

ACTIVITY	WHEN	ACTION STEPS
Student cards	January	First Years: All placed 1 st year students receive a meal allowance of R14 400 for the year. If you are placed, your card will automatically be activated for Meals and Residence access.
		Seniors: If you are placed, your card will automatically be activated for Meals and Residence access.
Early Accommodation	January	Meals taken during early occupation will not be debited separately on a student's account. It forms part of the yearly quota/meal allowance (R14 400). Amount for Early Accommodation will be debited on student account +/- mid February*
Recess Accommodation	April & July*	Students do not have to transfer money for meals to the Residence that is open for the recess. Students continue eating as per usual. PAYE System will be modified to allow them access and meals at the "Recess Residence" Amount for Recess Accommodation is debited on the student account after the recess.
Meal allowance credit	Jan-Dec	Students may request the available credit on their meal allowance to be transferred: a) To settle / reduce outstanding fees on their student account. OR b) As payment of their reservation levy
		Students may wish to claim the existing credit on their meal account: A form for this purpose is available at the SSC Disbursement counter . Online application also available, ONLY when no bursary is involved. Payout is only possible if student account is settled in full. Any outstanding fees will first be deducted and then the balance (if any) paid out. Bursary holders need to submit a letter of permission for refunds. Request meal cancellation at SSC, and then complete disbursement form at SSC.

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Transfer of meal money between dining halls	(Never)	<p>PAYE is centralized: Students have one meal account that can be used at own dining hall as well as other <u>Daily Dining halls</u> such as Monastery Hall, Groenkloof, Curelitzia, Mamelodi cafeteria and OP Village.</p>
Meal tariffs and Daily limit for meals 2021		<p>A default meal quota amount of R14 400.00 is debited for all students residing in a formal undergraduate residence.</p> <p>If a bursar contributes more than said amount for meals, it will be added to the initial R14 400.00 only upon request and submitting of relevant documentation to Study Finances.</p> <p>No Booked Breakfast - Combos available (Average price ± R33.90)</p> <p>Booked Lunch: R47.90)Meal pf the day =R34.40 Combos OR booked meals available, depending on dining hall</p> <p>Booked Supper: R54.95 (Meal of the Day = R34.40)</p> <p>Average total for 3 meals per day = R136.75</p> <p>Default Residence Meal Allowance = R 14 400.00 50% Meals (R136.75 x 130 academic days) = R 17 777.50 (Rounded to R17 800.00) 100% Meals (R136.75 x 260 academic days) = R 35 555.00 (Rounded to R35 600.00)</p> <p>Default daily limit on meal card of R100.00</p> <p>Students have R100 per day available for meals. This includes booked meals and item sales at all dining halls combined: E.G: Students have only R100 to spend at Monate and Monastery DH, NOT R100 at Monate <i>and</i> R100 at Monastery DH.</p> <p>Daily limit can be increased on request, in writing (letter/ e-mail) by person responsible for paying student account (i.e. Parents or Bursar)</p>
Top up of meal allowance		<p>Once the initial meal money loaded onto your student card at the beginning of the year is depleted, add additional meal money in one of the following ways:</p> <p>Pay for meals at the cashiers on campus : Payments before 10h00 – Available Lunch time Payments before 15h00 – Available Supper time Payments after 15h00 – Available following day at Lunch</p> <p>Make a deposit/ EFT to our ABSA or Standard bank accounts (see our full bank details in the <i>Fees and Funding</i> brochure on our web page) using your student number as reference. Notify us via email (ssc@up.ac.za) that the payment made is for meals.</p> <p>Make use of our online credit card payment option (see our web page for the link) to make a payment.</p> <p>Should there be a credit balance on your student account, request us via email (ssc@up.ac.za) to transfer an amount to your student card for meals OR in person at Student Accounts at the SSC. If bursar is involved: authorisation is required</p>

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Booked meals		<p>Booking points in foyer/ IT Lab.</p> <p>Online booking option available @R2 per month (Register at booking point first for this option).</p> <p>Meals can be booked for 7 days in advance.</p> <p>Student pays for meals booked, but not collected.</p>
Balance of meal credit	Dec	Existing credit on the meal system is automatically credited on student accounts at the end of the academic year when residences close.
When a student moved out of the residence	Jan-Dec	The balance of the meal money is credited on the student account.
Print out of meal usage	Jan-Dec	<p>If parent/bursar/student require a detailed meal account report, it can be done via e-mail request to Residences Systems.</p> <p>Report shows <i>only daily amount</i> spent, not detail of specific "item" purchased.</p>
Not using the meal option / Reduce meal allowance	Jan-Dec	<p>Students billed for meals and not making use of the dining hall may request via email (ssc@up.ac.za) or in person at Student Accounts at the SSC to cancel or reduce meal allowance.</p> <p>Request only as from the first week in March. (Meal charge must FIRST reflect on student account).</p>
NSFAS and meal allowances		<p>The role and responsibility of this office is limited to transferring meals between your 'Tuition account' (Student account) and your 'Meal account' (meal card).</p> <p>Our office is part of the department of Residence Affairs and not part of the department of Study Finance.</p> <p><u>NSFAS Allowance pay outs 2021</u></p> <p>This office is unable to assist with ANY pay out application or related inquiries.</p> <p>It is based on criteria as set out by NSFAS and implemented accordingly by Study Finance.</p> <p>Pay outs are managed solely by the Department of Study Finance. NSFAS funded students must ensure that they qualify for monthly allowances before cancelling their dining hall meals.</p>

We would love to hear from you, so please get in contact with us at food@up.ac.za with any suggestions, comments or complaints.