

## Cashless Catering - Frequently Asked Questions

**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 and Academies.

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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

### **Cash**

Cash payments: This option is offered for students whose parents have difficulty accessing the internet. Cash payments can be brought in to the Finance and their account will be credited immediately. Cheques will not be 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 [www.parentpay.com](http://www.parentpay.com) to make an electronic payment.

**Q Can I change the daily 'Spend Limit'?**

**A** Yes – The daily 'Spend Limit' has a default of £8 but this may be changed by written request to **Mrs Jenny Miller, Finance Department.**

**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. An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit to the cost of 1 meal.

**Q How do 'free 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 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. **Please note that Free Meal Entitlements are only available at lunchtimes. If you child wishes to buy food at breaktimes, please make sure they have money in their account to cover this.**

**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 and a fraudulent sale taking place.

## **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, reducing bullying
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities helps decrease wastage and improve the overall efficiency of the meal service