Richard Hale School
Biometric Cashless School Meal Service

The School uses a cashless payment system in our Dining Hall, providing a service which is faster, more efficient and more secure. The system uses the latest biometric technology and will eliminate the need to carry a card or cash within the school. The system scans a thumb/finger at the till and debits the relevant account. This is not a fingerprint. When a finger is read it is converted into a unique number/pattern.

Monies are credited to the accounts before purchases can be made. An online payment is required to credit an account using our internet payment scheme WisePay. Online payments via the WisePay system are more secure and will guarantee that money is being used for school meals rather than being misused. It will even allow parents to see specific items purchased and give a running balance. Accounts can be credited instantly.

New legislation recently introduced requires an 'opt in' arrangement and requires consent. We are confident the system offers greater security and speed of service. This has been our experience having used the biometric system for a number of years. If students are not registered, an alternative system can be used at the till but this is not as secure and the experience of other local secondary and primary schools indicates that the biometric option is the best arrangement.

This is only a brief overview but if you have any queries please feel free to contact wisepay@richardhale.co.uk and we will be happy to help with any questions you may have. A set of frequently asked questions and answers is also attached to this letter.

Please complete the General Parental Consent form even if you envisage your child only occasionally using the catering facility, without completing the form, your son will not be able to purchase food in school.

Please complete the online form at:

https://forms.gle/GyFhKEph44owBwYW7

All forms need to be submitted by Friday 9th July, 2021

Biometric Cashless System - Frequently Asked Questions

Q. Do you store fingerprint images?

A. No - fingerprint images are not stored in our system.

Q. Can anyone see a fingerprint image?

A. No - fingerprint images are not seen. When a finger is read it is converted into a unique number/pattern.

Q. How do we purchase goods?

A. Simply place your finger on the scanner. Your biometric pattern is scanned and then converted to your account number, which is then debited.

Q. How do we know the correct account number is being debited?

A. The name and photograph of the student will appear on the terminal screen confirming the identity to the operator. The account numbers are unique.

Q. How can I check my account balance?

A. After each transaction the remaining balance appears on the operator's screen. Balances are also available on the internet payment site or any top-up point.

Q. What if I am entitled to Free School Meals?

A. The system works exactly the same for all students whether they pay or have a free school meal. Extra cash can also be added to enable a greater daily spend.