

Deadline Friday 18 July 2025

Cashless catering checklist



Act now! Almost all problems are avoidable with a bit of planning and we're here to help. Don't risk a disrupted lunch service when schools return.



Check if any IT changes are planned and tell us before Friday 18 July 2025 so that we can book in any work that needs to be completed. IT changes are the biggest source of problems at the start of a new term.

Disruptors include:

- A change of MIS provider
- A change of ePayment provider
- Switch, Firewall, Network Config, Wireless and Smoothwall changes
- IP address changes
- Server migrations
- TRUSTe license installations.



Make Free School Meal changes as soon as schools break up. Pushing out price changes then means you'll iron out issues early and be ready when schools return. We can provide guidance on this if required.



Get help with menu updates. If you're planning a full menu update, then we can do this for you, providing additional peace of mind. Simply tell us before Friday 18 July 2025 so that we can provide a quote and book this in.



Check you have access to the school calendar. If not, please get in touch ASAP so we can add this for you. It's important to update your School Holidays and ensure the system is on the correct date ready for the new term.



Check your Free Meal Allocation is correct. This is either updated in Account Types in TRUSTe/Civica back office or centrally by your council or catering group. If you use ParentPay, ensure the school office has updated the allowance with ParentPay too.



Add your pre-admissions to the system. This way you can capture fingerprints on an induction day before their first day of school. Students will first need to be entered into the school's management information system to show in Civica Cashless Catering.



Power on your tills before you need them! Make sure they are operational and on the correct date. This can be done on any cleaning days before students return.



Take a copy of the backup. Where your servers are on premise take a back-up and store it away from the cashless server to guard against ransomware attacks.



Use the correct working day. Please ensure your system is on the correct working day before processing any transactions. This can be checked on the till screens and in Civica back office.

Detailed instructions on these and many other processes can be found in our product manuals, available to download from [Civica Cashless Catering versions](#) for all Civica Cashless Catering versions.