

May 2017

Dear Parents/Carers

Online Payments

The School operates an online payment system and all trips, activities, purchases and catering provision are administered via this system where possible. This brings many benefits to the parents/carers, students and the School:

- No longer a requirement for students to bring large sums of money into school
- Students do not spend time during break and lunch paying at the office
- Payment is made directly to the School limiting any potential loss
- Parents/carers are able to check their personal account and each activity is paid for separately from the account
- Payment schedules for trips will be set up ensuring you can budget accordingly
- Electronic reminders can be sent directly if required

We now request that all parents/carers set up an online account via www.parentpay.com to prepare for students joining the school. We will send you an activation letter before the end of the Summer term to enable you to set up your Parentpay account. The letter will contain a personal activation username and password to enable you to login to ParentPay. You may change your username and password once logged in; you can also merge accounts if you have more than one child. More information can be found on the ParentPay website and there is a link from the School website. If you need to speak to a member of staff regarding online payments, please contact the Finance Team on 01993 899525/01993 899529 or email financeoffice@wgsnitney.org.uk

Cashless Catering System

The cashless catering system operates via a direct link with Parentpay and has allowed us to continue the development of the School meal service and provide us with a more efficient, faster and ultimately better quality of service. This means that no cash is accepted at the food counter till point.

This system incorporates the latest technology and eliminates the need for students to carry cash throughout the day. It is also biometric (see FAQ's) so there is no need for students to carry a card as the system will recognise your child via his or her thumbprint at the revaluation pay point and at the tills (see more about this below). This brings a number of other important benefits:

- Facility to pay online at a time which suits you and view payment history via a fully secure online payment system www.parentpay.com to make an electronic payment for food & drink See FAQ's for further details.
- Parents know that the money is spent in school, on healthy balanced meals
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities to monitor provision and improve overall efficiency of the meal service

- Anonymity on free school meals, increased uptake, the daily credit will be automatically assigned

We hope to complete registration for new students on the first few days in September. An image of your child's thumb/finger will be taken. It will then be converted to a mathematical algorithm which will be used by the system to identify your child at all points in the future, while they remain at the School. The initial image is then erased and the remaining algorithm cannot be used to recreate your child's finger or thumb print. Records will then be updated quickly for new students to use the system. We therefore advise new students to bring cash with them on the first few days of term only until they are set up onto the system, after which cash will no longer be accepted in the Restaurant.

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

The preferred and most efficient payment method is via our online system, Parentpay. However, if you are unable to make online payments students can make coin and note payments at the revaluation pay-point located near the Finance Office, (this is for food and drink only). All payment options are explained within the FAQ's attached.

Please note we cannot accept payment for food and drink by cheque.

A daily 'spend limit' of £10 will be programmed into the system. This can be increased or decreased for an individual student by making a written request to the school Finance Office.

As per current legislation we will be operating an 'Opt In' policy and therefore require you to complete the attached form and **return to the Finance Office as soon as possible.** If you choose not to have your child registered they can, by exception, be given a 4 digit PIN code for identification. It will however be your child's responsibility to remember the PIN code. The preference of the School is to use biometrics as this is more secure and faster than any other method of identification and the system does not actually store anywhere the thumbprint of your child. We appreciate your co-operation with regards to this matter.

The attached information should answer any questions you may have but if this is not the case please contact a member of the Finance Team on 01993 899525/899529.

Yours sincerely



Mrs R Mitchell

Business Manager

Cashless Catering System – Biometric Registration

May 2017

Dear Parents/Carers

We 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. If you choose not to have your child registered they can, by exception, be given a 4 digit PIN code for identification. It will however be your child’s responsibility to remember the PIN code. The preference of the School is to use biometrics as this is more secure and faster than any other method of identification and the system does not actually store anywhere the thumbprint of your child. We appreciate your co-operation with regards to this matter.

Could you please therefore complete and sign the form below and return to Miss Hardman, 11-16 Administrator by Friday 9th June 2017.

Yours sincerely



Mrs R Mitchell

Business Manager

To: Wood Green School (please return to Miss Hardman, 11-16 Administrator, by Friday 9th June 2017)

I confirm that I wish my child / children **TO BE / NOT TO BE (please delete where applicable)** registered on the School’s Biometric recognition system with immediate effect.

I understand that I may withdraw my child’s registration at any time in writing.

Child’s Name :	Tutor Group:

Name of Parent/Carer: _____

Signature: _____

Date: _____

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 We plan for registration days to take place in September each year. Your child will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds or this can be arranged on an individual basis via the Finance Office. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code when they start in September, or as and when required.

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 enclosed in this pack or from the Finance Office. 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 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 has now been extended to all trips and other payments). We will send you an activation letter to enable you to set up your Parentpay account. The letter will contain a personal activation username and password to enable you to login to ParentPay. You may change your username and password once logged in; you can also merge accounts if you have more than one child. More information can be found on the ParentPay website and there is a link from the School website. The minimum top- up for the online system is £2.50 for each transaction.

Cash at the Revaluation Units

If you are unable to pay online a revaluation unit is 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 £10 but this may be changed by written request to the Finance Office or email financeoffice@wgsnitney.org.uk.

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 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 of 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