

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, required by today's schools. The Trust-e Cashless Solution allows schools to be better able to provide their students and staff 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. The Trust-e Cashless System uses an algorithm based scan, which reads between 50 and 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, who has been biometrically registered, is stored on a secure biometric controller within the school, which only your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the student places their finger/thumb on the Biometric Reader, which looks up their account 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 'go live' day of the Cashless System. During these days, registration terminals will be placed in the school. Your child will place their finger/thumb on the Biometric Reader 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 Once an account has been credited, the monies cannot be withdrawn by the student and must be spent on the school meal/break-time services.

Cash at the Revaluation (Cash Loader) Units

A revaluation unit will be installed in the school hall. This can be used to top up accounts by the student placing their registered finger or thumb on the Biometric Reader or by entering their 4-digit PIN Code followed by inserting the accepted tender: £20, £10, £5 notes or £2, £1, 50p, 20p, 10p or 5p coins. Please note that copper coins are not accepted.

Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. You will be able to make a payment online via the "Payments" link at the top of the school website or using this link: <https://www.scopay.com/castleschool-somerset> If you have not used this online payment system before (eg for school trips), you will be sent log-on details and instructions for using this.

Q How can I check the credit on an account?

A This can be done by the account holder either placing their finger/thumb on the Revaluation Machine scanner or entering their 4-digit PIN code. The current balance will then be displayed. This can also be accessed via the school's online payment facility.

Q Can I change my child's 'daily spend limit?'

A Yes – the amount your child can spend throughout one day can be changed by written request to the School Finance Office. A £5 maximum daily spend has been set for all students initially.

Q What happens if my child's account is not in credit?

A A 'lend' can be processed at the till if this is needed in order for the student to have a meal on that day. The till operator will inform the student that the account needs topping up. Parents/carers will also be contacted to alert them to this.

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 school meal amounts (currently £2.20). Students with FSM entitlement remain anonymous at all times as all account types are accessed in the exact same manner, regardless of whether paid for or not. Please note that 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 of the student will appear for the till operator to check. If your child is using a 4-digit PIN code, which someone obtains and attempts to use, the photograph shown at the till will alert the operator of a fraudulent sale.

Q My child has an allergy. Will this be monitored through the Cashless System?

A Yes – all allergy records registered with the school will be entered onto the Cashless System. When students attempt to purchase an item which contains 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 cannot consume due to dietary needs or religious reasons. Any such items must be confirmed in writing by the parent/carer and addressed to the Head of Kitchen.

Benefits of the Trust-e Cashless Catering System

- o Increased speed of service reducing queuing times
- o Increased uptake on Free School Meals
- o Anonymity on Free School Meals
- o Facility to pay online
- o No need to carry cash preventing loss
- o Automatic alerts to stop students purchasing allergy trigger items
- o Students learn about important lifestyle control by monitoring their own accounts
- o Reporting facilities help decrease wastage and improve the overall efficiency of the meal service