

What is a Cashless Dining System?

At the heart of the new cashless system is Quick-Dine II Software. This allows the system to recognise each individual pupil, hold individual cash balances, record cash spent and cash received, record where money is spent, on what, on any specific date and time of day.

How are pupils recognised by the system?

Each pupil will be allocated a 4 digit pin-code which will allow them to access the system; this identification method will be supplemented by a pupil photo at the point of sale providing 2nd level security.

How is this then used to obtain a school meal?

The pupil simply inputs their pin code at the point of sale; a display will show the server the pupil's photograph, name, form group and current cash balance held within the system. Selected food items will be entered into the system from an itemised touch screen keyboard whilst the amount spent and the new cash balance will show on the display for the pupil.

How is money entered into the system?

1. By Cheque – **cheques should be made payable to 'Lancashire County Council' and not the school.** The cheque can cover any period i.e. a full term, half a term, a month or a week. Or if preferred, a fixed monetary amount of your own choice. Cheques will be uploaded to the system by the catering team before lunch time.

*****NB*****

To enable the catering office to identify the pupil account in which to place any payment by 'Cheque', please write the Full Name, Form Group and Pin Code of the pupil on the back of the cheque or on the envelope in which the cheque has been placed. Cheques should be posted in the secure 'Lunch Collection' box which is located in the reception area.

If the payment is to be shared between two pupils, identify both pupils with full name and class group.

2. By Cash - coins and notes can be posted into automatic cash Revaluation Machine located in the school. The machines will accept the following:- Notes - £20, £10, £5 and coins - £2 , £1, 50p, 20p, 10p (1p, 2p and 5p cannot be used)

How does the Revaluation Machine work?

Firstly the pupil enters their pin code on the keypad of the Revaluation Machine, which will display the pupils name and current cash balance held within the system. At this stage coins are inserted into the money slot. Each incremental cash balance will show on the display. Press the green button to tell the system that the transaction is completed. The machines will be made available to pupils from 8.15am – 8.35am, break time, lunch time and after school.

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

1. By using the Revaluation Machine. Enter your pin code on the keypad to see the current cash balance. There is no need to deposit any money, just press the green button to finish.
2. Also a remote display at the point of sale till point 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 pupils and no food above that limit can be bought. On request, an individual pupil limit of your choice can also be set, to include a school dinner and break time snack.

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

Generally no pupil 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, the pupil 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.

What about pupils entitled to a free school meal?

The system works exactly the same for all pupils whether they pay or have a free school meal. All pupils have their own account to use in exactly the same way. The amount allocated for the free school meal (£2.15) will be entered into the system by the software daily and will only be accessible at dinner break. However, any under spend or missed dinner will be identified by the system and will be reset. Nothing left over will be added to the next day's standard free allowance and pupil balance.

The pupil can also add extra cash on to his or her balance in the system by using the Revaluation Machine 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.

There will be no more queuing to be issued a 'free meal' tickets or having the pupils name entered into the 'free meal' register at the till point.

Will pupils have problems in using this system?

Some pupils 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 parents/carers 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 pupil 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 by contacting the school office who will arrange the report with the Catering Team. Reports show:-

- (a) 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 Machine by the pupil 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, cheque and cash payments and current cash balance.

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 by the school 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 office.

Main Benefits

1. Convenient way of paying for school meals. No more looking for change every morning.
2. Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
3. Alleviates many of the associated problems with the use of cash in schools. i.e Loss, theft and bullying.
4. Specific food allergy ingredients can be barred automatically.
5. Healthy eating is encouraged.
6. Reduces queuing time through increased speed of service.
7. Automatic free meal allocation with the pupil remaining anonymous.
8. Detailed reports providing detailed information of all aspects of the use of the system.
9. Having control of pupil accounts by pupils using the QuickDine II System teaches important life skills.