

Frequently Asked Questions

<p>Q: What is a cashless System?</p> <p>A: A Cashless Catering System is a solution which is purpose designed to meet the 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.</p>	<p>Q: How do "free school Meal" entitlements work?</p> <p>A: All free meal entitlements will be entered on to the system prior to the "live" day.</p> <p>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.</p>
<p>Q: What method of payments can be used to credit an account?</p> <p>A: Any amount (minimum transaction £2.25) 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 Once an account has been credited, the monies cannot be withdrawn and must be spent on the school meal service.</p> <p>Online Payments</p> <p>We have introduced online payment in partnership with the Cashless Solution. To make a payment online please go to www.ParentPay.com</p> <p>Pay Point</p> <p>If you do not wish to top up online you will be issued with a Pay Points card, which can be used to top up your child's account at your local Pay Point stores. Payments via Pay Point will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below:</p> <p>www.paypoint.co.uk/locator.aspx</p>	<p>Q: Can anyone else use my child's account?</p> <p>A: No – due to the extensive security on the system no-one will be able to access your child's account. As a secondary precaution, a photo image is allocated to each pupil.</p> <p>Q: My child has an allergy. Will this be monitored through the Cashless System?</p> <p>A: Yes – all allergy records registered with the school will be entered on to the Cashless System.</p> <p>Q: Can I dictate my child's dietary requirements?</p> <p>A: The system will allow you to register any items that your child cannot consume due to dietary needs or religious reasons. Any such item must be confirmed in writing by the parent / carer and addressed to the school office.</p>

Q: What happens to the balance if I have paid “up front” for school meals?

A: The current credit balances held in the school will be transferred to the new cashless system prior to the go live date.

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

A “lend” can be processed at the till which will then allow a meal to be paid for from an automatic overdraft account. The daily spend limit is set at £5 (High Schools) and reminders will be sent via email or letter messaging via ParentPay