

REGISTRATION INSTRUCTIONS AND COMPUTERIZED MANAGEMENT OF THE SCHOOL CANTEEN SERVICE FOR THE 2024/2025 SCHOOL YEAR

Dear parents,

Online registrations are now open for the canteen service for the 2024/2025 school year.

It is recommended to register online by **09/13/2024**.

The method of registration, booking and payment for meals, managed by Vivenda Spa, will take place via the computer system (“**Canteen or School Services in your Pocket**” of Nova Srl), which will allow the following functions:

- Registration for the service with a computerised procedure
- availability of an "electronic wallet" (a virtual credit to be used to pay for meal vouchers);
- communication of absence from the school canteen service by parents, through the use of the "Mensa o Scuola in Tasca" App or the "Novaportal" web portal or by means of a free telephone call;
- request for any special health diets (for allergies, intolerances, metabolic diseases, etc.), ethical-religious diets or diet for **temporary indisposition** (diet **blank**) provided for 3 consecutive days.

To make it easier access to new members software, We ask you to pay attention to the following points

1 REGISTRATION FOR THE SERVICE THROUGH “ONLINE REGISTRATIONS”

Access to the canteen service will be subject to online registration on the “Novaportal” portal, via the web address <https://spinea.ristonova.it/novaportal> and by clicking on the "Online Registration" item to access the registration platform, you will receive "temporary" credentials, useful only to continue and complete the registration process.

IMPORTANT:

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

If the request is not accepted, the canteen service may not be provided, as failure to register could cause a surplus of attendance, compromising the quality of the service and generating potential disservices for all users.



Attention: in accordance with the provisions of law on access to the portals made available from the Public Administration, even access to the computerized system (both from the Web portal and the APP) will subsequently be permitted only via SPID (Public Digital Identity System).

Therefore, parents who do not yet have SPID accreditation are invited to do so. Based on SPID recognition, the parent who will access the program during the year (to check meals, make payments, etc.) must be the same one who completed the Online

In order to complete the registration, it is recommended to fill in all mandatory fields.

SPECIAL DIETS

During registration, you will need to indicate the dietary regime required for your children. This choice may fall within the following possibilities:

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

Attention: to obtain confirmation and authorization of the diets, the relative certificates (for health diets) or self-certifications (for ethical-religious diets) can be directly uploaded during the online registration phase or at any time during the school year, in clearly legible pdf format (**upload function**).

In case of uploading certificates or self-certifications of diets after 04/09/2024 it is necessary to notify by telephone the cooking center (0422-1600131; cell +393355403692; from Mon. to Fri. from 10 am to 1 pm).

The following procedures are specified:

- a) SPECIAL HEALTH AND ETHICAL-RELIGIOUS DIETS: the parent must request them through the “NOVAPORTAL” portal, in the corresponding section; they will be taken care of by the dietician of the VIVENDA company with the supervision of the municipal dietician in charge and will be valid only for the 2024-25 school year (**it is specified that the Requests for all types of special diets must be resubmitted annually**). The activation of the requested special diet will be visible on the portal. It is also specified that the requested special diet will be delivered to the school **after a maximum of 7 working days** from loading. **The forms are attached to this document, or can be found on the municipal website: <https://www.comune.spinea.ve.it> see: Services → School Education → School canteen → Special diets**
- b) REDUCTION OF FEES, for the second child and for the social class, requests must be made by filling out the form attached to this document, or available on the municipal website: <https://www.comune.spinea.ve.it> see: Services → School Education. The completed forms must be forwarded to the Municipal Protocol Office at the Town Hall or to the email address protocol.comune.spinea.ve@pecveneto.it, for the subsequent verification of regularity which will be followed by the PI office forwarding to the VIVENDA company. The applied rate will be visible on the portal.

2 WAYS TO ACCESS THE NOVAPORTAL WEB PORTAL SYSTEM

By accessing the web portal with SPID (<https://spinea.ristonova.it/novaportal>) you will be able to view:

- the personal data associated with the payer (the parent) and users (the students);
NB = the data cannot be modified: if you find errors you will have to contact Vivenda for rectification
- services associated with users;
- the identification codes (PIN) to be used, where required, for payments;
- the area to be able to communicate the possible absence of the student
- the area to check the applied rate,
- the area to check the application of diets
- the area for making payments and viewing your balance and top-ups, updated in real time;
- the menu of the day (*feature that will be activated as soon as possible*);
- a section to download documents, including the annual certification of payments (for 730 deductions).

USING THE APP “CANTEEN SERVICES or SCHOOL IN YOUR POCKET”

You will have a free application at your disposal, 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, typing: “Mensa Services”;
 - for iOS operating systems, by downloading the App from the App Store, typing: “Mensa Services”.
- To access the APP, you will first need to fill in the “system” field, where you type “**Spinea**”, then get accredited via SPID (as for the web portal).

From the main menu you can access the different sections:

- **Attendances:** to have a record of your children's attendance at canteen;
- **Payments:** to view the rate associated with your children, PIN codes, balance and payments made;
- **Online top-up:** to top up via the app;
- **Phone calls:** you will find confirmation messages for reporting absences via telephone ring;
- **Communications:** to view any communications and information about the service;
- **Menu:** to view the dishes planned for the day.



COMMUNICATION OF ABSENCES

If the student does not need to use the canteen service due to illness, personal reasons, quarantine, etc., the parent must provide (by 9.00 am on the same day) to "cancel the meal" using one of the following methods:

1 - Use of the "Mensa services or School in your pocket" App for Android and iOS smartphones

Go to the section "Attendances": a calendar of the current month will be displayed where, in correspondence of the days on which the service is scheduled, some will appear **V**green in color.

By tapping once on the box relating to a day, it will be possible to request a blank meal (temporary light meal): an icon representing a **B**.

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

To cancel the operation, simply click a third time, restoring the **V**green. Using the APP, you can communicate absences even for multiple days.

2 - Reserved area for parents on the "Novaportal" portal (from PC or tablet)

Once you have entered the "Novaportal" portal, to communicate the student's absence, simply click on the "Services" and, subsequently, "Canteen 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 **V**green in color.

You can request **diet for temporary indisposition (light meal given for 3 consecutive days)** with a click on the box of the day you are interested in: an icon with a will appear **B**.

By clicking a second time you will report the absence: a **X**red in color.

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

From the portal "Novaportal", in the section "Prints" you can also view the annual service reports. Using the portal, you can report absences even for several days.

3 - Free phone call

Alternatively, for those who cannot or do not want to use one of the previous channels, there is the possibility of using an additional method of communicating the absence, via a free "phone ring".

Using **ONLY** the telephone number corresponding to the absent child (see table on the next page), letting it ring one to four times and hanging up (if it rings further, the cost equal to one unit will be attributed).

To report absences you can use the toll-free telephone numbers listed in the following table:

- due to absence <i>1st child</i> :	Number to dial:	0418878435
- due to absence <i>2nd child</i> :	Number to dial:	0418878440
- due to absence <i>3rd child</i> :	Number to dial:	0418878540
- due to absence <i>4th child</i> :	Number to dial:	0418878837

An email confirming the registration of the absence or a notification of an anomaly will be sent to the email address provided by the parent, if the correct procedure has not been followed.

Using this feature, to report an absence of more than one day, a phone call must be made on each day of absence, within the time specified above (by 09.00 on the same day).

Some important notes on using the "phone ring" function:

- in the case of multiple siblings using the canteen, 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 mandatory that the telephone number from which the call is made is among those communicated during registration so that the system automatically recognizes the parent and the children associated with him/her

3 WAYS TO RECHARGE YOUR E-WALLET

Each student is associated with an “electronic wallet”, that is, a virtual account from which the amount of the meal voucher is deducted daily, based on the use of the canteen service. Payments for school meals will be made through the national platform “PagoPA”.

The new computerized system chosen will interface directly with “PagoPA”. The commission applied

To top up your electronic wallet, you can access:

- ✓ **from the reserved area of the “Novaportal” portal**(By accessing the section “*Online payments*”)
- ✓ **from the “Mensa Services” app**(By accessing the section “*Online top-up*” of the APP)



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

- > close the payment directly with the “On Line” channels, by credit card (or other permitted online channels) both from the Novaportal portal and from the “Mensa Services” App with the “Confirm payment” button;
- > independently print a “Payment Notice” (containing the PagoPA QR Code) and go to one of the numerous territorial points (PSP - Payment Service Providers) authorised to make “PagoPA” payments.

These territorial points can be summarized as follows:

- **Banking institutions**(ATMs and physical bank branches)
- **Merchants with Lottomatica circuit** or other authorized PSP circuits (e.g. PayTipper, Factorcoop, etc; for the list see pages 6 and 7)
- **Italian Post Office Counters**(the Notice generated by the system also reports the PagoPA coding used by Poste)
- **Other methodologies**(e.g. tobacconists associated with Banca5, circuits present on home banking, etc.)

4 PAYMENT METHODS

How to create the Payment Notice from the “Novaportal” portal

You will find two "buttons": the first "Buy" is used to pay immediately "online". The second “**Pay Later**” allows you to obtain a PDF of the Payment Notice (with QR Code that identifies your payment data): you can print it and take it to the authorized territorial point (PSP) of your choice. Once the payment has been made, the PagoPA platform will communicate directly with “E.Meal School”, which will record the payment and update the balance.

How to create the Payment Notice from the “Mensa Services” APP

Here too you will have a double choice: the first button "Confirm payment" 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 on your smartphone and show only the QR Code at the chosen PSP.

The process for recording 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** of time to make the payment of the same, then the Notice is passed to 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 the APP it is possible to perform the operation for multiple children at the same time: just select the second child and click on "Add order" before confirming the purchase.

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

5 INFORMATION DESK

This space will also be used to obtain information regarding the canteen service, registration methods, management of special diets, as well as more general information regarding Vivenda, certifications, menus and the products used. **a direct channel with Vivenda for all clarifications within the Public Education Office headquarters – Via Pisacane 12 (former Health District offices GROUND FLOOR. The desk will be open every THURSDAY from 05 September 2024 from 2.00 pm to 5.00 pm.**

BALANCE UPDATE AND COMMUNICATION OF REMAINING MEALS

You will be able to **at any time** check the meals consumed or consult the balance update, both from the Web portal and the APP. The software provides **automatic reminder forms**: as your credit approaches exhaustion, you will be invited by email or SMS (sent based on established thresholds) to “top up” your meal account.

However, please remember that the canteen service **will be provided in the following ways: “prepaid”**, therefore it is suggested to keep an eye on the current balance and top up in good time, avoiding constant reminders.

CERTIFICATION OF PAYMENTS FOR SCHOOL MEAL

The annual certificate of payments for school meals (useful for tax deductions) can be downloaded independently by families from their personal area of the "Novaportal" portal, Relative to payments for the calendar year 2024.



For further information please contact: **VIVENDA SPA Cooking Center**
email: **scuolespinea@vivendaspa.it** – **phone.0422-1600131 cell 3355403692** (Opening hours: **10.00am to 1.00pm Monday to Friday**).

The dietitian appointed by the Municipality will be present, by appointment, on Wednesdays 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 bell *Culture*).

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

Vivenda SpA

Spinea, 23/08/2024

Info: for further information regarding the canteen service see the institutional website <https://www.comune.spinea.ve.it>

List of merchants 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. 415441930
8 DE LORENZI VALERIO RIV.N.19	92, VIA ROSSIGNAGO, ITALIA, SPINEA	TEL. 041991187
9 BON RENATO	31, VIA ENRICO FERMI, ITALIA,	TEL. 041998574

	SPINEA	
10 CASSARA' CRISTINA	20, VIA MICHELANGELO BUONARROTI, ITALIA, SPINEA	TEL.0415410742
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