

# **CASHLESS CATERING**

**INFORMATION  
BOOKLET**

## **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
- No need to carry cash preventing loss/theft
- 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

## **CASHLESS CATERING SYSTEM**

At Castle Rock we have our own catering team who cook on site and provide a wide variety of tasty, healthy food.

Students can purchase food at breakfast club, break, lunch and our after school twilight club.

To avoid paying by cash, we use a Cashless Catering System.

The system allows us to continue with the development of the school meal service, and provides us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for pupils to carry cash throughout the day thus reducing the risk of bullying. It is also biometric so there is no need for pupils to carry a card as the system will recognise the thumb of your child at the revaluation pay points and at the tills.

Any amount of money can be paid into a pupil's account, and any money spent on food & drink will be deducted on a daily basis.

We have two payment options available to you – **online payments (minimum £10 transaction) or coin and note payments at the revaluation pay-points.**

A daily 'spend limit' of **£4.00** will be programmed into the system. This can be increased or decreased for an individual student by contacting the school finance office.

If you do not wish to have your child registered on the Biometric System a 4 digit PIN Code will be allocated, however this prevents your child from accessing the systems as easily or securely as if they were to use the biometric system at the till points. Please note that PIN codes do not have the same level of security and it will be your child's responsibility to remember the code and keep it secure at all times.

Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

**The preference of the school is to use biometrics as this is more secure and faster than any other method of identification and we appreciate your co-operation with regards to this matter.**

Please note your child will need to bring cash with them for the first few days of the new term. Thumb prints will be taken for the Cashless Catering during Induction Days.

In addition to the cashless catering system the school operates a biometric system within the school library. This enables students to use their thumb print to access their library account. As with the cashless catering system, a pin number can be issued as an alternative but the biometric system is the preferred option of the school.

## **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 will take place on Induction days or your child's first day at school. 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. 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** – Revaluation machines will be sited within the school. These can be used to top up 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)**

**On-Line Payments** – We have introduced On-Line Payments in partnership with the Cashless Catering System. Please follow these instructions:

1. Visit the [www.schoolgateway.com](http://www.schoolgateway.com) website, either by typing the web address into your web browser or by clicking the School Gateway link on the Castle Rock website.
2. As a first-time user, click on 'I'm a new user'.
3. Type in the e-mail address and mobile phone number that the school would have on record for you. This should be contact priority one on your child's data collection sheet.
4. A text message will be sent to your mobile phone with your PIN number.
5. Back on the main login screen for the school gateway, use your e-mail address and PIN number to login.

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

**A** Yes – The daily 'Spend Limit' has a default of £4.00 but this may be changed by contacting the school finance office.

**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 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. This will only be allowed for 1 day, you will be contacted prior to any lend being authorised.

**Q How do 'free meal' entitlements work?**

**A** All free meal entitlements are entered on to the system on a daily basis. 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 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 Karen Sergent.

**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 Karen Sergent. Information regarding your child's purchases can also be viewed online.