<table>
<thead>
<tr>
<th>Contents</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is allpay Cashless?</td>
<td>5</td>
</tr>
<tr>
<td>How it Works</td>
<td>5</td>
</tr>
<tr>
<td>Account</td>
<td>5</td>
</tr>
<tr>
<td>Making a Payment at the EpoS Terminal</td>
<td>5</td>
</tr>
<tr>
<td>Managing and Making Payments Online</td>
<td>6</td>
</tr>
<tr>
<td>Cashless Management Web Portal</td>
<td>6</td>
</tr>
<tr>
<td>Support</td>
<td>6</td>
</tr>
<tr>
<td>Contact Details</td>
<td>6</td>
</tr>
<tr>
<td>Logging into the Cashless Back Office</td>
<td>6</td>
</tr>
<tr>
<td>Receiving your Cashless Back Office Logon Details</td>
<td>6</td>
</tr>
<tr>
<td>Logging In</td>
<td>7</td>
</tr>
<tr>
<td>Cashless Back Office Log-Off</td>
<td>7</td>
</tr>
<tr>
<td>Managing User Accounts</td>
<td>8</td>
</tr>
<tr>
<td>Process to create a new Server</td>
<td>8</td>
</tr>
<tr>
<td>Edit an existing Server</td>
<td>9</td>
</tr>
<tr>
<td>Delete an existing Server</td>
<td>9</td>
</tr>
<tr>
<td>Managing Cashless Parameters</td>
<td>9</td>
</tr>
<tr>
<td>Service Times</td>
<td>9</td>
</tr>
<tr>
<td>Meal Transaction Settings</td>
<td>10</td>
</tr>
<tr>
<td>E-mail Application settings</td>
<td>10</td>
</tr>
<tr>
<td>E-mail Settings</td>
<td>10</td>
</tr>
<tr>
<td>Managing Accounts</td>
<td>11</td>
</tr>
<tr>
<td>Accounts Enquiry</td>
<td>11</td>
</tr>
<tr>
<td>Crediting an Account</td>
<td>12</td>
</tr>
<tr>
<td>Free School Meal allowances</td>
<td>13</td>
</tr>
<tr>
<td>Creating a Free School Meal allowance token</td>
<td>13</td>
</tr>
<tr>
<td>Bulk Adjustment of Accounts</td>
<td>14</td>
</tr>
<tr>
<td>Uploading Photographs</td>
<td>14</td>
</tr>
<tr>
<td>Request New Pupil Card</td>
<td>15</td>
</tr>
<tr>
<td>Managing Customers</td>
<td>16</td>
</tr>
<tr>
<td>Assign Biometric Identification</td>
<td>16</td>
</tr>
<tr>
<td>Restarting the Biometrics reader</td>
<td>17</td>
</tr>
<tr>
<td>Installing the Fingertip scanner</td>
<td>17</td>
</tr>
</tbody>
</table>
Manage Users .......................................................................................................................... 19
  Edit Customer ....................................................................................................................... 19
  Exceptions/Allergies .............................................................................................................. 19
  Creating the Restrictions ...................................................................................................... 19
  Adding the restriction to the Pupil Account ........................................................................ 20
  Displaying the restriction at Till Purchase ............................................................................ 21
EPoS Terminal Configuration ............................................................................................... 21
Managing Products ................................................................................................................... 21
  Creating a New Product ........................................................................................................ 22
  Editing an Existing Product ................................................................................................ 23
  Removing a Product ............................................................................................................. 23
  Amending a PLU Price ........................................................................................................ 23
  Adding a Category ............................................................................................................... 24
  Amending an existing Category ......................................................................................... 24
  Deleting an existing Category ............................................................................................ 24
Till Map Management ........................................................................................................... 24
  Creating a New Till Map ...................................................................................................... 25
  Adding a food item ............................................................................................................. 25
  Changing the PLU button properties .................................................................................. 26
  Adding a Function Button ................................................................................................. 26
  Editing an Existing Till Map ............................................................................................. 26
  Deleting a Till Map ............................................................................................................. 27
Creating a Payment Voucher ................................................................................................. 27
  Stage 1 – Create the Voucher ............................................................................................. 27
  Stage 2 – Assign the Voucher to a Till Map ....................................................................... 28
  Copying Existing Till Maps and Settings ........................................................................... 28
Reports ................................................................................................................................... 29
  Accessing Reports .............................................................................................................. 29
  Report Layout .................................................................................................................... 30
  Available Reports ............................................................................................................... 30
  Additional EPoS and Z-Read Reports ............................................................................... 31
Data Management .................................................................................................................. 31
  Allpay Accounts ............................................................................................................... 32
  Pupil/Guardian Data Import .............................................................................................. 32
  SIMS File pre import data validation ................................................................................. 32
  Load SIMS CSV .................................................................................................................. 35
    Understanding the MIS (SIMS) error log file .................................................................. 37
New Customer ...........................................................................................................37
In Class Ordering.......................................................................................................37
Menu Configuration ................................................................................................38
  Payment Cut Off ....................................................................................................38
  Menu Names ..........................................................................................................38
Fixed Menu Setup ....................................................................................................39
Weekly Menu Planner .............................................................................................40
  Menu Plan Setup ..................................................................................................40
  Define meal options on a meal plan .................................................................41
  Assign a Meal Plan to a Menu .............................................................................42
Free School Meal Setting and Rejected Payments ...............................................42
Viewing Meal Choices in the Kitchen ....................................................................43
  Processing Exceptions .........................................................................................43
  Printing Reports ................................................................................................44
Processing Refunds for Class Ordered Meals .......................................................45
Appendix ..................................................................................................................45
  File Format ........................................................................................................45
  Allpay Cashless Feature Matrix ........................................................................48
  Frequently Asked Questions ..............................................................................49
**What is allpay Cashless?**

allpay Cashless is a quick, cost effective system for the collection of payments towards any item including but not limited to; school dinners, uniform sundries, trips.

allpay Cashless provides the Guardian with the ease of paying for products or services without cash changing hands, either at the EPOS (Electronic Point of Sale) terminal or within the premises where the funds are collected. The result is faster transaction processing, reduced queuing times associated with cash handling. In addition, allpay Cashless allows flexibility in how the item may be paid for. Options include securing the item with a deposit, instalments over time or a lump sum payment.

**How it Works**

**Account**

All Guardians will be allocated an individual account together with a swipecard or barcoded invoice containing a Payment Reference Number (PRN). The PRN gives reference details allowing Guardians to load an account by making a payment. Payments may be made 24/7, free of charge using a debit or credit card via allpay’s internet and telephone payment services or through the allpay App. If Guardians do not wish to pay via card, they may pay cash over the counter at their nearest network outlet, Post Office® or PayPoint.

<table>
<thead>
<tr>
<th>Load Account Method</th>
<th>Load Times for Cashless Accounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Payment</td>
<td>Any payments made before the start of the school day will appear on</td>
</tr>
<tr>
<td><a href="http://www.allpayments.net">www.allpayments.net</a></td>
<td>the pupils account in time for dinner service.</td>
</tr>
<tr>
<td>Telephone Payment</td>
<td>The allpay App is available to download from the Apple App store</td>
</tr>
<tr>
<td>0844 557 8321</td>
<td>and Google Play (formally the android marketplace)</td>
</tr>
<tr>
<td>The allpay App</td>
<td>Any payments made before 5.30pm will appear on the pupils account</td>
</tr>
<tr>
<td></td>
<td>from 10.30am the next working day</td>
</tr>
<tr>
<td>Post Office® or PayPoint</td>
<td>Any payments made before the start of the school day will appear on</td>
</tr>
<tr>
<td></td>
<td>the pupils account in time for dinner service.</td>
</tr>
</tbody>
</table>

Once an account has been created it may be used by either the parent, or in the case of school dinners, the pupil to pay for dinners.

**Making a Payment at the EpoS Terminal**

If paying for a school dinner using the allpay Cashless EPOS terminal, pupils must identify themselves using one of the following 3 methods:

- Swipecard registered against a payers account
- Biometric scan
- Customer name look up
If using a swipercard, it may be presented at the terminal where it will be swiped and funds debited. Individual swipercards will be allocated to pupils by the school as and when required.

Biometric technology in the allpay Cashless system allows pupils to be identified by a single unique fingertip. When using biometrics, no register of fingertips is kept and it is impossible to reconstitute a fingertip from the information stored. This ensures security and peace of mind.

Managing and Making Payments Online

All account information including current balances, outstanding bills, transaction history and top ups are available to the Guardians at any time through a secure online web interface. The swipercard or barcode provided with the account is the identifier. Should the parent(s) lose or misplace their card or barcode, the funds will be safe and a replacement card or barcode may be requested.

The parent’s web interface is available at the following website address:

www.allpayments.net

Cashless Management Web Portal

Schools, catering contractors or local educational authorities who administer allpay Cashless do so through a simple-to-use web portal. Functionality within the web portal includes the ability to setup new allpay Cashless accounts either one at a time or in bulk, managing individual school settings, managing access to the EPoS terminals and even producing reports.

The school web portal is available at the following website address:

www.allpaycashless.net

Support

Contact Details

Telephone and email support is available from allpay during office opening hours. Office opening hours are 8:30am to 5:30pm Monday to Friday. Please call +44 (0)844 381 9230 or email cashless.support@allpay.net with any support queries.

Logging into the Cashless Back Office

Using the Cashless Back Office it is possible to perform a range of operations, essentially these are the same operations that are possible on the EPoS Terminal. The major difference is that the Cashless Back Office cannot be used in Service to take EPoS transactions for Product Items.

Receiving your Cashless Back Office Logon Details

Each new client will be supplied with a single “Manager” account by allpay Limited. This account contains permissions to perform all tasks within the allpay Cashless Back Office system EPoS terminal.

Upon receiving sign in credentials, the “Manager” may log into the Cashless Back Office system and create further user accounts with similar or differing access permissions.
Logging In

1. Switch on the device that Cashless Back Office is installed on, there may be more than device available, and it may be installed on an EPoS Terminal.

2. From the Computer Desktop or Programs menu choose the Program Icon for **Topoff**.

3. If the Icon is not visible please contact your organisations IT Support.

4. Enter the Log-on Surname and 4 digit PIN supplied to you via e-mail by allpay and choose the **Login** button

5. On successful sign-in to the Cashless Back Office, the user will be taken to the main screen. If unsuccessful, the user must re-enter their PIN.

Cashless Back Office Log-Off

1. From the main screen choose **Exit** from the File menu.
Managing User Accounts

At the Cashless Back Office both Station Servers and Office Users can be created, amended, and deleted. A Station Server is confined to performing operations on the till, and an Office User is confined to performing operations on the Cashless Back Office.

The EPoS system for operation needs to have a class of user called a Station Server, sometimes abbreviated to Server. This class of user requires a secure log-on in order to provide the following functions:

- Sales
- Refunds
- Corrections
- Reports

Process to create a new Server

1. Log on to the Cashless Back Office application.
2. From the Administration Menu choose Servers (Operators).
3. A list of existing servers will be displayed. Choose Add to create a new server.

4. At the Server Setup – Add New Server window, choose the Details Tab enter the relevant details. The ID Code is automatically generated by the system.

*Note: the PIN number must be unique, to remove the risk of a duplicate PIN number being issued the Random Number Generator should be used*
5. At the Logon tab an alternative name, which should be just the Servers first name only, can be displayed for the Server Name display, an alternative main map can also be displayed.

<table>
<thead>
<tr>
<th>Servers Setup</th>
<th>Switch</th>
<th>Details</th>
<th>Logon</th>
<th>Money/Sell/T&amp;A</th>
<th>Security</th>
</tr>
</thead>
<tbody>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Suspended</td>
<td>No</td>
<td>(Prevent from logging in)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Main Map</td>
<td>▼ ▼ Change</td>
<td>Display A different Main Till Map for this access</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Stop Quick Logon</td>
<td>No</td>
<td>(Not shown on Quick Logon Screen)</td>
<td>No</td>
</tr>
<tr>
<td>Primary Function</td>
<td>Waiting Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Waiting Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Bar Staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Auxiliary Staff</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Server Name</td>
<td></td>
<td></td>
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6. At the security tab set the relevant security.
7. Choose Save to complete the process.

Edit an existing Server

1. Open the Setup Servers option from section above, choose the server to be amended, choose Edit and amend the desired detail.

Delete an existing Server

1. Open Setup Servers window, select the Server to be deleted, choose Delete and confirm the message.

Managing Cashless Parameters

Service Times

Service times can be amended which allows for differing till maps to be displayed with a relevant set of Product items.

1. Choose Meal Account then Parameters
2. Amend the Service Times and click Accept.
Meal Transaction Settings

This sets the global setting for:

- Emergency meals
- Credit limits
- Daily Spend

Although it is possible to override these values by altering an individual account

1. Choose the Accounts tab.
2. Change the Account Defaults to suit for Emergency Meals, Credit Limit and the Daily Spend.
3. Choose Accept to complete

E-mail Application settings

1. Enter the organisation senders mailbox and complete the relevant information
2. The Guardians E-Mail address is automatically added from the Guardian Account details.

E-mail Settings

The settings of the E-mail sent to Guardians who have subscribed to the service can be amended, in addition the threshold can be changed.

1. Choose the Apps tab
2. Amend the settings for the threshold and to whom the E-Mail is sent, which is normally just the Guardian Account.

Managing Accounts

Accounts Enquiry

A Staff Member, Pupil or Guardian may need to know what the current balance is on the account, in addition other details such as credit and daily spend can be checked. An account enquiry can also produce a detailed statement going back a maximum of three months.

1. From the Meal Accounts menu choose Enquiry Accounts or choose the allpay shortcut button.

2. Select the Customer by browsing through the list or choose Name and enter a Surname or Forename
3. Choose **Statement** to see the statement of purchases and transfers.

Crediting an Account

1. From the **Meal Accounts** menu choose **Setup** then **Account Opening Balances**.
2. Search for the pupil's account to be credited.
3. Enter the amount to be credited on the account.
4. Choose **Post Balance** and the new Balance will now be displayed.
Note: An Overdrawn Opening Balance is possible by posting a negative amount in the Opening Balance Box.

Free School Meal allowances

This feature can be amended within the Cashless System, and is set up for your organisation, but there may be reason to amend the details. The Cashless system uses a token, which is created, and allocated to pupils account. There can be a maximum of three tokens in use, a pupil can have up to three Free School Meal tokens associated with their account, which can be set up to cover differing times of the day. The value of each token can also be changed.

Creating a Free School Meal allowance token

1. From the Meal Accounts menu choose Setup
2. Choose Free Spends
3. Choose Add to create a new FSM token
4. Enter the appropriate values, notice the time period for this FSM of Test Lunch FSM, this means that a pupil who qualifies for a FSM and who wishes to purchase an item in morning break (which is before 11:45) will only have 0.40 subtracted from the daily FSM allowance.
5. Choose Accept to save the process
Bulk Adjustment of Accounts

Accounts can be bulk adjusted for:

- Type of Transaction
- Pupils and/or Staff

This will have the effect of instantly changing all accounts for all three parameters of Credit Limit, Daily Limit and Emergency Meals.

They can be also adjusted for a particular year group(s)

1. From the Meal Accounts menu choose Bulk Adjust Accounts
2. Choose the Parameters to change

Uploading Photographs

Pupil photographs can be configured so when a meal account is selected on the Till, a photo of the pupil will appear. The following photograph formats are supported: .JPEG, .GIF and .BMP

1. Before you begin to configure this on the back office, all of the pupils photos will need to be named with either the UPN or the Admission Number. For example A1234523123.JPG
2. They will also need to be stored in a folder that the Back Office can access.
3. From the home screen, go to the **Administration** menu and select **Global Settings**.

4. Go to the **e-Purse** tab and select the folder where the photos are stored.

5. Ensure that **UPN** is selected and click **Accept**.

**Request New Pupil Card**

1. From the home screen, choose **Meal Accounts** and then **Setup Meal Accounts**

2. Select the Pupil from the list and click **Edit**.

3. Navigate to the **Misc** tab and select the button with the red cross named **Request New Swipecard** button and a tick should now appear instead.
4. This will now add the card request to the approval queue on the Cashless Management Site which will need to be accepted before the card request is actioned by allpay. Please refer to the Cashless Management Site User Guide for details on how to complete this.

Managing Customers

Assign Biometric Identification

The enrolment of biometrics cannot be performed unless consent has been given by the Guardian of the pupil. Consent may be confirmed by the customer via their web interface or through the organisation by an Administrator on the Cashless Management web portal.

Using biometric technology, pupils scan a fingertip to identify themselves. The advantage is that the pupil need not carry any additional forms of identification that could be lost or misused.

It is advisable to be consistent when enrolling fingertips, it is suggested that the right middle finger gives the best results.

Tips for when enrolling fingertips:

- Ensure the Biometric scanner is clean and dry
- Ensure the Biometric scanner is at a suitable height on a level surface
- The customer should have a clean, dry finger, and the same part of the finger should be used for the scan

Follow these steps to register pupils for Biometric Identification:

1. Log into the Cashless System Back Office.
2. At the Home screen choose Meal Accounts from the File menu then Biometric Enrolment.
3. Select the Pupil to be enrolled, enter a partial or full name, columns can be sorted by the header.
Note: You must ensure you have selected the correct details, particularly with a very common pupil name.

4. Choose the Enrol button

5. Ensure that the required number of finger tip reads is completed, and choose Close

6. Repeat the procedure for more finger tip reads

7. Close the Biometric module when the process is completed

Restarting the Biometrics reader

Under certain circumstances the Biometrics Reader may need restarting

1. From the Functions button choose Card User Admin

2. Choose Re-Start fingerprint Reader, the Identify Window will appear, ensure the window is minimised and not closed.

3. Close the Account Administration window

Installing the Fingertip scanner
1. If the system displays a message saying that the fingertip scanner is not installed, then it may be necessary to setup the fingertip scanner

2. From the home screen from the Administration button choose This Office Hardware

3. Browse down the list and Locate the entry for Fingerprint Reader, if there is no entry of Yes in the Installed column the finger tip scanner will need to be installed

4. Choose Install

5. Accept the default of USB 0

6. Choose Next and Next

7. Choose Finish

8. Check to ensure that the Instal’d column now displays Yes for the Fingertip Reader, choose Exit and choose Home to return to the main EPoS screen
## Manage Users

### Edit Customer

1. Log into the Cashless Back Office system (see 5 Logging into the EPoS Terminal)
2. From the Meal Accounts menu choose Setup Meal Accounts
3. Search for the account to be amended
4. Choose Edit
5. Save the changes

## Exceptions/Allergies

This will cover pupils who have an allergy for example to tree nuts, gluten, etc. The allergy information can be added to an existing Menu Item, or can be added at Menu Item creation.

In addition a restriction policy needs to be created, which is then added to the pupils profile, thus when a pupil with a confirmed allergy orders an Item with the allergy a warning message is displayed to the till operator.

### Creating the Restrictions

1. From the **Meal Accounts** menu choose **Setup** then choose **Restrictions**

![Restrictions Menu](image1)

2. Choose **Add** to create a new **Restriction Policy**

![Add Restriction Policy](image2)

3. Enter the details for the **Restriction Policy** and choose the **Items** from the **Restrict If Contains** to be placed on the restriction
4. From the **Sales Items (PLU)** tab choose Change to select any items to be included.

5. Choose **Save**

**Adding the restriction to the Pupil Account**

1. From the Function menu choose Card User Admin

2. Browse for the pupil profile to be amended

3. From the restrictions Magnifying Glass choose for the desired restriction to be assigned to the pupil profile

4. When the pupil now wishes to purchase a Menu Item the restriction will be displayed for any item that has the allergy, the till operator can allow the transaction or remove it.
Displaying the restriction at Till Purchase

Should the pupil attempt to choose an item to which a Restriction applies, the warning message will alert the Server, and request the appropriate action to be taken, if the item is removed, any items not on the restriction will remain, or the sale can be allowed.

EPOS Terminal Configuration

The allpay Cashless EPOS terminal is fully configurable, from products and prices, to the colour scheme and button layout.

Managing Products

The EPOS Till consists of two main elements a Till Map and a Sales Item (PLU). Sales Items can be freely placed on a Till Map, there can be several Till Maps assigned to differing tills.

The features of the EPOS Terminal Configuration permit the following actions:

- Create, amend and delete Sales Items
- Amend prices of Sales Items
- Assign Sales Items to categories
- Allow Sales Items to be excluded from a Free School Meal Allowance
- Allow a default map for a till to be displayed
- Differing maps can be displayed in specific time windows

Sample Till Map
The till map consists of
- Transaction details
- Product Items
- Functions

Creating a New Product

New Products (Sales Items) can be easily created and placed on a till map, examples are Christmas Meals, seasonal meals, new lines of confectionery and refreshments

1. Choose the Products menu the Main screen, choose the Supervisor button
2. From the PLU setup screen choose Add
3. Choose the PLU Details tab
4. Enter a description for the item e.g. Thick Crust Pizza
5. Enter a Sales price for the item and that the VAT is set to the correct level
6. Choose the + Vat button, this will now add the VAT content for sales to staff, teachers, etc
7. Ensure the No VAT (Students) button is ticked, this will ensure that pupils are not charged VAT
8. Ensure the correct Menu category is selected, by choosing Menu Category and Change.
9. Leave the Free School Meal spend unticked if the item is not to be excluded from the free school meal spend

10. Choose Save

Note: To check to see if a sales Item is assigned to a till map select a sales Item and choose Maps

Editing an Existing Product

1. From the Products Menu choose PLU’s (Sales Items) or choose the shortcut button
2. Select the Item to be edited and choose Edit
3. Choose the field to be edited then choose Save to finish

Note: To see which Till Maps the item is assigned to choose the Maps button on the PLU Setup screen

Removing a Product

1. From the Products Menu choose PLU’s (sales Items) or choose the shortcut button
2. Select the Item to be edited and choose Delete
3. Select the Item to be deleted and choose Delete

Note: If an item is deleted, it cannot be recovered

Amending a PLU Price

1. From the Products Menu choose PLU’s (Sales Items) or choose the shortcut button
2. Select the Item to be edited and choose Edit

Adding a Category

The cashless system is configured with a pre-set list of the most commonly used categories, it is possible to create, amend or delete categories to suit needs. For example your organisation wishes to sell a retail line of popcorn during break, which may require a new category for After School Club to be included

1. From the Administration menu then choose Global Settings
2. From the Menu Categories tab choose an unused Category

![Menu Categories](image)

3. Enter a suitable name for the new category in this example “After School Club”, choose accept, the new category is now available

![New Category](image)

Amending an existing Category

1. Select the relevant category, then amend the category

Deleting an existing Category

1. Select the relevant category, then choose clear

Till Map Management

The system is supplied with a set of ready to use maps, which can be added by creating new maps, or existing maps can be edited. A Till map is a design template upon which menu items and functionality buttons are placed for use by the Till operator.
Creating a New Till Map

1. At the main screen from the **Products** menu choose **Map Designer** or choose the toolbar shortcut

![Map Designer screenshot](image)

2. Existing Maps are located here, the default Map is displayed, choose Add to create a new map

![Add new map screenshot](image)

3. Provide a name for the new map and click **Accept**

4. From the shortcut the buttons now need to be assigned either a Function or Food item (PLU)

![Buttons assignment screenshot](image)

Adding a food item

1. Click a blank button on the newly created map where the food item is to be placed

2. Choose PLU, from the PLU enquiry screen choose the food item to be added

![PLU enquiry screen](image)
Changing the PLU button properties

1. Choose Display in order to change the visual attributes of the button, size, text colour, background, etc. All other new buttons will inherit these characteristics.

![Button Properties Screen](image)

Note: Once suitable display characteristics are created, these can be copied to other new buttons

Adding a Function Button

A Function button allows commands such as Cash-Up, Void Line, etc to be added to the Map.

1. Choose a blank button on the map and choose the Function shortcut button, from the left hand sub-menu choose the Allpay button.

Note: The most commonly used buttons will be found in the allpay group

![Function List](image)

2. Select the function to be assigned to the button and choose select, the button will now appear on the map, set the display characteristics by choosing Display.

3. Choose Save and Exit when the Till Map is populated with Sales Items and Functions.

Editing an Existing Till Map

1. At the main screen choose Products.
2. Choose the Map Designer  
3. Select the map to be edited  
4. Make the required changes  
5. Choose save and exit  

Deleting a Till Map  
1. At the main screen choose Products  
2. Choose the Map Designer  
3. Select the map to be deleted  
4. Choose save and exit  

*Note: Once a map has been deleted, it cannot be re-instated*  

Creating a Payment Voucher  
A voucher payment can be made for instances where a meal needs to be provided, but there is no meal account, and the transaction still needs to accounted for, examples of this are:  
- Visiting Teachers  
- Independent Learners  
- Contractors  
- Auditors/Inspectors  

Creating a Voucher is a two stage process as follows:  

*Stage 1 – Create the Voucher*  
*Stage 2 – Assign the Voucher as a Function on a till map*  

**Stage 1 – Create the Voucher**  
1. At the main screen choose Administration  
2. Choose This Office settings  
3. From the Waiter Station Setup choose Vouchers. Up to three differing vouchers can be used, with a fixed or variable value  
4. Enter the text that will be displayed on the Voucher Function button, check to ensure the VAT exception does not apply  
5. Choose Accept
Stage 2 – Assign the Voucher to a Till Map

1. Access the Touch Map designer
2. Access the till map to that will include the Voucher
3. From the Station Functions Allpay button choose the voucher(s) to be included
4. Amend the button display graphics to suit
5. Choose Save and Exit

Copying Existing Till Maps and Settings

An existing Till configuration can be copied to another set of tills in a multi till site, or a specific till configuration can be copied to another till within the same site

1. At the main screen and from the Administration menu choose All Station Setting.
2. Select the Server station that needs to have the copy from an existing till, in this example **New Lunch Station**, and choose edit
3. Choose the **Copy** button

4. Choose the till map that will provide the copy, in this example *Lunch Station 1*

5. Choose Select

6. The Till Map and settings will now be copied from *Lunch Station 1* to *New Lunch Station*

---

**Reports**

**Accessing Reports**

1. Log into the Cashless Back Office (see *Logging into the Cashless Back Office*)

2. From Meal Accounts choose Reports
Report Layout

Reports are definable by differing criteria, and can be set for a defined date range.

1. Ensure that the Select results button is selected, this will display a value. If the value is zero there is no data or the report has been incorrectly specified

2. Choose the Preview on screen button for a display on the till

3. Choose the Export results to file button in order to export the report to a file

4. Save the file to a secure location on the till or an encrypted removable device

Available Reports

○ Account Users Report
Using specific criteria, the Account Users Report will show all accounts that match the criteria. Details shown will include a card number, full name and grouping structure.

○ Account Balance Report
Using specific criteria, the Account Balance Report will show all accounts that match the criteria. Details shown will include a card number, full name, grouping structure, daily spend limit, current credit, current balance and emergency meals used.

○ Account Balance History Report
Using specific criteria, the Account Balance History Report will show all accounts that match the criteria. Details shown will include a card number, full name, grouping structure and daily spend limit. Also included will be credit, balance and emergency meals used on the date specified.

○ Account Payments Report
The Account Payments Report outlines all credits and debits relating to the account or accounts located based on the criteria specified. Information shown includes transaction date and time, full name and details relating to the payment origin (i.e. free school meal, e-Purse, cash, voucher, emergency meal, etc).

○ Account Statements
Arranged by pupil this will display, for a user defined date range, current balances per Pupil and Pupil purchases

○ Account Headcount Report
This report is based on total number of visits made by pupils and total number of payment types

- **Sales by Payment Type**
  This will display daily sales by product per category, definable by payment type per category, this can be for all payment types, or a user defined set of payment types

- **Wastage Report**
  Displays all items that were subject to Wastage function, over a defined period of time

- **PLU Items Reports**
  Displays all Product Items currently available, grouped by Category

- **Vouchers Reports**
  Displays usage of all vouchers or any one of the three vouchers over a user definable period of time, and who the voucher was assigned to

### Additional EPoS and Z-Read Reports

In addition to the reports available above, there are also reports that focus on EPoS activity

- **Top Selling Items Report**
  Displays a “Top 10” list of items sold over a defined period of time, selectable by differing criteria

- **Top Accounts Report**
  Displays a “Top 10” of highest spenders by total spend over a defined period of time, including payment type

- **Account Users Report**
  Display VAT content for Product Items by category over defined period of time

- **Z-Reads Report**
  Displays takings per session to Cash-up time, over a defined period of time, this has an option of a detailed or summary view

- **Payment Details Report**
  Displays all transactions and transaction type at each till, over a defined period of time, selectable parameters for group, payment type, station and operator

- **Sales Items Details Report**
  Displays all Product Items sold over a defined period of time, also displays operator, till and price

### Data Management

One of the key features of the allpay cashless system is the ability to bulk load and export key data files, this includes:

- MIS data
- Import of Photographs to aid Pupil recognition
- Synchronise accounts
Allpay Accounts

Data Import, Export and synchronisation is required from time, particularly with the Import of new/amended Pupil/guardian data. The allpay web links provides a convenient single location for these tasks to be accomplished:

- Collect payments
  This will enable new payments to be downloaded from the Allpay system,

- Extract Allpay CSV
  This will extract all account data as a CSV file

- Load Allpay CSV
  This will load meal account, and fingertip from an earlier version of allpay cashless

- Load SIMS CSV
  This will load data from an extract of a schools management system

- Upload Transactions
  This will upload any new transactions on to the allpay system

- Upload Account
  This will upload any local changes only from the EPoS system to the allpay system

- Synchronise Groups and Swipcards
  This will synchronise any local changes on the Group (year and forms) on to the allpay system

- Synchronise All
  This will synchronise all accounts and changes with the allpay system

- E-Mail Account Balances
  This will e-mail current account balances for all accounts where the Guardian has consented to E-Mail notification

Pupil/Guardian Data Import

The Pupil/Guardian data file is extracted from the organisation Management System and should be stored on a secure network location, or if necessary transferred onto a secure removable device.

The advantages of a MIS file import are:

- Consistency with organisation Pupil and Guardian MIS
- Quick and easy import process
- Provision of error logs
- Avoids error in manually copying information
- Secure environment

SIMS File pre import data validation

All MIS data files should be validated before they are imported onto the cashless system, this allows for any errors in the data to be corrected before the MIS data is uploaded onto the cashless system. Any problems identified will be logged in a file.

This tool is known as the SIMs Import File Checker.

Note: This process must always be run before the Load SIMS CSV tool is run.

Ensure that the MIS output file to be checked is in a known and accessible location.
1. At the cashless back office home screen choose **Meal Accounts** then choose **Setup**.

2. At the **Setup** menu choose **SIMs Checker**.

3. Choose the **Continue** button.

4. Choose **Locate File** to browse for the required file, choose the **Change** button to use a different file.

   The Datasource and Database fields will be already populated, there is no need to change these values.

5. Choose the **Check** button, this will start the process of checking the data in the file.

   When the file check has completed, the progress screen will be displayed for about 10 seconds (click the mouse to close the screen before the 10 seconds period).
6. A results text file “SIMsCheckerLog.txt” will be created, to view this log file choose **Meal Accounts** then **Setup**, at the **Setup** menu choose **View Last Check log**.

Tip: The “SIMsCheckerLog.txt” file can also be accessed by navigating to the location **C:sqloffice**, and locating **SIMsCheckerLog.txt**. On the till this file can be found in **C:sqltill**.

The results of the last log file will be displayed.

**Tip:** Copy and paste the text in the log file into a Word document or into Notepad, the results can then be printed.
After any errors have been corrected then the Load SIMS CSV tool should be run, which is detailed in the *Load SIMS csv* section.

File Check Scenarios

The following scenarios are checked within the SIMs Pupil File (and Integris Pupil File):

1. **File format**: csv header record checked for the correct number of comma separated fields. File is rejected if the header record is wrong.
2. **Record format**: each record is checked for the correct number of comma separated fields.
3. **Empty UPN and Empty Admission number**: records with neither number will be rejected.
4. **Empty UPN number**: UPN numbers should always be present (an exception can be made for new starters where the UPN number has not yet been assigned).
5. **Empty Admission number**: admission numbers must always be present and are assumed to be unique and fixed for a given pupil.
6. **Year Group**: the year group must be present.
7. **Mandatory Pupil fields**: these are: forename, surname, house name or number and post code.
8. **Mandatory Guardian fields**: these are: forename, surname, house name or number and post code.
9. **New UPN**: where a UPN is not found in the system (as will be the case for a new pupil), the Admission number is checked as well. If a match is found for the Admission number then the UPN number has changed. This is highlighted in case the change of UPN was unintentional.
10. **Deleted Pupils**: for new pupils (UPN and Admission number not found), the deleted pupil history is checked for the same UPN, if a match is found this is logged.
11. **Guardian Names**: where a pupil record already exists in the system, the guardian’s name is checked against all guardians recorded for the pupil. If an exact match for the Guardian’s first name and last name cannot be found a “new guardian” log is recorded. Where a guardian’s name has been changed (due to a SIMs correction or intended name change), the name already recorded in the system must also be changed to precisely match the guardian name in SIMs.

SIMs Staff File:

1. **File format**: csv header record checked for the correct number of comma separated fields.
2. **Record format**: each record is checked for the correct number of comma separated fields.
3. **Empty Employee number**: records without an employee (payroll) number will be rejected.
4. **Mandatory Staff fields**: these are: forename, surname, house name or number and post code.
5. **Deleted Staff Members**: for new staff members (employee number not found), the deleted staff history is checked for the same Employee Number, if a match is found this is logged.
6. **Guardian Names**: where a staff record already exists in the system, the guardian’s name is checked against all guardians recorded for the staff member. If an exact match for the guardian’s first name and last name cannot be found a “new guardian” log is recorded.

Load SIMS CSV

After the SIMs Checker tool has been run, and any errors corrected, the SIMs CSV can now be imported.

*Note: Data protection must always be observed when dealing with individuals personal details.*

1. From the main screen choose *Meal Accounts* then the *allpay* menu option.
2. Choose *Load SIMS csv.*

*Note: Ensure the current option of Load SIMS CSV is selected.*

3. Choose the *Locate File* button.
4. Ensure ‘File of Type’ is set to ‘all files’ or ‘*.csv’, and browse for the required CSV file.

5. If the existing accounts are to be updated, tick **Update Account Details**.

6. If there is new starter data then if necessary amend the **New Account Defaults** these will amend the defaults for the new starters only.

7. Choose **Load**.

8. At the Operator Information choose the **Accept** button, make a quick note of the Information displayed, although an error Log File (ImportSIMSLog.txt) is created for reconciliation purposes.

Viewing Error log file details.
If the system has indicated that there are errors present these can be either viewed and/or printed.
Viewing the Error Log – from the **Log File** section choose **View**.
Printing the Error Log – from the Log File section choose Print.

Choose Select to browse for an available printer.

Understanding the MIS (SIMS) error log file

The error log file will provide precise details of the errors encountered with the Data Import, the purpose of the error log file is to state what the error is. The process for correction is:

1. Locate the relevant record in the MIS source.
2. Amend the data
3. Provide a Data export from the MIS system
4. Re-run the MIS Data Import
5. Ensure the errors do not re-appear

New Customer

The preferred method for adding pupils, guardians and is through a bulk file import where the customer data is exported from the organisation Management Information System (MIS).

However there may be a need to enter details manually on to the Cashless Back Office

When entering customer details the File Format specifications (see Appendix) must be followed.

In Class Ordering

In Class Ordering allows meal choices to be made in the classroom each morning. Once choices have been made they are saved for processing by the kitchen.

The kitchen can review all meal choices for production planning and review the payment status of each account. For accounts without funds, or which have exceeded their spending arrangements, the kitchen can decide whether to allow the meals, or reject the meal request.

An easy refund mechanism is included to refund individuals or whole classes.
Menu Configuration

Before menu’s can be configured for In Class Ordering, you are required to setup the menu names, payment cut-off requirements and also, the Free School Meal configuration.

Payment Cut Off

1. From the home screen, select the Administration option and select Global Settings.

2. On the next screen, select the Class tab and then select the All Menus tab.

3. From this menu, you can set the Payment Cut Off period. You can specify the Time when meals can no longer be ordered via the In Class Order option. For example, if the time is set to 11:00, staff will not be able to order meals for pupils past 11:00. You can also set the maximum number of days in advance teachers can order meals for children. For example, if you set the number of days as 3 and a teacher is ordering meals on a Monday, the Teacher can only select meals up to Thursday the same week.

4. To enable this function, click on the box next to Check Payment Date/Time and this will change from a cross to a tick.

5. To amend the time or amend the maximum number of days you can order meals for, click on Change.

Menu Names

6. Next, you will need to define the Menu Names. There are 3 menus you can set names for and configure. To amend the menu names, click on the Change button.
1. You can customise the Free School Meal

2. You will also need to enable or disable the **No Rejected Payments** option. If enabled, this will mean that any rejected payments (Exceeding overdraft etc) will automatically be approved, without the need for the kitchen staff to approve the purchases.

### Fixed Menu Setup

One of the options to configure the menu is to set this on a daily basis as a fixed menu. You will need to repeat the following steps for each of the 3 menus that you may utilise.

1. Firstly, select the correct menu from the tabs at the top of the page.

2. Once selected, you will then need to assign **PLU Buttons**. These are the list of Products that are currently setup on the system. If you need to add more Products, please refer to the *Managing Products* section of this guide.

3. Once selected, you can now change the name of the item that will appear in the classes to order. From the example below, I’ve selected a standard Pupil Meal as a Product and customized the selection in the right hand menu options.

4. The menu choices are also split into **Choice 1** and **Choice 2**. The teacher will be able to select an option from both **Choice 1** and an option from **Choice 2**, so please bear this in mind when you are selecting the different menu options.
5. Once you are happy with the selections, click the **Accept** button to save and exit.

**Weekly Menu Planner**

As well as setting up a fixed menu, there are also options to plan menu choices weeks in advance for Teachers to select meal options for their students.

**Before you begin:**

- For each Meal Choice, a corresponding Product will need to be setup. For example, if Pizza is on the menu for Tuesday, a new Product will need to be setup named Pizza in order for this to display on the menu for Teachers to select.
- An individual meal plan will need to be setup for each menu choice. For example, if there are two kitchens serving 2 different menu items, separate menu plans will need to be setup.

**Menu Plan Setup**

1. From the home page, click on the **Meal Accounts** menu, select **Class Ordering** and click on **Menu Planner**.
2. To add a new menu plan, select **Add**.
3. From the next screen, you can now set the **Menu Plan Description**, which is the friendly name given when you view the menu from the previous selection list and also set the sub menu titles that will appear when a Teacher processes orders. These can be amended by selecting the **Change** buttons.
4. You will now need to set the meal plan **Cycle** and also, the **Start Date** for the new menu to apply. Again, these can be amended using the **Change** buttons provided. In the example provided below, the menu plan is set for **2 weeks** and will start on **Monday 19th May 2014**.
5. When you are happy with the configuration, click on the **Save** button to exit.
Define meal options on a meal plan

1. From the home page, click on the *Meal Accounts* menu, select *Class Ordering* and click on *Menu Planner*.

2. Select a menu from the list and click *Define* to set the meals for each individual day.

3. The menu planner is divided into days of the week across the top of the page and three Products can be added to *Choice 1* and two Products can be added to *Choice 2*, which appear down the left hand side of the page.

4. *Remember, the teacher will be able to select one item from Choice 1 and one item from Choice 2 for a single pupil for any given day.*

5. To add a Product as a meal choice for a particular day, select the corresponding blue placeholder and click *Assign PLU*. The example below highlights which placeholder to choose to assign a product to *Choice 1* for Monday.

6. You will now need to choose the corresponding Product from the list and click *Select* to apply the product to the menu plan.

7. Complete the meal selections for the first week and you can cycle to the next week clicking the *Next Week* button and you can revisit previous weeks by clicking on the *Previous Week* button.

8. Once all menu choices have been selected, click *Save* to exit.
Assign a Meal Plan to a Menu

1. From the home screen, select the Administration option and select Global Settings.
2. On the next screen, select the Class tab and then select either Menu 1, Menu 2 or Menu 3.
3. You will need to select Use Menu Planner and ensure there is a tick against it.
4. You will then need to assign a menu plan to the menu by clicking the Change button.
5. Once the menu list appears, select the applicable menu from the list and click on the Select button.
6. Repeat the above steps for each menu.

Free School Meal Setting and Rejected Payments

3. One of the final options to set is the Free School Meal configuration. You can select the following:
   - **Check FSM Dates** – Only the Free School Meal Date period is validated.
   - **Check FSM Spend** – Only the spend allowance is validated.
   - **All FSM** – All meals processed via In Class Ordering are processed as Free School Meals.
   - **No FSM** – All meals are processed as purchases and Free School Meal allowances are ignored.
Viewing Meal Choices in the Kitchen

1. From the home screen, select the Meal Accounts menu, click on Class Ordering and select Kitchen Manager.

2. From the next screen, select the applicable date. The system will default the date to today’s date but you can change this by clicking on the magnifying glass button. Once selected, click on the Select button.

3. Each of the 3 Menu’s are displayed on the left hand side, which also includes the total amount of meals ordered for each menu. In the example below, the menus are split into Key Stage 1 and Key Stage 2, which also includes the available meals and the total number ordered.

Processing Exceptions

1. On the right hand side, a summary of the meals ordered is displayed, plus there are exceptions for some of the accounts, whereby there are no funds available as the overdraft limits have been reached. The current balance is also showing on the exceptions list.

   Please note: You will only see exceptions if you have previously enabled the option to control exceptions, rather than automatically approve. Please see the previous section Free School Meal Settings and Rejected Payments

2. You can select to allow or decline individual exceptions by selecting the tick box by each account. The below example shows all 3 exceptions being selected as Allowed.

3. Once complete, you will need to select the Process button.
4. A pop box will appear and click *Yes* to proceed or click *No* to return to the previous screen.

**Printing Reports**

1. There are also options to print off summary reports in the top right menu. You can click on the *Computer Screen* button to display the following reports:

   - **Total Meals and Payments** – This will provide you with a list of the meal selections and a summary of which meals have been paid for.
   - **Overdrawn** – This report provides you with the list of Accounts that are currently overdrawn.
   - **No Funds and Declined** – If there are any payment exceptions, this report will list all of the affected accounts.

2. From the next screen, you can click the Print icon to *Print* the report or click the *Door* icon to exit.

3. To print the full meal summary, click the *Computer Screen* button to display the full report.

1. From the next screen, you can click the Print icon to *Print* the report or click the *Door* icon to exit.
Processing Refunds for Class Ordered Meals

On occasions, you may be required to refund particular meals for a particular day as they may have been processed in error or a meal was selected in error.

1. From the home screen, select the Meal Accounts menu, click on Class Ordering and select Class Order Refunds.

2. Next, you will need to select the Date (The system will default to Todays Date) and the correct Form.

3. On the next screen, a full list of pupils will be displayed. If the child has paid for a meal for that day, there will be a tick in the Paid field.

Appendix

File Format

The MIS data load process requires that a specified format for the file, the file must be in a CSV (comma separated value) format, and the fields must be in the format as specified in the two tables below, please observe the instructions in the Notes column.

Absence of a comment in the Notes column indicates that field is not required

Pupil Information
<table>
<thead>
<tr>
<th>Contents</th>
<th>Type</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forename</td>
<td>Char</td>
<td>Required Field – must be populated</td>
</tr>
<tr>
<td>Middle name(s)</td>
<td>Char</td>
<td></td>
</tr>
<tr>
<td>Legal Surname</td>
<td>Char</td>
<td>Required Field – must be populated</td>
</tr>
<tr>
<td>Adno</td>
<td>Char</td>
<td>Required Field – must be populated</td>
</tr>
<tr>
<td>UPN</td>
<td>Char</td>
<td>Required Field – must be populated – Made up using Letter + 12 Numbers e.g. M381205320202</td>
</tr>
<tr>
<td>Year</td>
<td>Char</td>
<td>Required Field – must be populated</td>
</tr>
<tr>
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<td>Char</td>
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<td>Address Type</td>
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</tr>
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<td>House Number</td>
<td>Char</td>
<td>Required field – Not required if House Name is populated</td>
</tr>
<tr>
<td>House Name</td>
<td>Char</td>
<td>Required field – Not required if House Number is populated</td>
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<td>Dietary needs</td>
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</tr>
<tr>
<td>Postcode</td>
<td>Char</td>
<td>Required Field – must be populated</td>
</tr>
</tbody>
</table>
## Allpay Cashless Feature Matrix

In the matrix below functions of each component of the cashless system are listed, a function that is present in a component is indicated by a ✔ in the relevant box.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Cashless Back Office</th>
<th>Cashless EPoS</th>
<th>Cashless Web Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Makes sales of menu items</td>
<td></td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Till corrections</td>
<td>✔</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Create/amend till maps</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Create/Amend change PLU’s</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>MIS import</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>MIS export</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Create/amend pupils/guardians</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Account lookup</td>
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<td>✔</td>
<td></td>
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<tr>
<td>Transaction refunds</td>
<td></td>
<td></td>
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<tr>
<td>Create/amend Servers</td>
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<td>Create/amend Office Users</td>
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<td>Amend organisation details</td>
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<td>Reports</td>
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<td>Biometric enrolment</td>
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<td>Biometric consent reports</td>
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<tr>
<td>Change global defaults</td>
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<tr>
<td>Create/amend Group details</td>
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<td>Authorise payment card</td>
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<tr>
<td>Create/amend Allergy/Nutrition details</td>
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**Frequently Asked Questions**

**Q:** I am getting an error message regarding the Biometrics scanner?

A: Restart the Biometrics scanner as detailed in the Biometrics section of this guide.

**Q:** The Biometrics Scanner is lit up correctly, but it does not seem to read fingertips?

A: Ensure the pupil’s finger is clean and dry, and the Biometric Scanner window is clean and dry. Try cleaning the scanner window by applying then removing a strip of adhesive tape.

**Q:** Will a pupil receive a receipt when they purchase goods?

A: No, all transactions can be viewed online by viewing your account through www.allpayments.net

**Q:** Can Guardians check their own balance?

A: Yes, simply log on to www.allpayments.net to view the current account balance

**Q:** Will a pupil receive a receipt when they purchase goods?

A: No, all transactions can be viewed online by viewing your account through www.allpayments.net

Telephone and email support is available from allpay during office opening hours. Office opening hours are 8:30am to 5:30pm Monday to Friday. Please call 0844 381 9230 or email cashless.support@allpay.net with any support queries.