class	
User code (Codice utente)	
Bank code for the recharge	
Password (to be modified when first log in)	

Please remember that in order to verify the payments, the balance of the canteen credit and the presence/absence of each user, it is possible to consult:

- the parents portal at the following address:
https://www3.eticasoluzioni.com/

- the (free) APP "ComunicApp" for Smartphone or Tablet