

MANCHESTER
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The University of Manchester

Guide to
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.

Find out more www.manchester.ac.uk/foodoncampus

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FAQ's

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.

What are the advantages of using FoodInAdvance?

There are many reasons to use FoodInAdvance including:

- 10% off purchases in FoodOnCampus outlets and 5% in Starbucks on Sackville Street (excludes offers)
- Quick and easy method of payment
- Safer than cash
- Helps with budgeting
- Convenient

How do I start using FoodInAdvance?

You just need to put some money on your card.

You can do this by:

1. Registering your card by email, sending your 8/9 digit ID number to food-in-advance@manchester.ac.uk
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 72 hours 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/Source till point once registered via cash or card (minimum top up is £5)
2. Online by visiting <http://estore.manchester.ac.uk> – Parents or third parties can also put funds onto your card online as long as they have your 8/9 digit ID number.

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 72 hours to register on your card.

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

There is no limit to the amount that can go on the card, but the minimum top up is £5.

Can others put money on my ID card?

Yes, others can put money on your card online by visiting <http://estore.manchester.ac.uk>, all they need is your 8/9 digit ID number (which includes issue number).

Do I get discount on everything?

No, discount is excluded on promotional offers.

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 or you can email food-in-advance@manchester.ac.uk.

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 8/9 digit 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 which can take up to 5 working days to process and be a minimum of £5.

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

These will be available the following term.