



Q1. Can I only go to the same convenience store every time?

A1 : No! You can go to any of these four convenience stores: 7-11, FamilyMart, Hi-Life, or OK Mart. You can use your student ID card (EasyCard) at any store, even at stores in other cities. You can go to different stores each day. For example : Today go to 7-11, tomorrow go to Hi-Life.

But each store gives different amounts of money :

- ▶7-11 ⇒ NT\$74 per meal
- ▶FamilyMart ⇒ NT\$70 per meal
- ▶Hi-Life ⇒ NT\$85 per meal
- ▶OK Mart ⇒ NT\$75 per meal

If your food costs more money, you need to pay extra.

Q2. What food can I exchange with the vouchers?

A2 : You **can** exchange meals like bread, sandwiches, salads, all kinds of baos, tea eggs, rice balls, lunch boxes, and other foods. **Remember, each time when you exchange foods, you must get at least one main food.**

Items you **cannot** exchange : candy, snacks, cookies, soda, alcohol, cigarettes, books, or game cards. The computer will lock these items, so you can't exchange these things.

Q3. What happens if I pick wrong items?

A3 : The computer will lock items that are not allowed. You cannot pay for them.





Q4. Can I use iPASS cards instead of EasyCard ?

A4 : No. You can only use EasyCard student ID cards. iPASS cards do not work (because iPASS card number encoding cannot be imported into the EasyCard system). If you have iPASS student ID card, ask your school to help you switch to EasyCard student ID cards.

Q5. What if the student ID card has no money stored on it?

A5 : If your card can store money, you have two ways to use vouchers :

- 1) Scan your card
 - 2) Tell the staff your student number and card number
- If your card cannot store money, you can only use way #2.

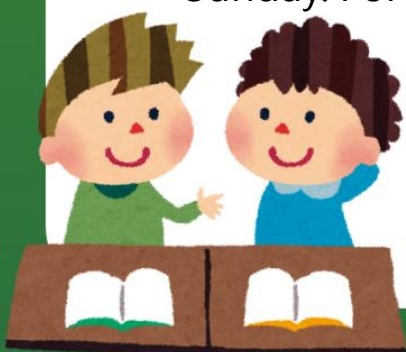
Important : Before you use vouchers, you must **tell the store staff: "I want to use Taoyuan Summer Digital Food Voucher" first**, then show your student ID card. **If you don't tell them first, they might take money from your card.**

Q6. Does the digital voucher mean the government puts money on my student ID card first, and then I can use it to pay for meals?

A6 : No. The computer only checks if you can use the vouchers. Only students who can use vouchers get free meals. The government does not put money on your card.

Q7. What is the definition of one week for digital food vouchers?

A7 : One week for digital food vouchers is defined as Monday through Sunday. For example : Summer vacation week 1 of Year 114 is July 1 (Tuesday) to July 6 (Sunday), so week 1 only has 6 meals available.





Q8. For digital food vouchers, can I exchange many meals at once, or just one meal each time

A8 : When you exchange, **you must tell the store staff "how many meals do you want" first.** Store staff will charge based on what you say. If you don't tell the staff how many meals you want, staff will charge for only 1 meal. For example :

Scenario 1

You take NT\$200 of food but don't tell the store staff how many meals you want, staff will only give you 1 meal as follows:

- 7-11: You get NT\$74 free, but you have to pay NT\$126 extra
- FamilyMart: You get NT\$70 free, but you have to pay NT\$130 extra
- Hi-Life: You get NT\$85 free, but you have to pay NT\$115 extra
- OK Mart: You get NT\$75 free, but you have to pay NT\$125 extra

Scenario 2

You take NT\$200 of food and tell the staff "I want 3 meals", staff will give you 3 meals as follows:

- 7-11: 3 meals = NT\$222, but you only have NT\$200 food, so NT\$22 is lost
- FamilyMart: 3 meals = NT\$210, but you only have NT\$200 food, so NT\$10 is lost
- Hi-Life: 3 meals = NT\$255, but you only have NT\$200 food, so NT\$55 is lost
- OK Mart: 3 meals = NT\$225, but you only have NT\$200 food, so NT\$25 is lost

Q9. Will store staff tell me how many vouchers are left ?

A9 : Store staff will not tell you, but you can ask them to help you check. You can also check this website by yourself :

<https://mepweb.easycard.com.tw/portal/exchange/query>

