

**REMINDER FOR CURRENT MEMBERS OF THE
SCHOOL CANTEEN SERVICE FOR THE 2025/2026
SCHOOL YEAR**

Dear parents,

Online registrations are now open for the canteen service for the 2025/2026 school year.

It is recommended to register online by **30/06/2025**.

The registration, booking and payment system for meals, managed by Vivenda Spa, will take place via the computer system ("Mensa o Scuola in tasca" services by Nova Srl), via the web address <https://spinea.ristonova.it/novaportalthe>.

To confirm your personal data, you must tick the corresponding box.

Please leave attached:

- the manual for parents on how to make an online request;
- the form to be submitted to the Municipality at the Protocol Office for concessions;
- The two modules for religious, ethical and health diets for children.

Only registrations that:

They present the correctly completed form (in case of a religious or health diet).

I am up to date with payments for both the 2023/2024 and 2024/2025 school years.

If your request is accepted through the online procedure, you will receive an automatic email in response that will notify you of your registration.

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.

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 QRCode that identifies your payment data): you can print it and take it to the authorized territorial point (PSP) chosen.

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

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 save it on your smartphone and show only the QRCode at the chosen PSP.

Attention: once the Payment Notice has been generated, you will have 10 days to pay it, after which the Notice will be put in "expired" status and can no longer be used. You will therefore have to create 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.

RENEWAL OF SPECIAL DIETS

The request for all types of special diets must be resubmitted annually.

It is also specified that the special diet requested 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 > Education and training > Subscription and school canteen menu > Special diets.**

Children who do not have any diet do not need the form and must be assigned to the "Vitto Comune" during the online registration process.

The children's diet form **MUST NOT** be submitted to the Municipality but must be directly entered online in the registration request.

In case of uploading certificates or self-certifications of diets after 04/09/2025 it is necessary to notify by telephone the cooking centre (0422-1600131; cell +393355403692; Mon. to Fri. from 10 am to 1 pm).

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

Access the "Attendance" section: a calendar for the current month will be displayed where, in correspondence of the days on which the service is scheduled, some will appear **Vgreen** 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 will appear.

By tapping a second time, a **Xred**: 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 **Vgreen**. 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" item and then "Canteen Attendance": you will see the calendar for the current month, and each day in which the canteen service will be active for your child, marked with a **Vgreen** in color.

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

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

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

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

3 - Free phone call

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:

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

HOW TO RECHARGE YOUR ELECTRONIC 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”.

To top up your electronic wallet, you can access:

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

INFORMATION DESK

A direct channel with Vivenda is provided for all clarifications within the Public Education Office - Via Pisacane 12 (formerly the Health District offices, GROUND FLOOR. **The desk will be open every THURSDAY till the 31 of July 2025 from 2.00 pm to 5.00 pm and it will restart from the 28 of August.**

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 2025.

SCHOOL CANTEEN RATES

The rates for using the school canteen service and the related reductions, where applicable, will be communicated shortly. They can be viewed on the Institution's institutional website at the address **Services > Education and training > Subscription and school canteen menu.**

For further information please contact: VIVENDA SPA Cooking Center

email: scuolespinea@vivendaspa.it – cell 3355403692 (hours: 09.00 to 11.30 from Monday to Friday)

The dietitian appointed by the Municipality will be present, by appointment, on Wednesdays morning 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 Culture bell). For the appointments: barbara.canova@comune.spinea.ve.it

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

Vivenda SpA