

GESTIONE ASSOCIATA DELLE COMUNITA'  
VALLE DEI LAGHI - VALLE DI CEMBRA - TERRITORIO VAL D'ADIGE  
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Vallelaghi,  
Prot.n.

TO THE PARENTS OF SURNAME NAME  
SCHOOL  
CLASS

Content: computerisation of canteen service and recharge of the electronic purse.

The management connected to school service assistance, which include the community of Valle di Cembra, the Territory of Val d'Adige and the community of Valle dei Laghi, the latter leader, explain to new users about canteen service, the digitized system for canteen service and payment of meals using the electronic purse.

On The last page there are an User Pin of 5 numbers and a Bank Code ( or ID Pin) of 8 numbers to recharge the electronic purse according to the following procedure, and a password to log into the personal portal. These credentials are valid for the entire school year within the same Community/Territory.

The digitized system expects the purchase of a "canteen credit" which will be automatically updated at every consumed meal.

The number of participants at the canteen service is directly supervised by the school, however parents are required to have a punctual and a regular check using the procedure described here below.

Since the cooperation of everyone is essential for the proper use for operating the digitized procedure, we kindly ask you to pay close attention.

## **PAYMENT METHODS/RECHARGE PURSE**

### **A) PAYMENT THROUGH CASSE RURALI TRENTINE**

It is possible to recharge the "canteen credit" on the electronic purse through the Casse Rurali Trentine banks using the following means:

- directly at the counter
- via their ATM (Cash machines) through payment card issued by any Bank or postal institution, enabled for PagoBancomat network;
- through Internet banking "InBank" of Casse Rurali Trentine, following Pagamenti → Ricariche → Ricariche buoni pasto, choosing the Territorial Body **Comunità' Valle dei Laghi**;

- through an SMS only for enabled clients of Casse Rurali Trentine to the number 339 9942024. Message text: "RBC5" "TOP-UP AMOUNT" "ID PIN" "FIRST LETTER OF THE STUDENT'S SURNAME". (Example: to recharge 50,00 euors on the electronic purse of the student Mario Rossi, ID PIN 12345678, the text message will be "RBC5 50 12345678 R")

For recharge it is enough to indicate the Bank Code or the ID PIN of 8 numbers assigned to the student and the amount you want to deposit. A receipt will be left at every operation indicating on it the amount that was recharged and the updated balance.

Every successful operation will be charged, in addition to the top-up amount, 1.25 euros for banking commission, regardless of the means used to recharge.

## **B) MAV PAYMENT**

It is possible to recharge the "canteen credit" on the electronic purse via MAV ONLINE.

In this case the credit entry on the electronic purse will take place within some days.

The payment pin can be created by accessing the portal in the section pagamenti → effettua una ricarica, typing in the space "ricarica personalizzata" the amount that you want to recharge, selecting the key "ricarica", clicking on the dot "pagamento MAV" and accepting the cost of service.

At this point there is the need to create the MAV using the specific key "genera MAV".

After creating the form MAV it is necessary to proceed the payment using one of the following means:

- at every Italian Bank counter, even outside the municipal territory (it is not necessary to be an account holder);
- personal home banking under the section "pagamento MAV", if available;
- ATM banking under the section "Pagamento MAV", if available.

Everything successful operation will be charged, in addition to the top-up amount, 1.20 euros for banking commission, regardless of the means used to recharge.

**TAKE NOTE:** every MAV created is unique and therefore must be used only once, it must be paid within the expiring date indicated on the form itself and for the exact amount (not for splitted amount) for which it was created. Failure to comply to these indications will not guarantee the correct credit entry on the electronic purse.

## **REFUNDING OF THE CREDIT LEFT**

Possible credit left at the end of every school year will be available on the electronic purse for the following school year.

In case schooling comes to an end during the school year or for any other reason the canteen service is interrupted, there will be the right to have the remaining amount left refunded

The form to make the request for refund can be downloaded on the website [www.comunita.valledelaghi.tn.it](http://www.comunita.valledelaghi.tn.it)



The educational office will handle requests for refund with the following timetable:

- in the month of March, for requests submitted from 1st december of the previous year to 28th February;
- in the month of July, for requests submitted from 1st March to 30th May;
- in the month of December, for requests submitted from 1st July to 30th November.

## **SERVICE FOR FAMILIES**

### **PORTAL OF COMMUNICATION WITH FAMILIES** <https://www3.eticasoluzioni.com/valadigeportalegen>

With the computerised system it will be possible to verify an updated situation regarding the credit left, payments made, consumed meals, download the documented canteen expenditure for tax declaration etc. logging in the portal parents identifying yourself through the User Code of 5 numbers and the reserved and personal password displayed on the last page.

It is possible to directly log in the portal parents through the link on the site of the Comunita' Valle dei Laghi ([www.comunita.valledeilaghi.tn.it](http://www.comunita.valledeilaghi.tn.it)).

## **APPLICATION FOR SMARTPHONE "COMUNICAPP"**

Parents and Tutors can also download freely a special application (ComunicApp) via smartphone and Tablet directly from Store present on the phone. Through this application it will be possible to verify the updated situation regarding the credit left, payments made, consumed meals, etc.

Access is possible using the same User Code of 5 numbers and the password to log in the portal and selecting the item Comune "Comunita' val d'adige".

## **SMS ALERT**

A text message to recharge will be sent to Users running out of credit on the telephone number that will be given to the school office. This service, called SMS ALERT will make it possible to receive potential notifications or news from the Community

Users are invited to communicate to school offices correct and updated telephone numbers and email addresses.

## **PERSONAL CREDENTIAL RECOVERY**

In case of loss or lack of personal credentials to access the digitized system for managing the canteen service, the User must arrange on his own to retrieve such credentials on the home screen of the portal parents, <https://www3.eticasoluzioni.com/valadigeportalegen>

- option "hai dimenticato il codice": type on the specific space "email address" or "telephone number", the contact number on which you will receive the new user code must be the number left at the school office;
- option "hai dimenticato la password": type the personal user code of 5 numbers in order to allow the system to send the unlock code on the telephone or on the email address which were left at the school office to the end of reactivating a new password.

### MEAL COST FOR THE SCHOOL YEAR

The Community of Valle dei Laghi, leader of the Gestione Associata, by resolution of the executive committee n.228 of 13.12.2018, has approved rules concerning the tariff system for the use of canteen service for the school year

Any tariff reductions are determined on the basis of the economic condition evaluated according to the provincial system ICEF and the number of children below 20 years present in the family. The request for tariff reduction must be submitted in tax advisory centers affiliated with the province (CAF), this service offered is free of charge.

In the absence of tariff reductions the maximum rate of € 4,81 is applied for each meal.

### CONTACTS

For any explanation call the educational office of Comunita' della Valle dei Laghi at the number 0461 340172 (from Monday to Friday 8.30-12.00, Tuesday and Thursday 14.00-16.30) or visit the institutional site on: [www.comunita.valledeilaghi.tn.it](http://www.comunita.valledeilaghi.tn.it)

### STUDENT'S CREDENTIALS

#### FOR ACCESS TO THE COMPUTERISED SYSTEM FOR SCHOOL CANTEEN (page to save)

The following personal data must be accurately kept saved for it will be valid for the whole school years within the same community/territory.

Name of student	SURNAME NAME
User Code (5 numbers)	
Bank code or ID code to recharge (8 numbers)	
Password (to be changed on first access)	

We remind you that to have an updated situation about the credit left, payments made, meals consumed, download the canteen expenditure for tax declaration, ect. it is possible to consult:

- the Portal Parent on the address <https://www3.eticasoluzioni.com/valadigeportalegen>
- the APP (free of charge) "ComunicApp"