

FAQs

What is a Cashless System?

At the heart of the cashless system there is a computer controlled by I.M.P.A.C.T. - Software. This allows the system to recognise each individual student, hold individual cash balances, record cash spent and cash received record where money is spent, on what food, on any specific date and time of day.

How are students recognised by the system?

Each student will have their fingerprint registered which will then be translated to an Alpha Numeric number, the image is then discarded, when used this will then enter them into the system program and identify them by a number. This number cannot be used to create an image of the fingerprint.

How is this then used to obtain a school meal?

The student simply places their finger on a scanner at the point of sale; a display will show the server the student's name, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

How is money entered into the system?

- (a) Online using a credit or debit card. Each student will have a unique reference number that will allow money to be paid directly into their account, and will normally be available to the pupil within 60 minutes. To keep the costs to the school down, there will be a minimum payment of £5.00. A link to online payments is available on the school website – www.hazelwick.org.
- (b) By 'Cheque' payment made to **Harrison Catering Services Ltd** via the Catering Office to cover any period. i.e. Term - 1/2 Term - Month or Week - or a fixed monetary amount of your own choice. - A Post box to receive payments will be located in the Lower School (South) Dining Room.
- (c) By 'Cash Note' via the Catering Office, placed in an envelope and posted in the Post Box as for cheque payments.

*****NB*****

To enable the catering office identify the student account in which to place any payment by 'Cheque' or 'Cash Notes' - Write the student's full name and form/registration group on the back of the cheque or on the envelope in which cash notes are placed. If the payment is to be shared between two students, identify both with full name and form/registration group.

How will the student be able to check what the current cash balance is held in the system at any one time?

- (a)** By using the revaluation station in Lower School (South) foyer. Place their finger on the scanner display the current cash balance. There is no need to deposit any money, just press the red button to finish.
- (b)** Also a Remote Display at the point of sale will show the new cash balance when the food service is finished.

If we pay for a set number of school meals, can it be spent in one day?

No, a daily spend limit of £5.00 will be set for all students and no food above that limit can be bought. On request, an individual limit of your choice could also be set, to include a school dinner and break time snacks.

What if the student does not hold a sufficient cash balance one day to pay for a school dinner?

As before, no student is refused a school dinner because they have not brought their dinner money to school with them. The school will allow for the pupil to loan money for one day. However, just as before, the student would be expected to bring some money with them the next day to repay the loan and re-credit the system by using the revaluation station or by cheque payment to **Harrison Catering Services Ltd** via the catering office.

What about students entitled to a 'free school meal'?

The system works exactly the same for all students whether they pay or have a free school meal. All students have their own account to use in exactly the same way. The amount allocated for the free school meal will be entered into the system by the software daily and will only be accessible at dinner break.

The system will then allow on a daily basis the required cash amount for each individual student to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

The student can also add extra cash on to his or her balance in the system by using the revaluation station, to enable a greater daily spend on the school dinner than allocated by their free meal allowance. As this allowance can only be spent on a school dinner, extra cash added into the system can also be used for break time snacks.

What is meant by 'dietary control'?

Should the student have a specific food allergy, or be a diagnosed diabetic, this medical information can be coded into the system, preventing foods with allergy ingredients from being served to a particular student, by automatically locking out relevant buttons on the keyboard.

Will students have problems in using this system?

New students may find it difficult to control their accounts for the first couple of weeks, but because of a daily spend limit, most learn this important life skill very quickly and will enjoy being in control of their account.

Will we be able to have any information on how the system is being used?

Reports can be obtained from the system giving comprehensive information on all aspects of use for each individual student as well as each day's service. These reports can be for a specific day or between any dates you wish, they will be dated and timed to the minute, and can be obtained from the Catering Department.

- (a) To show every item of food served and the total cost of each serving.
- (b) Individual payments made direct to the school by cheque or cash and manually entered into the system.
- (c) Each payment made by cash at the revaluation station by the student and if required, even the number of individual coins and the denomination.
- (d) A total overview to show the date, time and location with cost of each purchase value of all manual cheque or cash payments, value of all cash deposited in the revaluation station and current cash balance

What are the main benefits?

- * Convenient way of paying for school meals. No more looking for change every morning.
- * Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- * Alleviates many of the associated problems with the use of cash in schools. i.e.: Loss, theft and bullying.
- * Specific food allergy ingredients can be barred automatically.
- * Healthy eating is encouraged.
- * Queuing times are reduced through increased speed of service.
- * Automatic free meal allocation with the pupil remaining anonymous.
- * Detailed reports to analyse all aspects of the use of the system.
- * Having control of pupil accounts by pupils using the I.M.P.A.C.T. System teaches important life skills.
- * A more efficient delivery of service helps the caterer to provide wholesome, healthy and enjoyable school meals at a low cost.

Data Handling

Certain data will be held on the system to enable accurate operation. This will include your child's name, class, photo, account balance and meal entitlement. This data will be handled under the guidelines of the data protection act and only used by parties directly involved with the implementation of the system. If you have any concerns please contact the school.