



# LUTTERWORTH HIGH SCHOOL

Where Learning Comes First

## Frequently Asked Questions – Cashless Catering

**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 school catering provision. The solution reduces the amount of cash in school, speeds up serving times and minimises the delays associated with cash transactions.

**Q What is biometric?**

**A** Biometric is simply a method of identifying an individual person. We use an algorithm based scan, which reads between 50 and 130 points on the finger/thumb. The system does not recognise fingerprints and the information is only used by the cashless system.

**Q How does a biometric system work?**

**A** A student's biometric information is stored on a secure biometric controller within the school. This information can only be accessed by Civica, our system provider. To access an account the student places their finger/thumb on the identification terminal (till pay point or revaluation unit) which looks up their account details. The student's account is then verified by the system and they are able to make a purchase.

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

**A** Registration will take place on Induction Day. Your child will attend registration at a requested time and they will be required to place their finger/thumb on a biometric sensor. If you have chosen to opt out of this procedure, your child will be provided with a 4 digit PIN code.

**Q What methods of payment can be used to credit an account?**

**A** Funds may be credited to an account via our online payment system, or with cash at the revaluation pay point located in school. Once an account has been credited, the monies may not be withdrawn.

**Online payment**

This is the preferred method of payment for meals. To make an online payment, please go to [www.scopay.co.uk](http://www.scopay.co.uk), our online payment provider.

**Cash at the Revaluation Units**

A revaluation unit is located in the school foyer. This allows a catering account to be topped-up with cash. The revaluation unit accepts the following tender: £20, £10, £5 notes and £2, £1, 50p, 20p, 10p, 5p coins (**Please note copper coins are not accepted**).



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**Q How can I check the credit on an account?**

**A** This may be checked if the account holder places their finger/thumb on the revaluation machine sensor, or by entering the 4 digit PIN code. The current balance will then be displayed. Alternatively, the account balance may be accessed via the online payment system.

**Q Can I change the daily spend limit?**

**A** Yes. The daily spend limit has a default of £6.00 per day, but this may be changed by written request to **Lutterworth High School**.

**Q What happens if my child's account is not in credit?**

**A** If a student has no credit they will be unable to purchase a meal. It is the student's responsibility to ensure that they have sufficient credit on their account.  
A loan facility is available via student reception in exceptional circumstances only.

**Q How do free school meal entitlements work?**

**A** All free school meal (FSM) entitlements will be automatically allocated on the cashless catering system. Students with free school meal entitlement remain anonymous at all times. Please note that the daily free meal allocation will not be carried forward to the following day. The current free school meal allocation is set at £3.35 per day and this may only be spent during the school lunch break.

**Q Can anyone else use my child's account?**

**A** No. Due to the extensive security on biometric templates other students will be unable to access your child's account. As a secondary precaution, a photo image is allocated to each student. If another student obtains and attempts to use your child's 4 digit PIN code, the photograph on the till terminal will alert the operator to the unauthorised sale.

**Q Can I request a printed report of my child's meal intake?**

**A** Yes. The cashless catering system allows numerous reporting facilities, including dietary habits. These may be requested by contacting the school.