

Free school meals update 12th May 2020

We hope you are now in receipt of all your FSM vouchers from Edenred. We appreciate it has been a new process to learn and that Edenred have had issues coping with processing the high volume of vouchers.

At times this has been very frustrating; we thank you for your patience and hope that the process has become easier.

We have had assurances from both the Department for Education and Edenred, that they have improved their capacity substantially and there should be less waiting times to access their website and quicker response to emails in future.

Can we remind you:

Emails may go into your spam/junk/clutter so please check carefully.

When Edenred send you a code, you have to access their site and redeem the code and select the vouchers from your chosen supermarket. **YOU CANNOT USE THE CODE** in a supermarket - you must use the code to select your voucher and then use the **VOUCHER** in the supermarket you have chosen.

If you are screenshotting the voucher on your phone, it may be useful to delete the screen shot once the voucher has been successfully used and deducted from your supermarket bill. This will help avoid confusion as to which vouchers have been used and which haven't.

INFORMATION FOR PARENTS FROM EDENRED

Redeeming eCodes:

- eCodes cannot be spent in store: they must be redeemed for an eGift card
- You can redeem multiple eCodes in one transaction
- If the eCode has gone to an incorrect email address, your school can cancel the order and resend it to the correct email address

If you receive an error or invalid code message:

- You may have entered the eCode incorrectly. Please try to enter your eCode again. If your eCode is still not accepted, please delete the browsing history on your device - as your device may be storing the incorrect eCode in its memory.
- Your school administrator can also check the status of your eCode, including the eCode's 'Activation date'. eCodes will not work until on or after this date.

If you have followed all of the steps above and you still cannot redeem your eCode, please email freeschoolmealsparentscarers@edenred.com for further support.