



## CASHLESS CATERING

### Benefits of the Cashless Catering System:

- Increased speed of service reducing queuing times
- Anonymity on Free School Meals
- Facility to pay online
- No need to carry cash preventing loss
- Automatic alerts to stop pupils purchasing allergy trigger items

### Using the Live Register cashless catering system is a very simple process:

- Registration into the Live Register system - a pupil's cashless account is set up and their finger scanned to associate the pupil with their account. Alternatively, if parents have opted out of biometric registration, the pupil is issued with a PIN number.
- Cash is loaded onto the pupil's account via a parent's online ParentMail account.
- Pupils choose their break / lunch items and scans a finger at the till; this displays their name, photo and account balance to the till operator who then enters the cost of their food items, deducts the total from the account and the transaction is complete.

## FREQUENTLY ASKED QUESTIONS

### What is a 'Cashless' system?

A cashless catering system is an electronic accounting solution designed to allow schools to provide pupils and staff with a faster, more efficient service.

### What is 'Biometric'?

Biometric is simply a method of identifying an individual person. The system takes a 'finger image' and this generates a unique number used in the system to identify your child and allow them to spend money from their cashless account. The finger image is not stored and cannot be used by any other system. **It is not a fingerprint in any way, shape or form.**

### How does a biometric system work?

The information of a pupil, who has been biometrically registered, is stored on a secure biometric controller which only our provider, Live Register, can access. Data is processed by Live Register in accordance with the The Data Protection Act 1998. Once an account is credited the pupil places their finger/thumb on the electronic point of sale (EPOS) terminal, which looks up their account details and allows them to purchase items.

### How do I give consent for my child to be registered biometrically?

Parents complete the Biometric Consent Form when their child joins St Mary's and give or refuse consent for their child to be registered biometrically. If you have chosen to 'opt-out' of this procedure, your child will be given a 5-digit PIN code to use

## **How does my child register on the biometric system?**

On their first day at St Mary's, time will be allocated for pupils to register with the canteen, and they will be required to place their finger/thumb on a biometric sensor twice to obtain a matching image. This process only takes a few seconds. If you have chosen to 'opt-out' of this procedure, your child will be given a 5-digit PIN code to use. All pupils will be registered on the system, either biometrically or with a PIN code.

## **What method of payment can be used to credit an account?**

Dinner money accounts are topped up via online payment using ParentMail. The system allows a minimum top up of £5.00 (there is no maximum top up). Once an account has been credited, the system will allow a daily spend limit of £8.00 for each pupil. Any money spent on food & drink will be deducted on a daily basis. Please note cash is therefore not accepted at the till points in the school hall.

## **Can I change the daily spend limit?**

Yes – the daily spend limit can be increased or decreased for an individual pupil by emailing the school's Finance Office at [finance@st-maryshigh.hereford.sch.uk](mailto:finance@st-maryshigh.hereford.sch.uk)

## **How can I check the credit on an account?**

Parents can view the current balance online via their ParentMail account.

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

A temporary 'overdraft' can be processed at the EPOS terminal (operated by catering staff), which will then allow one meal to be taken. This overdraft must be repaid at the earliest opportunity.

## **How do 'free school meal' (FSM) entitlements work?**

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 amount. Pupils with FSM entitlements remain anonymous at all times as all account types are accessed in the exact same manner. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.

## **Can anyone else use my child's account?**

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 (this is dependent on previous permission provided via the data collection form). If your child is using a 5-digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS terminal will alert the operator that fraudulent sale is taking place.

## **My child has an allergy; how will this be monitored?**

All allergy records registered with the school will be entered on to the cashless catering system. When a pupil attempts 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.

## **Can I dictate my child's dietary requirements?**

The system will allow you to register any items that your child is not allowed due to dietary needs or religious beliefs. This information is taken from the Pupil Information Form that is completed when your child joins St Mary's.

## **Am I able to view what my child/children has purchased using the system?**

Yes – the cashless catering system enables parents to view online, via ParentMail, the daily purchases on their child's account.