



## **Information regarding the payment card system used in school cafeterias and recreational clubs in Roskilde Municipality**

April 21 2021

### **Dear parent**

In public schools and recreational clubs in Roskilde Municipality, it is possible for pupils to buy food etc. during the school day and afternoon. At the public schools, pupils can buy food and beverages in the school cafeteria. In the recreational clubs, the children can buy food, activities and materials for handicrafts etc.

Instead of ordinary payment with physical cash, a special payment card system is used for the transactions. The payment card is distributed to you free of charge.

Your child's payment card is personal, and his/her name appears on the front of the card. Before your child is able to use the card, you need to transfer money to the payment card account. You can choose between one-time transfer or auto refill. It is also possible for you to receive notifications about the account balance on the card and to put a limit on spending.

The payment card can be used at every public school and recreational club in Roskilde Municipality. In the recreational clubs, the payment card is used to pay for food, materials for handicrafts and to pay for excursions.

### **How do I transfer money to the payment card?**

To transfer money to the payment card you need to log into the web portal. You do this by opening this webpage: <https://4000.cpos.dk/>. Then click on "Log på med NEMID" and use your personal NEMID to log on. At the end of this letter, you can find a quickguide that shows the steps of how to transfer money to the card.

### **How do I withdraw money from the payment card?**

It is always possible for you to withdraw money that you have transferred to the payment card. If you wish to withdraw money, you need to log into the web portal by opening this webpage: <https://4000.cpos.dk/>. Then click on "Log på med NEMID" and use your personal NEMID to log on. At the end of this letter, you can find a quickguide that shows the steps of how to withdraw money from the payment card.

### **What do I do if my child loses his/her payment card?**

If your child loses his/her payment card, you need to log into the web portal and block the card (please see the quickguide at the end of this letter for more information on how to do so). After you have done this, you can order a new card. The fee for ordering a new payment card is 35 DKK. The fee covers the costs of production and delivery. The new payment card will be delivered to your child's home address.

### **If you have questions...**

If you have any questions regarding the payment card, you are welcome to contact the office personnel at your child's school or the office personnel at your child's recreational club.

If you have questions regarding how to transfer money to the payment card etc. or if you experience any technical problems with the payment card system, you are welcome to contact the support hotline at **+45 71 99 54 45**. The hotline is open from Monday to Thursday 08.00-16.00 (8am-4pm) and Friday from 08.00-15.00 (8am-3pm). You can also contact the support at [borgersupport@mss.dk](mailto:borgersupport@mss.dk).

**You can read more about the payment card at:** <https://roskilde.dk/da-dk/service-og-selvbetjening/borger/skole-og-uddannelse/betalingskort/>. Here you can also find a more thorough quickguide to the web portal.

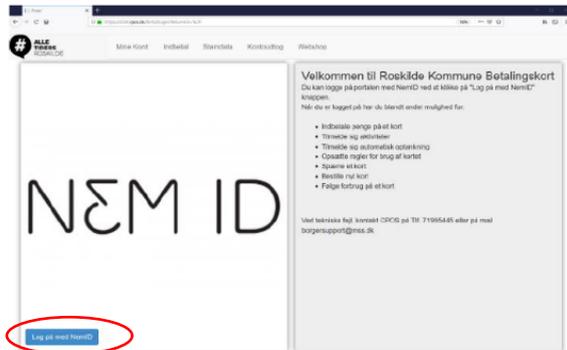
# QUICKGUIDE

## How to transfer money to the payment card

### STEP 1) How to log into the payment card portal

Open the webpage: <https://4000.cpos.dk/>

Click on “Log på med NEMID” and use your personal NEMID to log on.

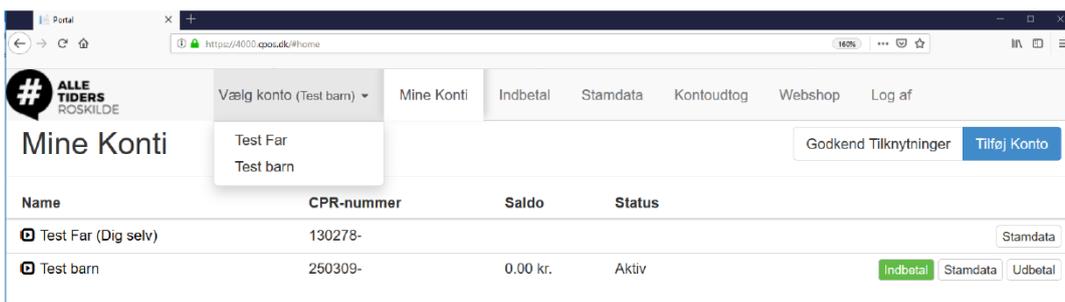


Log ind med dit personlige NEMID:

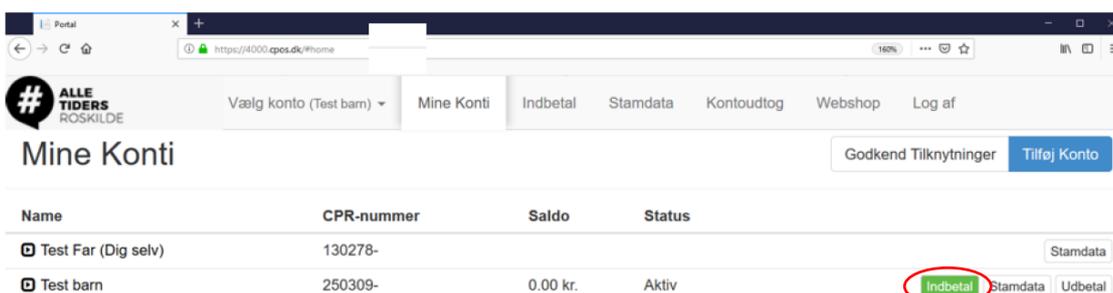
If it is the first time you log into the web portal, you need to enter your CPR-number. You need to enter the CPR-number without hyphen. Click on “Næste” (Next):

### STEP 2) Welcome to the front page of your portal

You can see all the payment card accounts that you can access under “Mine Konti” (My accounts). If you have more than one child enrolled in a school or recreational club in Roskilde, each child will have its own account.



### STEP 3) Choose the account that you wish to transfer money to by using the “Indbetal” button



**STEP 4) Choose between one-time transfer or auto refill**

Enter your Email address to get a receipt.

Enter the amount of money you want to transfer.

Accept the terms of payment.

Click on "Næste".

The screenshot shows the 'Indbetal' page on the Roskilde Kommune website. The page includes a navigation menu with 'Væg konto (Test bam)', 'Mine Konti', 'Indbetal', 'Stamdata', 'Kortoudlog', 'Webshop', and 'Log af'. The main content area is titled 'Indbetal' and features a form for entering payment details. The form includes a dropdown menu for 'Konto for indbetaling' (set to Roskildkort - 12341234), a 'Saldo' of 0,00 kr., and an 'E-mail til kvittering' field (set to testmail@hest.dk). The 'Beløb der ønskes indbetalt' is set to 200. Below the form, there is a section for payment methods (Dankort, MasterCard & Visa) and a 'Næste' button circled in red.

**STEP 5) Enter the relevant information from your own payment card (Dankort/Visa/Mastercard) and click on "Gennemfør betaling" (Complete payment).**

The screenshot shows the 'Gennemfør betaling' step of the online payment process. The page is titled 'Roskilde Kommune' and features a progress bar with three steps: '1. Valg af betalingsmetode', '2. Gennemfør betaling', and '3. Kvittering'. The 'Gennemfør betaling' step is active. The form displays the amount 'DKK 200,00' and the 'Gennemfør betaling' button is circled in red. Below the form, there is a section for payment methods (Dankort, Visa, Mastercard, and others) and a 'Gennemfør betaling' button circled in red.

## How to withdraw money from the payment card

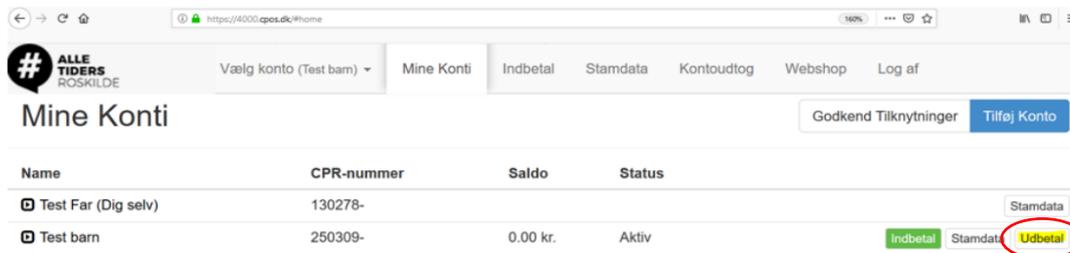
### STEP 1) Log into the web portal as described above

Open the webpage: <https://4000.cpos.dk/>

Click on “Log på med NEMID”

### STEP 2) How to withdraw money

Click on “Udbetal” (Withdraw) next to the account, from which you wish to withdraw money.



Bankoverførsel

Vælg konto hvorfra du ønsker tilbagebetalingen

Roskildekort - 12341234 (0,00 kr.)

Indtast bankoplysninger hvortil tilbagebetalingen skal indbetales

Mottaget navn

Reg. - Kontonummer

Besked

Indtast e-mail til kvitteringsmail

E-mail

Indtast det ønskede beløb på tilbagebetalingen

Beløb

< Tilbage Næste >

Enter the relevant bank account information, then click on “Næste”

## How to block your child’s payment card if it gets lost

### STEP 1) Log into the web portal as described above

Open the webpage: <https://4000.cpos.dk/>

Click on “Log på med NEMID”.

### STEP 2) How to block your child’s payment card if it gets lost

When you have logged into the web portal, you need to click on “Stamdata” (Master data) next to the relevant account. Then click on “Spær kort” (block card).

Stamdata

Medlems stamdata

Navn Test barn E-mail

CPR-nummer 250309 Adresse

Mobil Tlf. Postnummer

By

Forbrugssteder

Betalingskortet skal kunne benyttes i følgende enheder:

Skoler

Klubber

Maks forbrug

Klub dagligt

Skole dagligt

Mine kort

Navn	Kortnummer	Saldo	Status
Roskildekort	12341234	0.00 kr.	Aktiv

Bestil nyt kort Spær kort

Gem