



Nationwide Retail Systems
TRUST e CASHLESS

Parents Information Pack

Ysgol Gyfun Gwynllyw

**TORFAEN
COUNTY
BOROUGH**



**BWRDEISTREF
SIROL
TORFAEN**

Benefits of the Trust-e Cashless Catering System

- Increased speed of service reducing queuing times
- Increased uptake on Free School Meals
- Anonymity on Free School Meals reducing bullying
- Facility to pay On-Line
- No need to carry cash preventing loss/theft
- Automatic alerts to stop pupils purchasing allergy trigger items
- Students learn about important lifestyle control by monitoring their own accounts
- Reporting facilities help decrease wastage and improve the overall efficiency of the meal service

Healthy School Survey Information

School meals have been the focus of much interest nationally in recent years. There have been concerns over the nutritional quality of the food provided plus evidence of an increase in child obesity.

A Health Survey in England found that 16.6% of boys and 16.7% of girls aged 2-15 were obese and a further 13.6% boys and 14.3% girls were overweight. The Survey also found that most children eat too much fat, added sugar and salt and only eat two of the recommended five portions of fruit and vegetables each day.

Nationwide Retail Systems are in partnership with the Local Authority Caterers Association (LACA) and work closely with them to ensure that we stay abreast of the current standards. We are also in constant discussions regarding future developments and possible requirements.

NRS offer a healthy eating points reward facility. Healthy items can have points allocated to them which when sold can be added to staff/pupils accounts. Catering staff then have the ability to take a report detailing who is eating the healthiest and can reward this in a number of ways.

Benefits the Trust-e Cashless System brings to Healthy eating

- Improved nutritional & dietary control
- Healthy eating is encouraged and can be monitored through the reporting facility
- No more using school dinner money for out of school purchases
- Detailed reporting facilities allowing access to pupils accounts and eating habits

Data Protection Information

NRS is accredited with ISO27001 – Information Security Management System and is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified; you can be assured that it will only be used in accordance with this privacy statement.

NRS is registered as a data processor under the Data Protection Act (DPA) and operate at all times under the DPA Guidelines.

Schools' data will remain their responsibility and they remain fully in control of accessing, managing and updating all student data within the system. Schools and the local authority are operating as Data Controllers under the DPA. All NRS Staff that may have administrator access to schools data for support purposes are Criminal Records Bureau (CRB) checked.

Information collected to implement a Cashless Catering system is outlined below.

| Essential information collected | | Optional information may be requested |
|---------------------------------|---------------|---------------------------------------|
| Admissions Number | Gender | Photographs |
| Surname | Date of Birth | Ethnicity |
| Forename | Year | School House Group |
| Form | FSM Allowance | UPN |

Nationwide Retail Systems Ltd does not sell, distribute or lease your personal information to third parties.

You may request details on personal information which we hold about you under the Data Protection Act 1998.

NRS removes all data from Servers one week after the Cashless System has gone live within the school.

If you believe that any information we are holding about you is incorrect or incomplete, please write to or email us as soon as possible, at the address below.

Nationwide Retail System Limited

Whaley Road

Barugh Green

Barnsley

S75 1HT

01226 732 200

support@nrsltd.com

Technical Biometric Information

The individual templates are encrypted using a 256 bit AES key that is built into the scanners hardware. Also the persisted file is encrypted using a different 256 bit AES key built into the matching algorithm supplied by Secugen and generated by a unique license purchased for each site. This is more secure than the ANSI and ISO standards that government department's use as the Secugen Template is encrypted and the ANSI and ISO standards are not. The template data is useless and cannot be interpreted back into a usable fingerprint image. If this was not the case then there would be no world standards and performance measures for such technologies. The data is stored in an array in the RAM of the Biometric Controller and is also permanently stored on the hard drive of the Bio Controller to be restored in the event of a reboot.

Below is an example of a template code for an individual finger.

```
0X417741414142514141414445415141414151415341414D415A414141414141417477454  
1414C714777346C5869656D6C574945494A764A6B42466D6837616C4E764D704F51787451  
7A706A4A395A31784935686C4177395366726E777645576357386C4573314B426F4744316  
6694170675559704C763168423642682A7043
```

The solution is secure because the matching can only be done by the individual's consent as the finger has to be presented to the device for matching. We do not hold images of fingerprints in our system.

The technology provided for this method of identification meets with BECTA guidelines and also allows students the option to opt out of the scheme and use a PIN number instead.

Also under the data protection act the school or caterer (the originator of the data) cannot allow access to this data by anyone for any other means than for the purpose the data was collected and that is to identify an individual within the solution we supply. Any biometric data that belongs to an individual that leaves the school is purged which also is in line with the BECTA guidelines.

Frequently Asked Questions

Q What is a Cashless System?

A A Cashless Catering System is a solution, which is purpose designed to meet the ever evolving needs and demands of the Catering Provision that is required by today's Schools and Academies. The Trust-e Cashless Solution allows schools to be better able to provide their students with a faster, more efficient and more appealing meal service.

Q What is Biometric?

A Biometric is simply a method of identifying an individual person. We will be using an algorithm based scan, which reads between 50 & 130 points on the finger/thumb. It is not a fingerprint in any way, shape or form and is of use only in the cashless system.

Q How does a Biometric System work?

A The information of a pupil or staff member, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Nationwide Retail Systems Ltd, can access. Once an account is credited the pupil or staff member places their finger/thumb on the EPOS Terminal, which looks up their account details and allows them to purchase items using only this method of identification.

Q How does my child register on the Biometric System?

A Registration days will take place leading up to the 'Live' day of the Cashless System. At this time registration terminals will be placed in the school. Your child will attend at a requested time and they will be required to place their finger/thumb on a Biometric sensor twice to obtain a matching template, which only takes a few seconds. If you have chosen to 'Opt Out' of this procedure, your child will be presented with a 4 digit PIN Code.

Q What methods of payment can be used to credit an account?

A Any amount can be credited to an account by way of any of the following THREE methods. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services. You must have your child's unique 10 digit access code for all payment methods.

- **On-Line Payments**

We have introduced On-Line Payments in partnership with the Cashless Catering System. To make a payment on line please go to www.torfaen.gov.uk to make an electronic payment. There are detailed instructions on the following pages.

- **Automated Telephone Payments**

Please call 0845 8500855 and follow the prompts

- **In Person at one of our cash offices**

| | | | |
|--|--|--------------------------|-------------------------|
| Cwmbran Customer Care Centre, 1-2 General Rees Square, Cwmbran, NP44 7NX | 8:30am-4:45pm Monday, Wednesday & Thursday | 9:30am-4:45pm Tuesday | 8:30am-4:15pm Friday |
| Pontypool Customer Care Centre. Civic Centre, Pontypool, NP4 6YB | 9:30am-4:30pm Monday – Friday | | |
| Blaenavon Customer Care Centre. Blaenavon World Heritage Centre, Church Road, Blaenavon, NP4 9AS | 9:30am-2:30pm Tuesday – Friday | | |

Q How can I check the credit on an account?

A Your child can check his/her balance at the till If you have any queries regarding your child's account please email us, quoting your child's full name and account number Cashless.Catering@torfaen.gov.uk

Q Can I change the daily 'Spend Limit'?

A Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to Toni Edwards, Catering/Cleaning Manager, Croesyceiliog CEC, The Highway, CWMBRAN, NP44 2HF. Tel: 01633 647712 or by email: Cashless.Catering@Torfaen.gov.uk quoting your child's full name and account number

Q What happens if my child's account is not in credit?

A A 'Lend' can be processed at the EPOS Terminal, which will then allow a meal to be taken. This is at the discretion of the Catering/Cleaning Manager.
An automatic overdraft can be set up, which will allow the pupil/staff member to go into debit at the cost of 1 meal. Again this is at the discretion of the manager.
The Cashless Catering System has a debt tracking facility and the ability to send debt letters, emails and texts to overdue account holders.

Q How do 'free meal' entitlements work?

A All free meal entitlements will be entered on to the system prior to the 'Live' day. The Cashless Catering System will, on a daily basis, automatically allocate the appropriate accounts with the free meal amounts. This will allow them to purchase the main meal of the day. Pupils with Free Meal Entitlements remain anonymous at

all times as all account types are accessed in the exact same manner regardless as to whether paid for or not. NB. Any monies not spent from the daily free meal allocation will not be carried over to the next day.

Q Can anyone else use my child's account?

A No – Due to the extensive security on Biometric templates no-one will be able to access your child's account. As a secondary precaution a photo image is allocated to each pupil. If your child is using a 4 digit PIN Code, which someone obtains and attempts to use, the photograph shown on the EPOS Terminal will alert the operator that a fraudulent sale may be taking place.

Q My child has an allergy, how will this be monitored

A All allergy and special dietary records registered with the Catering Service will be entered on to the Cashless System. When pupils attempt to purchase an item, which has ingredients that they are allergic to, the system will alert the operator and prevent them from selling the chosen item.

Q Can I dictate my child's dietary requirements?

A The system will allow you to register any items that your child is not allowed due to dietary needs or religious beliefs. Any such items must be confirmed in writing by the parent/guardian to the Catering/Cleaning Manager, contact details as above.

Q Can I request a printed report of my child's meal intake?

A Yes – The Cashless Catering System allows numerous reporting facilities, which includes Dietary Habits. These may be requested by contacting Cashless.Catering@Torfaen.gov.uk this to be confirmed with Nationwide

Q Who can I contact if I have any queries about the service?

A Email: Cashless.Catering@Torfaen.gov.uk

Phone: 01633 647716

Write to:

Cashless Catering

Croesyceiliog CEC

The Highway

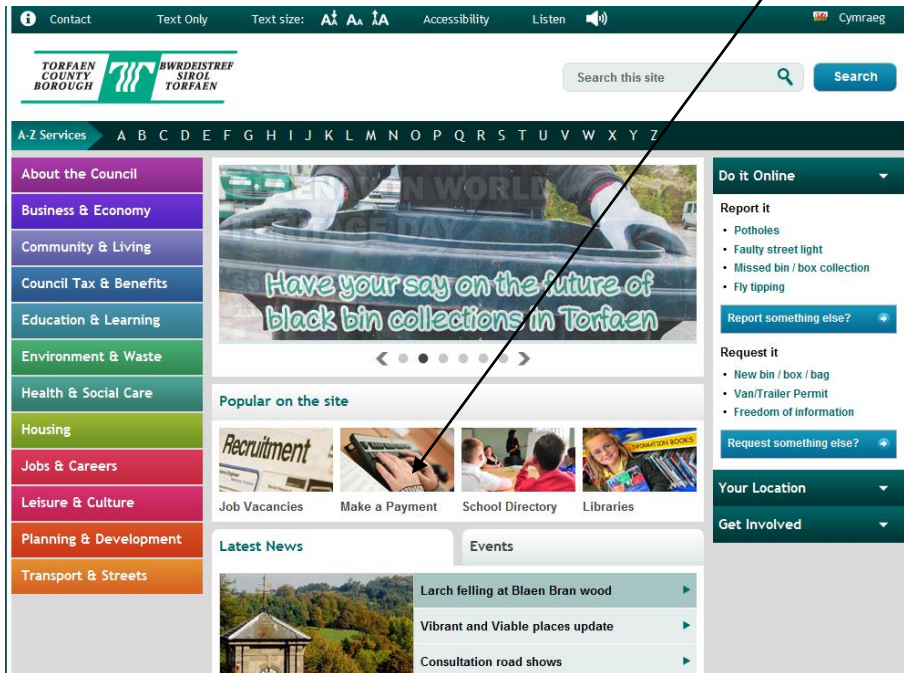
Cwmbran

NP44 2HF

Making payments via the internet for Food at School

Go to the council's website: www.torfaen.gov.uk and select 'Make a payment'

(there may also be a link to the payment page from the schools website)



The following page will be displayed –

Payment Type

Schools Payments

Council Tax

Business Rates

Council Invoices

Housing Benefit Overpayments

Temporary Housing

Parking Fines

Schools Payments

Please select the school from the list.

Select

Abersychan School (4070)

Blaenavon Heritage VC Primary (3028)

Croesyceiliog Comprehensive (4051)

Croesyceiliog Primary (2325)

Crownbridge School (7012)

Garnteg Primary (2315)

Maendy Primary (2204)

Penygarn Primary (2322)

Ponthir Primary (3332)

West Monmouth School (4072)

Ysgol Gyfun Gwynllwy (4075)

Select address from list or enter details manually below.

Select Address ---

Select

Name

House No

OR House Name

Street

Select 'Schools Payments' on the left then -

Select the Pupils school from the drop down list press

Select the item from the drop down list – Dinner Money (pupils) press

Select

The screenshot shows the 'Schools Payments Payment' page. At the top, there is a green header with the council logo and the text 'Welcome to Torfaen County Borough Council Online Payments'. Below the header, there are 'Page shortcuts' for 'Payment Entry' and 'Payment Review'. The main heading is 'Schools Payments Payment', followed by a note: 'Please note - information on this page will time-out after 15 minutes of inactivity' and '* = Mandatory Field'. A navigation bar contains 'Math o Daliad', 'Schools Payments', 'Council Tax (9 Digits)', 'Business Rates (9 Digits)', 'Housing Benefit Inv (8 Digits)', 'Temporary Housing (9 Digits)', 'Parking Fines (7 Digits)', 'Schools Payments', 'Bulky Collections', and 'Council Invoices'. The 'Schools Payments' section is active, showing a dropdown menu for 'Please select the school from the list.' with 'Blaenavon Heritage VC Primary (3028)' selected and a 'Select' button. Below this is another dropdown for 'Please select item from the list.' with 'Dinner Money (Pupils)' selected and a 'Select' button. A text input field for 'Please enter the amount you wish to pay' is present, along with a 'Gift Aid' checkbox. A section for 'Select address from list or enter details manually below.' includes a dropdown for 'Select Address ---' with a 'Select' button, and input fields for 'Name', 'House No', 'OR House Name', 'Street', 'Area', 'Town', and 'County'.

Enter the 10 digit reference number for the pupil as communicated to you on correspondence from the school then proceed to enter the pupil name, amount of payment and your address.


Press [Add To List](#)

You can continue to add payments for other services/schools in the same way. When all items have been added, press the [Pay](#) button.

The page below will be displayed where you are required to enter the card payment details, cardholder name and the cardholders address. (If the address is the same as the one entered on the previous screen, this can be selected from the list)

The screenshot shows the 'Make a Payment' page. At the top, there is a green header with the council logo and the text 'Welcome to Torfaen County Borough Council Online Payments'. Below the header, there are 'Page shortcuts' for 'Card Details' and 'Card Account Details'. The main heading is 'Make a Payment', followed by a note: 'Please note - information on this page will time-out after 20 minutes of inactivity' and '* =Mandatory Field'. The 'Payment Amount: £10.00' is displayed. A navigation bar contains 'Card Details' and 'Card Account Details'. The 'Card Details' section is active, showing input fields for 'Enter card number without spaces', 'Start date (month, year)', 'Expiry date (month, year)', 'Issue Number (Switch/Maestro Cards only)', 'Security Code', and a 'Back To Top' link. The 'Card Account Details' section is also active, showing input fields for 'Enter cardholder name and address details: Name appearing on card', a dropdown for 'Select address from list, and click "Select" button. Or enter details manually below.' with a 'Select' button, and input fields for 'House number/name', 'Street', 'Area', and 'County'.

The following confirmation page is displayed

Welcome to **Torfaen County Borough Council**
Online Payments

Page shortcuts
Confirmation

Please Review & Confirm Your Payment

Please note - information on this page will time-out after 20 minutes of inactivity
Payment Amount: £10.00

Payment Details

Card Number: *****1111 Card type: Visa Credit

| Account Type | Amount (£) | Charge (£) | Address |
|------------------|------------|------------|---------------|
| Schools Payments | 10.00 | 0.00 | S, ,S,S,S,S,S |
| Payment Amount | 10.00 | | |

Confirmation

After pressing Confirm, you will be re-posted to a holding page while your request is processed.
When your request is completed you will be redirected to the next step in the payment process.

Please confirm the payment for the items listed above.

Back To Payment DetailsConfirmCancelBack To Top

[::Help \[Link opens in new window\]](#) [::About\[link opens in new window\]](#)

Provided by Civica UK Limited ABOUT SSL CERTIFICATES

Data Protection Act 1998

Press Confirm to make your payment.

The system will tell you if your payment was successful, if so a receipt page will then be displayed confirming your payment. This can be printed or emailed.

The school cashless catering payment will be updated with your payment within 30 minutes.