



# Student meals



**Informational**  
brochure for students



[www.studentska-prehrana.si](http://www.studentska-prehrana.si)

# What do you need to know about the system of subsidized student meals?



**Pursuant to the Subsidized Student Meals Act, the Slovenian Student Union (ESS) implements a system of subsidized student nutrition.**

During the activation into the SSM system your cell phone becomes your ID for buying student meals, and the use of the service is free. In case you do not want to use your mobile phone for identification, you can buy a contactless smartcard at the student meals office for 15 EUR (a one-time free-of-charge replacement in case of loss or damage is included in the price). Your phone (or the contactless smartcard) will not pay for the meal; it will only be used as an identification device to enable you to exercise your right to a subsidized meal. You will pay the difference in the price directly to the food provider.

## Attention!

1. Subsidized meals for students are offered only between **8.00** and **20.00**.
2. Beneficiaries are not entitled to subsidized meals between **July 15** and **August 15**.
3. **The use of subsidies is limited to 2 subsidies a day**, while at least **4 hours have to elapse** between the first and the second usage of subsidies.

**In this brochure you will find the important steps for using the SSM system.**

## Important!

1.

**ONLY FOR FRESHMEN:** It is important to enter your personal data online (see Steps for the student) before coming to the student meals office. This way you can avoid standing in line and make the process of entering the system of subsidized student meals much easier.

2.

Your mobile phone must have the show number option turned on (your number must not be hidden).

## Steps for the student

1.

**Online registration** (ONLY WHEN entering the system for the first time)

2.

**Registration confirmation at the clerk's desk at student meal office and registration of the identification device** (mobile phone or contactless smart card)

3.

**Activation and review of the situation on the web portal**



## Online registration

IS OBLIGATORY AND APPLIES ONLY TO FRESHMEN

**First register online** on [www.studentska-prehrana.si](http://www.studentska-prehrana.si) and enter the required data (**ONLY when you enter the system for the first time**). On the left, select "**Fill in the registration form here**" and follow the instructions.

1.

Enter the link <http://www.studentska-prehrana.si> into the browser and follow the instructions.

2.

Select "**Fill in the registration form here**", enter all the required personal data and read the Terms and Conditions. Tick the box if you agree with the terms and confirm everything by clicking "**Continue**".

3.

The data you have entered – the registration form **CAN** be printed out (if not, you **MUST** write down the registration number) and brought to the student meals office of your student organisation (Student Organization of the University of Ljubljana, the Student Organization of the University of Maribor, the Student Organization of the University of Primorska or a student club office; a detailed list is published on [www.studentska-prehrana.si](http://www.studentska-prehrana.si) under the "Info Points" menu).

### Note!

If you cannot print the registration form, you **MUST** make a note of the registration number on the top right-hand corner of the registration form. Without this number, your online registration is worthless.

## Registration confirmation by the clerk and registration of the identification device

(mobile phone or contactless smart card)

After you have entered your data via the portal at the student meals office **have the registration confirmed by a clerk** (Student Organization of the University of Ljubljana, the Student Organization of the University of Maribor, the Student Organization of the University of Primorska or at a student club office). **For final registration at a student meals office you will need a printed, filled-in and signed application form from the web portal, proof of your status (student card, grade transcript (indeks), or enrolment certificate) and an identification document.**

### **IMPORTANT!**

If you cannot print the registration form, the clerk can do it for you, but you will need the **registration number** that you can find on the registration form after you have entered your data online.

If you cannot access the web portal, you can do the entire registration process at the student meals office, which will require all of your personal data. The procedure will take much longer.





**Provide the clerk with the printed registration form, a personal document and student card, grade transcript (indeks), or a valid enrolment certificate for the current year.**

If you are entitled to additional subsidies (student with children, student who is a child of parents who have died in the 1991 war, student with special needs due to a severe functional disability etc.), and you are exercising this right for the first time, you will have to submit other necessary documentation.

Together with the clerk, you will verify the data accuracy on the registration form one more time and then you will **select the identification device of your choice:**

- **mobile phone or a phone number** (free) or
- **contactless smartcard** (costs 15 EUR, a one-time free-of-charge replacement in case of loss or damage is included in the price)

**Mobile phone:** to register your phone, call the toll-free number 1808 and hold the phone against the terminal.

**Contactless smartcard:** you can order a contactless smartcard at the clerk's desk. It should take five (5) working days to receive the card. After 5 days you can collect the smartcard at a student meal office. Smartcards are not sent by mail to your home address.

**The clerk will print an activation code for you** (it is different from the registration number) to access the online overview of your purchases and the momentarily available subsidies on the following website:

**<http://www.studentska-prehrana.si>**



## Activation and review of the situation on the web

After you have registered your personal account and activated the identification device of your choice at the student meal office, we further recommend you to **activate your online access and online overview of the status on your personal student meals account**. You can activate your personal account using the activation code you received from the clerk at the student meal office and your personal e-mail address that you have cited during registration.

**[www.studentska-prehrana.si](http://www.studentska-prehrana.si)**

Enter the address <http://www.studentska-prehrana.si> into the browser and select account activation **“Activate your account here”**.

After correctly entering your username (e-mail address) and activation code, create a password that will consist of no less than six characters, at least one of which must be a number. This will allow you access your personal virtual account where you can monitor:

- the number of used-up subsidies;
- the number of available subsidies for the current month;
- past consumption;
- settings for notifications that you wish to receive from the Student Organisation of Slovenia and its organisational forms.

**On the web portal, you can also find an overview of:**

- current providers of subsidized student meals,
- prices of the student menus of providers, i.e. the prices the student has to pay,
- information on the subsidized student meals system.



## Using the subsidies in restaurants

After you have registered, you can use your identification device and a personal document (student card is also valid) to use the subsidies in all Slovenian restaurants that offer subsidized student meals.

### Using the subsidies by using a mobile phone

1.

**Notify the waiter that you would like to have a subsidized student meal. The waiter will use a terminal to identify you and allow you to use the subsidy.**



2.

**Use your mobile phone that you have activated earlier, call the toll-free number 1808 and hold the phone against the terminal. Correct placement of the phone is shown in the picture.**



3.

**The progress indicator lights will light up on the terminal.** The lights are on until the system authorises or denies the subsidy (information on the student does not exist, all the subsidies have been used up etc.).



4.

**In case of difficulties**, while calling the number 1808, student should also try to call the number 080 1808.

## Authorisation or denial of the subsidy

1.

Next to the authorisation, the terminal also shows the name and surname of the student that has registered the mobile phone.

**The waiter confirms your identity by checking your ID.**



2.

If the data on the terminal matches the data on your personal document, the waiter confirms the subsidy, otherwise it is denied.

**ATTENTION!** In case of denial of your subsidy by the waiter, a retained subsidy mechanism is triggered.

From the moment the subsidy is denied and 4 hours after the denial, the student cannot use the subsidized student meals. When 4 hours have passed, the student can use the subsidized student meals again.

The so called "retained subsidy" mechanism was introduced because of cases of vague denial by a waiter, and to prevent exploitation by unauthorized users.

3.

**If the subsidy is authorised and thus used, the waiter will print a confirmation receipt from the terminal.**

**ATTENTION!** It is important that you pay attention to what is happening at the terminal and that you ask for and receive a copy of terminal receipt that proves whether the subsidy was used successfully or unsuccessfully. In case the terminal receipt cannot be printed, this means the subsidy was not successfully used and the process should be stopped or repeated.



**Your receipt will include:**

- total value of the meal;
- value of subsidy;
- sum you have to pay;
- number of unused subsidies left on your account.

4.

**Based on the receipt, you will pay the difference between the meal price and the subsidy – the price of a student meal (former voucher price).**

## Using the subsidies by using a contactless smartcard

1.

**Notify the waiter that you would like to have a subsidized student meal.**

2.

**The waiter will use a terminal to identify you and allow you to use the subsidy.**

3.

**Hold the identification card against the terminal screen.** The subsidy can be authorised or denied.



### The waiter confirms the authorisation or denial of the subsidy

1.

Next to the authorisation, the terminal also shows the name and surname of the student that owns the card.

2.

**The waiter confirms your identity by checking your ID.** If the data on the terminal matches the data on your personal document, the waiter confirms the subsidy, otherwise it is denied.

**ATTENTION!** In case of denial of your subsidy by the waiter, a retained subsidy mechanism is triggered.

From the moment the subsidy is denied and 4 hours after the denial, the student cannot use the subsidized student meals. When 4 hours have passed, the student can use the subsidized student meals again.

The possibility of a so called "withheld subsidy" was introduced in order to hinder misusages by unauthorized users: **In case of an unjustified denial of a subsidy by the provider of subsidized meals for students the student has been impaired and is therefore entitled to a subsidized meal that has to be provided by the provider of subsidized meals for students.**

3.

**If the subsidy is authorised and thus used, the waiter will print a confirmation receipt from the terminal.**

**ATTENTION!** It is important that you pay attention to what is happening at the terminal and that you ask for and receive a copy of terminal receipt that proves whether the subsidy was used successfully or unsuccessfully. In case the terminal receipt cannot be printed, this means the subsidy was not successfully used and the process should be stopped or repeated.

#### Your receipt will include:

- total value of the meal;
- value of subsidy;
- sum you have to pay;
- number of unused subsidies left on your account.

4.

**Based on the receipt, you will pay the difference between the meal price and the subsidy – the price of a student meal.**

## Warning in case the system denies your subsidy

1.

If the system denies your subsidy (information on the student does not exist, all the subsidies have been used up, not enough time has passed between the meals, the daily limit of subsidies has been exceeded, etc.), you can ask for a printed receipt with the reasons for the system's denial of the subsidy.



## Frequently asked questions – problems and answers

If you change any personal information you have provided during the entry into the system, or if you change your mobile phone number, you must visit the student meal office and notify them about the changes. Otherwise, you will not be able to use the subsidized student meals.

If you become employed, register as a person seeking employment or become a sole trader ("s.p."), you are no longer entitled to exercise the subsidized student meals right. In such case the system will block you automatically.

### Solving problems and user support

**If you have any questions or problems, please contact the nearest student meals office where we will do everything necessary to solve your problems. For additional information, use the web portal [www.studentska-prehrana.si](http://www.studentska-prehrana.si) or write to [prehrana@studentska-org.si](mailto:prehrana@studentska-org.si).**

*The Slovenian Student Union wishes you a tasty meal!*



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