

10 May 2018



Dear Parent

We are pleased to announce that One In A Million Free School is installing a cashless catering system in June 2018. The new system will allow us to continue with the development of the school meal service, and will provide us with a more efficient, faster and ultimately better quality of service.

This system incorporates the latest technology and eliminates the need for students to carry cash throughout the day thus reducing the risk of students losing their money or bullying. It is also biometric (see FAQ's) so there is no need for students to carry a card as the system will recognise the thumb of your child at the tills and the balance checker.

We will commence operating the system on 4th June 2018 and as such no cash will be accepted at the till points after this date.

All students and staff will be given training on how to use the system.

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

We have two payment options available to you – online payments or coin and note payments at the school reception. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of £7.00 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school finance office.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the attached form and return it to school before Tuesday 15th May to allow sufficient time for students' fingerprints to be registered.

The attached information should answer any questions you may have but if this is not the case a parent's information evening is to be held on Tuesday 15th May at 4.30 pm when the new cashless system will be introduced and any further questions answered.

Yours sincerely

A handwritten signature in black ink, appearing to be "Philip Grant", written in a cursive style.

Philip Grant
Principal

Benefits of the Cashless Catering System

- o Increased speed of service reducing queuing times
- o Increased uptake on Free School Meals
- o Anonymity on Free School Meals, reducing bullying
- o Facility to pay online
- o No need to carry cash preventing loss/theft
- 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

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 and academies. 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 or staff member, 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 or staff member places their finger/thumb on the EPOS Terminal 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 attend at a requested time and will be required to place their finger/thumb on the Biometric Reader twice to obtain a matching template, which only takes a few seconds.

Q What methods of payment can be used to credit an account?

A Any amount, with a minimum amount of £5, 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.

Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to your ParentMail account.

Cash at School Reception

Cash will be accepted at school reception with a minimum amount of £5.00

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on the Balance checker and can also be accessed via the schools 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 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 student/staff member to go into debit to a maximum cost of 2 meals. The Cashless Catering System has a debt tracking facility and debt letters/texts will be sent 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 school meal amounts. 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 is allocated to each student. If your child is using a 4 digit PIN code, which someone obtains and attempts to use, the photograph shown at the EPOS Terminal 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 on to 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/guardian, and addressed to the Finance Office.

Q Can I request a printed report of my child's meal intake?

A Yes – the Cashless Catering Solution allows numerous reporting facilities, including dietary habits. These may be requested by contacting the Admin Team.

**TO BE RETURNED TO SCHOOL BEFORE
TUESDAY 15TH MAY 2018**



To: One In A Million Free School

I confirm that my child/children can be registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that I 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