



CATERING
TOTALSERVICE SOLUTIONS

How to Use your Card.

1. Register an account on www.touchtopup.net
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

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 Card Benefits

- All cards have €3.00 overdraft facility
- Shorter queues
- Faster service at till
- More hygienic at till
- View all purchases online
- No panic for lunch money
- Lost cards blocked instantly once reported
- Easy to top up from online
- Cards can be topped up at till in the canteen using cash. Min top up €5.00

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 Customer Number as shown on touchtopup.net or account key from card.

Step by Step Instructions:

On your computer 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 card received*
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**



Please note as example from sample of card shown above when contacting support, the best number to provide is 000001 (second 6 digits of account key). This is also the cust number shown on your account on touchtopup.net.

How it works:

A cashless 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, you can now load money directly into your son or daughter's school meal account where the money is stored safely, ready to be spent at the canteen on site.

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.



For More Information
Visit
www.touchtopup.net

Lost/Stolen/Damaged Cards

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.le 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.

Replacement can be obtained in the canteen. You need to add the new card to your touchtop.net account and contact us to get any balance from the lost card transferred to your new card. Lost cards remain on your account unless you request us to delete them. If you have more than one card on your account, it is important that you top up the correct one.

Use of your information

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 will be recorded against the card they receive 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 e.g., your 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.

Charges & Fees:

First card is provided free.

All cards are set up with €3 overdraft facility so if you forget to top up your child's account can go €3.00 overdrawn and this will come off the next top up.

An annual administration charge of €3.00 will be applied to each card the first time the card is used

The €3.00 charge is to help offset:

Licensing & hosting costs

Maintenance costs

3D security costs

24/7 account access costs

Replacement cards will not be charged for in the canteen, instead the €3 administration charge will be applied when the card is first used.