



CASHLESS SYSTEM: FREQUENTLY ASKED QUESTIONS (FAQs)

What is a Cashless System?

A Cashless Catering System is a system which is purpose designed to meet the ever-evolving needs and demands of the catering provision that is required by today's schools.

The Biometric Cashless Solution allows schools to be better able to provide their students with a faster and more efficient meal service.

What is Biometric?

Biometric is a simple 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.

How does a Biometric System work?

The information of a student 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 student places their finger/thumb on their EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

How does my child register on the Biometric System?

Your child will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds.

What methods of payment can be used to credit an account?

Any amount can be credited to an account online. Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal/break services.

Online Payments

We have introduced ParentPay online payments in partnership with the Cashless Catering System. To make a payment online, please go to <https://www.parentpay.com/> after obtaining a unique initial password (which can be changed upon registration) from the school.

How can I check the credit on an account?

This can be accessed via the ParentPay online account.

Can I change the daily 'Spend Limit'?

The daily 'Spend Limit' has a default of £5.

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

Accounts must have sufficient credit for any purchase made, a limit of -£5.00 has been set.

How do 'free school meals' entitlements work?

The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free school meal amounts. Students with free school 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.

In addition, if you wish for your child to purchase food more than the daily allocation (meal deal) you can top up their ParentPay lunch account.

NB. Any monies not spent from the daily free school meal allocation will not be carried over to the next day.

Can anyone else use my child's account?

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 student. The photograph shown on the EPOS Terminal will alert the operator of a fraudulent sale taking place.

My child has an allergy, how will this be monitored?

All allergy records registered with the school will be entered on to the Cashless System. When students 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.

Can I dictate my child's dietary requirements?

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/carer.