



Student **x**
School **x**
Class **x**

Reggio Emilia, October 2024

Dear Family,

Below you will find all necessary information to use the school canteen service.

HOW PAYMENT WORKS

To each service user is assigned a personal code (PAN code), which will remain valid for the student during the years of his/her school career and which is used both for payment and for booking meals. The code assigned to your child is as follows:

code **xx**

Meals are purchased directly from CIRFOOD s.c., a company that supplies meals to schools in Mantua, with a PRE-PAID system: meals must be purchased in advance, in the desired number, before consumption (similar to recharging your mobile phone: there's a credit which is then deducted based on the meals consumed, without paying a fixed amount).

The purchase methods are as follows:

NOVELTY FROM OCTOBER 2024 - PAYMENT VIA PAGOPA by connecting to the Module Portal Web Parents link (<https://schoolesuite.it/default1/mantova>), logging in with Spid or with credentials connected to the paying parent indicated during registration, it will be possible to:

✓ Recharging via online payment choosing from the available methods (credit card, direct debit on bank account or other methods).

In case of payment by credit card, after entering your card details, the system will propose you the payment service provider (PSP) that offers the most advantageous conditions.

In case of payment by direct debit on bank account, you will have to choose your bank (if present among those proposed and accredited by AgID) and then follow the proposed path.

In case of payment with other methods, you will have to choose the one you have among the proposed methods and then continue the proposed path.

✓ Generating a "payment notice", containing the identification code of the payment itself (IUV), essential to complete the recharge at one of the Payment Service Providers (PSP) located in the area. This payment notice can also be paid via your Internet banking if enabled for PagoPA payments.

Payment Service Providers (PSP) are financial institutions authorized by AgID for the acceptance of payments from citizens, for example the main banks, ATMs, tabacconists with LIS... (the citizen can use any PSP throughout the entire national territory). Both from the App and from the Web Portal it will be possible to pay for the same service for multiple children with a single commission cost.

The payment method via PagoPA replaces the Online Recharge method with credit card and "my bank" starting from 01/10/24. This will allow citizens to keep on paying for the service electronically, also expanding payment options.

PAYMENT AT MERCHANTS PRESENT IN THE TERRITORY by going to the authorized collection points and communicating to the merchant your personal code (PAN) and the amount to be paid. The merchant will carry out a "recharge" by crediting the amount to the child's personal code.

Below you will find the charging points currently active in the territory

Bar Self Service RITA IES (di CIRFOOD)	Via Brennero 31 (c/o distributore Q8)
Cartoleria Munaro Giulia e C	V.le Gobio 13
Tabaccheria Via Roma 15 di Fiorio	V. Roma 15
Tabaccheria Rouge et Noir	V. Carlo Goldoni 2/B **only with pos **

PAYMENT VIA AUTOMATIC DEBIT ON YOUR BANK ACCOUNT (SDD)

Parents interested in this type of payment can request the activation form by writing to the following e-mail address: scuole.mantova@cirfood.com. Once completed, signed and sent via email, CIRFOOD s.c. will request from your bank the fixed-rate payment of € 104.00 which will be debited to you every time your credit is running out.

HOW MEAL RESERVATION WORKS

Each class has a list of students, on which the presences or absences at the canteen are registered daily. The data is registered via tablet in each classroom by 9.30 am each morning. If the student needs to leave before this time, you will simply need to report this change to the school and the booking will be cancelled. If the absence from the canteen is reported after 9.30 am, the meal will be prepared and consequently also charged.

ELECTRONIC ACCOUNT MONITORING

Parents can directly and at any time check their children's account statements (meals consumed and recharges) from the Parents Web Module Portal https://www.schoolesuite.it/default1/NSC_Login.aspx?installation_code=mantova or via the website of the Municipality of Mantua at www.comune.mantova.it to the part dedicated to "Online Services".

If the system shows that your credit is running out, a warning SMS message will automatically be sent to the mobile phone so that parents can recharge with the payment methods described.

It's also available an application called "SPAZIO SCUOLA" that can be downloaded for free from the "Play Store" (Android) or "App Store" (iOS) by searching for "Spazioscuola". Once downloaded, it must be activated with the CODE 7843791201.

If the student has a credit balance (positive) at the end of the school year, this credit will automatically be carried forward to the following school year. If the student no longer attends the canteen, you may ask CIRFOOD s.c. to reimburse the remainder or pass the credit on to any sibling.

RATES - COST OF THE MEAL AND/OR REQUESTED REDUCTIONS

The Municipality has set the rates for the canteen service depending on the family economic situation:

ISEE CERTIFICATE	Meal rate
From € 0 to € 5164,00	€ 1,00
From € 5164,01 to € 10329,00	€ 2,00
From € 10329,01 to € 15493,00	€ 3,00
From € 15493,01 to € 22724,00	€ 4,71
From € 22724,01 per scuole con pasti in asporto	€ 4,91
From € 22724,01 for schools with internal kitchen or students who are resident outside the municipality	€ 5,10

Possible reductions for residents: families with 2 children attending school canteens in the Municipality of Mantua and whose ISEE income is between 5,164.00 and 22,724.00 will receive a 50% discount on the tuition fee of the eldest child. In families whose ISEE income is less than 22,724.01 with 3 minor children

attending the school canteens of the Municipality of Mantua, the eldest child will pay the full fee (maximum or discounted depending on the ISEE income) and the other children will pay 50% of the fee that would have been attributed to them.

Those who intend to obtain reductions or exemptions from the payment of the cost of the meal must submit a request by sending the appropriate form to the address rette.scolastiche@comune.mantova.it to be submitted to the Educational Services and Public Instruction Sector of the Municipality of Mantua by 31 August of each year to obtain the reduction from the 1st day that the child uses the school canteen service during the month of September. Anyone who wishes to request meal reductions, and has not done so by the deadline of August 31st set by the Municipality, can still do it, starting from the following month (for instance, the reductions requested in September will be valid from October 1st, those requested in October will be valid from November 1st and so on...).

The offices are available for information and clarifications with the following opening hours to the public, by appointment: Via Conciliazione 128 – from Monday to Saturday inclusive, from 8.30 to 11.30; Monday and Thursday afternoon from 2.30pm to 4.30pm, or at no. telephone numbers: 0376 3768857/861/894.

CERTIFICATE FOR DEDUCTION OF SCHOOL CANTEEN EXPENSES (tax return 730)

In order to be able to tax-deduct the expenses incurred for the school canteen, the parent has to show a document released by CIRFOOD s.c. which will certify the total paid during the calendar year. You can download this document online on your own (EVERY YEAR STARTING FROM MARCH), by connecting to the parent portal (Spazio Scuola, as described above) and accessing the "available documents" section. For those who have technical difficulties or requests for clarification, you can contact CIRFOOD s.c. to the references given at the bottom of the following information.

Please remember that, with the entry into force of the 2020 budget law, in order to benefit from IRPEF deductions, payments relating to school canteens must be made only with traceable instruments (for example SDD, pagobancomat POS, online payments).

SPECIAL DIETS REQUESTED

Special diet requests must be submitted while doing the online registration by entering the required documents; during the school year, such requests and/or corrections must be communicated to the Educational Services and Public Instruction Sector of the Municipality of Mantua – Via Conciliazione 128 (tel. 0376 376 877/866) and email: pubblicaistruzione@comune.mantova.it

WITHDRAWAL FROM THE SCHOOL CANTEEN SERVICE

The Municipal Administration (D.G.C. n° 63 of 13/3/2012) has foreseen the withdrawal from the school canteen service for students whose families are not up to date with payments. In fact, for families who do not regularize their debts also through the proposal of a repayment plan (which if authorized must be punctually respected), their children will be in fact withdrawn as they will be no longer considered enrolled in the canteen service. Furthermore, if debts continue to be unpaid, it won't be possible for families to request other municipal services (CRED, nursery schools, school transport, etc.).

In case of real and justified difficulties, families must contact the Educational Services and Public Instruction Sector of the Municipality of Mantua – Via Conciliazione 128 (tel. 376857/894/861) so that the Municipality can evaluate how to support the family.

For any explanation you can contact the CIRFOOD s.c. fees office to the following references:

- Phone: 0376/266001 int. 4 from 9:00 to 14:00
- E-mail: scuole.mantova@cirfood.com