

## 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 on 21<sup>ST</sup> & 22<sup>ND</sup> October, leading up to the 'Live' day of the Cashless System, which is 4<sup>th</sup> November 2013. 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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 **www.parentpay.com** to make an electronic payment.

**PayPoint (If applicable through ParentPay)** – If you do not have access to the internet 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 or please see attached locations.

<http://www.paypoint.co.uk/locator.aspx>

**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 parentpay website.

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

**A** Yes – The daily 'Spend Limit' has a default of £10 but this may be changed by written request to Jane Marfleet, c/o Moorside High School.

**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. A notification will then be sent home with the pupil, and the overdraft will be cleared when the account is next in credit.

**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.

**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 Mrs B Higgins c/o Moorside High School.

**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 Mrs B Higgins.