

Cashless Catering FAQ



- **What is Cashless Catering?**

Stowupland High School have instructed Biostore to install Cashless Catering software on their computer systems within the Kitchen area. This will allow parents to top-up their child's lunch account online via Parentmail and view how their money is being spent and what items they choose to purchase. Students just 'tap' their card at the till point to pay for their items and off they go to enjoy their food.

By installing a cashless system there are numerous benefits such as queues will be reduced because the identification of students is speeded up therefore allowing more students to be served, it reduces the need for students to carry any physical cash on them and it also offers those students that are eligible for free school meals anonymity thus removing any stigma attached to accessing the service.

- **How does the cashless system work?**

When a student wishes to purchase items from either the Main Service Point, Grab N Go or the Snack Shack, they will collect it in the usual way and then proceed to a till. At this point, rather than paying with cash they will simply tap their card on the reader machine. The software will recognise the student and automatically deduct the value of the items from their account.

- **How do I top-up my child's account?**

Top-ups will be made via your Parentmail account. Once logged in, click on Accounts, select Dinner top-up and click on the Top-up button. This will allow you to enter the amount you wish to top-up your child's account with. Please note the minimum top-up allowance is £10. Click add to basket and check out where you will then be required to enter your card details for payment.

- **How do I top-up my child's account if I do not have a login for Parentmail?**

Please contact us if you have not registered for Parentmail and we will send you out a registration link for you to follow and register.

- **How do I top-up my child's account if I do not have access to the internet?**

Unfortunately you will need to have access to the internet or 4G on your phone to top-up their account via the Parentmail website or the App.

- **Is credit added instantly to my child's account for them to access?**

Yes it will be available for your child to access shortly after the payment has been made.

- **How do I check how much my child has left to spend?**

If you log into Parentmail and click on Accounts, this will show you the current balance. There will also be a Balance Checker machine near the Main Kitchen area where your child can tap their card and check their balance

- **Is there a minimum top-up allowance?**

Accounts will need to be topped up with a minimum of £10.00.

- **What happens if my child does not have enough credit on their account for their purchases?**

Students will be allocated a £5.00 overdraft on their account for these instances. Parents will need to ensure they have topped up their child's account for any future purchases. If you wish for this to be removed or decreased, please contact Finance via

- **Will I be notified when their account goes below a certain limit?**
Yes an automatic email reminder will be sent out advising you to top-up your child's account when their account reaches a balance of £2.30 or less remaining.
- **Is there a daily spend limit?**
To ensure students cannot spend all of the money in their account on a single day, there is a daily spend limit of £5.00. If you wish for this to be decreased for your child, please contact Finance via accounts@stowuplandhighschool.co.uk
- **Students entitled to Free School Meals**
Any student who is entitled to a Free School Meal will have their account automatically credited on a daily basis with their free school meal allowance. However, any underspend or missed lunches will not be carried forward and added into the following day's balance. Use it or lose it, is the message here.
- **My child is entitled to a free school meal, can I still top-up their account?**
The simple answer to this is Yes. You can still add additional funds to your child's account if you wish for them to purchase additional items at school. This credit will not be treated in the same way as their free school meal allowance and will be carried forward until they have used their money.
- **What happens if my child has forgotten to take their card to school?**
Don't worry – our kitchen staff are able to search for your child on the system and will bring up their account in the same way as if they had tapped their card. Your child's photo is viewable on their account so we can verify it is the correct person and not being misused.
- **What happens if my child loses their card?**
It is the responsibility of the student to keep their card safe. Replacement cards will be chargeable at a cost of £2.50 per card.