



Cashless Catering - Frequently Asked Questions

Q What is a Cashless System?

A A Cashless Catering System is a solution, which is designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's schools. The Cashless Catering System 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 and 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 student 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 student 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 leading up to the 'Live' day of the Cashless System. At this time registration terminals will be placed in the school. Your child 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, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will need to ask the Canteen Manager for a 4 digit PIN Code.

Q How do Free School Meals entitlements work?

A The Cashless Catering System will, on a daily basis, automatically allocate the appropriate student account with the Free School Meal amounts (please note that this includes breakfast and lunch). Students with Free School 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.

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

A Any amount can be credited to an account by way of 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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 Pay-Point:** A Pay-Point will be sited in the canteen. This can be used to top up accounts by the student 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
- **On-Line Payments:** We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment online please go to the ParentPay website at <https://www.parentpay.com/> and register to make an electronic payment.



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 Pay Point machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the ParentPay website.

Q Can I change the daily 'Spend Limit'?

A Yes. The daily 'Spend Limit' has a default of £5.00 but this may be changed via the ParentPay website and by letter to the Canteen Manager.

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 student.

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 students 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 Canteen Manager.

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 can be viewed on the ParentPay website or may be requested by contacting The Canteen Manager.

Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Parents can check what students are spending their lunch money on
- Automatic alerts to stop students purchasing allergy trigger items
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help the School Canteen to decrease wastage and improve the overall efficiency of the meal service