

Cashless Biometric Payment FAQs

What is Biometric?

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.

How does a Biometric System work?

The information of a student, who has been biometrically registered, is stored on a secure Biometric Controller within the school, which only our provider, Nationwide, can access. Once an account is credited the student 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.

How does my child register on the Biometric System?

Registration day 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.

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

Any amount over £10 can be credited to an account by bank transfer or debit card. Once an account has been credited the monies cannot be withdrawn and must be spent on the school meal/break services.

How can I check the credit on an account?

This can be done by the account holder placing their finger/thumb on to the biometric reader at the till and asking the cashier. Alternatively, this can be accessed via the On-Line payment site.

Can I change the daily 'Spend Limit'?

Yes – The daily 'Spend Limit' has a default of £5 but this may be changed by written request to info@bohuntworthing.com

You will receive a automatic message when your child's balance gets to £1.50

How do 'free meal' entitlements work?

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 account with the free meal amounts. 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.

Can anyone else use my child's account?

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 and a fraudulent sale taking place.