

Cashless Catering

Frequently Asked Questions

Q: What is cashless catering?

A: It is a system that employs smart card technology to hold cash values in a “purse” which is designated, and can only be used, for catering and vending outlets at the College.

Q: How do I get value onto my card so that I can use the refectories and vending machines?

A: You can use cash (£5/£10/£20 notes and £1/£2 coins) at value loader machines located in the vicinity of the reception areas at both Moulsham Street and Princes Road. Alternatively, and probably the easiest and most efficient method, is to load value using a debit/credit card via a secure web pay site (Myriad SmartPay – further details about which appear below).

Q: How can I find out how much money I've got left on my card?

A: Simply insert your Chelmsford College card into any G2is enabled vending machine, loader or pending payment reader at the college. All will display the value on your card.

Q: What do I do if I think that value has not been put on my card?

A: If you have put cash into a value loader machine and this has not been added to your card, then report this to reception. The value loaders are reconciled each day, and if this shows a surplus of cash against value put onto cards, then an adjustment will be made to add value within 24 hours. If the missing value should have been added via a web payment, then again report this to reception, who will inform the Finance Office who in turn will be able to trace the payment and adjust this to your card within 24 hours. In both cases a report form will be available at reception.

Q: What happens if I lose my Chelmsford College Card?

A: It will need to be reported to College Reception. This will allow them to block the Chelmsford College card. Once this is done the user will be issued a new Chelmsford College Card (at a re-issue cost of £5), with the balance left on account, at the time the card is reported missing, reinstated.

Q: Can my card go 'overdrawn'?

A: No. It is important to check that you have enough money to make your purchases before making a transaction, just as you would check you had enough cash on you. A balance check machine is available in the vicinity of the refectories at both Moulsham Street and Princes Road.

Q: What if I don't have a card?

A: All students on a course in excess of 4 weeks, and all staff, will be issued with cards. Visitors to the College and short course students can purchase cards loaded to predetermined values (of £2, £5 and £10) from Reception – but please note that refunds are not available on these cards.

Q: What happens if I have money left on my card when I leave College?

A: *For amounts above £10 you should contact the Finance Office at the college, who will block your Chelmsford College Card and any remaining credit will be refunded by cheque to the cardholder. The College has a policy that amounts under £10 will not be refunded and the Chelmsford College Card user will need to spend any remaining balance on catering and/or vending at the college.*

Paying by Debit/Credit Card (via Myriad SmartPay)

Q: What is Myriad SmartPay?

A: Myriad SmartPay is a web based smart card top-up solution. Smart Pay allows users to load value to their Chelmsford College Card via the internet using a registered debit or credit card.

Q: How can I register for a SmartPay account?

A: By using the link www.MyriadSmartPay.co.uk/Chelmsford in this webpage, users will be redirected to the Chelmsford College registration page. To start the registration process users will need to enter a valid Student Number (or Staff Number) and the Student's (or Staff Member's) Date of Birth. For Students, *this information can be found on the student's College Card issued at registration.*

The next registration webpage will require the SmartPay user to enter the following information; first name, surname, email address and a password of the user's choice. Users are then sent an activation code to the email address entered during the first part of the registration process. The user must use this to activate their SmartPay account. The user can then register their credit or debit cards to top up their Chelmsford College card.

Q: Is Myriad SmartPay secure?

A: Yes - SmartPay uses industry standard security systems, including SSL encryption to protect your details. In addition, no credit card details are stored on any publicly accessible computer.

Q: How do I know the website is secure?

A: This varies depending on the software you use to connect to the SmartPay web site. For example, Microsoft Internet Explorer displays a padlock when connected to secure sites. Clicking on the padlock displays information about the web site.

Q: Can Myriad SmartPay be accessed from any PC?

A: Yes – Any internet connected PC can be used to manage a Myriad SmartPay account.

Q: What credit and debit cards can I register with SmartPay?

A: Any major credit or debit card can be registered (Visa, MasterCard, Solo, Electron, Switch/Maestro). We do not, however, accept American Express.

Q: How many credit and debit cards can be registered to my SmartPay account?

A: Up to 5 cards can be registered

Q: How do I know my top-up has been accepted?

A: The status of each top-up can be viewed via the SmartPay online user's account. "Transferred" means the top-up has been sent to the college and is ready for collection from the G2is reader device at the college. "Pending" means the top-up is waiting to be collected by the college.

Q: What do I/the student do if the SmartPay online top-up status says "Transferred" but I/the student receives "No Payments Found" message from the G2is reader device at the college.

A: *Refer the query to the Finance Office via forms available at reception*

Q: Who pays the transaction fees of any SmartPay top-ups?

A: The College pays the transactions fees, just like the majority of retailers.

Q: Is there a minimum and maximum top-up amount?

A: Yes - £10 is the minimum, £99 is the maximum

- Q: What is the time delay between completing the SmartPay online top-up and it being ready to download onto my/the student's Chelmsford College Card
- A: 5 minutes
- Q: What happens if I forget my password?
- A: During the SmartPay account activation process you will be asked to set up a secret question. This is used if you forget your password. When you answer the question correctly a new password will be emailed to you
- Q: Can regular payments be made to my/the students Chelmsford College Card from SmartPay?
- A: Yes – The SmartPay user can opt to split a total top-up amount into smaller daily or weekly payments rather than you/the student collecting the payment all at once. The Smartpay user's credit or debit card will be deducted for the whole value of the top-up.
- Q: How do I/the student receive the value I have added online to the Chelmsford College Card?
- A: Simply insert your Chelmsford College card into any G2is vending machine, loader or pending payment reader at the college.
- Q: What if I/the student leave the college; will the SmartPay scheme top-ups be lost?
- A: No – *The College has a policy that amounts under £10 will not be refunded and the Chelmsford College Card user will need to spend any remaining balance on goods at the college.*
For amounts above £10 you/the student should contact the Finance Office at the college, who will block the Chelmsford College Card and any remaining credit will be refunded by cheque to the registered top-up name.
- Q: Who provides the SmartPay Service to the college?
- A: G2 Integrated Solutions Limited.
G2 Integrated Solutions Limited is a long established Cashless Payment, Access Control and Payment Processing company.

The company is a subsidiary of Cardpoint plc, the cash machine and payment services business listed on the London Stock Exchange. G2 has headquarters in Newcastle upon Tyne, regional offices in London, Cardiff and High Wycombe and a significant presence in a number of international markets.