CASHLESS CATERING – QUICK GUIDE

Making Your First Payment

1. Visit www.Torfaen.gov.uk
2. Scroll down to popular tasks and click 'Make a Payment', this will then open Torfaen's online payment portal.
3. **Create** an account. **NB** Please note the e-mail address you register will be the e-mail address that any correspondence and your PIN number for validation will be sent to.
4. If you are creating a new account please ensure you click the validation link in the system generated e-mail within 12hrs.
5. On the top bar select 'Products & Services'
6. Select your child's school under the 'All Shops' drop down bar.

Products & Services

To make a schools payment, select your school from the list o

| All Shops ▾ | All Categories ▾ |

All Shops
Council Services
Abersychan School

7.
8. When you have selected the correct school locate what item you want to top-up. (Pupil School Meals or Tuck Money)

Pupil School Meals

Please enter your 10 digit reference number (starting with   ), pupil name, the amount you wish to pay and then click Add to Basket
An asterisk (*) denotes a mandatory field

Pupil Reference * [   ]
Pupil Name * [   ]
Amount * [0]
Save Item ☐   ✓   **TO VIEW BALANCE & TRANSACTIONS**
[Add To Basket]

9. Enter your child's pupil reference number.
10. Enter his/her name.
11. Enter the amount you wish to pay. *(This can be any amount)*
12. Click the box stating 'Save Item' as this will allow you to view the balances and transactions of school meals and tuck in the future for your child.
13. **Double check the information is correct!**
14. Click 'Add To Basket'.

Checking Out

1. Select your basket in the top right corner.
2. Select 'Checkout now'.
3. Select your desired payment option.
    - PayPal
    - Credit Card
    - Debit Card
4. Continue with payment.
5. When the payment is complete you'll be provided with a receipt on-screen.

Qty: 1   Amount: £23.00   🛒

Saving Card Details (Optional)

1. Select 'My Account' on the top bar.
2. Select the 'Registered Cards' tab

Account Details

Account Details	Contact Details	Registered Cards

3. Click 'Add new card'
4. Fill in your card details and press 'Next'. This will save your card details for faster payments in the future.

Viewing Balances and Transactions

Pupil School Meals

Add To Basket

Refere 0000001234
Pupil Name Test
Amount to Pay | 0 |

Verify Account   Remove Item

1. Please do not proceed to this stage until you receive an electronic PIN number to the registered e-mail account.
2. Log in to your Torfaen Account and select 'Home' on the top bar.
3. Locate the item you have previously saved.
4. Click 'Verify Account'.
5. Enter the PIN number provided and click 'Next'
6. Click 'Home' on the top bar again.
7. It should state on the item 'Item is verified'.
8. The Pupil Reference number will turn into a **green link** once there has been activity on the account *(A payment has been made or your child has used the account in school)*, this means from the next transaction your child makes it will start logging the balance and transaction history. ***Click the link to view the balance and transaction history***.

Payments via the Automated Payments Line

You can also make payments via the Automated Payment Line Telephone Number
 0300 456 0516.
You will be asked for the, The 4 digit School Code, The Pupil Reference Number and the Code for either Tuck or Dinner.

FOR A DETAILED GUIDE INCLUDING ANSWERS TO FREQUENTLY ASKED QUESTIONS, GO TO:

http://www.torfaen.gov.uk/en/EducationLearning/SchoolsColleges/Schoolcatering/School-Meals.aspx

AND DOWNLOAD FROM DOCUMENTS "Cashless Catering – A step by step guide to making an online payment"

IF YOU HAVE ANY QUESTIONS OR QUERIES, PLEASE CONTACT THE
CATERING TEAM ON 01633 647715
EMAIL: cashless.catering@torfaen.gov.uk
WRITE TO: Cashless Catering, Croesyceiliog CEC, The Highway, Cwmbran NP44 2HF