



CALLINGTON COMMUNITY COLLEGE

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Website: www.callingtoncc.net

Principal: Mrs Kathy Hocking

****GOING LIVE** from Monday 25 June** **Cashless Catering and Biometrics at Callington Community College**

Dear Parents and Carers

From **Monday 25 June** the College are introducing a Cashless Catering system that will make paying for school meals fast, convenient, efficient and easy. System benefits include increased speed of service, reducing queueing times, increased uptake on Free School Meals, facility to pay online, no need to carry cash preventing loss, reporting facilities help decrease waste and improve the overall efficiency of the meal service.

As its name suggests, the system removes the use of cash from the food purchasing process. Instead, students pay for their meals at the till by using either their finger scan (Biometrics) or a PIN number to access funds that have been pre-paid in to their own personal account.

Thank you to those parents and carers who have already successfully signed up to this system. Please be aware that students will not be able to access canteen services from Monday 25 June if they do not have a credit balance in their child's pre-paid account. This can be achieved by either setting up an online account on School Gateway or using PayPoint.

Funds can be deposited quickly and conveniently online by parents and carers through School Gateway under 'Payments'. Parents and carers will be able to monitor their child's usage, account balance and make online top-ups as and when required.

The daily spending limit at present is set at £5 maximum – students will not be able to access beyond this amount, however, if parents and carers wish to either increase or decrease this daily limit for their child, they will need to contact the Catering Manager at the College (catering@callingtoncc.net)

If you wish to register for the Cashless Catering system, please follow the steps below:

Step 1: Either:

(a) Register on School Gateway to set up an account in 'Payments' section under 'Cashless Catering'

The College requires a working mobile phone number and email address for any parent or carer to be held on our data system before registering for School Gateway. If you have any difficulties registering, please contact the Data Office data@callingtoncc.net and we will be happy to assist. You can either:

Download the app: If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website PLUS you can send app messages to the College for FREE – this will also save the College money when we send text messages.

Visit the website: www.schoolgateway.com and click on 'New User'. You'll receive a text message with a PIN number. Use this PIN to login to School Gateway.

OR



(b) Request PayPoint card from the College's Finance Office

Parents and carers who would like to use PayPoint, please contact the Finance Office. We can then issue a PayPoint card which can be used to top up your child's account at your local PayPoint stores. Please note payments via PayPoint will take up to 48 hours to be credited to the appropriate account.

The College recognises that this could be a big change for some people. Please contact the Finance Office to discuss any concerns you may have regarding the payment options outlined above.

Finance Team: Soozie Trice, Mandy Woollett, Douglas Langford

finance@callingtoncc.net

Step 2: Biometrics Consent

Parents and carers will need to give consent to authorise the use of Biometric scanning. This can be found under the 'Payments' section of School Gateway - please mark consent and then select '**Check Out**' (NOT log out). After consent has been given, your child will be required to go the Finance Office in the College where they will place their finger on the Biometric reader three times to obtain a matching template. This will only take a few seconds. Where consent for Biometric scanning is not given, students will be issued with a unique PIN number to use at the canteen till.

Please visit the College website www.callingtoncc.net for further information about the cashless catering system, alongside a list of frequently asked questions. Alternatively, contact the College direct and we will be happy to answer any queries or assist in the registration process.

Yours faithfully

Douglas Langford
Head of Finance and Business