Compass.cn App Manual

English Version 2.0
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7. **Frequently Asked Questions (FAQ)**
1. Downloading the App

**Android phone**

*Scan the QR Code*

For Android phones do not scan through WeChat. Please scan through your camera

**iOS phone**

*Apple Store*

Search for **Compass.cn** in the App store

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or

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QR Code for Android

QR Code for iOS
2. Parent Account Login (Mobile Phone Number)

Please follow the steps below to Log-In into your account via mobile phone number.
2. Parent Account Login (Mobile Phone Number)

Step 1: Mobile Phone Number
Please enter your mobile phone number and press Done.
2. Parent Account Login (Mobile Phone Number)

Step 2: Graph Code
Please type the graph code shown on the screen and press Done.
2. Parent Account Login (Mobile Phone Number)

Step 3: Get SMS Code
Please press on the GET SMS CODE button.
2. Parent Account Login (Mobile Phone Number)

Info
If the mobile phone number is registered as well entered correctly, then this message will pop up for the successfully request of a SMS Code.
2. Parent Account Login (Mobile Phone Number)

Info
If it shows:
“Failed: the phone number is not registered”

a) Please first check carefully if the entered mobile phone number is entered correctly, if the mobile phone number is entered correctly, please follow the instructions mentioned in b).

b) Please contact gspd@compass-group.com.cn by providing the following data:
- Mobile Phone Number you like to use
- Child Family Name (Meal Card Holder)
- Child First Name
- Class or Name of the Kindergarten group
2. Parent Account Login (Mobile Phone Number)

**Step 4: Enter SMS Code**
Please type the SMS Code received on your mobile phone into the SMS Code field.
2. Parent Account Login (Mobile Phone Number)

Step 5: Log-In
Please press on Log In.
2. Parent Account Login (Mobile Phone Number)

Info
If the Login request was successfully, then this message will pop.
3. Card Account Login (Card Account Number)

Please follow the steps below to Log-In into your account via card account number.

**Info**
The Register function is not available at the moment!
3. Card Account Login (Card Account Number)

Step 1: Select Unit Code
Please select Unit Code: **CN11105401**
*(This is the Unit Code for Pudong & Yangpu School)* and press OK.
3. Card Account Login (Card Account Number)

Info
After successfully selected the unit code this screen will appear.
3. Card Account Login (Card Account Number)

Step 2: Enter Card Account Number
Please enter your card account number
(It is not the serial number on the meal card !)
If you don’t know your Card Account Number, please contact our the on-site team in your Canteen they will help you to find your Card Account Number which is used as username for Login.
3. Card Account Login (Card Account Number)

Step 3: Enter Password
Please enter for the first time the following password: 1234 and press Done, this is a one time password, you will be requested to amend it during the first time log-in process.
3. Card Account Login (Card Account Number)

Step 4: Log In
Please press on the Log In button to enter the app.
3. Card Account Login (Card Account Number)

**Info**
The system will bring up a pop-up notice and request for updating the previous used *first time* password.
3.1 Card Account Login – Modify Password

Step 5: Modify Password
a) Please enter the old password
b) Please enter the new password twice
c) Please press the Confirm button

Info
The new password need to be combined by letters and numbers.
3.1 Card Account Login – Modify Password

Info
If the modification of the new password was successfully, then this message will pop.
3.2 Card Account Login – Re-Login

Please follow the steps below to Re-Login into your account via card account number.
3.2 Card Account Login – Re-Login

Step 1: Select Unit Code
Please select Unit Code: **CN1105401**
*(This is the Unit Code for Pudong & Yangpu School)* and press OK.
3.2 Card Account Login – Re-Login

Info
After successfully selected the unit code this screen will appear.
3.2 Card Account Login – Re-Login

**Step 2: Enter Card Account Number**
Please enter your card account number *(It is not the serial number on the meal card!)*

Your card account number is used as username via pressing on the two small arrows face down on the right side of the card account number field, the previous entered card account number will show up and can be just selected and confirmed via pressing OK.
3.2 Card Account Login – Re-Login

**Info**
After successfully selected the card account number this screen will appear.
3.2 Card Account Login – Re-Login

Step 3: Enter Password
Please enter your new updated password and press Done.
3.2 Card Account Login – Re-Login – Password Invisible

Step 4a: Log In
Please press on the Log In button to enter the app. The password is *invisible*.
3.2 Card Account Login – Re-Login – Password Visible

Step 4b (Optional): Log In
Please press on the Log In button to enter the app. Press on the right eyelash to make the entered password visible.
3.3 Card Account Login – Login at the Canteen Onsite

Please follow the steps below to Login into your account via card account number if you are in the canteen.
3.3 Card Account Login – Login at the Canteen Onsite

Step 1: Start Scan Unit Code Function
Please press the scan symbol on the right side of the Unit Code entry line.

Info
This QR Code scan function has been developed in order to make it easier when the user is onsite in the Canteen and might be not remember the correct Unit Code of the Canteen to Login.
3.3 Card Account Login – Login at the Canteen Onsite

Step 2: Search for QR Unit Code
Please search for the QR Unit Code located in your Canteen.
3.3 Card Account Login – Login at the Canteen Onsite

Step 3: Scan QR Unit Code
Please scan the QR Unit Code.
3.3 Card Account Login – Login at the Canteen Onsite

Info
After successfully scanned the unit code this screen will appear.
3.3 Card Account Login – Login at the Canteen Onsite

Step 4: Enter Card Account Number
Please enter your card account number
(It is not the serial number on the meal card !)
Your card account number is used as username via pressing on the
two small arrows face down on the right side of the card account
number field, the previous entered card account number will show up
and can be just selected and confirmed via pressing OK.
### 3.3 Card Account Login – Login at the Canteen Onsite

**Info**
After successfully selected the card account number this screen will appear.
3.3 Card Account Login – Login at the Canteen Onsite

Step 5: Enter Password
Please enter your new updated password and press Done.
3.3 Card Account Login – Login at the Canteen Onsite

Step 6: Log In
Please press on the Log In button to enter the app. The password is invisible.
3.4 Card Account Login – Reset Password

Step 1: Start Reset Password
Please click on “Forgot Password”.

![App screenshot showing the Card Account Login page with options to enter account information and forgot password link.](image-url)
3.4 Card Account Login – Reset Password

Step 2: Select Unit Code
Please press on the entry line of Unit Number.
3.4 Card Account Login – Reset Password

**Step 3: Select Unit Code**
Please select Unit Code: **CN11105401** *(This is the Unit Code for Pudong & Yangpu School)* and press OK.
3.4 Card Account Login – Reset Password

**Info**
After successfully selected the unit code this screen will appear.
3.4 Card Account Login – Reset Password

Step 4: Enter Card Account Number
Please enter your card account number and press Done. (It is not the serial number on the meal card !)
3.4 Card Account Login – Reset Password

Step 5: Confirm
Please press Confirm.
An E-Mail will be sent to a previously registered mailbox.
Please click on the link in the E-Mail to reset the password.
3.4 Card Account Login – Reset Password

Info
If it shows:
“Error, mailbox unbound, please contact the administrator”

a) Please note that the email address has not been registered in our system. The email address needs to be registered in our system first, before you are able to receive a new password.

b) Please contact gspd@compass-group.com.cn by providing the following data:
- Card Account Number (Your Login Username Number)
- The E-Mail Address you like to be entered into our system
- Child Family Name (Meal Card Holder)
- Child First Name
- Class or Name of the Kindergarten group
3.5 Card Account Login – Reset Password at the Canteen Onsite

Step 1: Start Reset Password
Please click on “Forgot Password”.

![Screen showing the option to reset password](image)
3.5 Card Account Login – Reset Password at the Canteen Onsite

Step 2: Start Scan Unit Code Function
Please press the scan symbol on the right side of the Unit Code entry line.

Info
This QR Code scan function has been developed in order to make it easier when the user is onsite in the Canteen and might be not remember the correct Unit Code of the Canteen to Login.
3.5 Card Account Login – Reset Password at the Canteen Onsite

**Step 3: Search for QR Unit Code**
Please search for the QR Unit Code located in your Canteen.
3.5 Card Account Login – Reset Password at the Canteen Onsite

Step 4: Scan QR Unit Code
Please scan the QR Unit Code.
3.5 Card Account Login – Reset Password at the Canteen Onsite

**Info**
After successfully scanned the unit code this screen will appear.
3.5 Card Account Login – Reset Password at the Canteen Onsite

Step 5: Enter Card Account Number
Please enter your card account number and press Done.
(It is not the serial number on the meal card !)
3.5 Card Account Login – Reset Password at the Canteen Onsite

Step 6: Confirm
Please press Confirm.
An E-Mail will be sent to a previously registered mailbox. Please click on the link in the E-Mail to reset the password.
3.5 Card Account Login – Reset Password at the Canteen Onsite

Info
If it shows: “Error, mailbox unbound, please contact the administrator”

a) Please note that if the email address has not been registered in our system, the email address needs to be registered in our system first, before you are able to receive a new password.

b) Please contact gspd@compass-group.com.cn by providing the following data:
   - Card Account Number (Your Login Username Number)
   - The E-Mail Address you like to be entered into our system
   - Child Family Name (Meal Card Holder)
   - Child First Name
   - Class or Name of the Kindergarten group
3.6 Card Account Login – WeChat Login

Step 1: Login via WeChat
Please press on the WeChat Logo.
3.6 Card Account Login – WeChat Login

Info
If it shows:
“Error, this WeChat account haven’t bound with your account!”

a) Please first Login with your Login data and then first bind your WeChat Account with this Card Account, after that you can use the WeChat Login function.

Please click here to see how to link your WeChat Account with your Card Account.
4. Home Page Main Features

4.1 Wallet
   4.1.1 Wallet – Balance
   4.1.2 Wallet – Transactions
   4.1.3 Wallet – Recharge Record
   4.1.4 Wallet – Purchases

4.2 Recharge
   4.2.1 Recharge – WeChat Recharge Process
   4.2.2 Recharge – Unionpay Recharge Process
   4.2.3 Recharge – Unionpay Recharge Re-Login Process

4.3 Language

5.1 Info
   5.1.1 Menu
   5.1.2 Info – App Manual English
   5.1.3 Info – App Manual Chinese (Mandarin)
   5.1.4 Info – Released Information in Chinese (Mandarin)
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4. Home Page Main Features

6.1 Account – Parent Account
   6.1.1 Switch Cards
   6.1.2 Notifications

6.2 Account – Card Account
   6.2.1 Connecting WeChat Login
   6.2.2 Disconnecting WeChat Login

6.3 Account – Messages

6.4 Account – Feedback
   6.4.1 Account – Check Feedback Record
   6.4.2 Account – Resend Previous Feedback Record

6.5 Account – Language

6.6 Account – Reset Password (Card Account)

6.7 Account – Version

6.8 Account – Log Out
4.1 Wallet

Wallet will allow you to see information about balance, transactions, recharge records and purchases.

**Step 1: Access the Wallet**
Please press on Wallet.
4.1.1 Wallet – Balance

Step 2: Check Balance
Current account balance is shown in Wallet A (Cash).

Info
Please ignore other wallets such as Wallet B (Subsidy) & C (Score).
(Shown by system default)
(Data here may take up to 2 hours to update)
4.1.2 Wallet – Transactions

Step 3: Check Transactions
All transactions (Recharge, Purchases) records are shown here.

Info
(Data here may take up to 24 hours to update)
Step 4: Check Recharge Record
All recharge records are shown here.

Info
(Data here is instant updated)
4.1.4 Wallet – Purchases

Step 5: Check Purchases
All purchase records are shown here.

Info
(Data here may take up to 24 hours to update)
4.2 Recharge

Recharge will allow you to recharge your linked meal card.
4.2.1 Recharge – WeChat Recharge Process

Step 1: Recharge the Account
Please press on Recharge.
4.2.1 Recharge – WeChat Recharge Process

Step 2: Choose Top-Up Price
Please choose how much you want to Top-up. You can select one of the pre-selected amounts or enter your own desired amount of money manually.
Step 3: Enter Manually Top-Up Price (Optional)
Please enter the desired amount of money in the field “Other Price” and then press Done.
4.2.1 Recharge – WeChat Recharge Process

Step 4: Choose Top-Up Method
Please choose WeChat method to top-up your account and press Confirm.

Info
Alipay payment method will come in a later stage.
4.2.1 Recharge – WeChat Recharge Process

Step 5: Payment Confirmation
Please press confirm to accept that 0.60% Bank fee will apply on the transaction.

Info
The 0.60% bank fee for each transaction, is required by the 3rd party payment service provider.
Step 6: Starting WeChat Payment
Please press Open to confirm starting the WeChat App.
4.2.1 Recharge – WeChat Recharge Process

Step 7: WeChat Payment
Please follow 3rd party payment instructions.
Info
If the Account has been successfully recharged, then this message will pop-up.
4.2.2 Recharge – Unionpay Recharge Process

Step 1: Recharge the Account
Please press on Recharge.
Step 2: Choose Top-Up Price
Please choose how much you want to Top-up. You can select one of the pre-selected amounts or enter your own desired amount of money manually.
**Step 3: Enter Manually Top-Up Price**

Please enter the desired amount of money in the field “Other Price” and then press Done.
4.2.2 Recharge – Unionpay Recharge Process

Step 4: Choose Top-Up Method
Please choose Unionpay method to top-up your account and press Confirm.

Info
Alipay payment method will come in a later stage.
4.2.2 Recharge – Unionpay Recharge Process

Step 5: Payment Confirmation
Please press confirm to accept that 0.60% Bank fee will apply on the transaction.

Info
The 0.60% bank fee for each transaction, is required by the 3rd party payment service provider.
4.2.2 Recharge – Unionpay Recharge Process

**Info**
After successfully confirmation of the Bank fee, this screen will appear.
Step 6: Unionpay Payment – Bank Card Number
Please enter a bank card number.
4.2.2 Recharge – Unionpay Recharge Process

Step 7: Unionpay Payment – Card Holder Name
Please enter the name of the bank card holder.
4.2.2 Recharge – Unionpay Recharge Process

Step 8: Unionpay Payment – ID Card Number
Please enter the ID-Card number of the bank card holder.

Info
Only Chinese ID-Card holder can use the Unionpay payment function.
4.2.2 Recharge – Unionpay Recharge Process

Step 9: Unionpay Payment – Mobile Phone Number
Please enter the mobile phone number of the bank card holder and press 获取验证码 to request for SMS Code.

Info
Only with the bank registered mobile phone number can be used.
4.2.2 Recharge – Unionpay Recharge Process

Step 10: Unionpay Payment – SMS Code
Please enter the received SMS Code and press **确认付款** to submit payment.
Step 11: Unionpay Payment – Payment in Auditing
Please wait until automatically payment auditing has been completed.
4.2.2 Recharge – Unionpay Recharge Process

**Info**
If the Account has been successfully recharged, then this message will pop-up.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 1: Recharge the Account
Please press on Recharge.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 2: Choose Top-Up Price
Please choose how much you want to Top-up.
You can select one of the pre-selected amounts or enter your own desired amount of money manually.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 3: Enter Manually Top-Up Price
Please enter the desired amount of money in the field “Other Price” and then press Done.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 4: Choose Top-Up Method
Please choose Unionpay method to top-up your account and press Confirm.

Info
Alipay payment method will come in a later stage.
Step 5: Payment Confirmation
Please press confirm to accept that 0.60% Bank fee will apply on the transaction.

Info
The 0.60% bank fee for each transaction, is required by the 3rd party payment service provider.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 6: Unionpay Payment – SMS Code
Please press 获取验证码 to request for SMS Code.

Info
After the first time the transaction has been successfully completed via Unionpay now for the 2nd time and also for later transactions just a SMS Code need to be requested, all other data are already pre-stored (Valid only for the same Account).
Step 7: Unionpay Payment – SMS Code
Please enter the received SMS Code and press 确认付款 to submit payment.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

Step 8: Unionpay Payment – Payment in Auditing
Please wait until automatically payment auditing has been completed.
4.2.3 Recharge – Unionpay Recharge Re-Login Process

**Info**
If the Account has been successfully recharged, then this message will pop-up.
4.3 Language

Language will allow you to switch between English and Chinese language.

Step 1: Language Selection
Please press on Language.
4.3 Language

Step 2: Choose Preferred Language
Please choose which language you prefer: English or Chinese (Mandarin) and press Done to confirm.
5.1 Info

Info will allow you to see the latest Menu, get access to the App Manual's and see latest information.

**Step 1: Info Selection**
Please press on Info.
5.1 Info

5.1.1 Menu
5.1.2 Info – App Manual English
5.1.3 Info – App Manual Chinese (Mandarin)
5.1.4 Info – Released Information in Chinese (Mandarin)
5.1.5 Info – Released Information in English
5.1.1 Info – Menu

Step 1: Check Menu
Please press on the Menu picture.
5.1.1 Info – Menu

Step 2: Enlarge Menu
Please enlarge the Menu picture to read the Menu details.
5.1.2 Info – App Manual English

Step 1: App Manual Selection
5.1.2 Info – App Manual English

Step 2: Open App Manual
Please press once more on App Manual (blue Hyperlink).
Step 3: Read App Manual
Please feel free to read the App Manual according to your need.
5.1.3 Info – App Manual Chinese (Mandarin)

Step 1: App Manual Selection
Please press on App 使用手册.
5.1.3 Info – App Manual Chinese (Mandarin)

Step 2: Open App Manual
Please press once more on App 使用手册 (blue Hyperlink).
5.1.3 Info – App Manual Chinese (Mandarin)

Step 3: Read App Manual
Please feel free to read the App 使用手册 according to your need.
5.1.4 Info – Released Information

**Step 1: Info Messages**

Please press on the messages below the Chinese (Mandarin) App Manual, in this screenshot it is the Compass message. Here you always can check the latest information posted by the unit *(Your Canteen)* such as Promotions or Other Information.
Step 2: Info Messages
Please read the released information in Chinese (Mandarin) here. In order to read released information as well in English, please follow the next step on the next page.
5.1.5 Info – Released Information in English

Step 3: Info Messages
In order to read the released information in English, please just scroll down from the previous already opened Chinese message.

Compass (China) is wholly owned by Compass Group PLC, one of the world leading provider of group food services, has provided services to clients in China since 1995 and focused on superior services.

VISION

Our vision

- sets out what we want to be

To be a leading provider of contract foodservice and support services, renowned for our great people, our great service, and our great results.

Our mission
6.1 Account – Parent Account

6.1.1 Switch Cards
6.1.2 Notifications
6.1.1 Account – Parent Account Switching Cards

Switching cards will allow you to access to your other children’s account.

**Step 1: Access Accounts**
Please press on Switch Cards.
6.1.1 Account – Parent Account Switching Cards

**Step 2: Choose Account**
Please choose which account you need and press just direct in the center of the relevant card.
6.1.1 Account – Parent Account Switching Cards

Info
If the Account has been successfully switched, then this message will pop up.
6.1.1 Account – Parent Account Switching Cards

Info
After the Account has been successfully switched, then the pop-up message will disappear and the Main page will automatically open.
6.1.2 Account – Parent Account Setting Up Notifications

Notifications will allow you to establish an automatic reminder when the account reaches the set amount.

**Step 1: Access Accounts**
Please press on Switch Cards.
6.1.2 Account – Parent Account Setting Up Notifications

Step 2: Choose Account
Please choose which account you would like to set a top-up reminder (Notification) and press on the relevant card the “Notifications” button.
6.1.2 Account – Parent Account Setting Up Notifications

**Info**
After press on the relevant card the “Notifications” button, then this Notifications menu will appear.
6.1.2 Account – Parent Account Setting Up Notifications

Step 3: Switch Notification On
Please move the “Notification On” switch to the right side.
6.1.2 Account – Parent Account Setting Up Notifications

Step 4: Set Notification
Please enter the amount you want to be reminded and confirm with pressing Done. In this screenshot example it is 50 CNY.
6.1.2 Account – Parent Account Setting Up Notifications

Step 5: Confirm Notification
Please press OK to confirm the setup of the Notification for this account.
6.1.2 Account – Parent Account Setting Up Notifications

**Info**
If the Notification has been setup successfully, then this message will pop up.
6.2 Account – Card Account

6.2.1 Connecting WeChat Login
6.2.2 Disconnecting WeChat Login
6.2.1 Account – Card Account Connecting WeChat Login

Connecting your WeChat Account will allow you to login to your card account without entering any data.

**Step 1: Access Account**
Please press on Account.
6.2.1 Account – Card Account Connecting WeChat Login

Step 2: Connect WeChat Account
In order to link the WeChat Account with the Card Account for Login, just need to press the blue text “Unconnected” and WeChat will automatically be launched and linked with this Card Account.
6.2.1 Account – Card Account Connecting WeChat Login

**Info**

If WeChat is connected successfully, then this message will pop up.
6.2.2 Account – Card Account Disconnecting WeChat Login

Disconnecting your WeChat Account will stop you to login to your card account via WeChat.

Step 1: Access Account
Please press on Account.
6.2.2 Account – Card Account Disconnecting WeChat Login

Step 2: Disconnect WeChat Account
Please press the grey text “Connected” to disconnect the WeChat Account with the Card Account.
6.2.2 Account – Card Account Disconnecting WeChat Login

Step 3: Confirm Disconnect WeChat Account
Please confirm the disconnection by pressing the blue text “Disconnect” and WeChat will be automatically disconnected from this Card Account.
6.2.2 Account – Card Account Disconnecting WeChat Login

Info
If WeChat is disconnected successfully, then this message will pop up.
6.3 Account – Messages

Messages will allow you to get information such as Notifications regarding your Account Balance.
6.3 Account – Messages

**Info**
If you can see above the envelope a red dot with a number inside, then you have received some messages.
6.3 Account – Messages

**Step 1: Access Messages**
Please press on Messages in order to see the incoming messages of your account.
6.3 Account – Messages

Step 2: Choose Message
Please press on the Message you like to read.
6.3 Account – Messages

**Info**
Currently messages are only available in Chinese language, in the screenshot on the left you can see a notification which tells you that this account on 4\textsuperscript{th} November 2019 is already below 100 CNY account balance. *(This message shows up, due to the setup of Notifications with a reminder of 100 CNY).*
6.4 Account – Feedback

Feedback will allow you to send information about problems or valuable opinions to us incl. picture support.

6.4 Account – Feedback
6.4.1 Account – Check Feedback Record
6.4.2 Account – Resend Previous Feedback Record
6.4 Account – Feedback

Step 1: Access Feedback
Please press on Feedback.
6.4 Account – Feedback

Info
After Feedback has been successfully pressed, then this screen will appear.
6.4 Account – Feedback

Step 2: Write Feedback
Please enter your Feedback such as your valuable input or any problems you have encountered.
6.4 Account – Feedback

Step 3: Add Feedback Pictures
Please add relevant pictures related to your valuable input or any problems you have encountered.
6.4 Account – Feedback

**Info**
After Feedback pictures has been successfully added, then this screen will appear. You can add even more than one picture by pressing the plus on the picture.
6.4 Account – Feedback

Step 4: Enter E-Mail Address
Please enter your E-Mail address, so that we are able to get in touch with you for any other question or being able to reply to you. Please press Done to confirm.
6.4 Account – Feedback

Step 5: Submit Feedback
Please press on Submit.
6.4 Account – Feedback

**Info**
If the Feedback has been send successfully, then this message will pop up.
6.4.1 Account – Check Feedback Record

**Step 1: Access Feedback**
Please press on Feedback.
6.4.1 Account – Check Feedback Record

Step 2: Enter Feedback Records
Please press on Record.
6.4.1 Account – Check Feedback Record

Step 3: Read Feedback Record Title
Please press on the Message to read the previous submitted content.

Info
Below the message you can see date and time when this feedback has been already submitted.
6.4.1 Account – Check Feedback Record

Step 4: Read Feedback Record
Please read and see the pictures of the previous submitted content.
6.4.2 Account – Resend Previous Feedback Record

Step 1: Access Feedback
Please press on Feedback.
6.4.2 Account – Resend Previous Feedback Record

**Step 2: Enter Feedback Records**
Please press on Record.
6.4.2 Account – Resend Previous Feedback Record

Step 3: Read Feedback Record Title
Please press on the Message to open the previous submitted content.

Info
Below the message you can see date and time when this feedback has been already submitted.
6.4.2 Account – Resend Previous Feedback Record

Step 4: Resend Record
Please press on Resend in order to resubmit again the text and pictures of the previous submitted content, if you have not received any response.
6.4.2 Account – Resend Previous Feedback Record

Info
If the Feedback has been resend successfully, then this message will pop up.
6.5 Account – Language

Language will allow you to switch between English and Chinese language.
6.5 Account – Language

**Step 1: Access Language**
Please press on Language.
6.5 Account – Language

Step 2: Choose Preferred Language
Please choose which language you prefer: English or Chinese (Mandarin) and press Done to confirm.
Reset Password will allow you to change your password for your Card Account.
6.6 Account – Reset Password (Card Account)

Step 1: Access Reset Password
Please press on Reset Password.
6.6 Account – Reset Password (Card Account)

Step 2: Modify Password
a) Please enter the old password
b) Please enter the new password twice
c) Please press the Confirm button

Info
The new password need to be combined by *letters* and *numbers*. 
Info
If the modification of the new password has been setup successfully, then this message will pop up.
6.7 Account – Version

Version will display you the current version of the app.
6.8 Account – Log Out

Log Out let you logout of your current account.
7. Frequently Asked Questions (FAQ)

Q. What kind of account should I create, Parent Account or Card Account?
A. We always suggest to create a Parent Account as it is easier to login

*(Don't need to know the card number details)*
as well it is more secure, since you don’t need a password and can login via SMS code.

Q. When I try to bind my child card to my account it fails because the name does not match, what I can I do?
A. Due to the name might be written in different order in our internal system, we suggest you to contact our the on-site team in your Canteen they will kindly check the correct name.

Q. My kid just purchased something but it does not show on Purchase neither on Transactions record.
A. The Transactions and Purchases tab may take up to 24 hours to update in our system.

Q. Why does it take so long to display a transaction?
A. Our POS system is build to operate offline for security purposes in case of internet or power outages. The secure data gets synchronized with our servers at the end of the day.
7. Frequently Asked Questions (FAQ)

Q. I downloaded the App last year and now I can’t find the new options available.
A. You need to download the latest version in order to have all the features available.

Q. I’m a parent and I have two (or more) kids at school, which kind of account should I register?
A. Registering a Parent Account will allow you to add your two (or more) kids meal card under your account. Your child accounts can easily be accessed from your Parent Account so you do not need to logout and login every time as well don’t need to remember all the different card account numbers and related passwords.

In addition the Parent Account can be used simultaneously by two different mobile phones as long as two different mobile phone numbers have been provided.

Q. How can I change from Card Account into Parent Account?
A. Please contact gspd@compass-group.com.cn by providing the following data:

- Card Account Number *(Your Login Username Number)*
- Mobile Phone Number you like to use
- Child Family Name *(Meal Card Holder)*
- Child First Name
- Class or Name of the Kindergarten group
7. Frequently Asked Questions (FAQ)

Q. I have some questions about my child’s purchases. Who can I ask?
A. Please contact gspd@compass-group.com.cn by providing the following data:
   ✓ Card Account Number or Mobile Phone Number of your Account
   ✓ Child Family Name (Meal Card Holder)
   ✓ Child First Name
   ✓ Class or Name of the Kindergarten group

Q. Which payment methods I can use to Top-Up?
A. You can use WeChat or UnionPay card to top up online.

Q. Will Alipay be available as a payment method?
A. Yes, when this will be ready to launch, the relevant information will be sent out.

Q. My mobile phone number is not registered, how can I register it?
A. Please contact gspd@compass-group.com.cn by providing the following data:
   ✓ Mobile Phone Number you like to use
   ✓ Child Family Name (Meal Card Holder)
   ✓ Child First Name
   ✓ Class or Name of the Kindergarten group
7. Frequently Asked Questions (FAQ)

Q. How many mobile phone numbers can be registered?
A. Up to two mobile phone numbers can be registered, which can be used simultaneously.

Q. How can I change my registered mobile phone number?
A. Please contact gspd@compass-group.com.cn by providing the following data:
- Mobile Phone Number which is currently registered with us
- New Mobile Phone Number you like to use
- Child Family Name (Meal Card Holder)
- Child First Name
- Class or Name of the Kindergarten group

Q. Is the printed number on the meal card the requested card account number for login?
A. Unfortunately not, the number which can be seen printed on the meal card, is the meal card serial number, inside of the card is a chip and that one keeps the meal card number for the system, which is also used for the login. It can be only read via our POS Terminals in your Canteen.
7. Frequently Asked Questions (FAQ)

Q. I don’t know my child’s card account number, how can I find out?
A. Please contact gspd@compass-group.com.cn by providing the following data:
   ✓ Child Family Name (Meal Card Holder)
   ✓ Child First Name
   ✓ Class or Name of the Kindergarten group

   If via using the above data, the meal card number can’t be found in our system, please be so kind and take the meal card with you and contact our on-site team in your Canteen they will kindly check the meal card number for you.

Q. I topped up my child’s account, how can I get an FaPiao?
A. Please contact our the on-site team in your Canteen they will help you to issue an FaPiao.

Q. My child received a new Meal Card, what should I do?
A. Please contact our the on-site team in your Canteen they will help you to link the new Meal Card with your Parent or Card Account and transfer the previous balance and purchase history into your account.
7. Frequently Asked Questions (FAQ)

Q. How can I register or link my E-Mail address with my child’s card account?
A. Please contact gspd@compass-group.com.cn by providing the following data:
   ✓ Card Account Number (Your Login Username Number)
   ✓ The E-Mail Address you like to be entered into our system
   ✓ Child Family Name (Meal Card Holder)
   ✓ Child First Name
   ✓ Class or Name of the Kindergarten group

Q. Will the app be available in other languages?
A. Currently we are only having an English and Chinese (Mandarin) version, also at the moment we don’t have any development plans for other languages, we are more focusing on continuously improving further features and functions on the app to make it more and more convenient to use.

Q. What kind of mobile phone numbers in Parent Account can be used?
A. Only Mainland China mobile phone numbers without using the international code can be used.

For any questions please contact: gspd@compass-group.com.cn