

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.

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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

Cash at the Revaluation Units

Revaluation units will be sited at different locations within the school. These can be used to top up dinner money accounts by the pupil/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 Pupil Name & Form Name/Number. All cheques for dinner money must be handed into the canteen via the cheque dropbox which will be located in the dining room next to the Revaluation Unit 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 your child's dinner money account until the following day.

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 www.schoolgateway.com to set up your account. There is also a smartphone app that you can download which you can use to make your payment via in addition to the website. Please see further information in the pack that you have received.

You will shortly also be able to use this method to pay for school trips and other payments to school. Additional information on this will be sent to you separately. Please note that the revaluation unit and cheque drop off point is for dinner money only. If you wish to pay by cash or cheque for trips or other school payments these must come to the finance office in the normal way, however we will be encouraging parents to take advantage of the online payment facility. Eventually, it is likely that all payments to school will need to be made electronically.

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 (if applicable).

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 **(Insert name of Contact)**

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. Meals taken in excess of the free meal allocation will have to be paid for, and parents will therefore need to fund their child's account if they are likely to spend over that threshold. The current allocation is £2 per day, which is sufficient to purchase a main meal. Water is freely available to all students, and so is milk for FSM students.

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, however this does rely on the ability of the operator to spot this. The biometric system is more secure, and we encourage parents to sign up to this as preferable.

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 school office.

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 Miss J McWilliams – Catering Manager, however these can also be viewed via the Gateway app/website mentioned above! You can check each day if you wish what your child has purchased from the canteen using the Gateway.

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, via the Gateway website or using the free Smartphone app* (both android and apple versions are available)
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils 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

* this requires the use of a credit/debit card.

Healthy School Survey Information

School meals have been the focus of much interest nationally in recent years.

There have been concerns over the nutritional quality of the food provided plus evidence of an increase in child obesity.

A Health Survey in England found that 16.6% of boys and 16.7% of girls aged 2-15 were obese and a further 13.6% boys and 14.3% girls were overweight. The Survey also found that most children eat too much fat, added sugar and salt and only eat two of the recommended five portions of fruit and vegetables each day.

Nationwide Retail Systems are in partnership with the Local Authority Caterers Association (LACA) and work closely with them to ensure that we stay abreast of the current standards. We are also in constant discussions regarding to future developments and possible requirements.

NRS offer a healthy eating points reward facility. Healthy items can have points allocated to them which when sold can be added to staff/pupils accounts. Catering staff then have the ability to take a report detailing who is eating the healthiest and can reward this in a number of ways.

Benefits the Trust-e Cashless System brings to Healthy eating

- Improved nutritional & dietary control
- Healthy eating is encouraged and can be monitored through the reporting facility
- No more using school dinner money for out of school purchases
- Detailed reporting facilities allowing access to pupils accounts and eating habits