

## **In the Name of Allah**

**University student's especially new students, please pay attention**

**Some important points about Foodservice Automation System of the university are mentioned here.**

This automation system is presented to facilitate foodservices and to bring regulations and disciplines. So, the meal is given to the students by using this automation system. Even though most of the students used this system in the previous years, but there are some students who encounter some difficulties when they use the automation system. Therefore, it is important for all of the students to pay attention to the following instructions if they want to use the system more efficiently.

Since September 2003, the information needed for dining credit cards, library cards, and students cards are all saved in just one card for each student, and there is no need to have a separate card for dining services.

- There will be just one dining credit card issued for each student.

**Food reservation:** you can reserve your meal through two different ways:

1. Using foodservice automation system of the university by the website [www.jeton.bums.ac.ir](http://www.jeton.bums.ac.ir) ;by entering your personal username and password, you can access the system and reserve your meal.
2. Downloading Cullinan application on your cell phone and using reservation and buying meal options.

Reservation or cancelling the reservation is possible 48 hours before the desired date.

Since Friday is not a work day, the exception is that on Thursday you cannot reserve or cancel your reservation for Saturday and therefore you should reserve or cancel your reservation at least at 11:59 P.M on Wednesday.

- Pay attention that after each operation, you should confirm your information by clicking on SAVE button, otherwise there will not be any operations done on your foodservice information.
- You will not be able to reserve or cancel a meal in less than 48 hours before your desired date. For example, on Saturdays, you are not be able to reserve or cancel reservation for Saturdays and Sundays.
- Automatically, you cannot reserve on weekends and public holidays.
- You can reserve just one course as your meal.
- The cost of each meal will be deduced from your dining credit card; so, if you want to cancel a meal, you should cancel it 48 hours before the desired date; if you don't eat the meal, the cost of the meal will not be returned.
- Each meal costs **13500 Rials** in **2018-2019** academic year.
- You cannot transfer your Rial credits and reserved meal to other cards.
- Your charge is not returned unless you want to disconnect your account.

**Food Delivery:** to get the meal, you should go to the campus catering department in its working hours and take your card in front of food delivery device and then get your meal.

**Raise your credits:** you can raise your credit in three ways:

1. Using foodservice automation system of the university by the website [www.jeton.bums.ac.ir](http://www.jeton.bums.ac.ir) ;by entering your personal username and password, you can access the system and raise your credits.
2. Downloading Cullinan application on your cell phone and using increasing online credits options.
3. Using POS system installed at the dining hall.

The system shows the amount of credits available in your card. So, it is necessary to increase your credit amount to stop problems occurring in providing your meal on time.

**Losing the card:** if you have lost your card, you should inform the authorities of foodservice automation system as soon as possible. During the time your card is missing, you can receive a paper ticket to get your meal.

- In the case that your card is not found, you should refer to Education Deputy department and after judicial proceedings, you will receive a new card.
- In the case of reissuing the card, your credits will be transferred to the new card.

**Physical damage of the card:** in the case that your card is cracked or damaged by magnetic fields, it will not work anymore and you should receive a replacement.

- If you have reserved a meal, then the food delivery device will give the message "reserved" and meanwhile the light will be turned on for that meal (breakfast, lunch or dinner) and you will hear an alarm sound.
- If you have eaten your meal, the food delivery device will give the message "eaten".
- if you have forgotten to reserve the desired meal, the system will give you the message "not reserved".
- **Same day payment:** if you have forgotten to reserve a meal for any reasons, you can reserve the meal by the system using "same day payment" option. It should be mentioned that the price of same day payment is three times more than the normal cost of the meal.

**How to get a meal using the same day payment:**

1. Entering to Cullinan's foodservice automation system or using the application to reserve a meal by choosing "same day payment" option.
2. Selecting "same day payment" button (F8) on the food delivery device and putting your card next to the device.

**Notice:** if there are more than one courses in the menu for the desired meal, after pressing (F8), you should select another button according to your choice and then put your card next to the device.

**Important notice:**

Please note that in catering campus the number of meals served is based on the number of reserved meals by students. Therefore, same day payment is absolutely a limited option and catering campus is not responsible to give students the chance to reserve on same day payment and they should reserve their meals by nutrition automation system.

**Forgotten ticket:** if you have reserved your meal but at the time of going to catering campus, you forget to bring your card, you will have the chance to use forgotten ticket. To do so, you should refer to the stall located in catering campus and enter your username and password in the software provided for this, to receive your forgotten ticket. It should be mentioned that for receiving a forgotten ticket, you need to pay 5000 Rials that is deduced from your dining credit card.

**Notice:**

Your **username** for nutrition automation system is your **student's number** and the default **password** is **1**. You need to change the password after your first login.

**When you don't eat the reserved meal, you should pay a fine:**

In the case that a student reserved the meal but he/she doesn't eat it, then there is a fine for a meal he/she didn't eat.

If the number of reserved but "not eaten meal" during a month is just one or at least two meals for each student, then the system deduce the price of "not eaten meal" from your dining credit card which is twice as much as a reserved meal. If the number of "not eaten meal" is more than two, the fine is calculated according to the total cost of preparing the meal and the cost will be deducted from your meal credit card.

**Contact us:**

If you need to ask your questions about foodservice automation system, you can refer to the office personally or ask your questions using the following numbers:

**Mr. Behdani:** 05632395350

**Mr. Zeraatkar:** 09153629545

We will answer all of your questions and we are looking forward to hearing recommendations and ideas from you.