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Frequently Asked Questions about Cashless Catering

Q What is a Cashless System?

A A Cashless Catering System is an electronic accounting solution designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's Schools and Academies. The Trust-e Cashless Solution allows schools to be better able to provide their students with a faster, more efficient and more appealing meal service.

Q What is Biometric?

A Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the cashless system.

Q How does a Biometric System work?

A The information of a pupil or staff member, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the pupil or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

Q How does my child register on the Biometric System?

A Registration days will take place when your daughter/son joins SHSG. Your daughter/son will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template. This process only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be given a 4 digit PIN Code to use.

Q What methods of payment can be used to credit an account?

A Any amount of funds can be credited to an account by any of the following methods. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

Cash at the Revaluation Units

The Revaluation unit is located at the student entrance. This can be used to top up accounts by the pupil/member of staff placing their finger/thumb on the sensor or by entering their 4 digit PIN Code followed by inserting the accepted tender below:

£20, £10, £5 notes, £2, £1, 50p, 20p, 10p, 5p coins. (Please note – copper coins are not accepted.)

On-Line Payments

We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment on line please go to <https://www.parentpay.com/> and make an electronic payment.

You will need to register with Parentpay before you can use the system. Please contact Mrs Lacey in the Finance Office on Ext 122 if you do not receive a login username and password and/or and require assistance registering for Parentpay.

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PayPoint (If applicable through ParentPay) – You will be issued with a PayPoint letter, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below.

<http://www.paypoint.co.uk/locator.aspx>

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on to the revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the On-Line payment engine.

Q Can I change the daily 'Spend Limit'?

A Yes – The daily 'Spend Limit' has a default of £10 but this may be changed by written request to the Finance Office.

Q What happens if my child's account is not in credit?

A A 'Lend' can be processed at the EPOS Terminal, which will then allow a meal to be taken. **(This is at the discretion of SHSG.)**

The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

Q How do 'free school meal' (FSM) entitlements work?

A All free meal entitlements will be entered on to the system prior to the 'Live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. Pupils with Free Meal Entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day. If you think that your daughter / son may be entitled to free school meals, this might be a good time to start claiming. Details are available on the school website, under "parents."

Q Can anyone else use my child's account?

A No – Due to the extensive security on Biometric templates no-one will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS Terminal will alert the operator that fraudulent sale is taking place.

Q My child has an allergy, how will this be monitored?

A All allergy records registered with the school will be entered on to the Cashless System. When pupils attempt to purchase an item, which has ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child is not allowed due to dietary needs or religious beliefs. Any such items must be confirmed in writing by the parent/guardian to the Student Services office.

Q **Can I request a printed report of my child's meal intake?**

A Yes - The Cashless Catering System allows numerous reporting facilities, which includes Dietary Habits. These may be requested by contacting staff in the Student Services office.