



# FREE SCHOOL MEALS VOUCHER LINK & eVOUCHER FAQs

## Frequently Asked Question Topics

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## Ordering Process FAQs

### What is the difference between a Voucher Link and an eVoucher?

- You will receive a voucher link for your Free School Meals and use this to order Supermarket eVouchers. You must use the link to order your eVouchers which you then spend at the supermarket of your choice

**Voucher Link** - *This is exchanged for eVouchers before you go to the supermarket.*

An voucher link takes you to the voucher catalogue to order your retailer voucher, this is the one you can spend in store or online.

**eVoucher** - *This is a digital supermarket Voucher that can be used for payment at your chosen supermarket.*

Click the link provided to exchange your voucher link for eVouchers. Once you have selected your supermarket and amount the eVouchers will be sent to your email address or mobile number you entered during the order process (depending on which you select when you order).

### **How do I redeem my Voucher Link?**

- Simply click the link sent to you and you'll immediately be directed to the ordering page to select your retailer voucher
- Select your supermarket: Tesco, Asda, Sainsbury's, Morrisons, M&S or Waitrose (John Lewis)  
Select the amount you wish to order - You can order multiple values - for example if you have a £15 voucher link, you can order a £10 and a £5 eVoucher.
- Enter your contact details and click submit
- Your voucher will then be presented on screen for you, as well as sent to the email or mobile number you provided during the order process
- To use your supermarket eVoucher either print it or show on your phone when paying at the Supermarket

### **Which Supermarkets are available?**

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose (John Lewis)
- M&S food

## **Voucher Link FAQs**

### **How long do I have to redeem the Voucher Link?**

- Once you have clicked the link your expiry date is clearly displayed below the voucher value.

### **My school has ordered a Voucher Link for me, but it hasn't come through to my email?**

- Please check your junk mail. If you still haven't received it, please contact your school in the first instance to check your contact details are correct.

### **The total amount of my Voucher Link isn't available as an eVoucher.**

- You may need to order more than one eVoucher, for example, if you have a voucher link value of £15 you may need to order one £10 eVoucher and one £5 eVoucher for your supermarket. Most of our supermarket eVouchers are available in £5 increments.

### **Can the Free School Meal Voucher Links be added together?**

- You will need to redeem each voucher link individually if you receive multiple Free School Meal Vouchers.

### **I have an "eCode" from Edenred, can I redeem this at the same time?**

- Any "eCodes" or eCheques issued by Edenred or another supplier cannot be used with Sodexo, please contact the school or supplier of the other eCodes for more help.
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## **eVoucher FAQs**

### **How long do I have to use my supermarket eVouchers?**

- Your supermarket eVouchers will have an expiry date stated on them - dates vary dependent on the supermarket you selected.

### **How do I use a supermarket eVoucher?**

- A supermarket eVoucher card is a digital voucher. The eVoucher email contains a link to a barcode and PIN which can be presented at the till in-store either on a phone screen or printed on a piece of paper.

### **I can't use my eVoucher at my Local 'Morrisons Daily'.**

- Unfortunately, 'Morrisons Daily' stores do not accept eVouchers so you will need to go to a larger store. We are sorry for any inconvenience this causes.

### **Can the eVouchers be used for online supermarket orders?**

- At the moment, only ASDA and Waitrose eVouchers can be spent online, all other supermarkets are in store only.

### **I can't click on my eVoucher link that you've emailed me?**

- Your email provider or browser may have blocked the link that you are trying to click on. If this is happening then copy and paste the link directly into the address bar in your browser (e.g. Internet explorer/Safari/Google Chrome) and your eVoucher will appear. *(Be careful not to copy a blank space at the end of the link which might stop it being recognised.)*

### **What does an eVoucher look like?**

- Your eVoucher will have the supermarket logo on as well as a bar code and PIN, this is what you need to show the supermarket teams at the till.

### **Do I need to print my eVoucher?**

- All supermarkets will allow you to display the eVoucher on a mobile device as well as printed copy, so you do not need to print it. *(You can add your eVoucher URL as a favourite on your mobile device browser, alternatively you can take a screen shot of the eVoucher to present at the till.)*
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## **Other Common Questions**

### **I'm not able to get to the supermarket.**

- You can forward the eVoucher to someone else to purchase goods on your behalf if you are unable to get to the supermarket. Take a screenshot of the barcode before going to the supermarket as this should still be able to scan and does not require a signal. ASDA and Waitrose eVouchers can be used for online orders.

### **I have received one voucher for one child not for the other.**

- Unfortunately, we can only issue vouchers that have been requested by your school. If you haven't received the missing voucher within 24 hours, please contact them and ask them to send the order through to us.

### **I haven't received my emails.**

- These automatically release from our system following the email confirmation of your order so you should have received these around the same time.
- Your email provider might have put these into your junk or spam folders, so we recommend checking here. If you are not able to find them in either of these folders, please let us know and confirm your surname and order reference number so we can locate your order on our system and assist you further.

### **I don't have a printer.**

- All supermarkets allow you to display the eVoucher on a mobile device. If your store has no mobile phone signal, take a screen shot of the eVoucher before you go, and present it at the till.

### **Why is it less for one child than for another?**

- Values are defined by your school. If you need further information on this, please speak to your school.

### **Can the Voucher Links be added together?**

- No, you will need to redeem each one at a time if you have received multiple voucher links
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## **I Can't Find an Answer to My Question Here**

**If you have any further questions please contact your school administrator for further information and someone will be happy to help you with your order.**