



PRESTON MUSLIM GIRLS

— HIGH SCHOOL —

Education with Patience Modesty Gratitude Humility Sincerity

# Parents' Guide to Cashless Catering

## **What is Cashless Catering?**

A Cashless Catering account allows your child to pay for goods in school without any cash being handled. Each pupil has their own account which is linked to a PIN for security.

## **How does it work?**

Once money is credited onto your child's account, they are able to pay for food and drink at the tills using their catering card. Your child's details, including their photo, will be displayed at the till for dinner ladies to check that the account being debited corresponds with the child standing in front of them. The cost of the food & drink is then deducted from your child's account.

## **How to load money onto your child's account?**

Money is loaded onto your child's account in 2 ways.

1. **Online** - via an online payment gateway (web address and logon details provided separately). You will be able to load money via a debit card and also see the balance and also what money has been spent on.
2. **Cash Account Loaders** – These are wall mounted devices that accept coins and notes. They enable your child to bring in cash from home and load it onto their account. Your child uses their catering card to log-on to their account, then load coins and/or notes to credit their account. Once the cash has credited their account, they logout. If they forget to log-out, the machine automatically logs-out after 30 seconds. No money can be deducted from these machines.

## **What about if my child has free school meals?**

If your child is entitled to free school meals (FSM) they will have their meal allowance automatically credited to their account every day at a set time before lunch. The FSM allowance can only be spent on food & drink from the canteen. Their account can also be topped up using the cash account loaders or the online portal. Pupils using a FSM allowance use the cashless system in exactly the same way to non-FSM pupils and so only authorised staff can identify if a pupil is entitled to a FSM. The FSM allowance is always used up first before any cash that is loaded onto the account. Any FSM allowance not spent will be cleared down at the end of the day.

### **How can my child check their balance?**

Balances can be checked in school on the cash account loaders or at specific Balance Checkers devices. Parents can also check balances by logging in to the online payment portal.

### **Can I put limits on my child's spending?**

The school may impose a set daily spend limit for all pupils but if you feel you would like to increase or decrease this amount, please contact the school to request this.

### **What information about my child will be stored in the system?**

All data will come directly from the school's existing management information system and will be handled under the guidance of the data protection act and only used by parties directly involved with the implementation of the system.

### **Why is the school implementing this system?**

There are many advantages to the school and the pupils of having a cashless catering system.

- Faster service in the canteen – Queuing times are reduced
- Anonymous FSM – No way for FSM pupils to be identified by other pupils
- Rewards for healthiest pupils - Encourages healthy eating
- Convenience – No need to worry about finding change every morning
- Improved communication with parents – Using the online service, you can check exactly what money is being spent on
- Reduced handling of cash – saves the school time and resources & decreases security risk
- Reduces cash related incidents – E.g. bullying, loss, theft
- Detailed reporting – Allows the school to analyse how the canteen is being used and become more efficient.