

## SCHOOL MEALS AND LIBRARY SYSTEM INFORMATION FOR 2020/21

At Townsend, our Library and Canteen systems operate via a thumb scanning procedure.

The biometric system is linked to the school electronic payment arrangement.

This system incorporates the latest technology and eliminates the need to carry cash throughout the day, thus reducing the risk of lost money. The system recognises the thumb reference of your child at the automatic pay point and at the tills and a similar system is used to issue books from our Library. The advantages of this system to parents/carers is as follows:

- You can place dinner money into your child's account at times to suit you i.e. weekly, monthly or termly. This can be done through online payments via credit or debit card (see instructions lower down page on School Gateway)
- You will know that the dinner money is being spent on food in the school canteen and not on chocolate bars or snacks on the way to school.
- Your child cannot "lose" their dinner money or use it for other purposes

### Information about 'School Gateway'

Online payments can be made via the **School Gateway smartphone app or website for school lunches** (minimum top up is £15 for any single transaction). You will also be able to view school meal balances and top them up at any time.

### SCHOOLGATEWAY – Trips Payment

We are looking to add larger trips which have payment instalments, such as the Battlefields, Swanage, Morfa Bay and Science to be processed through School Gateway. A more secure method of payment for you and less handling time for staff across the school.

Aside from saving the school time and money on administration, School Gateway will also make it easier for parents/carers to pay any time 24-7 and reduce the amount of cash being carried by children to and from school and on school premises.

### What you need to do now

Activate your School Gateway account. It's quick and easy to do. All you need are your email address and mobile number that school holds on record for you.

Either **Visit the website**: [www.schoolgateway.com](http://www.schoolgateway.com) and click on: New User, then fill in the appropriate information and you will receive a text message with a PIN number. Use this PIN to log into School Gateway.

NB There is a direct link to the "School Gateway" website on the front page of the Townsend website (left hand side – Useful Links)

### OR

**Download the smartphone app**: If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website.

If you're having trouble logging in, it may be because the school doesn't have your current email and mobile phone number on record. Please call the school and we'll update the details on our system. We hope that you will find School Gateway to be a fast and easy way to pay for school items.

If you are not using School Gateway cheques (made out to Hertfordshire Catering Ltd) or cash, paid in advance, direct to the canteen staff either before school in the morning or between 1-1.15pm every day.

Students who are entitled to free school meals will automatically have the appropriate money credited to their account (£2.60 per day). This free school meal money cannot be rolled over onto following days. Students entitled to free school meals can also place additional money, as described above, onto their "thumb" if they wish to purchase items at break time or additional items at lunch time.