

# Cashless Catering and Online Payments

## IMPORTANT INFORMATION

**The canteen will no longer take cash or coins with effect**

**TUESDAY 13<sup>th</sup> MARCH 2018**

Dear Parent /Carer

### Cashless Catering

#### Registering for school meals online

In order to pay for your child's school meals online, you will need to have registered for the **scopay** online payment system for which you will have received your log in details.

#### If you DON'T yet have a scopay.com account

Visit [www.scopay.com/cansfieldhigh](http://www.scopay.com/cansfieldhigh) and enter your details using the **Register as a New User**. Follow the instructions on the screen to enter your details and add your unique online link code when prompted.

#### If you ALREADY have a scopay.com account

If you already have an existing account (for example, for your child/ren at this or another school using Tucasi secure scopay.com system), log on to your account using your existing username and password. Select the **Link Accounts** option from the **Your info** menu heading and enter the unique online link code to add your account.

All payments for school meals are made directly to the school's catering provider, MetroFresh.

#### How it works

The canteen sale tills have been replaced with new terminals which have built-in readers. When a student wishes to purchase items from the canteen they will collect it in the usual way, and then proceed to a till. At this point, rather than paying with cash or coins, they will simply place their finger on the reader. The software will recognise the student, and automatically deduct the value of the items from their account.

All accounts, i.e. catering and school trips, etc, are topped up via the online payment system for which you will have received your log in information. If you have not received this information, please contact the finance department at school, either by calling 01942 727391 and choosing Option 4, or by sending an email to [finance@cansfield.wigan.sch.uk](mailto:finance@cansfield.wigan.sch.uk).

#### Canteen spend limits

To ensure students cannot spend all of the money in the canteen from their account on a single day, there is a spend limit of £5.00 per day. This can be increased or decreased on request by contacting the school.

#### What if a student does not hold sufficient balance to pay for a school dinner?

There is no overdraft facility on our system, so students **MUST** have sufficient money on their account to be able to pay for their school dinner. If a student finds themselves without sufficient funds, they should go immediately to their Pastoral Manager and explain the situation.

### **Students entitled to free school meals**

Any students entitled to free school meals have their accounts automatically credited each day with the free school meal allowance. However, any underspend or missed dinner will be identified by the system and will not be added to the next day's balance.

### **Revaluation Machine**

The school has one revaluation machine where students can top-up using cash or notes if they wish. This is sited in the main building close to student reception.

### **Opt-in /Consent form re: biometric registration**

If you haven't yet completed the biometric registration form for your child, please complete the opt-in form, which is available via a link on our school website. Sign and return the form to school as soon as possible.

If you require a hard copy of the form please ask your child to collect one from student reception and return it to school as soon as possible.

### **Frequently Asked Questions**

There is a FAQ section on our website regarding biometric registration and cashless catering – <http://www.cansfield.wigan.sch.uk/information/cashless-catering-system/>

## **Online Payments**

In addition to the cashless catering system, you will also be able to pay for school trips, visits, holidays and resources online using the same system. In order to do this, you will need to have registered for the **scopay** online payment system for which you will have received your log in details. Once you have received your login details you will need to visit [www.scopay.com/cansfieldhigh](http://www.scopay.com/cansfieldhigh)

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**Please register for the new online payment system as soon as possible. A letter has been posted to you which contains your own personal log-in details so that you can register online.**