

CLARE HALL - meals charging, bar and other sales

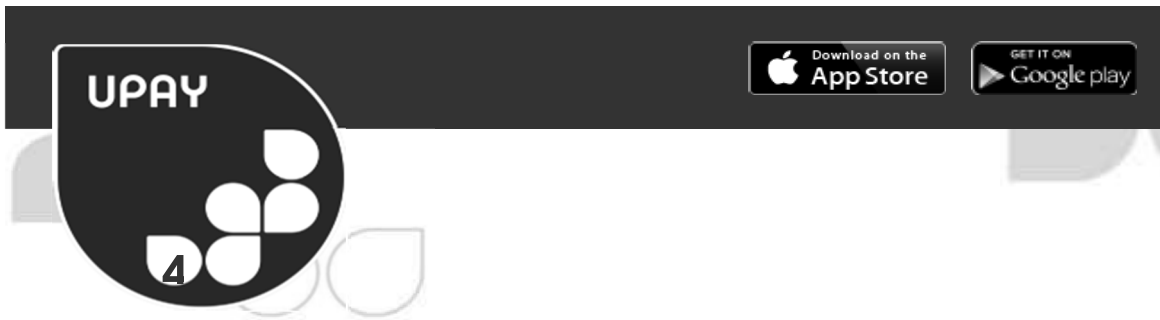
Meals at Clare Hall are charged out using an electronic point of sales (EPOS) system that scans your college/university card and automatically charges your meal against any college meals allowance you may have, if appropriate, or against cash you have loaded onto your card utilising Upay.

Overview:

◇ Upay

- An electronic sales system is used in the college for meals taken in the dining hall, for drinks purchased at the two college bars and for payments and purchases made through the Porters Lodge.
- All University cards issued through the college will automatically be set up with a college Upay account linked to the card.
- Cards issued through a department will need to be brought to the college accounts office so a Upay account can be created for you and linked to your card.
- Whenever a replacement card is issued, your Upay account remains the same but the new card will need to be linked to it.
 - Cards issued through the college will be linked automatically
 - Cards issued through a department will need to be brought to the college accounts office.
- Any meals allowance you are entitled to should already be allocated to your card and will automatically be used for any appropriate meals.
- You will need to create a Upay account to upload cash to your card to use in the bar etc. and to cover the drinks charge for formal halls.
- Details of meals and other charges can be viewed online
- Also used to book and pay for Formal Halls and Feasts

Creating a Upay account:



REGISTRATION

To register for an account go to **WWW.UPAY.CO.UK** on any of the following internet browsers IE9+, Chrome, Firefox or Safari or download our free Upay app from the App Store, Google Play or the Windows Store.

Click on the 'Register my Upay Account' button and enter your Company's Affiliate ID, this is 123. Then enter your **USER ID**, this is a 5 or 7 digit alpha numeric code on the back of your card e.g. ba2491c.

You will then be prompted to confirm your details. Please confirm and continue to complete the registration form. You will need to verify your account and will need to have access to either your email (this does not need to be an @cam address) or your mobile number for this verification step. Once you have received your verification code, please enter it in to the designated box and click 'continue'. If you have not received this email, please check your spam folder or click resend 'email'.

Upay home screen

- My Balance:
 - ⇒ This is the balance of cash that you have uploaded to your Upay account
- Token Balance:
 - ⇒ This is the balance of any meal allowance you are entitled to.
- Mini Statement
 - ⇒ This shows any recent charges to your account
- Events list
 - ⇒ Shows any events that can be booked through Upay
 - ⇒ Primarily Formal Halls and Feasts
 - ⇒ Clicking on an event opens up the booking page for that event
- My Active Events
 - ⇒ Will show any upcoming events that you have booked through Upay.
 - ⇒ Clicking on this will give you more detail on events you have booked
- Top-Up
 - ⇒ Takes you through to options for loading cash onto your account
 - ⇒ See next section.

The menu option (Three bars at top right above your name) takes you to a menu listing these options. Clicking on the Upay symbol at the top left of the screen returns you to the Home Page.

Top-Up Options

Each option is fairly self-explanatory and all require a credit or debit card to be used. The processing is done through Upay which is a secure site – their PCI security certificate can be viewed from the menu at the bottom of the screen. It will look something like this:



Passed Vulnerability Scan



On June 01, 2017, www.upay.co.uk met the PCI data security requirements by passing a SecurityMetrics® Vulnerability Assessment.

www.upayco.uk is tested quarterly to ensure that high security standards are maintained, which significantly reduces the risk that this site will be compromised and credit card or other sensitive data will be stolen or misused.

Disclaimer: This certificate confirms the site listed above has been tested for common security weaknesses and no significant security vulnerabilities were found at the date shown above. This certificate does not imply the website shown above is completely invulnerable to unauthorized attacks.

OPTIONS:

- **Pay as you go**
 - ⇒ Allows the user to select a one off amount to add to their card.
 - ⇒ If a credit/debit card has previously been used/saved to the system this can be selected otherwise card details will have to be entered each time this option used.
 - ⇒ Although the system should warn at the till when your credit is low there is the possibility of not having enough credit when needed.
- **Auto Top-up**
 - ⇒ This is the recommended option
 - ⇒ When your account hits a pre-determined minimum amount (set by you) it will:
 - ⇒ Automatically top-up your card by a set amount (again, pre-determined by you) and charge it to your debit/credit card.
- **Quick Top-up**
 - ⇒ When your account hits a pre-determined minimum amount (set by you) it will:
 - ⇒ Email you to warn you and contain a link that will take you straight to your top-up process.

When you leave the college at the end of your course, fellowship or stay (as a life member) any remaining balance on your Upay account can be refunded to your credit card or remain on your Upay account ready for your next visit to the college.

Event Booking

On the Events page:

- Summary Information
 - Date of event
 - Closing date/time for making bookings
 - My Tickets: Number of tickets you already have booked and total number you can book
 - Total number of tickets still available for event
- Detailed information
 - Title of event, location, time, etc.
 - Prices – BUT please note for most events this will be a range of prices based on various Senior rates and Student rates.

Click on the summary information banner to go through to the booking page.

- Shows how many tickets still available for the event and how many tickets you can book
- Click on black bar and select quantity of tickets
- The First Ticket will always be labelled with your name and “(My Ticket) “
- Enter your Guest names
- At this point you can also view the Attendance list to see who has already booked
- Click Next

Select Tickets:

- The ticket options displayed should be those appropriate to your category of college membership.
- For formals that are booked using a meal allowance the price displayed is the meal price, the drinks charge will be charged to your card the following day. All other prices are inclusive of the drinks charge.
- If there is insufficient credit on your account where required, then the booking cannot be made.
- Select the meals that you wish to book
- The tick box “My Choice” refers to which charge to allocate to your ticket. If using your meal allowance, this should be selected as My Choice.
- The system will prevent you choosing more tickets than you are entitled to and require you to select the number you originally requested on the previous page.
- Click Next

Summary Page:

- Shows how many and what types of tickets you have chosen and the total charges that will be applied to your account.
- At this stage you also have an opportunity to enter any special dietary requirements in the space provided.
 - If you enter the Name of the person and what their dietary requirement is, then this will assist the catering staff in ensuring the correct people get the right meal.
- Click Place Booking
- The next page shows what credit you have on your account
- Click continue
- If there is sufficient credit the booking will be made and an email will be sent to you (using the email address you registered with!) confirming your booking.