Kings Langley School

Cashless Catering Guide

Cashless Catering

When your son/daughter joins Kings Langley School they will use the cashless catering system to purchase any items from our catering 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: 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 at £5 unless a parent specifically requests a change)

Making Payments Online:
A secure online payment service called Scopay is available for you to pay for school meals, trips and visits.

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 separate leaflet 'Internet payments User Guide'); 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.

Making a payment is straightforward and 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.

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?
By Scopay - Online Payment Provider. 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 purchase 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?
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. Scopay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither Scopay, nor the School have access to your card details.

How can I check that it is secure?

Standard website addresses begin with https; 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 Scopay 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?

Scopay and the biometrics system hold a very limited amount of information which is solely for the purpose of administering the account. However, 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 General Data Protection Regulation 2018.

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 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, you can add extra cash into the system to 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.

Can I obtain a refund if my child has a balance on their account when they leave the school?

Interserve Catering Services have set a minimum limit of £5.00 should any Parent wish to recover the balance of monies when their child leaves the school. Therefore, they would respectfully request that cashless balances under £5.00 are used before students leave the school.