

To: Llanidloes High School

I/We confirm that we wish our child / children **TO BE/NOT TO BE** (please delete where applicable) registered on the school's Biometric Cashless Catering System with immediate effect.

If you choose not to have your child registered the school will provide alternative methods of identification such as (4 digit 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 we appreciate your co-operation with regards to this matter.

I understand that I/we may withdraw my child's registration at any time in writing.

Child's Name	Form Name/Number	Relationship to child
Name of parent and/or guardian	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, required by today's schools. The Trust-e Cashless Solution allows schools to be better able to provide their students and staff 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. The Trust-e Cashless System uses an algorithm based scan, which reads between 50 and 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 pupil or staff member, who has been biometrically registered, is stored on a secure biometric controller within the school, which only your provider, Nationwide Retail Systems, can access with permission from the school. Once an account is credited, the pupil or staff member places their finger/thumb on the EPOS Terminal Biometric Reader, which looks up their account and allows them to purchase items using only this method of identification.

**Q How does my child register on the biometric system?**

**A** Registration days will take place leading up to the 'go live' day of the Cashless System. During these days, registration

Terminals will be placed in the school. Your child will attend at a requested time and will be required to place their finger/thumb on the Biometric Reader 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.

**Q What method of payments can be used to credit an account?**

Any amount (minimum transaction £10) can be credited to an account by way of any 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.

### Online Payments

We have introduced online payments in partnership with the Cashless Catering Solution. To make a payment online please go to [www.ParentPay.com](http://www.ParentPay.com)

### PayPoint

If you do not wish to top up online you will be issued with a PayPoint card, which can be used to top up your child's account at your local PayPoint stores. Payments via PayPoint will take up to 48 hours to be credited to the appropriate account. You can find your local stores by visiting the website below:

[www.paypoint.co.uk/locator.aspx](http://www.paypoint.co.uk/locator.aspx)

**Q Can I change my child's 'daily spend limit?'**

**A** Yes – the amount your child can spend throughout one day can be changed by written request to the School Finance Office.