



INFORMATION REGARDING THE NEW PAYMENT PROCEDURES FOR THE SCHOOL CANTEEN SERVICE

Dear family,

Following the application of new technologies which have been adopted to simplify the payment of the canteen service, a new payment system for the school catering service will be in force from September 2021. Specifically:

- **No paper payment slips will be sent to the home address.**
- **Families will receive a payment notice at their e-mail address or an SMS on the mobile number indicated when registering for the service.**

PAYMENT METHODS:

1. ONLINE PAYMENT

2. PAYMENT AT ONE OF THE PAYMENT SERVICE PROVIDERS (BANKS, TOBACCONIST, SISAL, LOTTOMATICA, PAYTIPPER POINTS) IN THE TERRITORY.

3. DEBIT ON YOUR BANK ACCOUNT: the request can be made by filling out the form available at the ACI headquarters in Pontassieve or by writing to the email address infomense@orologionetwork.it

4. PAYMENT AT THE ACI HEADQUARTERS in 38, via Luigi Gori, in Pontassieve.

In order to pay online and when using the payment service providers, you must access:

- <https://www.schoolesuite.it/default1/pontassi> "portale del genitore" ("parent's portal") in the "paga" section;
- "Spazio Scuola" app, downloadable for free from "Play store" or "App store" (with activation code: 1406724115) in the "pagamenti" ("payments") section

FURTHER INFORMATION

CANCELLATION OF THE RESERVATION OF THE DAILY MEAL

The meal can be cancelled without payment before 10.30 am on the day it should be consumed by calling 055/8345177 only if the pupil is picked up from school.

INFORMATION AND ASSISTANCE for Families

A telephone and information assistance service is available on Tuesdays and Thursdays from 4.00 pm to 6.00 pm by calling 335 7541039, or you can send an email to: infomense@orologionetwork.it

ISSUE OF PAYMENT CERTIFICATES

Payment receipts can be downloaded from the "documenti disponibili" ("available documents") section on the WEB parent portal <https://www.schoolesuite.it/default1/pontassi> or at the ACI point after sending an email to infomense@orologionetwork.it or calling 335 7541039 at the times and on the days indicated above

CREDIT RECOVERY

The manager of the ATI CIRFOOD / COOPERATIVA CRISTOFORO service has entrusted the company Goodman Marshall s.r.l. the task of soliciting payments from those who have not paid for the canteen service. If a family still continues not to pay, the manager of this service will begin a legal process for credit recovery.