

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 student 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 student 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 the 27th and 28th March. 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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 Machines – 2 revaluation machines will be sited within the school. These can be used to top up accounts by the student 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 student name and tutor group. All cheques must be handed to the kitchen 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.

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.co.uk, your user name and password are included within this pack.

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 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 A 'Lend' can be processed at the Till, which will then allow a single meal to be taken. This will create a negative balance on the account which will be cleared next time payment is made.

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. Students 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 student. 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 of 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 Finance Office.

Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity of Free School Meals
- Facility to pay On-Line
- No need to carry cash so preventing loss/theft
- Automatic alerts to stop students 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

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 the future developments and possible requirements.

Nationwide Retail Systems Limited offer a healthy eating points reward facility. Healthy items can have points allocated to them which when sold can be added to staff/students' 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 and 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 students' accounts and eating habits