

Arzignano, 10 novembre 2025

N.B. THE ORIGINAL DOCUMENT CONTAINING YOUR PERSONAL DATA HAS BEEN SENT TO YOUR EMAIL ADDRESS

Subject: School Canteen Service Digitalization Project

Dear Parent,

We would like to inform you that the Municipality of Arzignano has entrusted the school canteen service for the 2025/2026, 2026/2027, and 2027/2028 school years to the company Euroristorazione, which will be in charge of the service operation, including the fee collection.

To ensure the efficient functioning of the system, your cooperation is essential. Please read the following instructions carefully and keep them at hand.

With this new entrustment, a new system for managing meal bookings and payments will be introduced.

You will be able to access these new features on the website <https://arzignano.ecivis.it> and on the E-CIVIS mobile app.

Please find all the instructions for accessing and managing the new features below.

HOW TO CANCEL A MEAL – PRIMARY AND NURSERY SCHOOL

Please note that until **30/11/2025**, the current system will remain active. Meal booking will continue to be handled by designated staff at each school, and the cost of each consumed meal will be deducted accordingly.

In case of non-attendance, the meal will be automatically cancelled. If the student leaves earlier or does not use the canteen service on a given day, parents must notify the teacher or the school staff by 9:00 a.m.

If no timely communication is given by 9:00 a.m., the meal will still be charged.

Starting **01/12/2025** an online system **will be activated** to make the service more transparent and reduce food waste. **The new system will allow you to view and modify your child's meal bookings in real time.** In this way you will thus have full control over the canteen service and will be able to monitor related charges.



By accessing the ONLINE RESERVATIONS SERVICE, you will be able to cancel your child's meal for any day they will not attend the canteen. **The parent registered as the account holder must cancel their child's meal no later than 9:00 a.m. on the same day of non-attendance on the website or on the E-CIVIS app.**

Please note that you do NOT have to cancel the meal in the following cases:

- **School holidays (as per school calendar)**
- **School trips**
- **Strikes**

For all other types of non-attendance, parents must cancel meals in the time and manner specified in this notice.

Any cancellations not made correctly or on time will be considered invalid.

CANCELLING A MEAL THROUGH THE WEB PORTAL:

On the website <https://arzignano.ecivis.it>, you will find the **"PRENOTAZIONI"** (**RESERVATIONS**) section.

Here, you can select the children of your account and view their calendar.

You can record non-attendance for the current day (by 9:00 a.m.) or for up to the next 15 days.

Confirm changes by clicking "SALVA" (SAVE).

CANCELLING A MEAL THROUGH THE "E-CIVIS" APP:



You can also use the new "E-CIVIS" app.

How to download it on your smartphone or mobile device:

- From the Play Store or Apple Store, search for "Ecivis" and select the app with this logo:



- Or scan the QR code:



- Or use the following links:

<https://play.google.com/store/apps/details?id=project.ecivis.webapp&hl=it>

<https://apps.apple.com/us/app/id1530906328>

In the app, select **ARZIGNANO** and open the **"PRENOTAZIONI" (RESERVATIONS)** menu (on first access, you can change the language by tapping "CHANGE LANGUAGE"). Once you logged in, you will see your registered children. Select one child to open their calendar. By selecting the relevant day, it is possible to enter the absence.

You can record a non-attendance for the current day (by 9:00 a.m.) or for up to the next 15 days.

WITHDRAWAL FROM THE CANTEEN SERVICE – SCHOOL YEAR

If you wish to **withdraw** from the service, please **immediately** send an email to ufficioscuole.vi@euroristorazione.it with the following details:

- STUDENT'S FULL NAME
- ARZIGNANO
- DISDETTA MENSA A.S. 25-26

You must send us this email to deactivate the service and avoid further charges.

Meals charged after withdrawal (if no email was sent) will not be refunded and must be paid.

Withdrawal emails must be sent directly to Euroristorazione, not to the school or the Municipality.

FEES – SCHOOL YEAR 2025/2026

Fees can be viewed at <https://arzignano.ecivis.it> in the "DOCUMENTI" (DOCUMENTS) section in "Guida al Servizio Mensa Scolastica A.S. 2025/26".

PAYMENT OF THE CANTEEN SERVICE

The school meal service is provided under a prepaid system: you must top up your account and the meal cost will be deducted from your credit.

Payments must be made only to Euroristorazione, not to the Municipality.



Each family has one registered account holder with a single electronic account (even if multiple children use the service).

Top-ups can be made via PagoPA using the following methods:

- Online: go to <https://arignano.ecivis.it> and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder; click "PAGAMENTI" - "RICARICA"

(PAYMENTS - TOP-UPS); enter the amount, and select the payment method you prefer. Fees vary depending on the payment method that you use.

- If you want to pay via SATISPAY: log in at <https://arignano.ecivis.it> and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder; click "PAGAMENTI" - "RICARICA" (PAYMENTS - TOP-UPS); enter the amount and choose "PAGA CON SATISPAY" (PAY WITH SATISPAY). The commission fee is €0.80 per transaction.
- If you want to pay at PagoPA counters in Italy: log in at <https://arignano.ecivis.it> and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder; click "PAGAMENTI" - "RICARICA" (PAYMENTS - TOP-UPS); enter the amount, choose "NUOVO AVVISO DI PAGAMENTO" (NEW PAYMENT NOTICE) and print the payment notice. Commission fees may vary. Bring the printed payment notice to any tobacco shop (tabaccheria), bank or post office to pay at a PagoPA counter.

Your family's electronic account holder is:

Name and Surname

Tax ID Code (Codice fiscale)

(N.B.: If no tax code is listed, please send it as soon as possible to the e-mail address ufficioscuole.vi@euroristorazione.it)

CHECKING PAYMENTS AND MEAL HISTORY

Parents can check their child's meal account at any time:

- Online on <https://arzignano.ecivis.it>
- On the APP "E-CIVIS" (free download, see instructions above)

You will need the SPID or CIE credentials of the registered parent to access both the website and the app.

From the website or app, you can:

- Check personal details (name, address, tax code, etc.)
- View payments and meals consumed
- View fees
- Make payments
- View menus and communications

N.B. If you have multiple children (even at different schools), you can view all accounts from the same profile.

CONTACTS

Euroristorazione srl:

- Phone 0444 1231227 (Monday-Friday, 08:30 a.m. – 2:00 p.m.)
- E-mail: ufficioscuole.vi@euroristorazione.it (RECOMMENDED)

F.A.Q.

Family Account Holder	Electronic Name and Surname Tax ID Code
How to top up the electronic account:	<ul style="list-style-type: none">• Online: go to https://arzignano.ecivis.it and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder; click "PAGAMENTI" - "RICARICA" (PAYMENTS - TOP-UPS); enter the amount, and select the payment method you prefer. Fees vary depending on the payment method that you use.• If you want to pay via SATISPAY: log in at https://arzignano.ecivis.it and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder;

	<p>click "PAGAMENTI" - "RICARICA" (PAYMENTS - TOP-UPS); enter the amount and choose "PAGA CON SATISPAY" (PAY WITH SATISPAY). The commission fee is €0.80 per transaction.</p> <p>· If you want to pay at PagoPA counters in Italy: log in at https://arignano.ecivis.it and click "REFEZIONE DAL 15/9/25" and log in via SPID or CIE of the account holder; click "PAGAMENTI" - "RICARICA" (PAYMENTS - TOP-UPS); enter the amount, choose "NUOVO AVVISO DI PAGAMENTO" (NEW PAYMENT NOTICE) and print the payment notice. Commission fees may vary. Bring the printed payment notice to any tobacco shop (tabaccheria), bank or post office to pay at a PagoPA counter.</p>
How to check your account balance	Log in with SPID or CIE on https://arignano.ecivis.it or on the APP E-CIVIS
Can I receive a notification when my credit is running low?	<p>Yes. The data currently available for notifications are: Mobile Number: Email:</p> <p>Please report any missing or incorrect information to ufficioscuole.vi@euroristorazione.it, as these fields are essential for service communications.</p>
Remaining balance at the end of the school year:	Any remaining credit will be refunded only if the student's school cycle has ended, or upon written request sent to ufficioscuole.vi@euroristorazione.it . Otherwise, it will remain as a prepayment for the following school year.
For further information:	<p>Ufficio Rette Scolastiche Phone: 0444 1231227 (Mon–Fri, 8:30 a.m.–2:00 p.m.) Email: ufficioscuole.vi@euroristorazione.it (RECOMMENDED)</p>