

FAQs

Why do I need to register?

You will need to register for an account:

- If your child has School Meals (**including Free School Meals and Universal Free Schools Meals for Reception, Year 1 and Year 2**).
- School Trips and Activities

What do I do if I don't have a computer or mobile how do I register?

The school will provide a computer/ tablet in the school office for parents to use.

I have more than one child at the school, how does this work with online dinner payments?

Your children's accounts can be linked so you can order and pay on one login. Once you have gone through the registration process with one child click on "Your info" and "Link accounts" then you can type in the code for your other child.

Can more than one parent be linked to a child?

Yes, you will need to request a second registration code for your child through the School Office.

What do I do if I do not have an email and/or a credit or debit card?

Please let the school office know and we will advise you of the process for ordering a School meal and making payment.

Will it cost me to pay online?

There will be no additional charges to parents for this service.

Is the online system safe?

It is important to understand that Tucasi Limited does not take or store your financial data. This website allows users to select items that need to be paid for, but payment processing is handled by the banking service Scopy. All communication with the bank is encrypted, neither Tucasi nor the school have access to your card details and your card details are never kept by Tucasi or the school.

Can I still pay daily?

Unfortunately, you will no longer be able to order and pay for a meal on the day or swap meal choices. This must be done the day before, by midnight. Of course, in exceptional circumstances, we will allow a dinner to be provided for your child, but ask that you pay the amount owing online.

What happens if my child is away?

If your child is absent and School has been notified before 9.30am then School will override your booking and cancel the order. This will be credited against your account. If your child is absent and School has not been notified before 9.30am then you will be charged.

Can I cancel a lunch online? How? When?

Yes, you can cancel lunches. Please select the meal you want to cancel, click on it, then choose "None" and "OK". This will remove the meal. You can cancel dinners up to midnight the day before.

What if my child receives Free School Meals or Universal Infant Free School Meals?

This information is already recorded on the school data base; however you **will still** need to order your child's meal options in advance, the system will allow you to book without making payment.

Will my child be denied a meal if there is no credit online?

We would never expect a child to go without a meal; however, parents will not be able to run up debts on the online system. If there are insufficient funds on account, you will not be able to order a meal. However, we will have the facility to override this to provide a meal in exceptional circumstances with the expectation that payment is then made online ASAP.

Will my child be able to verbally request changing what a parent has booked for them online?

No – once you and your child have made your choice online between a hot meal and brunch you will not be able to amend the choice, unless you do it online in advance. This ensures that the kitchen team can plan and produce the correct number of daily hot meals and brunches and help reduce food waste.

What are the benefits to our school?

The more parents that use Tucasi, the greater the benefit is to our school. You can help us reduce workloads for all staff, creating more time to lend to educational support and the smooth running of the school. Using Tucasi also ensures that all financial transactions are safe and secure - helping us to remove costs associated with us having to manage cash securely on the school premises.