Welcome to the Zipthru Reloadable Card program!

Powered by *Zip thru*

SIMPLE – FAST– SECURE

Load a balance to your *Zipthru* card at [www. zipthru-card.ca](http://www.zipthru-card.ca), check the balance on-line and reload at your convenience from your account. No supplementary charges, contactless and practical.

Account benefits

- Access to all products offered at the cafeteria

- Configure automatic top-ups to your card when the balance drops below the threshold you set

- Register your card to see recent spending, and to protect your balance in case of lost or stolen cards

- No need to carry cash

COMPASS GROUP

chartwells
where hungry minds gather

chartwells

Eurest

ESS
Support Services Worldwide

MARQUISE
Hospitality

morrison
healthcare

There are 2 ways to obtain a *Zipthru* card:
## Online at www.zipthru-card.ca OR by loading $20 or more at the cafeteria.

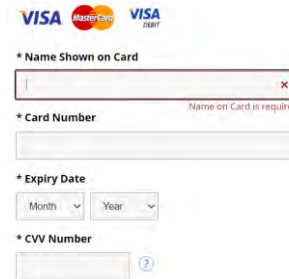**1- If purchasing online** Access the web page and click on *« Buy gift cards » or « Send eGift »*
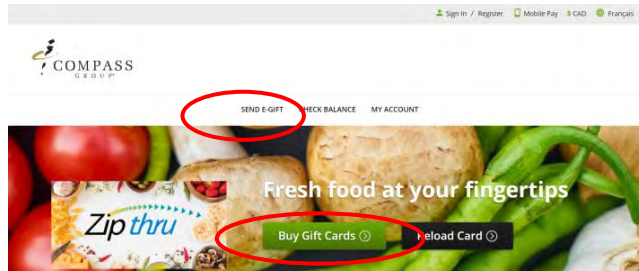
2- Choose the desired amount and fill in the required fields * (email and cafeteria name or « location »). Click on *Confirm* (your purchase will then go to the cart), then *Proceed to Checkout*
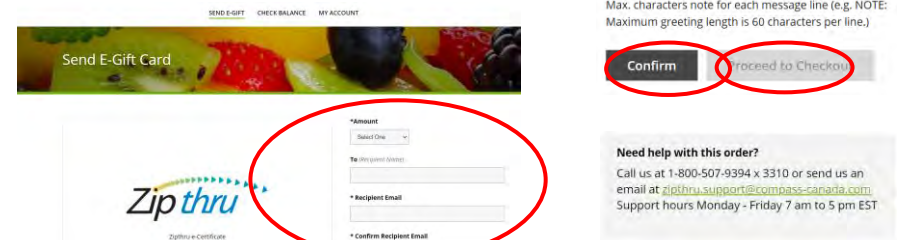
**3-** Enter your email address to Checkout as a guest
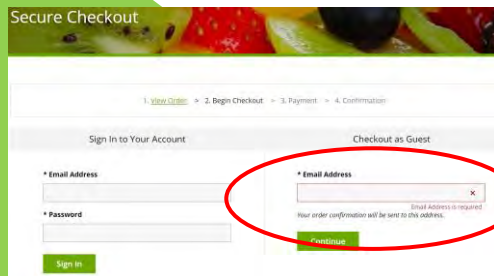
4- Enter your credit card information on our secure site

If you have any questions, you can contact our team. We receive a high volume of calls/emails but will do our best to get back to you as quickly as possible.

5-You will receive 2 emails: a receipt/confirmation of purchase AND a barcode and card number. Please check your junk-mail folder/anti-spam settings if you do not receive the barcoded eCertificate. You can either print this eCertificate and exchange it for a plastic card at the cafeteria, or save the barcode to your Apple Wallet, Google Pay, or photos to use at participating mobile-friendly locations. If you exchange the eCertificate for a card, you should register the **card** number. ***If you want to protect your card, it is very important to REGISTER the card on the Web site to ensure that the card is traceable in case of loss, to check the balance or to re-load the card. ***
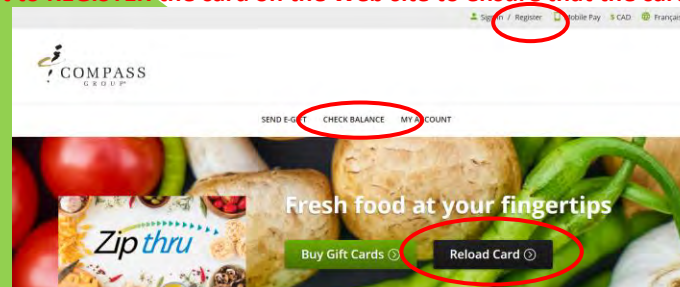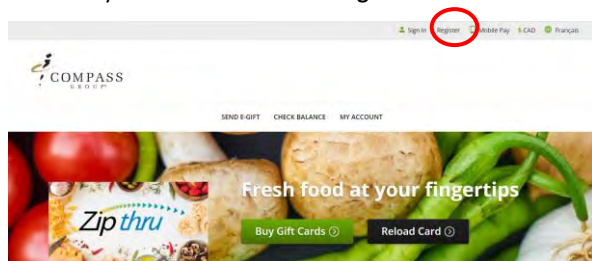
Choose *« Register »* and fill in the information requested.
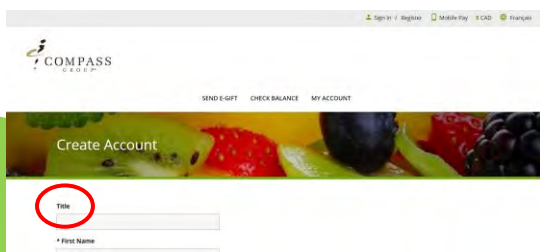You then will be able to verify the balance and re-load the card.

Managing your « Zipthru » customer account

1- Go to **www.zipthru-card.ca**
To create your account click on « **Register** »

2- Fill in required fields marked with an * (if you enter Mr or Ms do not use a period at the end to avoid an error message).

Do not use spaces between numbers when entering card number

Card Registration

* Zipthru Card Number

603628656491705761988

Additional Information :
- If you already have an active card, there is no need to purchase a gift certificate to load your card. Please connect to your Zipthru account, go to « Reload card » and select your desired option.
- To create your account, use the number on the **card** received at the cafeteria.
- Please note that an administrative fee of $25 may be charged for any refund request.

3-Once your registration is complete, you will receive an email confirmation. You will then be able to access your account by clicking « **My account** ». You may also connect via the welcome page by clicking « **Open a session** ».
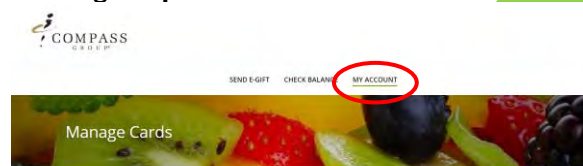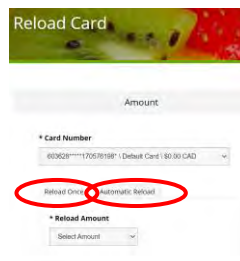
4- Once your account is accessed you may:
- Reload the card
- Report a lost card
- View most recent transaction history (total amount for the day only/no detail)
- The state of the card (active/inactive)
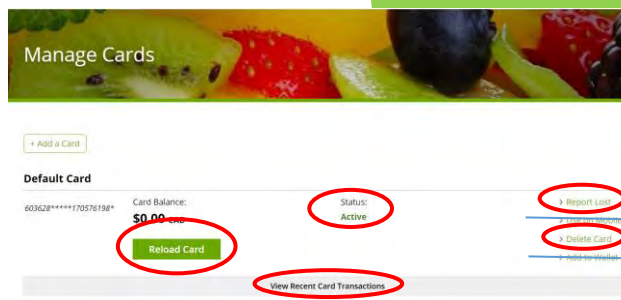
When reloading the card, you may choose the option « Reload once » or « Automatic reload » depending on your needs.

In case of a lost card, connect to your account, select **« Report lost » with following steps**;

- Your card will be placed on hold
- Customer Service will receive an email and will follow up with cafeteria management. A new card will be requested and transfer of funds will occur.
- You will receive an email confirmation of the new card number that you will pick up at the cafeteria.