

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, required by today's schools and academies. The Trust-e Cashless Solution allows schools to be better able to provide their students and staff 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. The Trust-e Cashless System uses an algorithm based scan, which reads between 50 and 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 your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the EPOS Terminal Biometric Reader, which looks up their account 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 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your

child will attend at a requested time and will be required to place their finger/thumb on the Biometric Reader 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 How does my child register on a card system?

A Each child will be allocated a card designed specifically for use with the Cashless Catering System. Both swipe cards and MiFare cards are 'tagged' to each pupil or staff members account before being distributed to each account holder.

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 Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.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

Revaluation units will be sited at different locations within the school. These can be used to top up accounts by the pupil/member of staff placing their registered finger or thumb on the Biometric Reader; swiping or tagging their registered card or by entering their 4 digit PIN Code followed by inserting the accepted tender: £20, £10, £5 notes or £2, £1, 50p, 20p, 10p or 5p coins. Please note that copper coins are not accepted.

Cheques (if applicable)

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to **(state school or council name)** and have the pupil name and form written on the back. All cheques must be handed to **(state location/name)** and must be received by **(insert time)** prior to that day's commencement of service. Cheques received after this time will not be credited to the account until the following day.

Online Payments (if applicable)

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to **(state website of online payment provider and all additional information)**.

PayPoint – only applicable through ParentPay (if applicable)

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>

Q How can I check the credit on an account?

A This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner, swiping or tagging their card or entering a 4 digit PIN code. The current balance will then be displayed. This can also be accessed via the schools online payment facility, if applicable.

Q Can I change my child's 'daily spend limit?'

A Yes – the amount your child can spend throughout one day can be changed by written request to **(insert name of school contact)**. Please contact your school for information on the current spend limits in place.

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. Alternatively, money can be taken from an automatic overdraft account. **(This is at the discretion of each individual school.)**

An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal **(again at the discretion of the school)**. The Cashless Catering System has a debt tracking facility and the ability to send debt letters to overdue account holders.

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 school meal amounts. Pupils with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that 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 **(at the schools discretion)**. If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the EPOS Terminal will alert the operator of a fraudulent sale.

Q My child has an allergy. Will this be monitored through the Cashless System?

A Yes – all allergy records registered with the school will be entered on to the Cashless System. When pupils attempt to purchase an item, which contains 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 cannot consume due to dietary needs or religious reasons. Any such items must be confirmed in writing by the parent/guardian, and addressed to **(insert contact at school)**.

Q Can I request a printed report of my child's meal intake?

A Yes – the Cashless Catering Solution allows numerous reporting facilities, including dietary habits. These may be requested by contacting **(insert name of contact)**.

Benefits of the Trust-e Cashless Catering System

- o Increased speed of service reducing queuing times
- o Increased uptake on Free School Meals
- o Anonymity on Free School Meals, reducing bullying
- o Facility to pay online
- o No need to carry cash preventing loss/theft
- o Automatic alerts to stop pupils purchasing allergy trigger items
- o Students learn about important lifestyle control by monitoring their own accounts
- o Reporting facilities help decrease wastage and improve the overall efficiency of the meal service