

Doncaster College - Cashless Catering FAQ's

What is cashless catering?

An electronic purse on your Doncaster College card, which allows you to load money onto your card via a secure website, and enables you to purchase to purchase food from the areas listed below and pay for trips.

Food Hall at The Hub

Fountayne Restaurant and Coffee bar at High Melton

N.B. - *Catering tills will still take cash, dependent upon the circumstances*

Why should I use cashless catering?

- **Convenient** - always have money available for food and drink around the college.
- **Faster** service at the counter.
- **Safer** than cash. Only you will know how much money is held on the card and if you report it lost or stolen it will be blocked and all monies are protected.

Who do I report my lost or stolen card to?

Report a card lost or stolen at Student Services at the Hub. You will be able to purchase a new card at the cost of £5. Any money will be transferred to your new card on an overnight process and be available the following day.

Who can put cash on to my card?

Cash can be loaded on by the card holder or by a nominated third party online by creating a guest account on-line.

Can my parents pay for trips?

Yes create a guest account for your parents and they can add money to your account

How long will it take for funds to be added?

Funds will be transferred onto your account immediately

How can I check the balance on my card?

You can check your balance by logging on line, or downloading the mobile app (currently only available on android) or swiping your card at the till.

My card is not faulty but does not work with cashless catering

If the card is not faulty but does not work with cashless catering, please contact CTS Support Desk

Can I get a refund?

Refunds on the Cashless scheme will only be made if the College terminates the service or on specific grounds for student or member of staff leaves the college. These can be requested through the cash office at the Hub.

What happens when I leave the College?

Before leaving the College a refund can be requested from the cash office at the Hub.

Inactive accounts

Any accounts will remain active while you are an active student or member of staff at College, at which point the account will be removed. There will be no refunds after the account is removed from the system.

Damaged card - My card is damaged and doesn't work anymore. What should I do?

You will be able to purchase a new card at the cost of £5. Any money will be transferred to your new card on an overnight process and be available the following day.

Forgot my card?

If you forget your card then it will still be possible to use cash to pay.

Not enough funds?

It is the responsibility of the card holder to ensure that there is enough funds on their card to pay for goods

I do not have a debit or credit card?

You can still use the cashless system by taking cash to the cash office and having the cash loaded on to your card.

I'm a visitor to the College how do I pay?

You can still use cash at the tills.

I have an external visitor/contractor on site how do they pay?

They can still use cash at the till.

Can I still use cash?

Yes cash can still be used, however it is faster, safer and more convenient to use the cashless system.

Will I get a receipt when I purchase food or drinks?

Yes a receipt can be generated when you make a purchase

Can I use my credit/debit card at the till?

Unfortunately the system has been designed to pre-load money on to your card through the secure on-line payment system.

Is there a minimum upload to the system?

Yes there is a minimum upload of £10

Is there a minimum or maximum spend?

There is no minimum spend and the maximum spend is what you have loaded on your card.

I'm not sure how to or I'm having difficulty using the system?

See the user guides on the staff intranet and the Cashless page on the student home page. If you are still having problems contact CTS Support Desk. <http://supportdesk.don.ac.uk>