

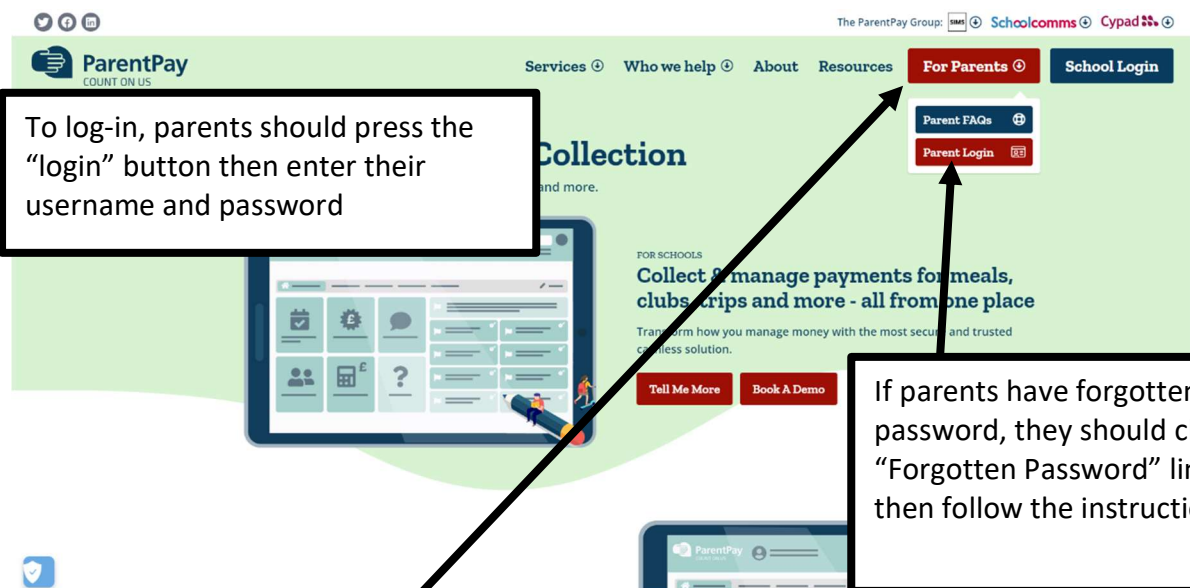
## Cashless Catering & Parent Pay Help

### ***What is Cashless Catering?***

Cashless Catering is William Perkin 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....

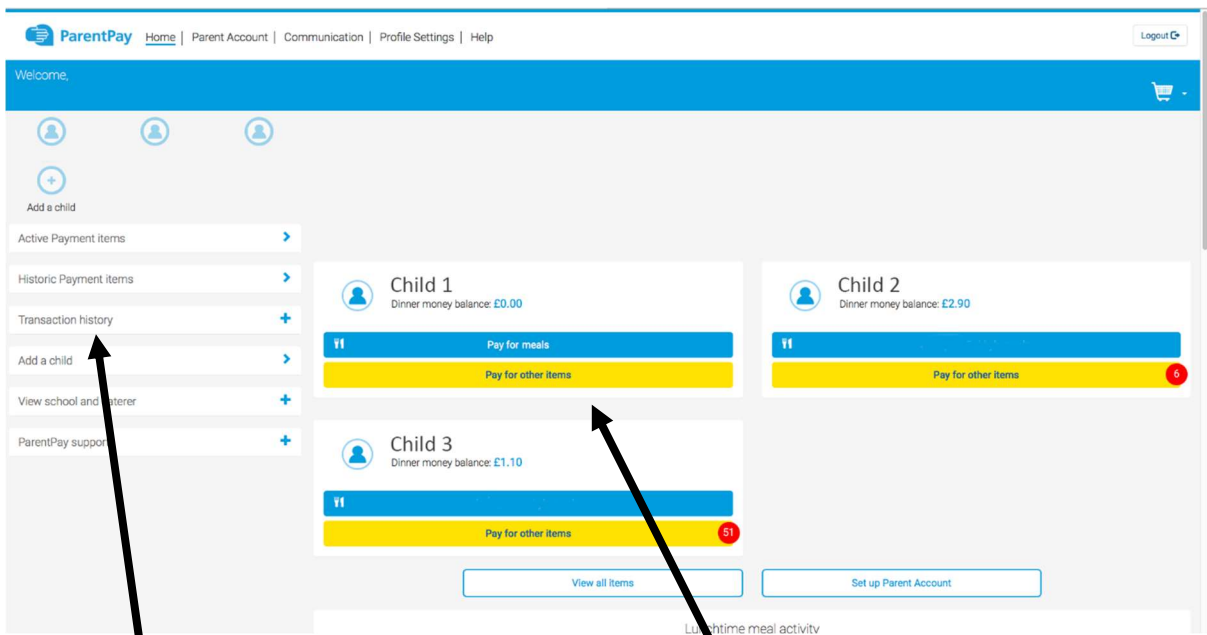


To log-in, parents should press the "login" button then enter their username and password

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

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

Parents with more than one child will be able to see the lunch money balance for each child at the top of the screen

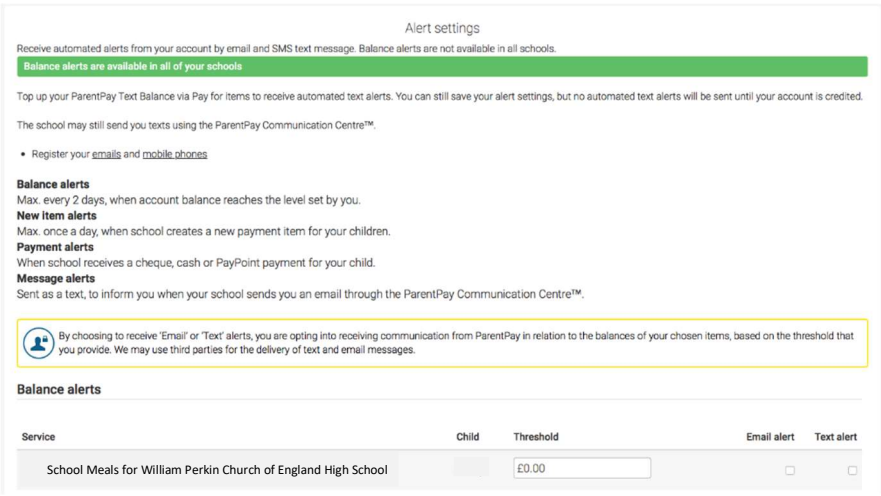


Parents are able to view their most recent payments in this section

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

**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.

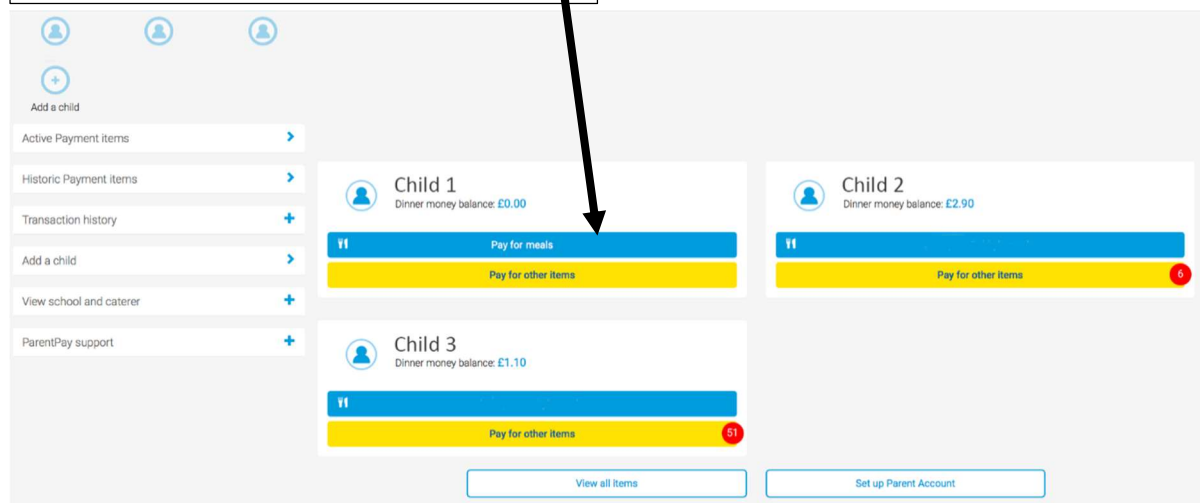


**Once you have logged in, you will see this welcome page.....**

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

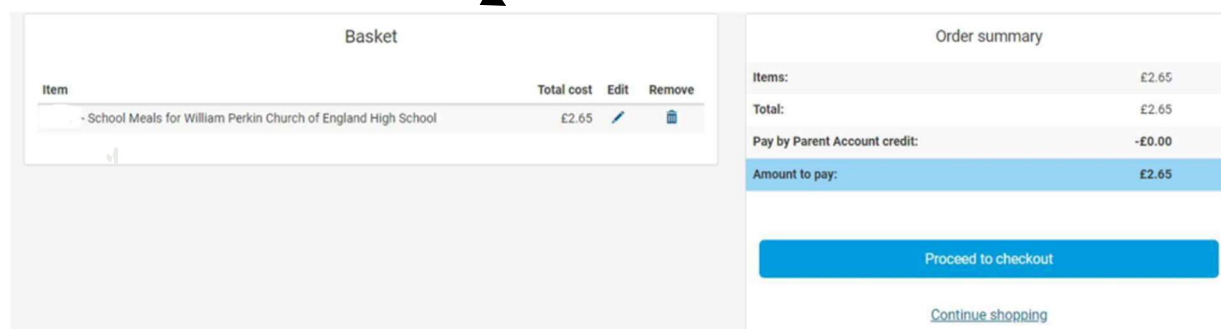
It is really easy to top-up your child's lunch money. It's just like internet shopping! The process is explained below:

**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 "Proceed to checkout" button to complete**



Step 4: follow the online payment instructions to complete the transaction. Parent Pay accepts Visa, Mastercard and American Express. To avoid delay in the payment reaching the account please select "Other payment method".

The screenshot displays two sections of the Parent Pay interface. The top section, titled "Order summary", contains a table with the following items:

Items:	£2.65
Pay by Parent Account credit:	-£0.00
Left to pay:	£2.65

The bottom section, titled "Payment method", features a blue button labeled "Set up One-click payments". Below this button is a paragraph of text: "One-click payments are faster and simpler. Simply set up a direct debit mandate that allows payments to be taken from your bank account. Payments will only be taken when you tell us to." Below the text is a button labeled "Other payment method" and a link labeled "Cancel".

### ***Other Frequently Asked Questions***

#### ***How often should I top 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 £2.65 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 free meal and any purchases from the café will have to be paid for.

**I have two children at William Perkin 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 a Child" function. You can then make one payment to top up any number of children.

**What if the student does not have sufficient funds in their account to pay for a school meal?**

If students have a balance of zero – they will not be permitted to purchase any food. It is important that accounts are always kept in credit and up to date. Alerts can be set-up in Parent pay to alert you when a student's lunch account falls below a pre-set balance.

**More information**

The supplier's website - [www.cunninghams.co.uk](http://www.cunninghams.co.uk)

Parent Pay - [www.parentpay.com](http://www.parentpay.com)

Our Catering Contractor - [www.inovate-services.com](http://www.inovate-services.com)