

7 CASHLESS CATERING – APPENDIX 1

FREQUENTLY ASKED QUESTIONS INFORMATION SHEET *for parents/carers, students and staff*

Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Greater privacy for those on Free School Meals
- Facility to pay online
- Money provided by parents/carers can only be used for its intended purpose
- No need to carry cash preventing loss/theft
- Automatic alerts to stop students purchasing allergy trigger items
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help decrease wastage and improve the overall efficiency of the meal service

Q What is a Cashless System?

A A Cashless Catering System is a solution, which is purpose designed to meet the ever evolving needs and demands of the catering provision that is required by today's schools.

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 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 be presented with a 4 digit PIN Code.

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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school's catering services.

On-Line Payments

We have introduced online payments in partnership with the Cashless Catering System. To make a payment on line please go to **your ParentMail online account**.

Cash at the in school pay point (the Revaluation Unit)

A revaluation unit will be sited in the dining area within the school. This can be used to top up accounts by the student or 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.***

Cheques

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to **Alliance in Partnership** and have written on the back of the cheque the Student Name & Form. All cheques must be handed to the **Catering Supervisor** and must be received by 9.00 am prior to that day's commencement of service. Cheques received after this time will not be credited to the relevant account until the following day.

- *Please note: cheques must not be made out to SHFGS as the catering operation is contracted out to Alliance in Partnership*

Q How can I check the credit on an account?

A *Students and staff* : This can be done by placing their finger/thumb on to the revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed.

Parents/Carers: By accessing the *ParentMail +Pay* account. Click on 'Payments' , then click on the Dinner Money against the named child. This will show all money credited to the account, and all deductions. The deductions will be listed by the type of item purchased, i.e. main meal, drink, cookie, etc.

Q Can I request a daily 'Spend Limit' for my child?

A Yes – There is currently no limit in place but this may be changed by written request to the **Catering Supervisor** – office@sirhenryfloyd.co.uk

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

A There is no overdraft facility in place.

Unless a parent/carer indicates on Form 3 that they do not agree with the school providing a temporary top up amount an account can be credited on a specific day when insufficient funds are available.

The catering team will manage this process on an individual basis and an amount up to a maximum of £3.00 (after having assessed the funds in the account) can be credited on a daily basis. Each student is requested to inform their parent/carer when this takes place so their account can be credited online or they provide cash so the outstanding debt can be settled on the following school day. Temporary credits of this nature will not be provided if a record of unpaid debt exists.

Q How do 'Free School Meal' entitlements work?

A All Free School 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 School Meal amounts. 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 School Meal allocation will not be carried over to the next day.

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. 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 and a fraudulent sale 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 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 **Catering Supervisor** – office@sirhenryfloyd.co.uk

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 the **Catering Supervisor** – office@sirhenryfloyd.co.uk. You can also see what is being purchased by accessing your *ParentMail +Pay* account.