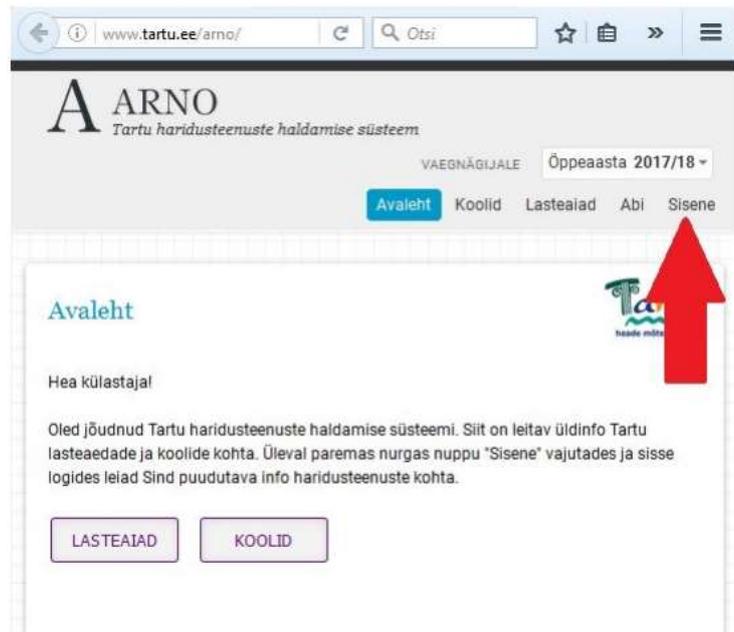


How to pay for school lunch?

Go to the website www.tartu.ee/arno

1. Click on SISENE (enter)

2. You can log in using the Estonian ID card (ID kaart), mobile ID (mobiil ID) or the bank log in credentials (sisene panga kaudu). You can choose how you want to log in.



GOOD TO KNOW!

During the first log-in you need to enter your email and phone number. This is used so that the system can send you notifications when the balance of the lunch money in your account is ending or is already negative. This way you will always know when it's time to make a new payment.

3. After you have successfully logged into the system, you will see the following page, where you can start choosing you child's lunch. Choose KOOLILÕUNA (school lunch).



4. Next you will see your child's data and start choosing. Two most important things you can do on this page are the following:

MÄÄRA KOOLITOIT (specify the school lunch)

MAKSMINE (payment)

In addition, you can see the history of payments (ARVELDUSTE AJALUGU) and the refund of the lunch money (TOIDURAHA TAGASTAMINE)

Jrk	Isikukood	Eesnimi	Perenimi	Haridusasutus	Saldo	Lisapaketid	Toidupakett	Tegevused
1				Tartu	Kool 0.00			Määra koolitoit Maksmine
2				Tartu	Kool 0.00			Määra koolitoit Maksmine

5. Now you need to choose your lunch option (KOOLILÕUNA PAKETI MÄÄRAMINE)

You have 3 options:

KOOLILÕUNA (regular school lunch that is eaten by the majority of the students; includes meat – usually pork or chicken, sometimes fish)

XL (large lunch that is served separately has bigger portions and does not have soup days)

TAIMETOIT (vegetarian menu)

You can also see the daily prices and the part that you need to pay. (NB! This an example so keep in mind that your prices might be a bit different)

VANEMA OSALUS (the parent's part of the lunch fee – needs to be paid by you)

RIIGI TOETUS (the government's support – is paid for you)

KOV TOETUS (local support by the city government – is paid for you)

On the left you can see LAPSE LÕUNASÖÖGI PAKETT (the child's lunch packet)

There you choose your preferred option under UUS TOIDUPAKETT (new lunch packet)

and the date when your child starts eating according to this packet – KEHTIB ALATES (valid from). This should be 4th September because no lunch is served on the 1st day of school.

Then click SALVESTA JA TAGASI (save and return)

NB! The preferred lunch option has to be chosen before the 1st of September in order for your child to receive the correct lunch.

The screenshot shows the 'Koolilõuna paketi määramine' page in the ARNO system. At the top, there is a navigation bar with 'VAEGNÄGIJALE', 'Õppeaasta 2017/18', and 'Triinu Pihus'. The main content area has a header 'Tagasi: Koolilõuna | Lapse koolilõuna' and a logo for 'Tartu hääde mõtte linn'. Below the header, there is a yellow warning box: 'Kuna õpilane ei ole sissekirjutatud Tartu linna, siis ta ei saa Tartu linnalt koolitoidu toetust. Palun täpsustage õpilase elukoha vallast (linnast) koolitoidu toetuste kohta.' The main section is divided into two parts: 'Lapse lõunasöögi pakett' and 'Toidupaketid koolis'. The 'Lapse lõunasöögi pakett' section has a dropdown menu for 'Uus toidupakett' set to 'Koolilõuna (0.58€)', a text input for 'Kehtib alates', and a 'Salvesta & Tagasi' button. The 'Toidupaketid koolis' section contains a table with the following data:

Nimi	Hind	Vanema osalus	Riigi toetus	KOV toetus	Lühikirjeldus	Menüü
Koolilõuna	1.36	0.58	0.78	0.00		
XL	1.90	1.12	0.78	0.00		
Taimetoit	1.50	0.72	0.78	0.00		

5.1 You can also choose an optional lunch packet which is HOMMIKUPUDER (morning porridge) that is served in the morning. This will cost extra 0,70€ per day. And this can be done after you click SALVESTA & TAGASI and choose MUUDA LISAPAKETTI (change the optional packet) from the right after your child's name.

6. Payment

There is also the payment section on the same page. Just click MAKSMINE (payment) on the right after your child's name. You will be directed to the payment link where you can pay the correct sum.

You can pay one month at a time or for a longer period. Just multiply the school days with the daily lunch fee (only the parent's part). The system calculates the average monthly fee for you considering that there are 21 school days in a month on average but the real number of school days depends on the month and the school holidays. So you need to consider that as well.

You need to have a bank account in one of the following banks in order to pay for the lunch - Swedbank, SEB, LHV Pank, Nordea. **Please contact me if you do not have a bank account in any of the banks. I'll contact the Educational department in Tartu and find an alternative way to pay for the school lunch.**

NB! When you have more than one child at school then you need to pay for each of them separately.

The screenshot shows the 'Minu laste koolilõuna' page in the ARNO system. At the top, there is a navigation bar with 'VAEGNÄGIJALE', 'Õppeaasta 2017/18', and 'Triinu Pihus'. The main content area has a header 'Minu laste koolilõuna' and a logo for 'Tartu hääde mõtte linn'. Below the header, there are buttons for 'Arveiduste ajalugu' and 'Toiduraha tagasivõtt'. The main section contains a table with the following data:

Jrk	Isikukood	Eesnimi	Perenimi	Haridusasutus	Saldó	Lisapaketid	Toidupakett	Tegevused
1				Tartu	Kool 0.00			Määra koolitoidu Maksmine
2				Tartu	Kool 0.00			Määra koolitoidu Maksmine

Tagasi: [Koolilõuna](#) |

Makse andmed

Koolitoiduraha maksmine

Õppur _____
 Saldo 0.00
 Viitenumber 16080 11
 Selgitus
 Summa €

Palun vali, millise panga kaudu Sa maksta soovid:



7. When your child has been absent...

When your child is absent from school then you need to mark this in ARNO as well so you won't be charged for lunch on these days.

Click on **TEATA PUUDUMISEST** (inform about the absence) and enter the dates when you child will be absent. When you do this before 3pm on the previous day then it will be effective already on the next day.

You can choose to cancel school lunch when you decide that you child won't be having school lunch anymore. Then click **LOOBU KOOLITOIDUST** (cancel the lunch packet) and enter date when you want to stop the contract.

ARNO Tartu haridusteenuste haldamise süsteem

VAEGNÄGIALE Õppeaasta 2018/19 - Triinu Pihus [Minu arve] | Avaleht | Minu lapsed | Koolid | Lasteaiad | Taotlused | **Koolilõuna** | Huvitegevus | Abi

Koolilõuna

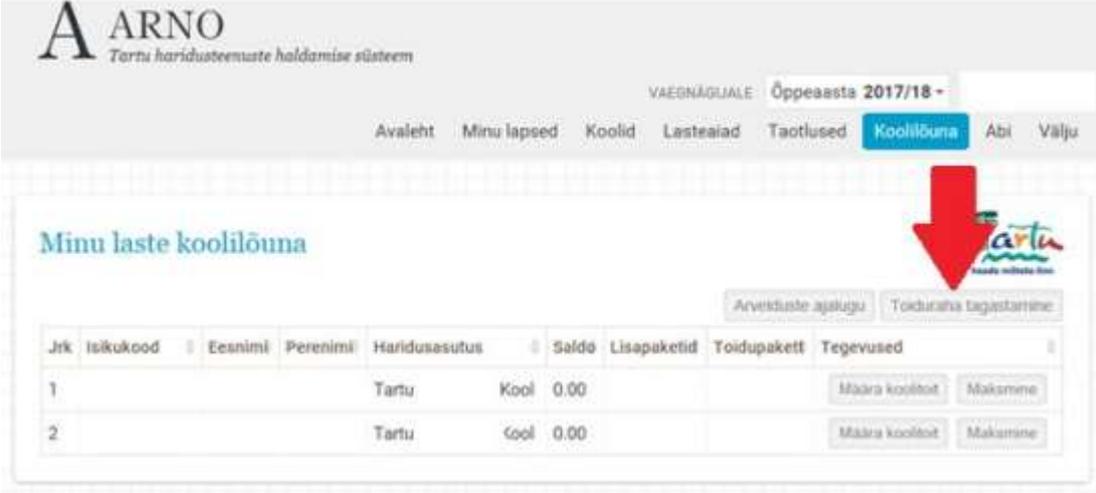
E-keskkonna kaudu on võimalik edastada koolilõuna infot ja tasuda koolilõuna eest ainult Tartu munitsipalkoolides. Riigi- ja erakoolides tuleb info saamiseks pöörduda kooli poole.

Jrk	Isikukood	Eesnimi	Perenimi	Haridusasutus	Saldo	Lisapaketid	Toidupakett	Tegevused
1				Miina Härma Gümnaasium	10.50			Toiduraha tagastamine
2				Miina Härma Gümnaasium (G)	0.00		XL (alates 03.09.2018)	Teata puudumisest Muuda koolitoitu Loobu koolitoidust Muuda lisapaketti Maksmine

Arvelduste ajalugu | Minu konto andmed

8. Refund

You can also apply for a refund if your child has been absent. This can be done under TOIDURAHA TAGASTAMINE. This can also be done when you are leaving school and there is still money on the lunch account so you won't lose any money. But you don't need to apply for a refund after your child has been absent because the money is automatically transferred to the next period.



The screenshot shows the ARNO web application interface. The header includes the ARNO logo and the text "Tartu haridusasteemuste haldamise süsteem". The navigation menu includes "Avalaht", "Minu lapsed", "Koolid", "Lasteaiad", "Taotlused", "Koolilõuna" (highlighted), "Abi", and "Välju". The page title is "Minu laste koolilõuna". Below the title, there are buttons for "Arvestuste ajalugu" and "Toiduraha tagastamine". A table displays lunch records with columns: Jrk, Isikukood, Eesnimi, Perenimi, Haridusasutus, Saldo, Lisapaketid, Toidupakett, and Tegevused. The table contains two rows of data. A red arrow points to the "Toiduraha tagastamine" button.

Jrk	Isikukood	Eesnimi	Perenimi	Haridusasutus	Saldo	Lisapaketid	Toidupakett	Tegevused
1				Tartu	Kool	0.00		Määra koolitot Maksmine
2				Tartu	Kool	0.00		Määra koolitot Maksmine

Changing the lunch packet

You can change the lunch packet for the next month by choosing MUUDA KOOLITOITU.

This has to be done before the 25th of the previous month.