

## Cashless System

Dear Parent

Serlby Park Academy works a cashless catering system on the Secondary site.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day. It is also biometric (see FAQ's) so there is no need for pupils to carry a card as the system will recognise the thumb of your child at the revaluation pay points and at the tills. No cash will be accepted at the Till Points.

Any amount of money can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis.

We have payment options available to you – **online payments with ParentPay, coin and note payments at the revaluation pay-points around school, cheque or at local stores where you see a PayPoint logo.** All payment options are explained within the FAQ's attached.

There is a daily 'spend limit' of £5.00. This can be increased or decreased for an individual student by making a written request to the school finance office.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the attached form. If you choose not to have your child registered on the Biometric System a 4 digit PIN Code will be allocated. Please note that PIN Codes do not have the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times. The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your co-operation with regards to this matter.

We require the consent of at least one parent in order that the biometric information of your child can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

Could you please therefore complete and sign the form below and return to your child's form tutor.

The attached information should answer any questions you may have but if this is not the case you may contact the school office for further assistance.

Yours faithfully

Lady Edwards  
Principal

**PLEASE RETURN TO THE FORM TUTOR**

I/We confirm that I/we wish my/our child **TO BE/NOT TO BE** (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

I/We understand that I/we may withdraw my/our child's registration at any time in writing.

<b>Child's Name</b>	
<b>Form Name/Number</b>	
<b>Name of Parent/Guardian</b> Delete as applicable	
<b>Relationship to Child</b>	
<b>Signature</b>	
<b>Date</b>	

## 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.

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. 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.

### **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 ParentPay to make an electronic payment. NB. Some On-Line providers can be used for school trips.

**PayPoint** – You will be issued with a PayPoint card, 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>

### **Cash at the Revaluation Units**

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil 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 Chartwells and have written on the back of the cheque Pupil Name & Form. All cheques must be handed to Mrs Bee, Catering Manager, 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 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 ParentPay.

**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 Finance Office.

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

**A** You will have to provide a packed lunch until such time as the account is back in credit.

**Q How do 'free meal' entitlements work?**

**A** All free meal entitlements will be entered on to the system. 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.

**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.

**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 Principal.

**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 Principal.