



To: King Ecgbert School

I/We confirm that we wish our child / children **TO BE/NOT TO BE** (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that **I/we** may withdraw my child's registration at any time in writing.

Child's Name	Form Name/Number	Relationship to Child
Name of Parent and/or Guardian	Signature	Date



Frequently Asked Questions

Q What is a Cashless System?

A A Cashless Catering System is a method of selling school snacks and lunches without the need for students to use cash at tills which can be very slow.

The Trust-e Cashless Solution allows schools to provide a service where students spend less time queuing.

Q What is Biometric?

A Biometric is simply a method of identifying an individual person. We will be using a finger pattern, 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 leading up to the 'Live' day of the Cashless System. 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: online using credit or debit cards (£10 minimum), using coins or notes before school or at break time using a special revaluation machine or using a cheque. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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

There will be two revaluation units in King Egbert School. These can be used by students before school, at break or lunch time 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)

Cheques

Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to **Mellors** and have written on the back of the cheque Pupil Name & Form Name/Number. All cheques must be handed to **Student Reception** 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 our school website:

www.ecgbert.sheffield.sch.uk and click on the “**Parent Pay**” link to make an electronic payment. NB. Online payments can also be used for school trips. Further information including a username and password will be sent out separately.

PayPoint – If requested from Student Services, you can also 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 **www.paypoint.com** .

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 online.

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 School Office Manager**.

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. An automatic overdraft can be set up, which will allow the pupil/staff member



to go into debit at the cost of 1 meal. 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 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 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 the School Office Manager.

Q Can I see what my child is spending in the school canteen?

A Yes – The Cashless Catering System allows numerous reporting facilities, which includes what your child has eaten in the canteen. If a parent has created a ParentPay account (whether a parent makes payments online or if payments are made using cash or cheque), then all menu choices can be viewed online for any dates.

Alternatively, for a paper report, please make a written request to the School Office Manager with the dates of when you would like to know what your child has eaten in the canteen.