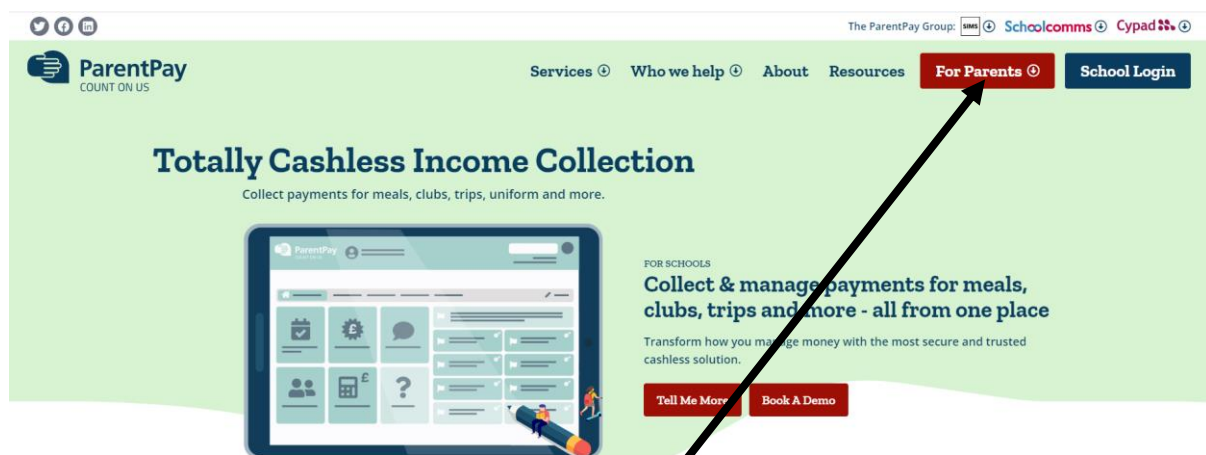# Cashless Catering
& Parent Pay Help
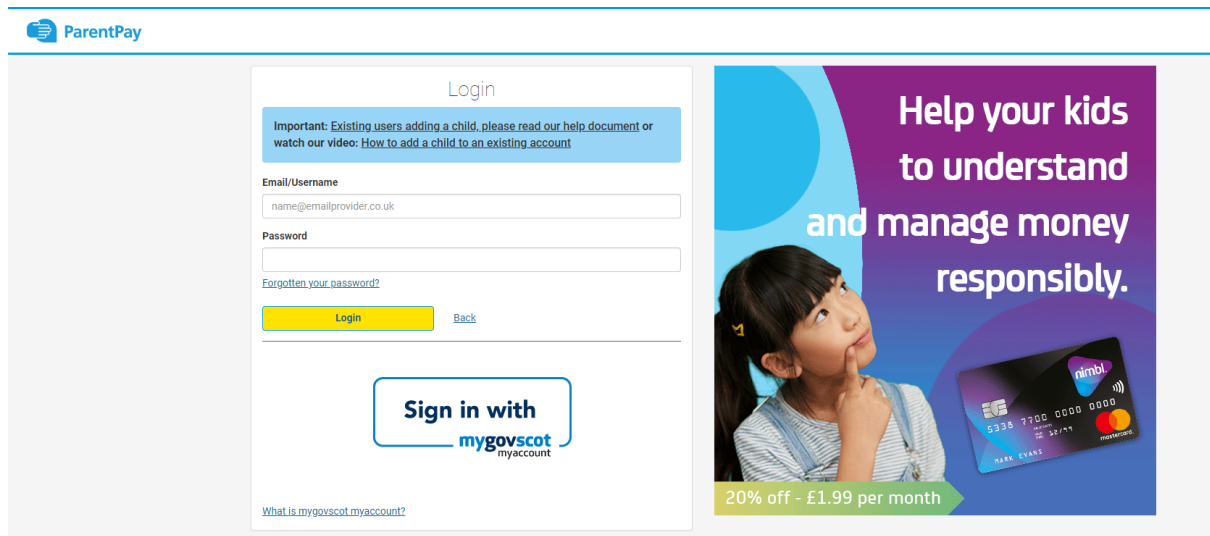
What is Cashless Catering?

Cashless Catering is Ada Lovelace CofE High School's way of managing purchases made from the café. Students and Staff do not have to worry about carrying cash to pay for food and drink during breakfast, break-time, lunch-time or after school. Instead, we use a biometric system that allows students (and staff) to pay for food and drink from the cafe by placing their index finger on a reader – this brings up the student's account balance, the student then scans the purchase (supervised by the cashier) and the cost is deducted from the student's account.

What is Parent Pay?

Parent Pay is a convenient, online system that allows you to pay your child's food and drink from the café, music lessons and school trips. Payments are made over the internet and parents will have been provided with login details by letter. Parents should create a username (this should be their email address) and a memorable password so that they can continue using Parent Pay in the future. This is what the Parent Pay homepage looks like….
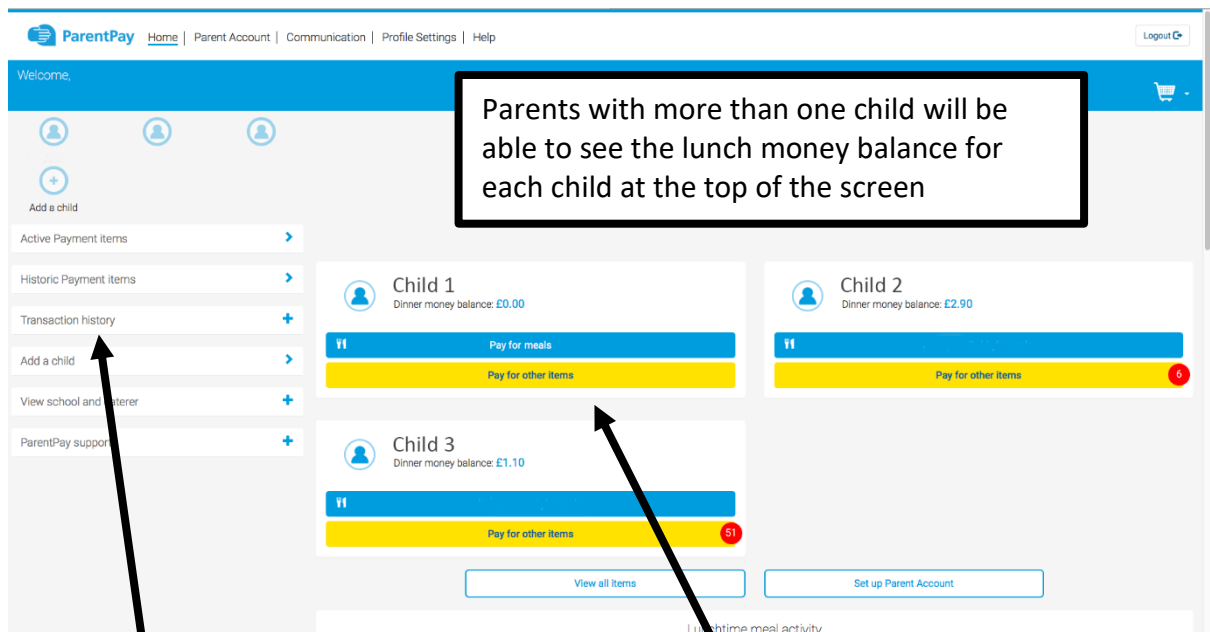

To log-in, parents should press the for parents "login" button which will then take you to the login page below.

Once you have logged in, you will see this welcome page…..

As this may be new to you, parents are able to view general help and guidance from the help button at the opt of the page

If parents have forgotten their password, they should click the "Forgotten Password" link here and then follow the instructions.

Parents with more than one child will be able to see the lunch money balance for each child at the top of the screen
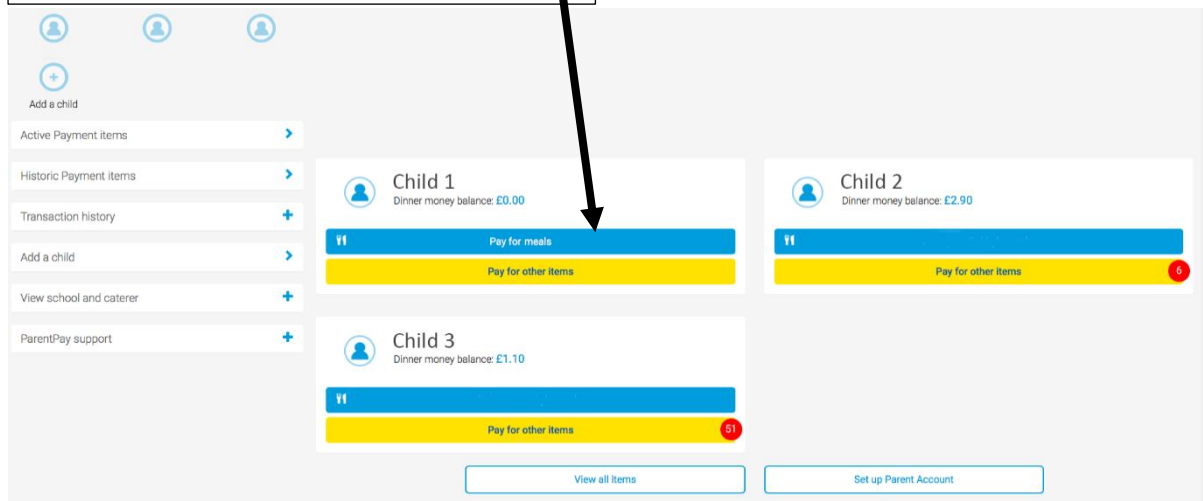
Parents are able to view their most recent payments in this section

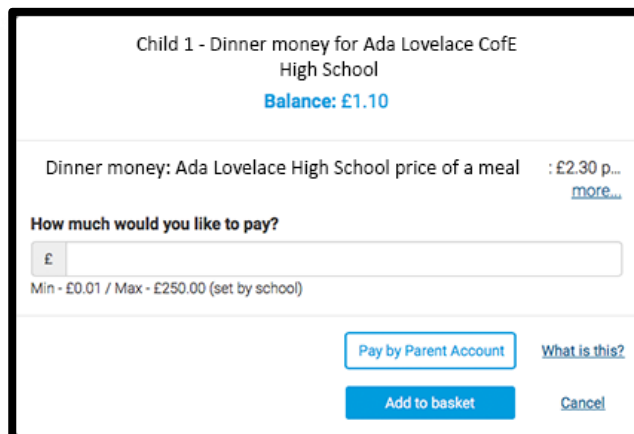Parents are able to view their child's lunch money balance here

How do I add funds to my child's lunch money?

It is really easy to top-up your child's lunch money. It's just like internet shopping! The process is explained below
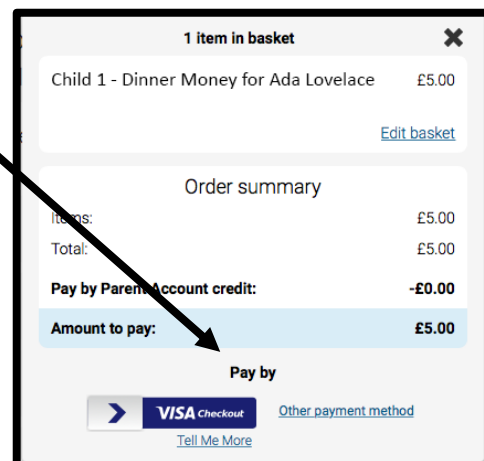
Step 1: Press the "Pay for Child's meals" button

Step 2: A pop-up box will appear. Parents should enter the amount they wish to add to their child's school meals account and then press the "add to Basket" button.

Step 3; Your school meals money will now appear in your shopping basket. From here you can edit the amount, continue shopping (if you need to pay for music lessons or a school trip at the same time) or press the "Pay by" button to complete the purchase.

Step 4: follow the online payment instructions to complete the transaction. Parent Pay accepts MasterCard and Visa credit cards and Maestro, Switch, Delta, Electron, Solo and Visa debit

Can I be notified if my child's lunch money balance is low?

Yes, by pressing the "View All Alert & communications" button towards the bottom of the main screen, parents can set email or text alerts so that they can be reminded to keep their child's lunch money balance topped up at all times.

Other Frequently Asked Questions

How often should I tip up my child's account?
Parents have a choice in this matter, but it is recommended that weekly payments of £15-£25 per child are made.

I want to top up once per term, but don't want my child to spend all the money straight away.
The system has a limit of £7.00 per day for each student to spend. This should cover breakfast, break, lunch and after school!

How do free school meals work?
Each student who is eligible for free school meals will automatically receive a credit of £2.50 on their account each day. They can use this to purchase a meal from the Café at lunch time only. If you would like your child to purchase additional food and drink at breakfast or break time, you will need to add funds to their account via Parent Pay (see next FAQ below).

My child receives free school meals, but I want to give them some extra money. Can I still do this?
A free school meal student's account can be topped up in the same way as any other accounts. Topped up funds can be spent when the student chooses, either at breakfast, break, lunch or after school. The free school meal element can only be spent at lunchtime.

What will happen if my child's free school meal entitlement has expired?
It is the parent's responsibility to apply for free school meals. If the school has not received the correct information, we will be unable to provide a fee meal and any purchases from the café will have to be paid for.

I have two children at Ada Lovelace CofE High School can I top up both accounts at once?
You will initially be issued with one login for each child. These can be merged within Parent Pay by using the "Add Child" function. You can then make one payment to top up any number of children.

More information

The suppliers website – www.cunninghams.co.uk
Parent Pay www.parentpay.com
Our Catering Contractor – www.inovate-services.com