

NELSON MANDELA
UNIVERSITY

Meal Management System Student Guide

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1. Our Mission

We strive to ensure that all students have easy access to healthy, nutritional meals that enable students to perform their best academically and achieve a well balanced educational experience.

2. What is the Meal Management System?

- This is a point of sale system that manages student meal accounts for the purchase of meals at all the food outlets on all the campuses against pre-paid credits.
- Each registered student has their own meal account which records all transactions of income and purchases
- Purchases are made by swiping the student ID card at the point of purchase.

3. How do I register for MMS and view my meal account?

- You must be a registered NMMU student
- You must have a student ID/access card given at registration
- You must pay money into the MMS to be able to use it.
- Once all the above has been done you must activate the card to be able to purchase meals.

4. Payment options to MMS

- The best option is to pay cash in at the NMMU Cashiers then you need to wait 30min for the transaction to show on the MMS. Only then you can have your card activated.
- Bursary or Loans are transferred automatically electronically. Contact student accounts or a Bursary officer to have the meal money transferred to the MMS. Once the transfer as occurred, the meal money will show on the MMS the very next day. You then can activate your card.
- Pay money into the NMMU bank account and then contact student account to transfer the money to the MMS. This has a 5 day delay.

4.1 Corporate Bursaries

Bursary Officers details: [South Campus – Finance Department]

Mrs. Vuyokasi Gxoyiya-Maneli 041 504 2732

- You must take your bursary letter to one of the above Bursary officers and they will liaise with the bursary company.
- They will transfer your meal money to the MMS. Once the transfer as occurred, the meal money will show on the MMS the very next day.
- Your account becomes active as soon as there is a positive balance in your meal account.

4.2 NSFAS

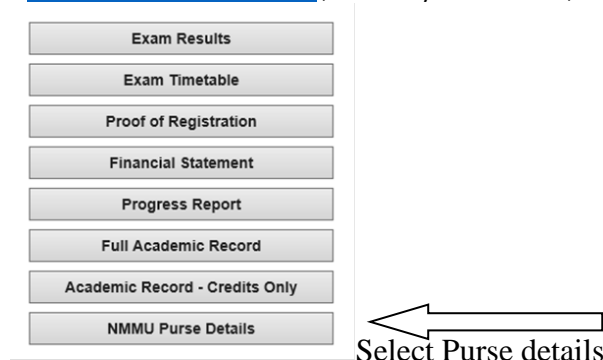
- Please contact financial aid for more information on the updated NSFAS application process.

5. Billing/Managing my account

- Once you have appositive balance in your meal account your card has been activated.
- You can purchase meals at any food out lets by merely swiping your card. Only the amount of your purchase will be taken off your balance.

To view your meal account:

- log in www.nmmu.ac.za/student, then - my information, student information access system

**6. Daily Limit**

- A daily limit is the maximum purchase value per day.
- The limit is based on instructions from parents and / or Sponsors and Bursars. The default limit is set at R70.00 per day.
- The reason for the daily limit is to provide the student with meals for the duration of the study period at the University.
- If your card is stolen it also prevents anyone from spending all your funds - they can only spend the daily limit.

7. What do I do if I have a lost or stolen card?

- You must report the lost or stolen card to the MMS Administrator.
 - Your meal account will be closed.
- You must also report the lost or stolen card to the nearest Security point.
- You must have a new student ID card made at security.
 - The replacement of the card cost R100.00 (reviewed annually)
- You must then go to the MMS administrator to have your new student ID card activated and the MMS account re-opened.

8. How do I purchase in a Power Outage?

- A manual system will be used.
- The student can then only purchase in the residence dining room in which they reside.
- The Catering Manager in the residence dining room will write you student number, surname from your student ID card and what you have purchased. You will receive the goods and sign for them.
- The MMS Administrator will capture this information on each students account once the system is back online.
- This amount will be taken off the balance and will not affect the daily limit for that day.

9. Where can I purchase food?

- The students can purchase at any of the University's food outlets at any of the campuses.
- There are residence dining rooms at South, North, and 2nd Ave campuses.
- There are cafeterias and fast food outlets on each campus.
- There are coffee shops on North and South Campus.

- There are also Halaal outlets on the North and South Campus.

**South Campus
Melodi Dining room**



Flavaz South (Halaal)



Rendezvous Campus Cafe



North Campus

Lebombo Dining room

Flavaz



2nd Ave Campus



10. End of the year or cancellation of studies.

All debit or credit balances on the MMS account will be transferred to the student’s debtor’s account, where they will be dealt with in terms of the bursary/loan or any other rule that may apply. Student finance handles this transaction.

11. Reporting of any MMS problems

MMS Administrator details:

K-Project, Room 104 North Campus 041 504 3341

mmsadmin@mandela.ac.za

Monday – Friday

08h30 – 12h30 & 13h30 - 15h00 Closed weekends and public holidays