

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 that is required by today's Schools.

The Trust-e Cashless Solution allows schools to be better able to provide their students 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. We will be using an algorithm based scan, which reads between 50 & 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 our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the student or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

Q How does my child register on the Biometric System?

A Registration can take place in the Restaurant or by arrangement in the Finance Office. Throughout the year. Your child be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code when they start.

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

A An account can be credited by way 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 Once an account has been credited the monies cannot be withdrawn and must be spent on the School meal/break services

On-Line Payments

We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment online please go to www.parentpay.com to make an electronic payment for food & drink (this will be extended to trips and other payments at a later date). We will send you an activation letter to enable you to set up your Parentpay account in a few weeks time but please take the time to access the system and have a look beforehand. The letter will contain a personal activation username and password to enable you to login to ParentPay. During the process you will be guided through changing your username and password to something more memorable; you can also merge accounts if you have more than one child. More information can be found on the ParentPay website and there will be a link from the School website. Please note the School will have to pay a transaction charge for each top-up so do request you keep online top ups to a reasonable level each time. A top up of at least £20 would be preferred.

Cash at the Revaluation Units

Woodstock Road, Witney, OX28 1DX | 01993 702355 | www.wgswitney.org.uk | office@wgswitney.org.uk

A revaluation unit will be sited near the Finance Office in school. This can be used to top up accounts for any amount by the student/member of staff placing their finger/thumb on the sensor or by entering their 4 digit PIN Code followed by inserting the accepted tender below:

£20, £10, £5 notes

£2, £1, 50p, 20p, 10p, 5p coins

(Please note - copper coins are not accepted)

Alternatively if you do not have access to online payment facilities and have issues with sending cash to school please contact a member of the Finance Team.

Q How can I check the credit on an account?

A This can be done by the account holder placing their finger/thumb on to the revaluation machine or by entering a 4 digit PIN Code. The current balance will then be displayed. Alternatively, this can be accessed via the online payment engine (if applicable).

Q Can I change the daily 'Spend Limit'?

A Yes – The daily 'Spend Limit' has a default of £6 but this may be changed by written request to Mrs Mitchell in the Finance Office.

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

A It is the parent/carer/student responsibility to ensure sufficient funds are available on their accounts prior to visiting the Restaurant.

Q FREE SCHOOL MEAL – how do entitlements work?

A All Free School Meal entitlements will be entered on to the system. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. Students with free meal entitlements remain anonymous at all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day. Details and application forms are available from the Finance Office or on the School web site. Please ensure these are complete, along with the Biometric registration form attached, and returned to the Finance Office in sufficient time for processing. Alternatively please feel free to call 01993 899525/899528 if you wish to speak to a member of the Finance Team. All calls will be dealt with in a confidential manner.

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 on the EPOS Terminal will alert the operator and a fraudulent sale taking place.

Q My child has a specific dietary requirement, what do I need to do?

A Contact the Restaurant Manager, Mrs Hopkins, who will deal with specific dietary requirements