

KINGS LANGLEY SCHOOL

CASHLESS CATERING



Kings Langley School

Dear Parent/Carer

When your son/daughter joins Kings Langley School they will use the cashless catering system to purchase any items from our canteen service.

The system operates using biometric authentication to provide the facility for students to pay for meals, and parents are able to pay for student meals using the Tucasi Scopay online payment service. **Please note we do not accept cash or cheques.**

The cashless catering system enables us to deliver an efficient, faster service, providing wholesome, healthy, and enjoyable meals at the lowest cost.

Main Benefits:

- * Convenient way of paying for school meals. No need to look for change every morning.
- * Discourages the misuse of school dinner money through spending in shops outside of the school grounds.
- * Alleviates many of the associated problems with the use of cash in schools, that is, loss, theft and the possibility of bullying.
- * Automatic free meal allocation where applicable with the student remaining anonymous.
- * Specific food allergy ingredients can be barred automatically.
- * Healthy eating is encouraged.
- * Queuing times are reduced through increased speed of service.
- * Detailed reports to analyse all aspects of the use of the system.
- * Parents can set a limit on daily expenditure to help students in planning their spending (the school will set this limit unless a parent specifically requests a change)

Making Payments Online:

A secure online payment service called Tucasi Scopay is available for you to pay for school meals, trips, visits and music fees.

Tucasi Scopay offers the freedom to make payments whenever and wherever you like 24 hours a day, 7 days a week, safe in the knowledge that the technology used utilises the highest internet security available.

You will have a secure online account, activated using a unique username and password (see personalised letter); you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our School, you can merge their accounts to create one login for all your children.

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Making a payment is straightforward and Tucasi Scopay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straight away. The School is also able to provide you with a report detailing each item of food served, each credit made to the system, for any time period and show a current balance.

Please see page 6 of this information pack for further details of setting up your online account as it provides step by step instructions in order to activate your Tucasi Scopay online account including details of making online payments.

If you have any questions regarding the cashless catering system please do not hesitate to contact Mrs D Bell, School Manager at the School.

Yours faithfully



Mr G Lewis
Headteacher

Kings Langley School

Cashless Catering FAQs

What is a Cashless System?

At the heart of the cashless system is computer controlled software. This allows the system to recognise each individual student, hold individual cash balances, record cash spent and cash received record where money is spent, on what food, on any specific date and time of day.

Biometrics - Bio - what??

Biometrics authentication is the automatic recognition of a living being using suitable body characteristics. By measuring an individual's physical features in an authentication enquiry and comparing this data with stored biometric reference data, the identity of a specific user is determined.

Once the biometric data has been stored, a comparison is made at the point of purchase and access to the appropriate cashless catering application is granted.

How are students recognised by the system?

Each student will have their fingerprint registered which will then be translated to an Alpha Numeric number. The image is then discarded. When used this will then enter them into the system program and identify them by a number. The information stored cannot be used to recreate an image of the student's fingerprint. If you do not want your child to have their fingerprint taken please tell them to advise their tutor, and an alternative arrangement can be made for them to access the canteen facility.

How is this then used to obtain a school meal?

The student simply places their finger on a scanner at the point of sale; a display will show the server the student's name, class and current cash balance held within the system. The selected food items will be entered into the system from an itemised keyboard while the amount spent and the new cash balance will show on the display.

How is money entered into the system?

- a) By Tucasi Scopay - Online Payment Provider. Please see accompanying letter for further details. Please ensure there is money in the account in readiness for your son/daughter's first full school day.

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

Remote Display at the point of sale will show the new cash balance when the food service is completed.

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 students and no food above that limit can be bought. On request, an individual student limit of your choice could also be set; please contact the Catering Manager, Mrs Borrowdale at the School.

When can I log into my online account?

Once you have activated your account, please see enclosed details of your activation login you will be able to activate your account and start making payments immediately.

Which cards can I use?

Tucasi Scopay accepts MasterCard and Visa credit cards, Maestro, Switch, Delta, Electron, Solo and Visa debit cards.

Is it safe to make payments on the Internet?

Yes. Tucasi Scopay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither Tucasi nor the School have access to your card details.

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How can I check that it is secure?

Standard website addresses begin with http; the address for a secure site will always begin with https. You will also see a padlock at the bottom/top right of the screen on the Tucasi login page, and after you have logged into your account. Never enter your card details or personal data on any web page whose address does not begin with https.

What about personal information?

Tucasi Scopay and the biometrics system hold a very limited amount of information which is solely for the purpose of administering the account. However Tucasi Scopay and the biometric system do not use your personal information or share or give this information to any other organisation. The system will function and operate under the strict guidelines set out by the Data Protection Act 1998.

Tucasi Scopay will never contact you by phone, email or ask you to divulge confidential information such as passwords or card numbers. If you are ever contacted by someone claiming to be from Tucasi Scopay please contact the School.

What about students entitled to a 'free school meal'?

The system works exactly the same for all students whether they pay or have a free school meal. All students have their own account to use in exactly the same way. The amount allocated for the free school meal will be entered into the system by the software daily.

The system will then allow on a daily basis the required cash amount for each individual student to be allotted to their current cash balance. However, any under spend or missed dinner will be identified by the system and will not be added to the next day's balance.

Additional cash can also be added to the system by Parents using Tucasi Scopay 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 other items.

Will students have problems in using this system?

Some students 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.

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Kings Langley School Online Payment Set Up Guide

Please follow instruction A or B

A) Creating your new online payment account (first time users):

1. Go to www.scopay.com or www.kingslangley.herts.sch.uk - **Internet Payments**
2. Click on **Register as a new user**
3. Enter your Email address and a Password.
4. Confirm the Password.
5. Enter the Pupil Online Link Code provided in your introduction letter.
6. Enter the rest of the billing details to match your credit or debit card and click on Confirm.
7. Log on to your email account and click on the link to activate the account (if the email doesn't appear in your Inbox, you should check your Junk Email folder).

B) Linking Siblings to an existing account:

If, after logging on to your existing account, you find any sibling account(s) cannot be displayed, you will need to link the sibling account(s), as follows - each student has a unique Pupil Online Link Code,

1. At the top of the screen, click on **Your Account**
2. Click on Link Pupils.
3. Enter the Pupil Online Link Code shown on the attached letter.
4. Click on Link Pupil.
5. You will now be able to make payments for any linked pupil accounts.

Trips/Events requiring permission slips

It is of great importance that permission slips are returned to the Finance Office post box for all school trips/events. Students are only allowed to participate on a school trip/event if we have a signed permission slip confirming correct contact and medical details.

Making a Double Payment, Canteen and School

Please be aware that if, on the same occasion, you want to make a payment for the canteen and another for a school trip/item you will need to follow the checkout procedure twice. After adding items to your basket, go to **Checkout** and follow the instructions on the screen making sure you complete both checkouts. Payments for the canteen will be paid into our caterers' bank account - **Edwards and Blake Ltd** and school payments will be paid into our main school bank account - **Kings Langley School**. Once you have followed the checkout through twice you will receive two separate receipts.

If you have any difficulties with setting up your internet payment account please call the Finance Office on 01923 264504 ext 229 for further help.

Many Thanks
Finance Office

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