

Chartwells Declining balance card

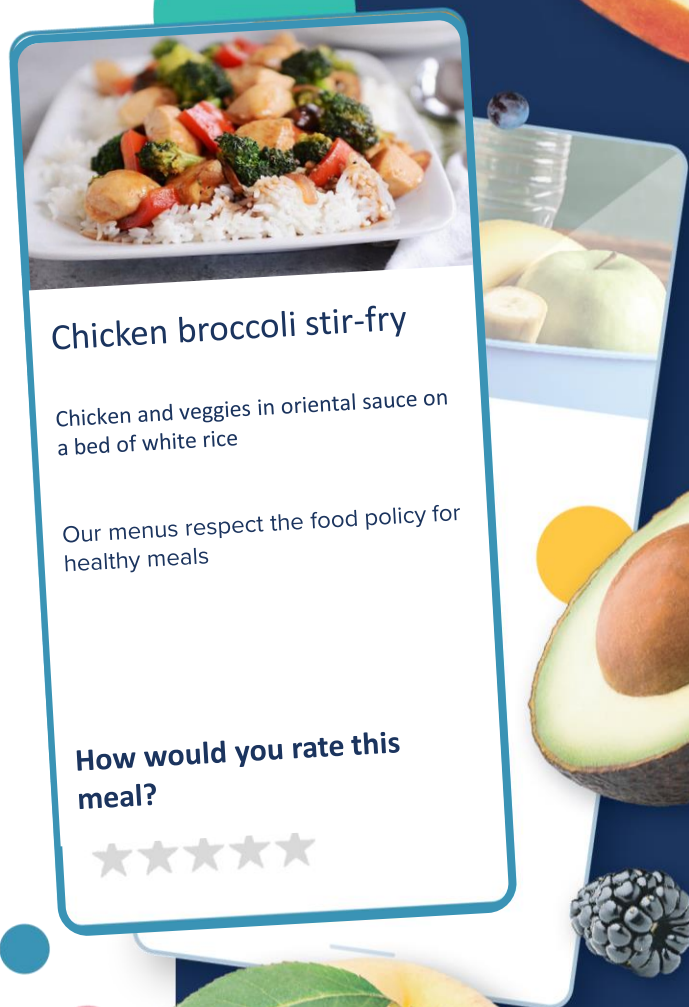
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News starting in the next school year for the cafeteria cards

Load a balance to your **Zipthru** card at [Zipthru-card.ca](https://zipthru-card.ca), track spending and reload from your account. No extra fees, cashless, contactless and convenient.

Account Benefits

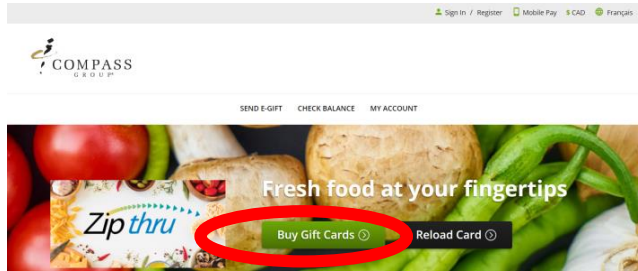
- Provides access to all products offered in the cafeteria
- Set automatic reloads to top up your card when it drops below your chosen threshold
- Apple or Google Wallet for touchless payment
- Send an eGift electronic card to a friend or family
- Register your card to report lost or stolen cards
- No money to bring – Quick and easy!



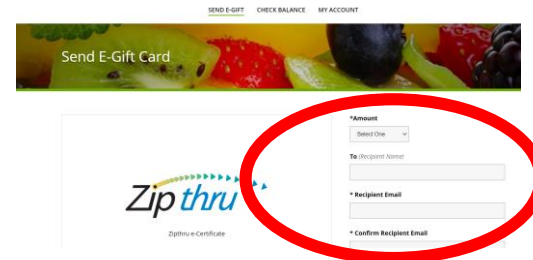
Zipthru card purchase procedure (card usable in the cafeteria)

www.zipthru-card.ca

1 – Go to the web page and click on **Buy gift cards**



2 – Choose the desired **Amount** and fill in the required fields * (email and location). Click on **Confirm** (your purchase will go to the cart) and then **Proceed to Checkout**



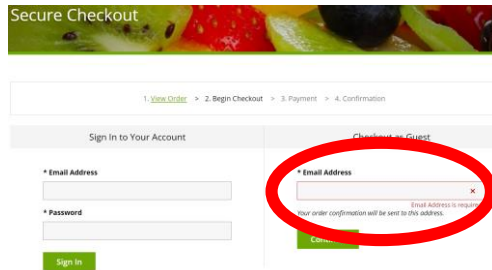
Max. characters note for each message line (e.g. NOTE: Maximum greeting length is 60 characters per line.)

Confirm Proceed to Checkout

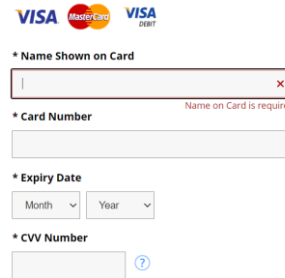
Need help with this order?

Call us at 1-800-507-9394 x 3310 or send us an email at zipthru.support@compass-canada.com
Support hours Monday - Friday 7 am to 5 pm EST

3 – Enter your email address to buy as a guest, or log into your account if you have already created it



4 – Enter your banking information on our secure site

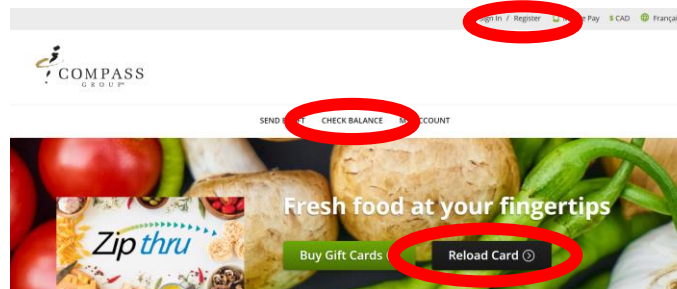


If you have any questions, you can reach our team according to the coordinates and the times indicated

5 – You will receive a confirmation by email as well as the gift certificate. Please give the gift certificate to your child so that he can take it to the cafeteria. Our staff will be happy to create the card according to the amount of the gift card and it will be given to your child.

***** It is important to REGISTER the card on the website afterwards in order to be able to trace it in case of loss, to see the balance or when you want to reload it *****

Choose **Register** and fill in the requested information. You can then **Check balance** and **Reload card**



Note that an administrative fee of \$25 may be required for all reimbursement requests if the student leaves the school

FREQUENTLY ASKED QUESTIONS 

Please see below for answers to some of the questions we have been receiving in high quantities. Due to the high volume of emails and voicemails, we will not be replying to any questions that can be answered with the information below at this time:

1) QUESTION

I bought an eCertificate, now how do I get a card?

ANSWER

Print off your eCertificate and send it to the cafeteria with your student, it will be exchanged for a card.

2) QUESTION

I want to create an account, but I don't have a card number.

ANSWER

Get a card from the cafeteria.

3) QUESTION

Do I have to purchase an eCertificate?

ANSWER

No, you can just get a card from the cafeteria.

4) QUESTION

Can I use the mobile wallet feature?

ANSWER

Only locations with a barcode reader can accept mobile wallet transactions, the majority of locations cannot yet accept mobile transactions. Please ask your cafeteria if they can.

5) QUESTION

I attempted to use my credit card online but the transaction was declined and now I see transactions in my card history. How do I get a refund?

ANSWER

All transactions you make online begin with a pre-authorization hold of the purchase amount on your credit card. If a transaction fails, the pre-authorization reverses automatically. This can take up to 3–5 business days depending on your bank. Please note some banks include pre-authorizations with real transactions on their app, which can be confusing.

6) **QUESTION**

What do I put in the “Location” section when purchasing an eCertificate?

ANSWER

Please enter the name of the school you will be using the card.

7) **QUESTION**

How do I purchase meal plans via Zipthru?

ANSWER

You cannot buy meal plans on the Zipthru website, please contact your cafeteria to purchase a meal plan.

8) **QUESTION**

I have an outstanding balance on my previous Caf card, how can I transfer the balance to a Zipthru card?

ANSWER

Balances from previous card programs cannot be transferred to Zipthru cards. You will need to use up the balance on your previous card before registering a Zipthru card online.