

Useful Facts

What to do if card is lost or stolen:

Your card should be treated like cash and kept safe, if someone else gets your card they can use it in the canteen until it is blocked.

You should report a lost or stolen card to the canteen staff as soon as possible or to our head office by email to cashless@getfresh.ie or text or Whatsapp to 0861634333.

To block the card, we will need the cust number as shown on touchtop.net or if you have a picture of the card or made a note of it the account key from the card.

If you get a replacement card this will need to be added to your touchtop.net account and contact us to get any balance from lost card transferred to your new card.

Using this system implies consent for the use of the data you supplied which will only be used in relation to providing a cashless card service to your school canteen. The student's name and class may be added to the account at the school in order to provide a more secure and efficient service to you.

We may use your email address to contact you regarding the status of your account

How it works:

A new system for school meals and snacks is being introduced to ensure that pupils can get a healthy meal every day.

Rather than receiving cash from parents, Mum and Dad can now load money directly into their son or daughter's school meal account where the money is stored safely, ready to be spent at the canteen on site.

Each card comes with €3.00 overdraft facility so if you forget to top up, your child will still be able to get something in the canteen. The balance will then adjust when you make your next top up.

Please write the student's name on the card in permanent marker as this will help if the card is lost and someone finds it and hands it in to the canteen or the school office.



CATERING
TOTAL SERVICE SOLUTIONS

Cashless Card Inside

How to Use your Card.

1. Register an account with **Touch Top Up** website
2. Link the enclosed card to your account using the account key.
3. Top Up your account with Credit or Debit Card.

Your card is now ready to use to purchase freshly prepared meals from your Get Fresh Canteen

Step by Step Instructions:

On your PC, laptop, smart phone or tablet, go to website

<https://touchtopup.net>

1. Click **Sign Up** - *fill in Details*
2. Click **Create Account**
3. Enter **Account Key** - *from your card*
4. Click **Continue**
5. Click **Green Topup Account Button**
6. Tick amount & click **Top Up Now**
7. Fill in all fields on payment details screen and click **complete payment**

Sample Card

- Top up securely and view card sales 24/7 from Phone or Desktop.
- No hassle with lunch money, monitor eating habits.
- Log on or sign up at...www.touchtopup.net
- See www.getfresh.ie for details
- Email sales@getfresh.ie

Account Key: 005273-000001-1024110241

Card No: 52730001

Cashless Card Benefits

- Faster service at till
- More hygienic at till
- View purchases online
- No panic for lunch money
- Lost cards blocked instantly once reported
- Easy to top up from PC, laptop or mobile devices
- Cards can be topped up at till in the canteen using cash.
- Minimum cash top up €5.00
- Card has €3.00 overdraft facility

Contact Details for Queries

- Preferred method of contact is by email to cashless@getfresh.ie
- During office hours call **0749190294 (8.00am to 5.00pm)**
- Outside of office hours call, message or Whatsapp **0861634333**

When contacting please provide Cust Number as shown on touchtopup.net or [account key from card](#).is blocked, found or needs a top up and to inform you of special offers, discounts etc.

Your credit card details will not be stored or accessible by us.

NB please do not make a hole in the card to attach to a key ring as this will leave the card unusable. Cracked/broken cards will also not work.

CASHLESS PAYMENT GUIDE:

With RFID Technology ensuring secure communication

With unique serial number enabling set up of online personalised account

Card is provided free.

Replacement of Lost/Stolen card €5.00

An annual administration charge of €3.00 will be applied to each card

The €3.00 charge is to help offset:

Licensing costs

Hosting costs

Maintenance costs

3D security costs

24/7 account access costs