

Cashless Payments - Pupil Asset Parent App FAQ



What is the app called? *Pupil Asset Parent App*

What do I do if you can't login?

You can find step by step guidance on how to set up the app on the second & third page of the letter which can be found on the Caister Junior School app – More – Files – Making Payments Online. Alternatively, hard copies are available at school reception. The school will need to have your up to date email address to enable you to login; if you do not think we have this please email it to admin@caisterprimaryfederation.org.

I have downloaded and registered with the app but don't have the option to order anything?

Please ensure that you have a credit balance on your account (please refer to step by step guide how to do this). You will not be able to order anything unless there is a balance on the account.

Can I just add £5/£10 etc. for tuck and let my child decide?

Yes, this is possible. Just select Payments instead of School Meals from the menu on the Pupil Asset Parent App.

My child only occasionally has tuck. How do I select tuck, but not on a certain day or is this not an option?

Yes, this is an option. Just select Payments instead of School Meals from the menu on the Pupil Asset Parent App.

When do lunch/tuck have to be ordered by?

Lunch & tuck must be ordered by 9.30am

What happens if I forget to select lunch and my child wants it on the day?

Your child will receive a lunch and you will be notified by text that this has happened.

If my child chooses not to have a dessert will I still be charged £2.50?

The standard charge will apply, however if your child does not want a dessert s/he will be offered an alternative (e.g. fruit or drink etc) as an alternative

Can/when will you be able to pay for school trips?

We want to get the school meals system up and running smoothly in the first instance, but are keen to offer this for school trips as soon as we can.

Can more than £2.50 be spent on lunch, i.e. if my child wants an extra drink?

Unfortunately, at the present time this is not an option.



Caister Junior School

You Are Welcome Here

What happens if I order tuck and my child doesn't have it?

We will make a note of who has tuck at break time, if your child does not have it at that time, they can have it at an alternative time.

If I select a lunch for my child and s/he changes their mind what happens?

You are able to select an alternative day on the app or the balance will remain on the account until your child order a lunch.

I've already added money but the balance is showing £0. Will this be added or refunded?

If you have added money onto your account & it is showing in Payment History, but your balance is £0, please contact the office or email admin@caisterjunior.org.uk

What happens if my child is entitled to free school meals?

You do not need to make any payments. Your child just needs to order their meal at morning registration as usual. You can of course pay for tuck for them if you wish to.

If you have any other queries, please do not hesitate to call us on 01493 378300 or email: admin@caiserjunior.org.uk

