

FOODINADVANCE

The cheapest way to buy food and drink on campus!

FoodInAdvance allows you to top up your University ID card with money to spend on food and drink in the cafes, restaurants and coffee shops across campus.

FoodInAdvance is explained in more detail below:



Are there any set-up fees?

No the money you put on your card is yours to spend on food and drink.

Where can I use FoodInAdvance?

FoodInAdvance can be used in all FoodOnCampus Outlets and Source in Fallowfield. Please visit www.manchester.ac.uk/foodoncampus to find a map of all the FoodOnCampus outlets.

Why should I use FoodInAdvance?

There are many reasons to use FoodInAdvance including:

- 10% off every purchase
- Quick and easy method of payment
- Safer than cash
- Helps with budgeting
- Convenient
- Users receive exclusive offers

How do I start using FoodInAdvance?

First you need to register your card by e-mailing your name and 8 digit card number to food-in-advance@manchester.ac.uk. Next you just need to put some money on your card.

You can do this in two ways:

1. In any FoodOnCampus outlet or in Source via cash or card
2. Online by visiting <http://estore.manchester.ac.uk> under product catalogue, FoodonCampus

Please note: If you add funds in an outlet then these will be available to use straight away. If you add funds online then this can take up to two working days to register on your card. If you are unsure whether you have funds available on your card you can check this at any FoodOnCampus till point.

What can I buy with FoodInAdvance?

You can buy everything except alcohol and gift shop items.

How do I put money on my ID card?

There are two ways to put money on your ID card:

1. At any FoodOnCampus till point or in Source via cash or card
2. Online by visiting <http://estore.manchester.ac.uk>.

How long will it take funds to be added?

If you add funds in an outlet then these will be available to use straight away. If you add funds online then this can take up to two working days to register on your card.

Is there a limit to how much I can put on my ID card?

No there is no limit to the amount that can go on the card.

How can I check the balance on my card?

You can check the balance on your card at the till point in any FoodOnCampus outlet or Source in Fallowfield. Your remaining balance is shown on the bottom of your receipt after every purchase.

What if I don't have enough on my card?

You can pay part of the balance with what you have left on the card and the rest can be paid via cash / debit card.

Is there a minimum / maximum spend?

There is no minimum spend. The maximum spend per day is £10.

What happens if I lose my card or it is stolen?

Please notify us by e-mailing food-in-advance@manchester.ac.uk as soon as possible. The card will be cancelled as soon as it's reported so it's not possible for it to be used. Once you have been issued with a new ID card we will link any remaining credit to your new card once you have notified us of the new ID number.

Is my money safe?

Only you can use your card as the till operator will check the picture when you make a purchase. You will not be responsible for any transaction made after your card has been reported lost or stolen. If a cashier believes the card is being used fraudulently the sale will not be processed, the card will be retained and the matter taken further.

My card isn't working?

Please notify us at food-in-advance@manchester.ac.uk

Who do I contact if I have any queries with the card / scheme?

E-Mail food-in-advance@manchester.ac.uk and we will get back to you within two working days.

Please note: FoodOnCampus are only able to deal with the card holder in the event of any queries.

What happens if I don't use the money on my card?

An account found to be inactive for a period of 18 months will be closed. Refunds will not be available after 18 months of inactivity.

What happens if I no longer want to use FoodInAdvance?

You will need to e-mail your name and ID number to food-in-advance@manchester.ac.uk and highlight your reason for leaving the scheme.

Refunds from unspent balances will not be processed automatically in the event of you leaving the University. You must request to be withdrawn from the scheme to obtain a refund.

What happens if I have funds on the card at the end of term?

These will be available the following term.

You can TOP UP
your card where you
see this sign

