

Frequently Asked Questions

Q What is a cashless system?

A A cashless catering system is a 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 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.

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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

Online Payments (This is the most practical and efficient method and the one preferred by the school)

We have introduced online payments in partnership with the Cashless Catering system with ParentPay. ParentPay offers you the freedom to make payments whenever you like, 24 hours a day, 7 days a week – safe in the knowledge that the technology used is of the highest internet security available. You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school or children at other ParentPay schools, you can create a single account login for all your children. To make a payment online please go to **www.parentpay.com** to make an electronic payment.

NB You will also be able to use this provider to pay for school trips. More information will be provided with login details.

PayPoint

A PayPoint card can be issued by the school. This can be used to top up your child's account at your local PayPoint stores. **Please note: Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. This could mean that your child's account will not have sufficient funds for that day.** You can find your local stores by visiting: <http://www.paypoint.co.uk/locator.aspx>

If you wish to use this service you must apply in writing to the school office to request a card.

Cheques

In exceptional circumstances cheque payments can be accepted via the Cashless Catering system. Cheques should be made out to **Alliance in Partnership** and have the pupil name & form written on the back of the cheque. All cheques must be handed to the **Catering Manager, Ms Joyce Bryan, in the Canteen** 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.**

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on the till. The current balance will then be displayed. Alternatively, this can be accessed via your ParentPay account.

Q Can I change the daily spend limit?

A Yes – The daily 'spend limit' has a default of £5 but this may be changed by written request to the catering manager.

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

A An automatic overdraft facility is set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal (**£2.20 per student**)

The Cashless Catering system has a debt tracking facility and debt letters will be sent to overdue account holders.

Q How do free school meal 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 account 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 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. **Parents of students who receive free school meals do not need to make any payments for their child for the lunch service if they have the main meal options. Money will need to be placed on the account if they top up their lunch time meal allowance and for food purchased at breakfast and mid-morning break.**

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.

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 Catering 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 **Catering Manager, Ms Joyce Bryan.**

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 Manager, Ms Joyce Bryan.**