



CITTÀ DI SPINEA

PROVINCIA DI VENEZIA

SCHOOL REFECTION SERVICE SCHOOL YEAR 2023/2024 NEW COMPUTERIZED MANAGEMENT AND PAYMENT OF THE SERVICE

Dear Parents,
starting from the next School Year 2023/2024, the manager of the school meal service of the nursery and primary schools of the Municipality of Spinea will be the company Vivenda Spa, which will take care of the overall management of the service, including direct collection of tariffs.

The registration, reservation and payment system for meals, managed by Vivenda Spa, will take place through a new computerized system ("**Servizi Mensa o Scuola in tasca**" by Nova Srl), which will allow the following functions:

- registration to the service with computerized procedure
- availability of an "electronic purse" (a virtual credit to be used for the payment of meal vouchers);
- communication of the absence from the school lunch service, by parents, through the use of :
 1. the "Refectory service or Pocket school" app
 2. the "Novaportal" web portal
 3. by means of a free telephone ring;
- access to new methods of payment;
- request for any special health diets (for allergies, intolerances, metabolic diseases, etc.), ethical-religious diets or diet for momentary indisposition (blank diet) provided for a maximum of 3 consecutive days.
- possibility to access the various information relating to the service through the following methods:
 - from smartphone, by downloading the "SERVIZI MENSA" App for free (available for Android and iOS);
 - on internet, by connecting to the "Novaportal" portal

To facilitate the transition to the use of the new software, we ask you to pay attention to the following points

FIRST STEP: REGISTRATION TO THE SERVICE THROUGH "ONLINE REGISTRATION"

For all users (pupils already enrolled in the canteen service in the last school year. and new users of the service), access to the canteen service will be compulsorily subject to online registration on the "Novaportal" portal, by the web address <https://spinea.ristonova.it/novaportal> and clicking on "Online registration" to access the registration platform.

You will receive "temporary" credentials, useful only for continuing and completing the registration process.



IMPORTANT:

- Once the registration has been completed and sent, it must then be accepted by Vivenda. Only after acceptance parents will receive a communication with their temporary credentials on their device and will be able to access the other sections of the software, both from the portal and from the APP.
- The temporary credentials are used only for the registration phase and CANNOT be used for full access to the computerized system, which must be done exclusively via SPID.



Attention: according to the legal provisions on access to portals made available by the Public Administration, even access to the computerized system (both from the Web portal and from the APP) will subsequently be allowed only through SPID (Public Digital Identity System).

Parents who do not yet have SPID accreditation are therefore invited to do so. According to SPID recognition, the parent who accesses the program during the year (to check meals, make payments, etc.)



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Online registrations will be open from **28/08/2023** to **22/09/2023**.

In order to complete the registration, it is recommended to fill in each required field.

During the registration phase, it will be necessary to indicate the dietary regime required for your children. You can choose one of the following possibilities:

- common food (corresponding to the menu without changes);
- sanitary diet (for users with dietary needs due to allergies or intolerances);
- ethical-religious diet (for users with dietary needs of another nature).

Attention: to obtain confirmation and activation of the diets, the relative certificates (sanitary diets) or self-certifications (for ethical-religious diets) must be directly uploaded during the online registration phase (upload function) in pdf format, clearly legible. In case parents upload a certificate or a self-certification after the date of 04/09/2023, it will be necessary to inform the cooking center by calling the numbers below available from Monday to Friday from 10.00 am to 13:00 pm.

- **0422-1600131**
- **3355403692**

Starting from the current school year 2023-24, the following procedures will undergo variations:

a) SPECIAL SANITARY and ETHICAL-RELIGIOUS DIETS will no longer be forwarded to the municipal administration; the parent must request them through the "NOVAPORTAL" portal, in the corresponding section; they will be taken over by the dietician of the VIVENDA company under the supervision of the municipal dietician in charge and will be valid only for the school year 2023-24. The activation of the special diet requested will be visible on the portal. Please note that the special diet requested, will be delivered at the school after maximum 5 working days from the moment of the upload.

b) REDUCTION OF RATES, for the second child and for the social segment, requests must be made by filling in the forms attached to this, or available on the municipal website: <https://www.comune.spinea.ve.it> see: Services → School Education → School canteen. The completed forms will be forwarded to the Protocol Office of the Municipality at the Town Hall or to the email address protocol.comune.spinea.ve@pecveneto.it, for the subsequent verification of regularity to be followed by the P.I. forwarding to the VIVENDA company. The applied rate will be visible on the portal.

METHOD OF ACCESS TO THE SYSTEM

NOVAPORTAL WEB PORTAL

By accessing the Web portal with SPID (<https://spinea.ristonova.it/novaportal>) you can view:

- the personal data associated with the payer (the parent) and the users (the pupils);
- Pay ATTENTION. = data cannot be changed: if you find any errors you will need to contact Vivenda for rectification
- services associated with users;
 - the identification codes (PIN) to be used, in cases where they are required, for payments;
 - the area to be able to communicate the possible absence of the pupil
 - the area to check the rate applied,
 - the area to verify the application of diets
 - the area for making payments and viewing the balance and top-ups made, updated in real time;
 - the menu of the day (a function that will be activated as soon as possible);
 - a section to download documents, including the annual certification of payments (for 730 deductions)





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USE OF THE " Servizi Mensa o Scuola in tasca " APP

You will have at your disposal a free application, thanks to which it will be possible to consult some service information, directly from your smartphone, without the need to use a PC.

The app is available:

- for Android operating systems, by downloading the App from the Play Store, by typing: " Servizi mensa";
- for iOS operating systems, by downloading the App from the App Store, typing: "Servizi mensa".

To access the APP, you must first fill in the "system" field, in which to type "Spinea", then log in using SPID (as for the Web portal).



From the main menu you can access the different sections:

- **Attendance:** to get an account of your children's attendance at the canteen;
- **Payments:** to view the rate associated with the children, the PIN codes, the balance and the payments made;
- **Online top-up:** to top-up via the app;
- **Phone calls:** you will find confirmation messages for reporting absences by telephone ring;
- **Communications:** to view any communications and information on the service;
- **Menu:** to view the scheduled meals of the day (function that will be activated as soon as possible)

COMMUNICATION OF ABSENCES

If the pupil does not have to use the canteen service in case of illness, personal reasons, fiduciary quarantine, etc. it must be the parent who provides (within 09.00 a.m of the same day) to "cancel the meal" using one of the following methods:

1 - Use of the "SERVIZI MENSA or POCKET SCHOOL" App for Android and iOS smartphones

Access the "Attendance" section: a calendar of the current month will be presented where, in correspondence with the days in which the service is scheduled, green **V** will appear.

By touching once the box for a specific day, it will be possible to request a blank meal (temporary light meal): an icon representing a **B** will appear.

By tapping a second time, a red **X** will appear: in this way you will have signaled your child's absence from the canteen service for the selected day.

To cancel the operation, simply click a third time, restoring the green V.

By using the APP, absences can be communicated even for several days.



2 - Area reserved for parents on the "Novaportal" portal (from PC or tablet)

Once you have entered the "Novaportal" portal, to communicate the absence of the pupil, simply click on "Services" and, subsequently, "Refectory attendance": you will see the calendar of the current month, and each day in which the canteen service will be active for your child, marked with a green V.

You can request a blank meal (temporary light meal) with a click on the box of the day of your interest: an icon with a B will appear.

By clicking a second time you will signal the absence: a red X will appear.

To cancel the operation, simply click a third time, restoring the green V.

From the "Novaportal" portal, in the "Prints" section you can also view the annual reports of the service.

By using the portal, absences can also be reported for several days.



3 - Free Call

Alternatively, for those who could not or would like to use one of the previous channels, there is the possibility of using an additional method of communicating the absence, via a free "telephone call".

Using EXCLUSIVELY the telephone number corresponding to the absent child (see chart on next page), making one to four rings and hanging up (if it is allowed to ring further, the cost is equal to one call set up free).



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To report absences, you can use the free telephone numbers shown according to the following scheme:

- for absence of 1st child:	Number to dial:	0418878435
- for absence of the 2nd child:	Number to dial:	0418878440
- for absence of the 3rd child:	Number to dial:	0418878540
- for absence of the 4th child:	Number to dial:	0418878837

The e-mail address provided by the parent will receive an e-mail confirming the registration of the absence or a report of an anomaly, in case the correct procedure has not been accomplished.

Using this method, to report the absence of several days, a telephone call must be made on each day of absence, within the time specified above (within 09.00 a.m of the same day).

Some important notes on using the "telephone call" function:

- in the case of several siblings using the refectory service, the 1st child corresponds to the name that comes first in alphabetical order
- in the case of twins, the "1st child" is the one whose first name comes first in alphabetical order
- it is obligatory that the telephone number from which the call originates is among those communicated during registration, so that the system automatically recognizes the parent and the children associated with it.

HOW TO CHARGE THE ELECTRONIC PURSE

Each pupil is associated with an "electronic purse", that is a virtual account from which the amount of the meal voucher is deducted daily, based on the use of the canteen service. Starting from September 2023, school meals payments will be made through the national "PagoPA" platform.

It will be the new computerized system to interface directly with "PagoPA".



To top up your e-wallet, you can access:

- ✓ from the reserved area of the "Novaportal" portal (by accessing the "Online payments" section)
- ✓ from the "Servizi Mensa or Scuola in Tasca" app (By accessing the "Online recharge" section of the APP)

Once you have chosen the amount to top up, you can:

- make the payment directly from the "On Line" channels, by credit card (or other permitted online channels) both from the Novaportal portal and from the "Canteen Services" App with the "Confirm payment" button;
- Print a "Payment Notice" (containing QRCode PagoPA) and go to one of the numerous territorial points (PSP - Payment Service Providers) authorized for "PagoPA" payments.

These territorial points can be summarized as follows:

- **Banking institutions** (ATMs and physical branches of banks)
- **Merchants with Lottomatica circuit** or other authorized PSP circuits (eg PayTipper, Factorcoop, etc; for the list see page 6)
- **Poste Italiane counters** (the Notice generated by the system also reports the PagoPA code used by Poste)
- **Other methodologies** (e.g. Banca5 associated tobacconists, circuits present on home banking, etc)

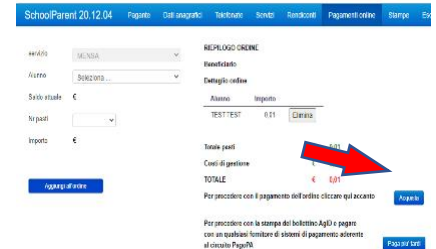


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How to create the Payment Notice from the "Novaportal" portal

You will find two "options": the first "Buy" is used to pay immediately "online". The second "Pay later" allows you to obtain a PDF of the Payment Notice (with QRCode that identifies your payment details): you can print it and take it to the authorized territorial point (PSP) of your choice. Once the payment is been made, the PagoPA platform will communicate directly with "E.Meal School", which will register the payment and update the balance.



How to create the Payment Notice from the "Canteen Services" APP

Here, too, you will have a double choice: the first "Confirm payment" button is used to pay immediately in "online" mode, while the second "Pay later" will be used to obtain the PDF of the Payment Notice. In this case you can also avoid printing the PDF, because you can store it in your smartphone and show only the QRCode at the chosen PSP. The process for registering the payment and updating the balance is the same as described above.

Attention: once the Payment Notice has been generated, you will have 10 days to make the payment, then the Notice is passed in the "expired" status and can no longer be used. You will therefore have to proceed with the creation of a new Notice (even if the amount is different from the previous one)

NOTE: both from the portal and from the APP it is possible to perform the operation for several children at the same time: just select the second child and click on "Add order" before confirming the purchase.

PAYMENT TRACEABILITY: for the purposes of deductibility, it is emphasized that ALL "PagoPA" payments are by definition considered "traceable", even if a cash payment is made at the PSP.

INFORMATION DESK

It will also be possible to pay (exclusively via POS) at the information desk activated by Vivenda within the headquarters of the Municipality of Spinea (URP office, ground floor, entrance of the TOWN HALL). This service will be active during the registration period (until 22 of September) every THURSDAY from 2.00 pm to 6.00 pm. In this space it will also be possible to obtain information relating to the canteen service, the registration procedures, the management of special diets, as well as more general news about Vivenda, the certifications, the menus and the products used:

a direct channel with Vivenda for all clarifications

For the rest of the year this service will be offered every Thursday from 2:00 pm to 5:pm

UPDATING OF BALANCE AND COMMUNICATION OF RESIDUAL MEALS

You can check the meals you have availed benefited **at any time** or consult the balance update, both from the Web portal and from the APP. The software provides **automatic reminder forms**: when the credit runs out, you will be invited by e-mail or SMS (based on established thresholds), to "top up" the meal account.

However, please note that the canteen service **will be provided in "pre-paid" mode**, therefore it is suggested to monitor the current balance and top-up in time, avoiding continuous reminders.

CERTIFICATION OF PAYMENTS FOR SCHOOL REFECTION

The annual certificate of payments for the school canteen (useful for tax deductions) can be downloaded independently by families from their personal area of the "Novaportal" portal.





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With regard to payments for the calendar year 2023, however, it will be possible to "automatically" download only the payments made in the period September-December (from the date of taking charge of Vivenda).

Payments for the period January-August 2023 will be certified separately by the previous manager.

For further information, please contact: **VIVENDA SPA Cooking Center**
mail: scuolespinea@vivendaspa.it tel. 0422-1600131 cel 3355403692 (hours: from 10.00 to 13.00 from Monday to Friday).

The dietician appointed by the Municipality will be present, by appointment, on Wednesday at the telephone number 041 5071113 at the office located in via Pisacane - behind the Town Hall, former Health District - on the top floor (ring the named CULTURA bell).

We sincerely thank the families and the Comprehensive Institutes for their collaboration.
Sincerely.

**The Head of the Sector
School and Culture
Dr.ssa Stefania Rossini**

Spinea, 01/09/2023

List of exhibitors with Lottomatica circuit or other authorized PSP circuits:

1. CARRARO SILVIO
212, VIA ROMA, ITALIA, SPINEA TEL. 041994014
2. GIUGIE EMANUELE
15, PIAZZA CORTINA, ITALIA, SPINEA TEL. 041990592
3. BORTOLATO EDDY 207, VIA ROMA, ITALIA, SPINEA TEL. 041991289
4. POPOLI MAURIZIO
26, VIALE SAN REMO, ITALIA, SPINEA
5. CARRARO MARCO
375, VIA ROMA, ITALIA, SPINEA TEL. 041990519
6. CERIELLO SABRINA 38, VIA ROMA, ITALIA, SPINEA TEL. 041991486
7. VOLTALACARTA
48, VIALE VIAREGGIO, ITALIA, SPINEA TEL. 0415441930
8. DE LORENZI VALERIO RIV.N.19 92, VIA ROSSIGNAGO, ITALIA, SPINEA TEL. 041991187
9. BON RENATO
31, VIA ENRICO FERMI, ITALIA, SPINEA TEL. 041998574
10. CASSARA' CRISTINA
20, VIA MICHELANGELO BUONARROTI, ITALIA, SPINEA TEL. 0415410742



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11. PREO FRANCESCO
13, PIAZZA GUGLIELMO MARCONI, ITALIA, SPINEA TEL. 041994792

12. PRIOR FABIO
68, VIA GIACOMO MATTEOTTI, ITALIA, SPINEA TEL. 0415412846

13. YANG JIAN
8, PIAZZA DANTE ALIGHIERI, ITALIA, SPINEA TEL. 041997063

14. CACCO STEFANO
129, VIA DELLA COSTITUZIONE, ITALIA, SPINEA

15. GRIFFONI MARCO
117, VIA MIRANESE, ITALIA, MIRANO TEL. 041431958

16. FERRARA CHRISTIAN
98, VIA CREA 98/A, ITALIA, SPINEA TEL. 0415411850

17. LA LANTERNA
30, VIA DELLA COSTITUZIONE, ITALIA, SPINEA

18. CAI HUIYING
13, VIA DELLA COSTITUZIONE, ITALIA, SPINEA

19. COGO SILVIA
258, VIA ASSEGGIANO, ITALIA, VENEZIA TEL. 0418723144

20. SOTTOVIA ARIANNA
2, VIA G. PRATI, ITALIA, SPINEA TEL. 0415410156

21. BARZON MARINA
66, VIA STAZIONE, ITALIA, MARTELLAGO TEL. 0415030402

22. BRAGATO STEVE
11, PIAZZA SAN GIORGIO, ITALIA, VENEZIA TEL. 041912938