

Cashless Catering FAQ



What is Cashless Catering?

Cashless Catering enables parents and carers to top-up their child's lunch account online via Parentmail and view what items they choose to purchase.

The system will go live at Stowupland High School on **5 January 2021**. Each student will be issued with an ID badge and lanyard indicating which year group they are in. This will also act as a 'cash card'.

Benefits include quicker identification of students and reduced queues. The need for students to carry any physical cash on them is also reduced and the system offers those students eligible for free school meals anonymity, removing any stigma attached to accessing the service.

Due to the current Covid pandemic, the use of cash is discouraged. By going cashless, we can minimise the risk of cross-contamination and help everyone adhere to the strict hygiene measures in place.

How does the cashless system work?

Students wishing to purchase food from either the Main Service Point, Grab N Go or the Snack Shack, will collect items in the usual way and proceed to a till. 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. Click *add to basket* and *check out* where you will be required to enter your card details for payment.

This facility will be live from **Wednesday 16 December 2020** to enable you to make payments prior to your child returning to school on 5 January 2021. An email will be sent out in early January to remind you to top up your child's card, if you want them to be able to buy food from the school canteen.

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 a registration link to follow and register.

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

You will need access to the internet or 4G on your phone to top-up their account via the Parentmail website or 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?

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 to check their balance.

Is there a minimum top-up allowance?

Accounts will need to be topped up with a minimum of £10.

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

Students will be allocated a £5 'overdraft' on their account. Parents will need to ensure they top-up up their child's account for any future purchases. *If you wish this 'overdraft' to be removed or decreased, please contact Finance* via accounts@stowuplandhighschool.co.uk

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.

Is there a daily spend limit?

To ensure students do not spend all of the money in their account, there is a daily spend limit of £5. If you wish for this to be decreased, please contact Finance via accounts@stowuplandhighschool.co.uk

Students entitled to Free School Meals

Any student who is entitled to Free School Meals 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.

My child is entitled to a free school meal, can I still top-up their account?

Yes. You can add additional funds to your child's account if you wish 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.

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 ensure the system is not misused.

What happens if my child still has credits on the previous paper lunch passes?

When moving over to the new system, all outstanding paper lunch passes will need to be handed in to the kitchen staff. Finance will then credit your child's account with any lunch tokens not used.

What happens if my child loses their card?

It is the responsibility of the student to keep their card safe. Cards will be replaced free of charge on one occasion, following which all replacements will be chargeable at a cost of £2.50 per card.