



Woodhouse Academy

Mrs C Butler – Principal
Woodhouse Lane, Biddulph, Stoke-on-Trent, ST8 7DR
Telephone: 01782 973600
office@woodhouseacademy.staffs.sch.uk
www.woodhouseacademy.staffs.sch.uk

Shaping futures together

Cashless Catering – Parent information pack

13th February 2018

Dear Parent

We are pleased to announce that Woodhouse Academy is installing a cashless catering system in April 2018. The new system is the next stage of our 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 pupils to carry cash throughout the day. It is also biometric (see FAQ's) so there is no need for pupils to carry a card as the system will recognise your child's thumbprint at the tills.

We will commence operating the system on 16th April 2018 and as such no cash will be accepted at the till points after this date.

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

We have two payment options available to you – online payments, and pay-points. All payment options are explained within the FAQ's attached.

A daily 'spend limit' of £5.00 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school office.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the attached form.

The attached information should answer any questions you may have but if this is not the case please contact the school office.

Yours sincerely

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Principal



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'OPT IN' FORM TO PARENTS

The Live Date for the new Cashless System is: **16th March 2018**

13th February 2018

Dear Parent

The 'Live Date' for the new Biometric Trust-e Cashless System supplied by Nationwide Retail Systems Ltd is imminent. We therefore require the consent of at least one parent in order that the biometric information of your child can be processed. Please be assured that this information remains within the school and that the biometric information taken is an algorithm and not the actual finger print.

The biometrics system is secure and faster than any other method of identification and we appreciate your co-operation with regard to this matter.

Could you please complete and sign the form below and return to the school office by no later than **Wednesday 28th February 2018**.

Yours sincerely

Mrs C Butler
Principal



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Registration day: 6th March 2018

To: Woodhouse Academy

I/We confirm that we wish our child / children TO BE/NOT TO BE (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

I understand that I/we may withdraw my child's registration at any time in writing.

Child's Name	Form	Name of Parent and/or Guardian	Signature	Relationship to Child	Date



Frequently asked questions:

Q What is a cashless system?

A A Cashless Catering System is 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 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 pupil 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 pupil 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 can be credited to an account by either 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. This will be available through your normal parent pay account for your child. If you have not got an account please contact the school office.

PayPoint –

You will be issued with a PayPoint card, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below:

<http://www.paypoint.co.uk/locator.aspx>

Q How can I check the credit on an account?

A This can be accessed online via your parent pay account.

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 office. The default daily spend limit is set at £5.00 per day.

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. Alternatively, money can be taken from an automatic overdraft account. (This is at the discretion of each individual school.)

An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal (again at the discretion of the school). The Cashless Catering System has a debt tracking facility and the ability to send debt letters 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. Pupils 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 pupil.

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 pupils 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 school office.