

Edenred has reported that:

- over **£35m** worth of voucher codes has been redeemed into supermarket eGift cards by schools and families through the scheme, as of Wednesday 29 April.
- over **15,500 schools** had placed orders for the scheme, as of Wednesday 22 April.

### Key information

#### School admin user guide:

[https://www.edenred.co.uk/Documents/DfE/DfE\\_FreeSchoolMeals\\_AdminUserGuide.pdf](https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_AdminUserGuide.pdf)

#### Parent/carer FAQ:

[https://www.edenred.co.uk/Documents/DfE/DfE\\_FreeSchoolMeals\\_ParentCarerFAQs.pdf](https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf)

### Email addresses

For schools: [freeschoolmeals@edenred.com](mailto:freeschoolmeals@edenred.com)

For parents and carers: [freeschoolmealsparentscarers@edenred.com](mailto:freeschoolmealsparentscarers@edenred.com)

### Edenred system improvements

- Implemented queuing systems for both the ordering site and the eCode redemption site, which is helping to improve the experience for schools and families. Ongoing improvements are being made to increase the site capacity and decrease waiting times.
- Increased the capacity of their customer service team to respond to telephone and email correspondence.

### Information for schools

We are actively encouraging schools to order in a way which reduces the burden on both them and the system. Top tips are as follows.

#### Deciding how to order eCodes

- Consider ordering a single eCode to cover a long time frame e.g. £45 to support 1 eligible child over 3 weeks
- Consider ordering a single eCode to cover more than one eligible child within the same household e.g. £90 to support 3 eligible children over 2 weeks

### Using the ordering portal

- Peak times are currently Monday to Friday, between 8.00am and 2.30pm. The Online Ordering site is now open 24 hours, 7 days a week
- If you are placing an order for more than one recipient, using the 'batch' import. You can prepare your file to be uploaded before logging into the ordering site, which will save you time
- When preparing your 'batch' file:
  - Enter email addresses in lowercase only and check this has been entered correctly
  - Do not include the '£' sign for the value of the eCode

- Ensure there are no spaces before or after the data
- Check all the information is correct before saving and uploading your order

### **eCodes status**

- If your order included eCodes for immediate distribution as well as eCodes for 'scheduled' distribution, your order status will continue to show as 'paid', until the last of 'scheduled' eCodes have been distributed
- The annex contains instructions for schools with orders stuck in the 'pending' stage

### **Sharing eCodes with families**

- They must redeem their eCode for an eGift card before trying to spend it
- If you've placed an order for 'scheduled' direct distribution to recipients, these will be sent throughout the chosen date and if the order was for multiple recipients, these could be phased throughout the day

### **Redeeming eCodes**

- If you've placed an order for 'scheduled' stock release, the eCodes contained in this order file will not be activated until the 'scheduled' date chosen when you ordered. The recipient will not be able to use these before the 'scheduled' date.
- eCodes must be redeemed separately, unless they are for children in the same household. One transaction = 1 eGift card for each selected retailer
- eCodes have been updated so they now all expire 4 months after their delivery date – they were originally intended to expiry after 1 month

### **Information for parents/carers**

#### **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 your school has sent the eCode to the incorrect email address, they should 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 incorrect eCode. 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.
- If you received the eCode directly from your school by post or text message:
  - All eCodes should be 16 digits long. If your eCode has a different number of digits, you can query this with your local school administrator and ask if the eCode is correct.
  - 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.

- hello If you have followed all of the steps above and you still cannot redeem your eCode, please email [freeschoolmealsparentscarers@edenred.com](mailto:freeschoolmealsparentscarers@edenred.com) for further support.

### Spending eGift cards

- Your eGift card will not be topped-up: you will receive a new eCode which must be redeemed to create a new eGift card

Supermarket	Expiry	Denominations available	Spend online	Spend in-store
Sainsbury's eGift card	24 months from last transaction	Open value, £1	No	Yes
Tesco eGift card	5 years from last transaction	Open value, £1	No	Yes
Asda eGift card	24 months from last transaction	Fixed £10 or £15	Yes	Yes
Morrisons eGift card	12 months expiry	Fixed £10, £15, £25 or £50	No	Yes
Waitrose eGift card	24 months from last transaction	Open value, £1	Yes	Yes
M&S food eGift card	24 months from last transaction	Fixed £10 or £15	No	Yes
Aldi eGift card	5 years expiry	Open value, £1	No	Yes
McColl's eGift card (including RS McColl's and Martin's)	All eGift cards expire on 31/12/2021	Fixed £15	No	Yes

### Annex

#### Information for schools with orders stuck in pending

We cannot process an order until you have approved it. To approve your orders:

1. Login to your account at <https://ordering.edenred.co.uk/>
2. Find the order in 'Order history'
3. At the bottom of the order page confirm to accept the T&Cs
4. Click 'Approve'

Once you have approved your order it will be submitting for processing. eCodes will be delivered within four working days. You can track your order status in the 'Order history' section. For further guidance please refer to the user guide.

To prevent future orders from becoming stuck in 'pending', please confirm T&Cs and approve your order during the final step of the ordering process.