Trust e-Cashless Catering System
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 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.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 Unit
A Revaluation unit will be sited by Reception and will be available to students until 8.30am each morning. This can be used to top up accounts by students 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
ParentPay
To make a payment on line please go to the ParentPay website to make an electronic payment.
PayPoint If you wish to use PayPoint, please contact Mrs Bayley, Finance Officer.

Cheques
Cheque payments can be accepted via the Cashless Catering System. Cheques should be made out to Sandwell Academy and have written on the back of the cheque Student Name, Year and PT. All cheques must be handed to Reception in an enveloped marked Cashless System and must be received by **8.30am** 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.

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 ParentPay on-line payment engine.

Q Can I change the daily 'Spend Limit'?
A Yes – The daily 'Spend Limit' has a default of £6 but this may be changed by written request to **Mrs Bayley, Finance Officer.**

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. 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.

Benefits of the Trust-e Cashless Catering System

- ☐ Increased speed of service reducing queuing times

- ☐ 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