

FAQ on eService & card

1. What is the card's function?

- Cashless card to purchase items at canteen
- Access card to access the permitted point at school

2. How can I top up the card?

- Online top up through the eService portal

3. How can I the check card balance?

- Tap the card on the Balance checker located at the canteen
- View balance at eService portal

4. What is the e-service portal?

eService portal provides access for parents to :

- View card balance & transaction details
- Transfer credit between parents & child's card
- Top up Online
- Pay online Pre-Order Meal
- Select Meal plan

5. How can I login to the eService portal?

- Via Parent's Portal <https://www.peninsula.edu.my/parents-portal/>

6. What is the login credential for my eService portal?

- Username – School email ID
- Password – As reset by parent

7. Can my child still use cash at school?

No. We prefer students not to bring cash to school.

8. What happens if my child card is lost/ stolen/damaged?

Please report to the Admissions Office immediately. The card will be deactivated and RM20 will be charged for new replaced card.

9. What if there is an error on the card amount?

Please fill up the incident report form at Admissions Office.

10. What if my child leaves the card at home?

Admissions Office will issue a temporary card. Amount consumed will be deducted from the student's card.

11. What if the card balance is insufficient upon payment?

If the card balance is insufficient, you will need to top up the card from eService Portal.

12. Should my child lend his/her card to friends?

No. This is not allowed.

13. How to do I cancel paid per-order meal?

Login to eService portal and select cancelation button. Note : All cancelation must be done 24 hours before the actual day. Refer to more detail in the user guide.

14. What happen if I forget username and password for eService portal

Proceed to Admissions Office to retrieve or change username & password

15. Other Enquires?

Contact Admissions Office at 03- 50338000 or email at admissions@peninsula.edu.my