SODEXO MEAL CARD
FREQUENTLY ASKED QUESTIONS (FAQs)

SODEXO MEAL CARD – USAGE, BENEFIT AND VALIDITY

1.   What is Sodexo Meal Card?

Ans: Sodexo Meal Card is a fully digital employee meal benefit solution which has been introduced in place of Zeta Kotak Meal Card. For meal benefits, swipe your card to pay at any restaurants, eateries, bakeries, fast food chains etc. for the purchase of ready to eat food and non-alcoholic beverages. You can also use the card for online food delivery like Pizza Hut, Dominos, Swiggy etc..

2.   Where can we use the Sodexo Meal Card?

Ans: The card will work with EDC machine or POS terminal merchants who have registered their EDC or POS under the following categories:

- Accenture Cafeteria
- Restaurants
- Food court with non-alcoholic beverage service
- Bakery
- Online food apps like Swiggy, Zomato, FreshMenu, Faasos, BOX8, Mandarin Oak and more (not online grocery stores)

Note: Sodexo Meal Card must be used only for buying ready-to-eat food items at the above-mentioned category of eating joints. Though 'ready to eat' food is available in super-markets, departmental/retail shops etc., the card will not be accepted as these stores/shops are not registered as eating joints/ restaurants. Please note that this card is built on certain guidelines as defined by Income Tax Act and RBI; when the card is used outside cafeteria, employee must ensure its acceptability.

3.   How is Sodexo Meal Card different from Kotak Meal Card?

Ans: There is no difference between these two cards in case of usage. It is just a change of vendor.

4.   Can I use the Sodexo Meal Card at grocery ecommerce platforms viz. BigBasket, Groffers etc.?

Ans: The meal card cannot be used at grocery ecommerce platforms as the card is issued only for using at restaurants, eating joints, Accenture cafeterias, bakery and online food apps. It is possible that due to some technical glitch the transaction may get through, however it is advised not to use the card on the grocery ecommerce platforms.

5.   What is the validity of Sodexo Meal Card?

Ans: The validity of the card is for three years from the date of issuance.

6.   Will my online and physical Sodexo meal card number be same?

Ans: Your online card and physical card number will be the same.

7.   Can I use the same ZETA mobile app for the Sodexo Meal Card as well?

Ans: You can use the same Sodexo-Zeta Mobile app for the usage and transaction details for Sodexo Meal Card.

7A.   How to download the App?

Ans: Sodexo Meal Card will be accessible in the same Zeta mobile app which is being currently used by you or you can download from the Apple App Store or Google Play Store -> Search for "Zeta"… you will find appl in the name of "Sodexo-Zeta (Previously Zeta for Employees)". Then download, if you are a first time user of Meal Card.

SODEXO MEAL CARD –ACTIVATION, KYC AND DEACTIVATION PROCESS

8.   What are the steps for activation of the Sodexo Meal Card?

Ans: You will receive an email from Sodexo providing the link, unique card reference number and steps to activate the meal card online. Please follow the steps below to activate your card online (Best experience in Chrome or Microsoft Edge).

1) Visit https://activation.sodexobrs.com
2) Enter your official Accenture email ID only (xyz@accenture.com)
3) Enter the 12-digit card reference number (mentioned in the email)
4) Click on 'Get Activation Code'
5) Complete Full KYC process either thru Offline Aadhar or by uploading documents option
6) Enter activation code received on email
7) Complete OTP-based mobile number verification (use your existing mobile number linked to Zeta app)
8) Click on 'Activate Card'

Once you have activated your card, you will be able to view your card details on Zeta App and you can start using your Sodexo online card to pay online or to make QR-based payments.

9. How do I get the meal allowance added into my Sodexo Meal Card?

Ans: Here are the steps for you to get meal allowance added to your Sodexo Meal Card:

- You need to allocate meal allowance amount in your Compensation Plan.
- Sodexo Team will send the link and steps to all the eligible employees to enable the Sodexo Meal Card.
- You need to complete the online activation, Full KYC process and provide the correspondence address to receive the physical card.
- Sodexo will dispatch the physical card (within 2 weeks) at the address provided by you.
- At the beginning of every month you will automatically receive the meal allowance amount on their meal card.
- You can spend the amount at the outlets mentioned in question 2.

10. To receive the allowance amount on the meal card, is it mandatory to complete the full KYC process of the Sodexo Meal Card and how can I do that?

Ans: Yes, it is mandatory to complete the full KYC process to receive the meal allowance on you Sodexo Meal Card. Refer Question 8 for Full KYC process. It is as mandatory as allocating money in your compensation plan.

11. What is the process to complete Full KYC?

Ans: Full KYC can be done by either of the following two options (For complete details please refer to Note 1 at the end of this document)

1) Through eKYC
   - PAN
   - eAadhaar/ Offline Aadhaar

2) Upload scanned copies of any of the following documents on Sodexo portal
   - Voter ID Card
   - Driving License
   - Passport
   - Size up to 1MB. Formats accepted are PNG, JPEG or PDF.

12. What if I missed to complete the KYC within the designated date? How do I get that money?

Ans: If you have allocated amount under meal allowance in your Compensation Plan but have not completed the KYC process by 18th of the month, you can complete it in subsequent month. However, until that time the meal allowance amount will be paid under Personal Pay or Sundry Allowance Component as taxable in your monthly salary.

13. If I want to discontinue/opt out from meal allowance option, how can I do so?

Ans: You can go to "Discontinuation of Meal Card Load" option on Allsec under "Compensation" menu. This page can be accessed between 1st and 17th of every month till February. From the subsequent month, the meal allowance amount will be paid in monthly salary under Personal Pay/ Sundry Allowance component as taxable.

Note - the option once exercised cannot be changed till March of subsequent year.

SODEXO MEAL CARD – DISTRIBUTION OF PHYSICAL CARD, CUSTOMER SERVICE, REPLACEMENT OF LOST OR STOLEN CARD

14. How do I collect my physical meal card?

Ans: There will be no in-person distribution of Sodexo Meal Card. You will receive an email from Sodexo Team providing link, unique card reference number and steps to activate the meal card online. Based on address mentioned by you while completing the activation process online, Sodexo team will dispatch the Sodexo Meal Card to that address in two weeks.

15. How can I utilize the balance on Sodexo online card without the receipt of physical card?

Ans: Sodexo virtual card (available on App) can be used at Sodexo merchants where they have enabled QR codes.

16. What are the service channels/support center details of Sodexo?

Ans: For any assistance, you can call on their dedicated Customer Care Number- 1800 267 3030/ 1800 103 3030 or write to consumer@india.sodexo.com.

17. What if the Sodexo Meal Card is lost/misplaced, can we get replacement for the same?

Ans: If your card is lost/stolen, it is recommended to block the card immediately. You can use the Sodexo-Zeta Mobile app to temporarily block your card by following the below steps:

- Go to 'Settings', click on your 'Sodexo Meal Pass'
- Turn on the 'Block temporarily'

To permanently block the card, please call - 1800 267 3030/ 1800 103 3030 and follow the IVR steps. After blocking the card, please place a request with our customer care team for card replacement.

18. Do I need to pay for the replacement of lost Sodexo Meal card?

Ans: Sodexo will charge ₹100 for the replacement of the lost card. The same will get adjusted from existing card balance or from future upload.

KOTAK MEAL CARD – USAGE, VALIDITY AND CUSTOMER SERVICE

19.   What happens to the existing balance on my Kotak Meal Card?

Ans: You can continue using existing balance on the Kotak Meal Card till you have exhausted the balance and before the expiry of the card (date mentioned on the card).

Note: Effective January 1, 2021, meal allowance will NOT be transferred on Kotak meal card – The same will be loaded in Sodexo Card.

20.   Can I opt for the Kotak meal card instead of Sodexo Meal Card?

Ans: No. Effective January 1, 2021, only Sodexo Meal Card is applicable for employee for meal card program.

21.   Can I transfer the balance amount available on my existing Kotak meal card to Sodexo Meal Card?

Ans: No, you cannot transfer the balance amount available on your existing Kotak Meal card to Sodexo Meal Card. The same must be utilized as per the expiry date mentioned on the card.

22.   Will I continue to get support for my existing Kotak meal card?

Ans: You can contact the special Zeta helpline number 080-66905990, to have your queries addressed. Alternatively, you can write an email on support@zeta.in or Zeta's in-app chat.

23.   If my Kotak Meal Card expires and there is a balance in the card, how can I get a new card with revised expiry date?

Ans: You can contact the special Zeta helpline number 080-66905990, to have your queries addressed. Alternatively, you can write an email on support@zeta.in or Zeta's in-app chat.

24.   I have both Kotak and Sodexo Meal Cards, how to monitor my spend and balance?

Ans: In the App, both the card details are available virtually. You have to move the screen to check the balance and spend on both the card.

25.   If the restaurant does not accept the Sodexo Meal Card, what should I do?

Ans: Sodexo Meal Card users can submit their request to add outlets of their choice to the Sodexo Meal network at https://www.sodexobenefitsindia.com/suggest-an-outlet/ and fill the merchant details. The Sodexo team will reach out to the merchant and communicate back to you within 10–14 days on the status of whether the particular outlet has been added to the Sodexo Meal network.

NOTE 1:

CARD ACTIVATION & E-KYC PROCESS :

VISIT ACTIVATION PORTAL

Visit activation portal (https://activation.sodexobrs.com)

sodexo
QUALITY OF LIFE SERVICES

Card Activation

Thank you for choosing Sodexo. Please complete the form given below to activate your card.

⊟ Card Activation   ⚠ Forgot Reference Number

Registered email/mobile number*

Employee ID*

Provide your address details to receive the Physical card at your preferred location. Proceed with other steps to activate your card.

Name*

Location* ⦿ Home ○ Office

Address 1*

Address 2

Pin*

City*

State*

Card reference number*

Captcha image*   GAAHFD · Ò

Get Activation Code

1. Enter Official email ID mentioned in your welcome email

2. Enter Accenture Employee ID

3. Address details for Physical card delivery

4. Enter Card Reference Number as mentioned in your Welcome Email

○ In case ,you don't remember reference number, you can proceed via the "Forgot Reference Number" tab

STEPS FOR FULL E-KYC COMPLETION
Option I: KYC Completion via Offline Aadhaar

⊟ Card Activation   ⚠ Forgot Reference Number

⦿ Full Kyc

Complete KYC Know More

Document Type *   OFFLINE AADHAAR ⌄

Click to go to UIDAI for downloading the Aadhaar XML Zip file

Please Note: Aadhaar XML file does not contain your Aadhaar Number. Through this process your Aadhaar Number will not be shared with Sodexo.

Upload Aadhaar XML Zip file ⓘ

☑ I, the Cardholder hereby willingly provide my offline AADHAAR e-KYC ZIP file as issued by Unique Identification Authority of India.

☑ I accept Sodexo SVC India Pvt Ltd Terms and Conditions

Enter PAN Number *

Enter Activation code *   Resend Activation Code Click Here

Activation code has been sent on your registered email and mobile number

Mobile number *   **Send OTP**

Activate Card

1. Select 'OFFLINE AADHAAR' as document type

2. Click on the link to go to UIDAI website

Use Google Chrome or Mozilla Firefox web browser in case you're unable to download Aadhaar XML Zip file from the UIDAI website

You are being redirected to UIDAI website to download e-KYC ZIP file.

Post download please continue with current page to upload the zip file on Sodexo kyc portal

Aadhaar Paperless Offline e-KYC

1. Click on this link

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resident.uidai.gov.in/offline-kyc

Unique Identification Authority of India
Government of India

My Aadhaar ⌄   About UIDAI ⌄   Ecosystem ⌄   Media & Resources ⌄   Contact & Support ⌄
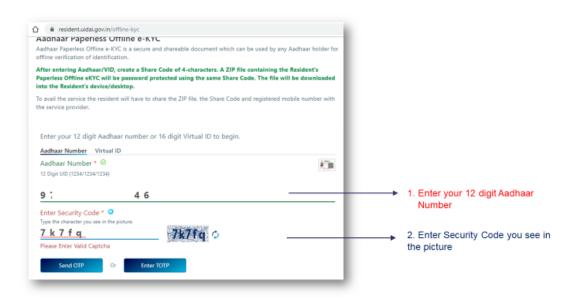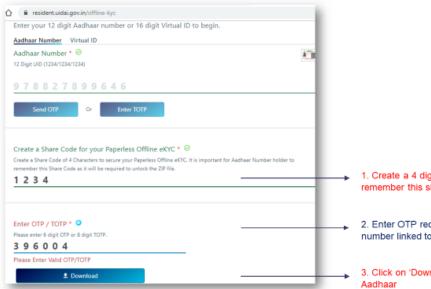
My Aadhaar › Aadhaar Services › Aadhaar Paperless Offline e-kyc (Beta)

Aadhaar Paperless Offline e-KYC

Aadhaar Paperless Offline e-KYC is a secure and shareable document which can be used by any Aadhaar holder for offline verification of identification.

After entering Aadhaar/VID, create a Share Code of 4-characters. A ZIP file containing the Resident's Paperless Offline eKYC will be password protected using the same Share Code. The file will be downloaded into the Resident's device/desktop.

To avail the service the resident will have to share the ZIP file, the Share Code and registered mobile number with the service provider.

Enter your 12 digit Aadhaar number or 16 digit Virtual ID to begin.

Aadhaar Number   Virtual ID

Aadhaar Number * ⊙
12 Digit UID (1234/1234/1234)

2. You'll be directed to UIDAI website for Aadhaar Paperless Offline e-KYC

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resident.uidai.gov.in/offline-kyc

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Enter your 12 digit Aadhaar number or 16 digit Virtual ID to begin.

Aadhaar Number   Virtual ID

Aadhaar Number * ⊘
12 Digit UID (1234/1234/1234)

9 ˙   4 6

Enter Security Code * ⊙
Type the character you see in the picture.

7 k 7 f q   7k7fq ↻

Please Enter Valid Captcha

| Send OTP | Or | Enter TOTP |

1. Enter your 12 digit Aadhaar Number

2. Enter Security Code you see in the picture

resident.uidai.gov.in/offline-kyc

Enter your 12 digit Aadhaar number or 16 digit Virtual ID to begin.

Aadhaar Number   Virtual ID

Aadhaar Number *
12 Digit UID (1234/1234/1234)

9 7 8 8 2 7 8 9 9 6 4 6

Send OTP   Or   Enter TOTP

Create a Share Code for your Paperless Offline eKYC *
Create a Share Code of 4 Characters to secure your Paperless Offline eKYC. It is important for Aadhaar Number holder to remember this Share Code as it will be required to unlock the ZIP file.

1 2 3 4

Enter OTP / TOTP *
Please enter 6 digit OTP or 8 digit TOTP.

3 9 6 0 0 4

Please Enter Valid OTP/TOTP

± Download

1. Create a 4 digit share code and remember this share code

2. Enter OTP received on the mobile number linked to your Aadhaar

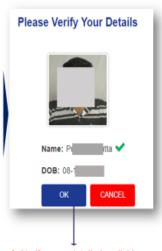**3. Click on 'Download' for your offline Aadhaar**

Upload Aadhaar XML Zip file

☑ I the Cardholder hereby willingly provide my offline AADHAAR e-KYC ZIP file as issued by Unique Identification Authority of India.

☑ I accept Sodexo SVC India Pvt Ltd Terms and Conditions

Enter PAN Number : *
Enter Activation code : *   Resend Activation Code Click Here
Activation code has been sent on your registered email and mobile number.
Mobile number : *   Send OTP

Activate Card

Offline Paperless Kyc

Upload Zip File
Choose File   No file chosen

Please Note: Your Aadhaar XML file should not be older than 3 days.
Pass Phrase/Share Code : ⓘ   Pass Phrase   Submit   Back

Please Verify Your Details

Name: P_____tta ✔
DOB: 08-1_____
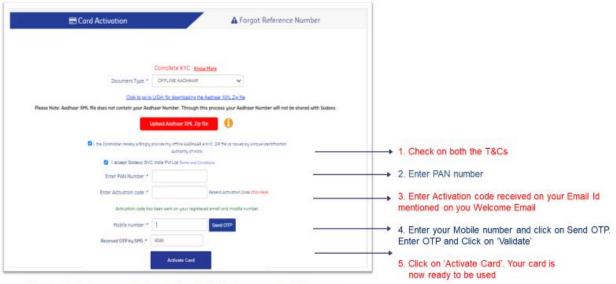
OK   CANCEL

1. Click on 'Upload Aadhaar e-KYC ZIP file'

2. Upload the 'offline aadhaar' downloaded from UIDAI website and enter the 4-digit Share Code

3. Verify your details by clicking on 'OK'

1. Check on both the T&Cs

2. Enter PAN number

3. Enter Activation code received on your Email Id mentioned on you Welcome Email

4. Enter your Mobile number and click on Send OTP. Enter OTP and Click on 'Validate'

5. Click on 'Activate Card'. Your card is now ready to be used

Please note Aadhaar number is not shared with Sodexo as part of this process

STEPS FOR FULL E-KYC COMPLETION
Option II: KYC Completion via Driving license / Passport / Voter ID

1. Select the document type as Driving License/ Voter ID/ Passport & enter ID no.

2. Upload the front & back images of the document

3. Check on both the T&Cs

4. Enter your PAN number

5. Enter the 'Activation code' received on your email Id/ mobile number

6. Enter OTP and click on 'Activate Card'. Your card is now ready to be used