

4th October 2011

Dear Parent / Carer

The introduction of Parent Pay and Biometric Catering at Ridgeway High School

We are pleased to announce that we are installing a new cashless system for our in school catering service. This will remove the need for pupils to carry lunch money. The cashless system will use biometric technology; pupils will use their 'finger' to pay for lunch!

Included in this letter is some very important information regarding the system and how parents / carers can top up their child's account.

1. Parent Pay Letter: with username and password

To charge up your child's account, you need to log onto Parent Pay and click on the payment tab. You will see that you can add a minimum of £10 onto your child's account. We have a set "meal-deal" which is £2 per day and we have set the spend limit at £4 per day. You can change your username and password on the profile tab.

If you don't want to pay on line you may contact the school office for a payment card for use at **Paypoints**.

2. Biometric information sheet

This information sheet explains the system we have purchased and how it works. It includes a negative response that is needed if you don't want your child to use the biometric system. If this is the case, they will be issued with a card, to pay for lunch. If this card is lost there is a £5 fee for a replacement.

If your child is entitled to a free lunch, their account will be topped up daily with £2. You may, if you wish, give them some extra money via parent pay; this will not affect their free lunch status.

In an emergency we have purchased a cash re-loader. This will enable your child to put money on their account at break time. I strongly advise that this is only used in an emergency, as we have one cash re-load and 700 pupils.

Finally, I will be available in the school hall on Academic Review day, Thursday 20th October, should you have any queries or concerns. I will also be able to help with logging into the system.

The system will start in operation on – **Friday 4th November**. All pupils and staff will be informed of and given training on how to use the system. From this day no cash can be accepted at the food counter 'Till Point'.

Please do not hesitate to contact me should you have any queries regarding the new systems.

Yours sincerely

E Williams

Ms E Williams
Assistant Headteacher