

## **General Q & A's on Cashless Catering**

### **Q: When will this be active from?**

A: We will be looking to register students during the week commencing 4<sup>th</sup> July 2016, ready to use this system from 5th September 2016.

### **Q: How will I pay for school meals going forward?**

A: The preferred method is ParentPay. This gives security, saves on administration and is an easy way to add funds for both catering and school trips. Simply log in to your account, choose the catering option and add the value you wish to apply.

### **Q: Can I cap how much my child spends each day?**

A: A daily spend limit of £ 5.00 will be set for all pupils and no food above that limit can be bought. On request, an individual pupil limit of your choice could also be set.

### **Q: What if I don't want to use an on-line payment system?**

A: Wherever possible we do encourage all students to use the on-line system for security reasons and the benefits outlined. However, we do have a back-up system whereby your child could bring in payment by cash and this can be added to the catering system through the cash loader.

### **Q: What if I do not want to use a biometric system?**

A: If your child has not registered for the scheme then they will be automatically issued with a 4 digit PIN number.

### **Q: Can I still pay cash at the till on occasions?**

A: No, cash must be added to your child's account through the cash loader at the start of the day and this value will be added onto the system against your child's name ready for break or lunch time.

### **Q: What if I have a surplus left at the end of a term and want this refunded?**

A: Refunds will be issued upon request via ParentPay to any students leaving the school.

### **Q: How do I get to see what my child is purchasing?**

A: You will need to log into your ParentPay account to view this information.

### **Q: What about pupils entitled to a 'free school meal'?**

A: The system works exactly the same for all pupils whether they pay or have a free school meal. The amount allocated for the free school meal will be entered into the system by the software daily at the request of the school.

Biometric specific information and Q and As can be found on the school's website.

<http://www.nnat.org.uk/sheringham-high-school/for-students/canteen-services/>