



## 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. 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 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 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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**

Revaluation units will be sited in the main reception 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 and/or £2, £1, 50p, 20p, 10p, 5p coins **(Please note – copper coins are not accepted)**

**On-Line Payments**

We have extended the current On-Line Payments to cover the Cashless Catering System. To make a payment on line please go to <http://www.wadebridge.cornwall.sch.uk/parents/online-payments>.

**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 system.

**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** An automatic overdraft will be set up, which will allow the pupil/staff member to go into debit at the cost of 1 standard meal which is the meal of the day, a desert and a drink valued at £2.20.

**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. 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 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 Pupil Secretary.

**Q Can I see what my child has selected at break and lunch time**

**A** Yes – The Cashless Catering System provides information to the online payment system that can be viewed by account holders.



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### 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
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils 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 t