

North Tyneside Council Catering Services

Secondary School Cashless Payment for School Meals

Frequently Asked Questions

Q. How will parents receive the activation letter for their child's account?

A. *The activation letter will be emailed directly to parents before the start of term.*

Q. How will parents receive their activation letter if they don't have an e-mail address?

A. *Where there is no email address, the activation letter can be posted out to a home address.*

Q. Can parents send cash into school with their child?

A. *No. One of the benefits of removing cash is that it reduces risk. Covid-19 can exist on hard surfaces for 72 hours and removing cash reduces that risk. The catering team will no longer accept any cash from September 2020.*

Q. What if parents do not have a bank account?

A. *Parents have the option to present the bar code on the activation letter to top up their account at any PayPoint outlet. This can be done with cash (or a debit or credit card).*

Q. How will students be identified at the till

A. *Parents will be given a bar code and pin number for their child. Students can either have their bar code scanned or use their pin number to access funds on their account.*

Q. What happens if a student loses their bar code?

A. *The parent can log onto their account on the ParentPay website and access another bar code. Alternatively, students can keep a picture of their bar code on their phone or use their pin number. There are other means of identifying students if they have forgotten or lost both their pin number and bar code.*

Q. How will accounts be set up for students joining school mid-year?

A. *The school will need to e-mail parentpay@northtyneside.gov.uk. We will require*

- a. *students name*
- b. *class and year group*
- c. *parent email address*

If a student is transferring from another school in North Tyneside, they may already have an account set up. Their details will be transferred from their previous school.

Q. Do staff need an account?

*A. No staff can pay for meals using their debit or credit card at the till.
There will be a separate account set up for any duty meals which are paid for by schools.*

Q. How can visitors into school pay for a meal?

A. They can either pay for their meal with their debit card or if the school wish to pay for the meal, it can be added to a hospitality account at the till and the school will be billed.