



Greenwood International School

e-Canteen System Presentation

Version 1.0

Last Update on 28-10-2018

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- **e-Canteen System**

- GIS is introducing the Electronic Canteen (e-Canteen) where a student can use his/her GIS L³ Card for cashless payments of canteen orders.
- Kindly note that the school Canteen will stop receiving cash payments starting **January 31, 2019.**

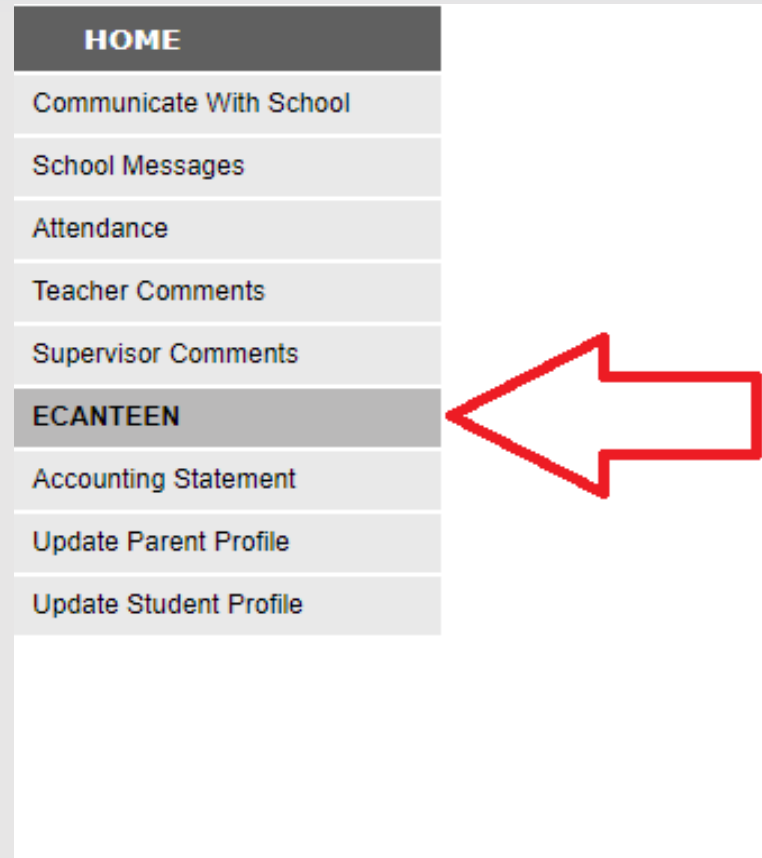
- **About e-Canteen System**

- GIS e-Canteen is a fully electronic canteen system for students orders in which students will pay their orders using his/her GIS L³ Card ONLY (in canteen or online). Eventually, No Cash will be accepted in the school Campus or Online.
- Please note that e-Canteen Service will start accepting GIS L³ Card payment from **December 1, 2018**.
- Parent can top up their child(ren)'s Cards using their Bank Debit / Credit Cards (MaterCard or VISA) issued from UAE banks, Pre-Order meals online for the next day, view Card Statement & Request Balance Refund.
- Parents can Pre-Order online for each student in advance one day before between **5:00 pm – 7:00 am** all through the week. We prefer all parents to pre-order online as their students will have a priority in service: their meals will be ready before each break starts and they will be served first on priority basis as per pre-order timing and swiping their card to receive their pre-ordered meal (First Pre-Order, First Serve). Your students will save more time enjoying their break time rather than waiting in the queue to order their meals.
- Below is more information about e-Canteen System, the process Manual, Instructions, and Terms & Conditions.

e-Canteen Presentation Index


- e-Canteen System Navigation and Main Functional Pages – P.3 to P.9
- e-Canteen Top up Student Card (GIS L3 Card) – P.10 to P.15

Main Menu in Parents Portal: Click on e-Canteen



Multi Functional Page for e-Canteen System

[Home](#) [اللغة العربية](#) [Change Password](#) [Edit Profile](#) [Logout](#)

 Greenwood International School Academic Year : 2018-2019





HOME

- Communicate With School
- School Messages
- Attendance
- Teacher Comments
- Supervisor Comments

ECANTEEN

- Accounting Statement
- Update Parent Profile
- Update Student Profile

Name: _____
Grade: _____
Date of Birth: _____

 **GIS L³ Card** 
Available Balance: 100 AED  

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status Active

Manage GIS L³ Card

Online Top up [Click here to Top up !](#) eCanteen Order [Order Online in Advance !](#) Card Transactions [View Transactions](#)

Refund Payment Request [Submit Request](#)

* Please read below Terms and Conditions, Privacy Policy & Topup, Delivery, Refund & Card Replacement Policy before toping up GIS L³ Card.

[Terms and Conditions](#) [Privacy Policy](#) [Topup, Delivery, Refund & Card Replacement Policy](#)

Activate Windows
Go to Settings to activate Windows.

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Available Balance in GIS L3 Card

GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status Active

Manage GIS L³ Card

Online Top up [Top up !](#) eCanteen Order [Order Online in Advance !](#) Card Transactions [View Transactions](#)

Refund Payment Request [Submit Request](#)

Available Balance in GIS L3 Card:

- This is Net Balance in Student Card for e-Canteen Purchases.

View GIS L3 Card Sample



GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status Active

Manage GIS L³ Card

Online Top up [Click here to Top up !](#) eCanteen Order [Order Online in Advance !](#) Card Transactions [View Transactions](#)

Refund Payment Request [Submit Request](#)

Go to Settings to activate Windows.



GIS L³ Card Sample

Greenwood International School
مدرسة جرين وود إنترناشيونال

ID: Student ID (Ex: s.12356)
Name: Student Name
Title: Student
Class: Graduation Date

Dubai- UAE, greenwood.sch.ae, ☎+971 4 2888 000 Expiry June 2019

Card Details:

ID: Student ID
Name: Student Name
Title: Student
Class: Graduation Date

GIS L3 Card Daily Purchase Limit

GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status [Active](#)

Manage GIS L³ Card

Online Top up [Top up !](#) eCanteen Order [Order Online in Advance !](#) Card Transactions [View Transactions](#)

Refund Payment Request [Submit Request](#)

Go to Settings to activate Windows.

Card Daily Limit (2 Breaks) Amount by Default is (35 AED).

- Parents can change the Card Limit Amount (For 2 Breaks) and click on Update.
- Student cannot buy items from e-Canteen more than the updated daily amount identified by Parent on this page.

GIS L3 Card Status

The screenshot shows the 'GIS L³ Card' management page. At the top, it displays 'Available Balance: 100 AED' and logos for VISA and MasterCard. Below this, there are two 'Manage GIS L³ Card' sections. The first section includes a 'View Sample' link, a 'Daily Purchase Limit' of 35 AED with an 'Update' link, and a 'GIS L³ Card Status' section with a blue 'Active' toggle switch. A red arrow points to this toggle. The second section contains links for 'Online Top up' (with a 'Top up!' button), 'eCanteen Order' (with an 'Order Online in Advance!' button), 'Card Transactions' (with a 'View Transactions' button), and 'Refund Payment Request' (with a 'Submit Request' button). A footer note says 'Go to Settings to activate Windows.'

This screenshot shows the same 'GIS L³ Card' management page, but the card status is 'De-Active'. The 'Active' toggle is replaced by a 'De-Active' button, which is highlighted with a red arrow. Below the status button, a red warning message reads: '* Caution: Student cannot purchase any item from School Canteen due to his GIS L³ Card is de-activated !'. The rest of the interface, including the balance, purchase limit, and various management links, remains the same as in the first screenshot.

GIS L3 Card Status:

- By Default all Cards are **Active**.
- In case Card is Stolen or damaged; Please **DO** login to your portal and **de-activate** the card by clicking on this control. When a card is **de-activated**, a Student cannot use the card for e-Canteen Purchases (neither Online nor during breaks).

GIS L3 Card Online Top up



GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L ³ Card Sample	View Sample	GIS L ³ Card Daily Purchase Limit <input type="text" value="35"/> AED Update
GIS L ³ Card Status	<input checked="" type="checkbox"/> Active	

Manage GIS L³ Card

Online Top up	Click here to Top up !	eCanteen Order	Order Online in Advance !	Card Transactions	View Transactions
Refund Payment Request	Submit Request				

Go to Settings to activate Windows.

Online GIS L3 Card Top up Instructions:

- From here parent can top up the GIS L3 Card issued to student with fixed amounts selection of (50,100,200,400 AED) per transaction.
- Parent can Top up his/her child GIS L3 Card using the following Debit / Credit Card Types:
 - Master
 - Visa
- Parent can use any Bank Debit / Credit Card issued by any United Arab Emirates Bank ONLY.
- In case any declined payment transaction; Please call your Debit / Credit Card's Bank Issuer for this case.
- Please go through the Online Top up Steps which explained below.

Online Top up Step 1



Top up GIS L³ Card

Available Balance: **100 AED**



GIS L ³ Card Status	Active
Parent Communication Address	example@gmail.com Change ?
Select Top up amount	- <input type="text"/> *
Parent Comment	<input type="text"/>

I hereby confirm that I am above 18 years old & that i have read and agree to your [Terms & Conditions](#), [Privacy Policy](#) & [Topup, Delivery, Refund & Card Replacement Policy](#).

Activate Windows

Details are in the following slide:

Online Top up Step 1 Details

- GIS L3 Card Status: **Active** / **In-Active**.
- Parent Communication Email: This email ID is used for all School Communication with Parent. In Top up process, the parent will receive to this email id a receipt confirmation or Failure status after successful / failed payment.
- Parents can change this communication by clicking on Change?. OTP (One time Password) will be sent to the updated email for verification; please check you email inbox / Spam folder to verify the email using the received OTP to successfully update your communication email.
- Select Top up amount: Parents can select any amount option (**50,100,200,400**) AED.
- Parent Comment: Parent can type any comment (for his/her reference) for this transaction. This comment WON'T appear in BANK Statement; it will appear **ONLY** in e-Canteen System View Transactions.
- Parent should CONFIRM that s/he has read Terms & Conditions, Privacy Policy & Top up, Delivery, Refund, & Card replacement Policy. (GIS has the full right to update any Policy any time; email will be sent with any update to all parent's recent communication email id).

Confirm Online Top up Step 2

Confirm Top up GIS L³ Card

Available Balance: **100 AED**

Communication Email Address: example@gmail.com ?

Top up amount: **50 AED** ?

Parent Comment: Any Comment ?

[Proceed to Checkout](#)

VISA MasterCard GIS L³

Activate Windows
Go to Settings to activate Windows

Confirm Online Top up Step 2:

- **Confirm Communication Email Address.**
- **Confirm Top up amount selected in Step 1.**
- **Confirm Parent Comment.**
- **Click on Proceed to Checkout button for payment process.**

Proceed To Checkout - Online Top up Step 3

Top up GIS L³ Card

Proceed to Checkout - Top up amount: **1 AED**

Card Number

Card number is invalid.

MM/YY

CVV

Cardholder Name

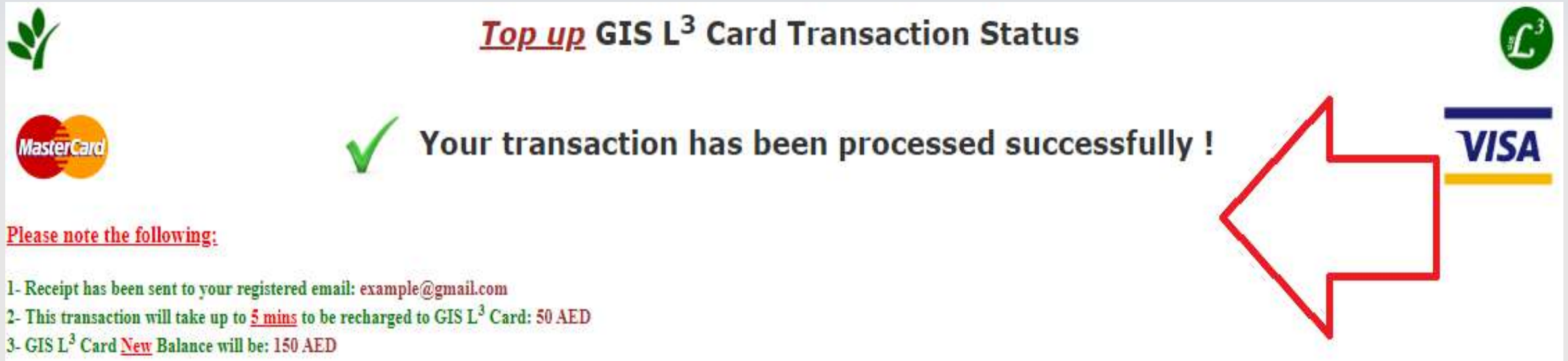
Pay

Activate Windows
Go to Settings to activate Windows.

Proceed to Checkout – Online Top up Step 3:

- Enter your Debit / Credit Card Details.
- Then press on **Pay** button to proceed.
- The remaining procedure will depend on your Bank System verification (some banks send OTP, some banks ask for password etc..).

Payment Transaction is successful - Online Top up Step 4



The screenshot shows a confirmation page for a successful top-up transaction. At the top left is a green leaf logo. The title is "Top up GIS L³ Card Transaction Status" with a green L³ logo in the top right. A green checkmark is followed by the text "Your transaction has been processed successfully!". On the left, there are logos for MasterCard and Visa. A large red arrow points from the Visa logo towards the center. Below the main message, it says "Please note the following:" followed by three numbered points: 1- Receipt has been sent to your registered email: example@gmail.com; 2- This transaction will take up to 5 mins to be recharged to GIS L³ Card: 50 AED; 3- GIS L³ Card New Balance will be: 150 AED.

Top up GIS L³ Card Transaction Status

✓ Your transaction has been processed successfully !

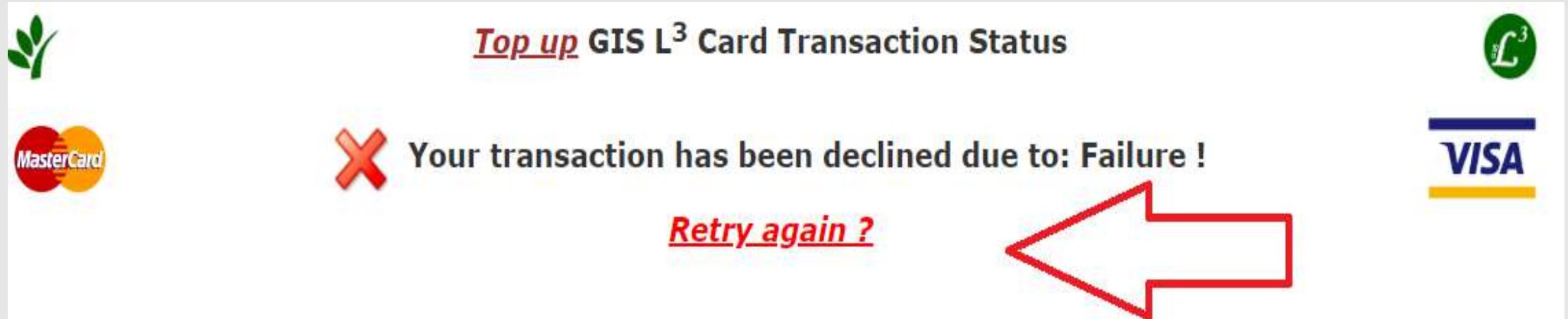
Please note the following:

- 1- Receipt has been sent to your registered email: example@gmail.com
- 2- This transaction will take up to 5 mins to be recharged to GIS L³ Card: 50 AED
- 3- GIS L³ Card New Balance will be: 150 AED

Payment Transaction is successful – Online Top up Step 4:

- In case the payment transaction is Successful; you will see this page.
- Receipt will be sent to the communication email.
- Top up amount will reflect in student card up after 5 minutes from successful transaction.

Payment Transaction is Failed - Online Top up Step 4



Payment Transaction is Failed – Online Top Step 4:

- In case the payment transaction is Fails; you will see this page.
- In case of a Transaction Failure; Please do contact your Card Bank Issuer CALL CENTER for the reason.
- You need to click on Retry again ? link to restart the Top up process.

e-Canteen Online Order

GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status Active

Manage GIS L³ Card

Online Top up **Top up !** eCanteen Order **Order Online in Advance !** Card Transactions [View Transactions](#)

Refund Payment Request [Submit Request](#)

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[Terms and Conditions](#) [Privacy Policy](#) [Topup, Delivery, Refund & Card Replacement Policy](#)

Instructions are in the following slide:

e-Canteen Online Orders Instructions:

- Parents can “Place new order” / “Cancel Online Order” for their student(s) for (First or Second or both Breaks) for the next day.
- e-Canteen Online Orders will be **ACTIVE** for Parents from **5:00 pm to 7:00 am** to place new orders for the next day. (Example: if today is 1-11-2018; parents can place order between 5:00 pm of 1-11-18 and 7:00 am of the next day 2-11-2018 for either of or both breaks).
- Each Parent can place **ONLY ONE** new order for each child per day for the next day breaks.
- In case Parents want to cancel order; they can click on Order Online and they can view the existing confirmed Order and click on Cancel Order. (Cancel Orders can be done between 5:00 pm and 7:00 am of the next day).
- In case Parents want to modify / change the student e-Canteen Order. S/he should cancel the existing confirmed order and re-order again any time between **5:00 pm to 7:00 am**.
- e-Canteen System will send Order Confirmation / Cancelation email to parent communication email.
- e-Canteen System will send SMS to parent’s registered mobile (**Optional**) in case Parent selected this option on order creation.

e-Canteen Online Order Main Page



eCanteen Menu Order !

Available Balance: 100 AED



GIS L³ Card Status Active
TRN No. 100050145000003
Communication Email Address sample@gmail.com [Change and Verify ?](#)
(GIS eCanteen Order Receipt will be sent to this Communication Email Address)
Communication Mobile No. +971551234567
(eCanteen Order Confirmation will be sent to this Communication Mobile No.)
Order Date 25-October-2018
(DD-MM-YYYY)

Last Menu Update: 28/10/2018 11:15:44

First Canteen Break Menu

#	Items List	Item Type	Available Quantity	Unit Price (AED)	VAT (5%)	Net Price (AED)	Quantity Order
1	Chicken Tikka Sandwich	Food	10	10.00	0.50	10.50	0 ▼
2	Apple Juice	Drink	30	2.00	0.10	2.10	0 ▼
3	Berry Juice	Drink	30	2.00	0.10	2.10	0 ▼
4	Cocktail Juice	Drink	80	2.00	0.10	2.10	0 ▼

Second Canteen Break Menu

#	Items List	Item Type	Available Quantity	Unit Price (AED)	VAT (5%)	Net Price (AED)	Quantity Order
1	Chicken Tikka Sandwich	Food	15	10.00	0.50	10.50	0 ▼
2	Berry Juice	Drink	20	2.00	0.10	2.10	0 ▼
3	Apple Juice	Drink	50	2.00	0.10	2.10	0 ▼
4	Cocktail Juice	Drink	80	2.00	0.10	2.10	0 ▼

Total TAX Invoice Amount

0.00 AED

- OPTIONAL** - Receive SMS with eCanteen Order Confirmation / Cancellation (Charge 0.50 incl. VAT).
 I hereby confirm that I am above 18 years old & I have read and agree to your [Terms & Conditions](#), [Privacy Policy](#) & [Topup, Delivery, Refund & Card Replacement Policy](#).

Review Order and Purchase

Activate Windows
Go to Settings to activate Windows.

Details are in the following slide:

e-Canteen Online Order Main Page - Details

- Parent can view e-Canteen Order Menu Items with their prices and available quantity during the time of order. Kindly note that quantities change quickly due to placed orders from other parents.
- We advise parents to order for their child(ren) as early as they can between **5:00 pm to 7:00 am** before the available quantities are over.
- Parents can select the Quantity Ordered for each item they want to purchase (1 to 5 pieces for each) based on availability.
- Parents have an OPTION to select receiving a SMS with e-Canteen Order Confirmation / Cancelation per order. (Charges apply).
- Parent should CONFIRM s/he read all terms and condition, Privacy Policy & Top up, Delivery, Refund & Card Replacement Policy before s/he clicks on Review Order and Purchase button.

Review Order & Confirm



Review Order & Confirm !

Available Balance: **100 AED**



Order For	Heba Fadi Bader
Communication Email Address	fadibader86@gmail.com <small>(GIS eCanteen Order Receipt will be sent to this Communication Email Address)</small>
Communication Mobile No.	+971556904115 <small>(eCanteen Order Confirmation will be sent to this Communication Mobile No.)</small>
Order Date <small>(DD-MM-YYYY)</small>	25-October-2018

Your Order will be canceled automatically 10 minutes from now in case **NO PURCHASE CONFIRMATION.**

Order No. #1				
#	Item	Canteen Break	Quantity Order	Amount (AED)
1	Chicken Tikka Sandwich	First	1	10.50
2	Apple Juice	First	1	2.10
3	Berry Juice	Second	1	2.10
4	Cocktail Juice	Second	2	4.20
5	SMS Charge			0.5
Total Amount (AED)				19.40

Receive SMS with eCanteen Order Confirmation / Cancellation (Charge 0.50 incl. VAT).

Yes



Re-order

Purchase Order



Activate Windows
Go to Settings to activate Windows.

Details are in the following slide:

Review Order & Confirm - Details

- Parents will review the e-Canteen order details with Total Amount (AED). This amount will be charged & deducted from student GIS L3 Card when the student collects the order from the Canteen.
- Parents should purchase the order within 10 minutes from reviewing the order else the e-Canteen System will auto cancel it.
- Parents can modify their order before purchase confirmation by clicking on Re-Order button. (Existing Order will be canceled without any charges).
- Parent can confirm purchasing the order by clicking on Purchase Order button (within 10 minutes from reviewing the order).

e-Canteen Order Status - Confirmation



eCanteen Order Status !

Available Balance: **100 AED**

Amount on Hold: **19.4 AED**

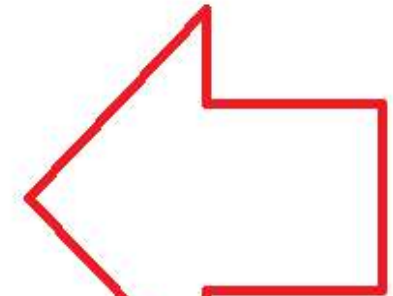


✓ **Your eCanteen Order No.#2 has been purchased successfully!**
Your child's meal will be ready in the canteen for collection!

Please note the following:

- 1- Your child should swipe his GIS L3 Card in the Canteen to collect his order.
- 2- eCanteen Confirmation has been sent to your registered communication email: sample@gmail.com
- 3- eCanteen Confirmation has been sent to your registered Mobile (In Case "Receive SMS" has been selected for this order).
- 4- eCanteen Order No. #2 amount will be charged when the student collects the order; else the on hold amount will be released back.
- 5- GIS L³ Card Net Available Balance (after student collects the order) will be: **80.6 AED.**

[View Order](#)



Activate Windows
Go to Settings to activate Windows.

Details are in the following slide:

e-Canteen Order Status – Confirmation Details

- Purchased amount will be on hold **UNTIL** student collects his/her order from the Canteen else the amount will be **RELEASED** and credited back to student card.
- Student should **swipe** his GIS L3 Card in the Canteen in each break to collect his e-Canteen order.
- e-Canteen Confirmation email will be sent to your registered communication email.
- e-Canteen Confirmation SMS will be sent to your registered mobile (**OPTIONAL** – In case Receive SMS Selected for this order).
- You can re-order / cancel the order any time between **5:00 pm – 7:00 am** all through the week for the next day.
- **Goods Receipt** email will be sent to your communication email (Per break) once the student collects his/her food.

View GIS L3 Card Financial Statement



GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L³ Card Sample [View Sample](#) GIS L³ Card Daily Purchase Limit AED [Update](#)

GIS L³ Card Status Active

Manage GIS L³ Card

Online Top up [Top up !](#) eCanteen Order [Order Online in Advance !](#) Card Financial Statement [View](#)

Refund Payment Request [Submit Request](#)

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[Terms and Conditions](#) [Privacy Policy](#) [Topup, Delivery, Refund & Card Replacement Policy](#)

View all GIS L3 Card e-Canteen Financial Statement:

- You can view all Credit amounts and purchase transactions done by parent and students.
- Details are in the following slide.

View GIS L3 Card Financial Statement - Details

GIS L³ Card Transactions

Available Balance: **100 AED**

Transactions Date: 01/10/2018 to 28/10/2018

Transaction Type: -

Search

#	Transaction Date	Transaction Time	Transaction Type	Credit (AED)	Debit (AED)	Details
1	10/10/2018	11:44 AM	Recharge	100.00		-
Total (AED)				100.00	0.00	

GIS L3 Card Financial Statement

- Parents can view / filter by all e-Canteen transactions types as mentioned below:
 - * Recharge Transactions.
 - * Purchase Transactions.

Balance Refund Request



GIS L³ Card

Available Balance: **100 AED**

Manage GIS L³ Card

GIS L ³ Card Sample	View Sample	GIS L ³ Card Daily Purchase Limit	<input type="text" value="35"/> AED	Update
GIS L ³ Card Status	<input checked="" type="checkbox"/> Active			

Manage GIS L³ Card

Online Top up	Click here to Top up !	eCanteen Order	Order Online in Advance !	Card Financial Statement	View
Balance Refund Request	Submit Request				

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[Terms and Conditions](#) [Privacy Policy](#) [Topup, Delivery, Refund & Card Replacement Policy](#)

Balance Refund Request

- Please note that charged amounts will automatically transfer to replacement cards and will remain in students IDs from one academic year to another. Refund requests are required only in the case when a student is leaving the school: Parents can apply for refund of amount present on the card any time between 5:00 pm to 7:00 am. Charges apply.
- Please refer to Top-up, Delivery, Refund, & Card Replacement Policy on your school portal for more details.