Cashless System

On Thursday 5th January the school's catering service will be updating its tills and changing to a cashless system. The system will operate by the student entering their unique PIN number at the till point. A display will show the server the student's name, class and current cash balance. The selected food items will be entered onto the system while the amount spent and the new cash balance will show.

Methods to Top up the Account

In the dining room there are two cash deposit units where students pay cash in. The deposit is then added to their account. Students can add money on a daily, weekly, monthly basis.

Accounts can also be topped up by cheque payment. Cheques must be made payable to 'Chartwells' and placed in an envelope clearly marked with the student's name and form. Students need to give the envelope directly to the canteen manager who will update their account to the value of the cheque.

How does the Cash Machine Work?

- The student enters their PIN number (the student's name and account balance is displayed)
- The student inserts the coins and notes.

  (Coins accepted: 10p, 20p, 50p, £1, £2)
  (notes accepted: £5, £10, £20)

- The new balance is displayed. The student presses the blue button on the machine and the account is updated immediately
- The students are also able to check their balance at the cash machine.

How much money should be topped up?

The amount of money put on the account is varied according to how much the student uses the service. The meal of the day is £1.75 and if students buy at break time at say £1.25 this could amount to £3.00 per day; £15 per week; for a 7 week half term £105. Money stays on account until it is spent.

Restricting the daily spend

There is a global limit to the amount students can spend and this is set at £5 a day (£10 for Sixth Form students). A parent / carer can request this limit be adjusted above or below the global limit by writing to the school who will forward the request to the Catering Manager.

What happens if the child does not hold a sufficient cash balance one day to pay for a school meal?

As before, no student is refused a school dinner because they have not brought their dinner money to school with them. The school will allow the student to spend more than the balance on the account by issuing an authority slip given to the cashier. However, as before, the student would be expected to bring money in with them the next day to repay the loan and re-credit the system using the cash machine.

How does the system deal with free school meals?

The system works exactly the same for all students whether they pay or have a free school meal. The amount allocated for the free school meal (£1.75) is entered centrally and can be accessed by the students at breakfast, break or lunchtime. Students entitled to free school meals can also add more money to their account in the same way by using the cash machines. FSM money is spent first and any unspent FSM allowance is removed at the end of the day and will not be added to the next day's balance.

What happens if a student forgets their PIN number?

If a student forgets their PIN number it can reissued by the school.

Does the system have any dietary control?

Parents / carers can add dietary information about the student on to the system through a permanent message. This message will show on the till each time the account is opened. The till operator is presented the message e.g. 'NO NUTS', and must acknowledge the message before they can continue to the sales screen. Please contact the school if you wish a message to be added.

Can I have information about what my child has been eating?

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual student. These reports can be for a specific day or between any dates you wish and can be obtained from the Catering Manager.

What do I do if I have further questions?

If you are uncertain about any aspects of how the cashless catering system works please contact Pat Noonan, Catering Manager by email: u91474@compass-group.co.uk