



Cashless Catering

Online Payments

A step by step guide on making an online payment

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**IF YOU HAVE ANY QUESTIONS OR QUERIES NOT COVERED BY THIS GUIDE, PLEASE CONTACT
THE CATERING TEAM ON 01633 647726 / 647715 / 647719
EMAIL: cashless.catering@torfaen.gov.uk
WRITE TO: Cashless Catering, Croesyceiliog CEC, The Highway, Cwmbran NP44 2HF**

Frequently Asked Questions

Q WHAT IS CASHLESS CATERING?

Cashless catering is an online payment system which provides every pupil at the school with a unique account to pay for catering services. This means that pupils no longer have to carry cash to school and top ups are quick and easy, with the added advantage for parents of being able to check balances and monitor expenditure.

Q I WOULD PREFER TO PAY BY CASH – CAN I CONTINUE TO DO THIS?

Cash payments can be made at any of the Torfaen cash offices (details below), but you will not be able to pay by cash at the school.

Q CAN ANYONE ELSE USE MY CHILD’S ACCOUNT?

Your child’s account is unique and a photo image is allocated to each pupil as an added precaution at the till. All information is protected and is held on a secure server. In secondary schools a biometric scanner is used to confirm the identity of the user – further details are below.

Q MY CHILD BRINGS SANDWICHES TO SCHOOL – WILL I NEED TO KEEP THIS INFORMATION?

Your child’s account is available whenever you need it, so you should retain this information in case your child needs a school dinner, eg, if they have forgotten their sandwiches.

Q HOW DO I ADD CREDIT TO THE ACCOUNT?

Payments can be made to the account using any of the following methods. Please note that the system updates periodically through the day - if a top-up is made by 9.00 am, this will usually be credited to the account for lunch but later payments may not appear until the afternoon.

- *On-line payments*

You can make a payment any time using the Council’s e-Store system. Go to **www.torfaen.gov.uk** and click on “Make a payment”, then select your child’s school from the list of “All Shops”. You will also be able to pay for school trips and activities. If you do not have access to the internet at home, you will be able to access on-line payments at any of the libraries in Torfaen.

Further information on making a payment and creating an account can be found at the end of this guide.

- *Automated Telephone Payments*

Please dial 0300 4560516 and follow the prompts. You will need your account number, school reference number and the item code - these numbers are on the letter you received. You should have your credit or debit card to hand.

You can also make a card payment by phone by contacting Call Torfaen on 01495 762200 – again, you will need to have your account number, school reference number and item code.

- *In person at a Customer Care Centre*

Payment by means of cash, cheque or debit/credit card will be accepted at the Torfaen cash offices. You will need your child's 10 pupil reference code to make the payment. Our cash offices are located as follows:

Cwmbran Customer Centre:

Cwmbran Library, Gwent Square, Cwmbran, Torfaen

9:00am to 4:30pm Monday, Tuesday, Thursday & Friday

Pontypool Customer Centre:

Civic Centre, Pontypool, Torfaen, NP4 6YB

9:00am to 4:30pm Monday to Friday (Cash & Office)

Blaenavon Customer Centre:

Blaenavon World Heritage Centre, Church Road, Blaenavon, Torfaen, NP4 9AS

10:00am to 3:00pm Tuesday to Friday

Q HOW CAN I CHECK THE CREDIT ON AN ACCOUNT?

When you make a payment online, you will have the option to "Save Item" – this will allow you to view balances and transactions in the future. Please note that you must allow one working day from activating the "Save Item" to being able to view the account to allow the verification process to complete. Alternatively contact the Catering Team – we will verify your identity before providing any information.

Q WHAT HAPPENS IF THERE ISN'T ENOUGH CREDIT ON MY CHILD'S ACCOUNT FOR A MEAL?

A 'lend' will be processed to the account in accordance with the school's catering debt procedure. You will receive correspondence from your school regarding the debt and you will

be expected to make a payment to the account (using online payment) to cover the charge for the meal, unless otherwise instructed by the school.

Q I'VE MADE A PAYMENT TO THE WRONG ACCOUNT – HOW DO I CORRECT THIS?

If you have paid to the wrong account, eg, paid to a sibling's account or credited the wrong fund, call the Catering Team and we will make the necessary correction.

Q I'VE TOPPED UP THE ACCOUNT – WHY IS THE BALANCE LESS THAN I EXPECTED?

If you had a debt on the account because your child was provided with a meal by a "lend" to the account, these will be deducted from your next top up.

Q HOW MUCH CAN MY CHILD SPEND A DAY?

For primary schools there is a daily spend limit equivalent to one meal and one portion of tuck. For secondary schools the usual spend limit is £5 per day unless varied by the school. You can alter the limit for your child by emailing cashless.catering@torfaen.gov.uk or complete a Spend Limit Change Form, available from the school.

Q HOW DOES FREE SCHOOL MEAL ENTITLEMENT WORK?

Every morning, a free school meal allowance will be credited to eligible accounts equivalent to the cost of a school meal for the relevant age group. In the use of this credit, the system is anonymous and the allowance can be spent in the same way as any account balance. *The allowance is available to spend in the same day only and it will not carry over to the next day.*

Q MY CHILD HAS FREE SCHOOL MEALS SO WHY IS MONEY OWED ON THE ACCOUNT?

Any school dinner debt owing before your application for free school meals was approved must be paid. The free school meal allowance is the equivalent of the cost of a school dinner so if your child is also using their account for tuck or, in secondary school, purchases for breakfast or break, you will need to make payments to the account to cover this. It will not affect the free school meal allowance.

Q HOW DO I MAKE PAYMENTS FOR FRUIT TUCK SHOP?

When you make an online payment, you will see a separate option available to credit a tuck account. This will have a daily spend limit of 30p but if you would like to change this, you should email cashless.catering@torfaen.gov.uk or complete a Spend Limit Change Form, available from the school.

If your child receives free school meals and you would like them to use the fruit tuck shop, you will need to pay for this service separately using one of the payment methods detailed above.

Q MY CHILD HAS SPECIAL DIETARY REQUIREMENTS – HOW WILL THIS BE MONITORED?

If you have informed the school of any allergy or special dietary requirements, these will be shared with catering staff. If you have not registered your child's needs, please contact the school your child is attending.

Q I HAVE VERIFIED MY ACCOUNT BUT THERE ARE NO TRANSACTIONS TO VIEW?

The statement facility will only display transactions (payments and purchases) from the date your account was verified. The statement will show transactions from the previous working day up to a maximum of 30 days.

Q MY CHILD IS ENTITLED TO FREE SCHOOL MEALS, CAN I STILL VIEW THESE TRANSACTIONS?

Yes, you will still be able to view the balance and transactions on your child's account even if they are entitled to free school meals.

Q CAN CASHLESS CATERING ASSIST WITH ANYTHING RELATING TO THE ONLINE PAYMENT OF SCHOOL TRIPS?

If your school provides the facility for online payments of school trips and other activities, this is separate to your Cashless Catering account and you should contact the school.

Information for Secondary Schools Only

Q WHAT DOES BIOMETRIC MEAN?

A biometric recognition facility is available for secondary school accounts. An electronic fingerprint scan is taken which is stored numerically as a set of between 20 and 50 reference points, unique to the individual's print. Each reference point comprises of three numbers which are the X and Y co-ordinates and an angle of curve. Once the scan has been taken it is automatically converted to numeric form. No register of fingerprints is kept and it is impossible to reconstitute a fingerprint from the numeric reference. There is no stored image of the finger scanned.

When a user wishes to make a purchase from the canteen, they simply place their thumb / finger on the scanner at the till point. The cashier will then be able to see the student's photo,

name, tutor group and current cash balance. The cashier will then enter the selected food items into the system from the touch screen terminal and the item values and total balance will be displayed.

Q CAN THE INFORMATION BE USED FOR OTHER PURPOSES?

The biometric information cannot be used for any other purposes than those for which it was originally collected. The school will only use the information for the cashless catering system.

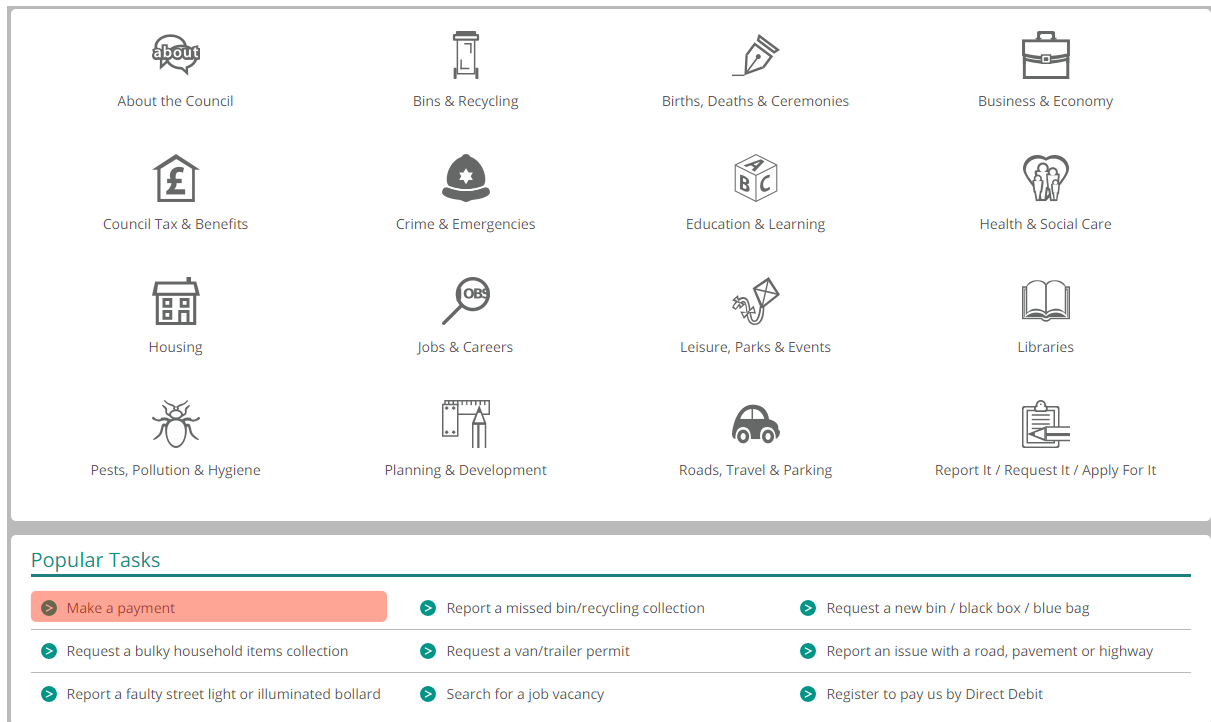
Q I DO NOT WANT MY CHILD'S FINGERPRINT SCANNED – IS THERE AN ALTERNATIVE?

Before your child's fingerprint is scanned, we must obtain your permission and will ask you to complete a form confirming your approval. This is available from the school or can be downloaded from www.torfaen.gov.uk – search for School Meals.

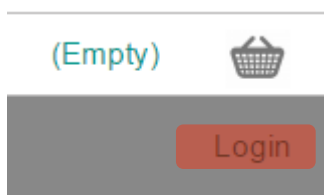
If you do not want your child to use the biometric facility, a PIN number will be allocated.

Creating an E-Store account

1. Load your Internet Browser (Internet Explorer, Safari, Mozilla Firefox, Google Chrome etc.)
2. Go to www.torfaen.gov.uk and select your preferred language.
3. Select 'Make a payment' under Popular Tasks.



4. This will open a new webpage, click 'Login' in the top right corner.



5. Click 'Register Now' and fill in your registration details, a verification e-mail will be sent to the e-mail account you used when registering, locate this e-mail and follow the link to verify your Torfaen account, if you do not receive the e-mail within 10 minutes please check your junk folder.

THE LINK TO VERIFY THE ACCOUNT IS ONLY VALID FOR ONE HOUR AFTER BEING SENT

Making Your First Payment

1. Log in to your Torfaen account.
2. On the top bar select 'Products & Services'
3. Select your child's school under the 'All Shops' drop down bar.

Products & Services



To make a schools payment, select your school from the list o

The screenshot shows a web interface for 'Products & Services'. At the top, there is a header 'Products & Services' with a green underline. Below it, a text prompt says 'To make a schools payment, select your school from the list o'. There are two dropdown menus: 'All Shops' and 'All Categories'. The 'All Shops' dropdown is open, showing a list of schools: Council Services, Abersychan School, Blaenavon Heritage VC Primary, Croesyceiliog Comprehensive, Croesyceiliog Primary, Crownbridge School, Cwmbran High School, Garnteg Primary, Maendy Primary, Padre Pio Primary School, Penygarn Primary, West Monmouth School, Ysgol Gyfun Gwynllyw, and Ysgol Gymraeg Cwmbran. To the right of the dropdowns, there is a text prompt 'account number in the re' and 'tes a mandatory field'. Below this, there are two input fields: the first is empty, and the second contains the number '0'. There is also a small square checkbox below the second input field.


4. When you have selected the correct school locate what item you want to top-up. (Pupil School Meals, Tuck Money)

The screenshot shows a form titled 'Pupil School Meals' with a fork and plate icon. The text reads: 'Please enter your 10 digit reference number (starting with 407€) pupil name, the amount you wish to pay and then click Add to Basket'. Below this, it says 'An asterisk (*) denotes a mandatory field'. There are three input fields: 'Pupil Reference *' with a red background, 'Pupil Name *' with a green background, and 'Amount *' with a blue background containing the number '0'. There is a 'Save Item' checkbox and an 'Add To Basket' button.

5. Enter your child's pupil reference number. ■
6. Enter his/her name. ■

7. Enter the amount you wish to pay. *(This can be any amount)* 
8. Click the box stating 'Save Item' as this will allow you to view the balances and transactions of school meals and tuck in the future for your child one working day from verification. 
9. **Double check the information is correct!**
10. Click 'Add To Basket'.

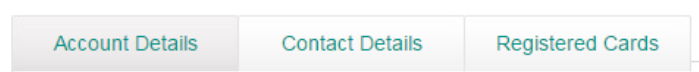
Checking Out

1. Select your basket in the top right corner.  Qty: 1 Amount: £23.00
2. Select 'Checkout now'.
3. Select your desired payment option:
 - PayPal
 - Credit Card
 - Debit Card
4. Continue with payment.
5. When the payment is complete you'll be provided with a receipt on-screen.

Saving Card Details (Optional)

1. Select 'My Account' on the top bar.
2. Select the 'Registered Cards' tab

Account Details



3. Click 'Add new card'

4. Fill in your card details and press 'Next'. This will save your card details for faster payments in the future.

Viewing Balances and Transactions

FACILITY AVAILABLE ONE WORKING DAY AFTER VERIFICATION AND ACTIVITY HAS BEEN PRESENT ON YOUR CHILD'S ACCOUNT, IF YOU TRY TO VIEW IT SOONER IT WILL STATE INVALID PIN IN ERROR.

1. Log in to your Torfaen Account and select 'Home' on the top bar.
2. Locate the item you have previously saved.



3. Click 'Verify Account'.
4. Enter your child's PIN and click 'Next'
5. Click 'Home' on the top bar again.
6. It should state on the item 'Item is verified'.
7. The Pupil Reference number will turn into a [green link](#) once there has been activity on the account (*A payment has been made or your child has used the account in school*), this means from the next transaction your child makes it will start logging the balance and transaction history. *Click the link to view the balance and transaction history.*