

# Free school meals

## Compliments Select Parent and Carer FAQs

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# Outwood Grange Academies Trust version

## 1. What's the difference between an eCode and an eGift card?

**eCode** – this is the 16 digit code which your school may email or text to you. You'll need this code to access [www.freeschoolmeals.co.uk](http://www.freeschoolmeals.co.uk) and choose your supermarket eGift card. You cannot use the eCode directly with the retailer, it must be exchanged for an eGift card.

**eGift card** – each supermarket has their own eGift card. To order your eGift, redeem your eCode at [www.freeschoolmeals.co.uk](http://www.freeschoolmeals.co.uk). The eGift card will be sent to the email address entered during check-out and can be spent instore at the chosen supermarket. Alternatively your school may order your eGift card for you and print it and post it, or arrange for you to collect it.

## 2. How do I use my eCode to select a supermarket eGift card?

You should order your supermarket eGift at home before going to the store.

To select your supermarket eGift card, follow the steps below:

1. Copy eCode from your email or text message
2. Go to [www.freeschoolmeals.co.uk](http://www.freeschoolmeals.co.uk)
3. Enter the 16 digit eCode (you can enter more than one eCode if you have more than one to redeem)
4. Select a supermarket
5. Enter the amount and add to basket
6. Checkout and enter the email address you would like the eGift card sent to
7. Your eGift card will be processed and sent (please allow up to 24 hours for it to be delivered to your inbox).

When activating eCodes please allow up to 1 hour for queuing time when accessing the above website, though in most cases the queue time is much shorter.

As nationally the vouchers are typically issued on a Monday this seems to be the busiest day and therefore later in the week seems to be quieter.

If your code isn't recognised, in our experience, the code is correct but you will need to re log in for it to be accepted. We appreciate this is frustrating given the queueing times and have notified Edenred of this issue. In addition, please check the issue in point 16, below, isn't the source of the error.

## 3. What supermarkets can I pick from?

The below supermarkets are available:

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

## 4. How do I know what the value of the eCode is?

This is stated in the email sent to you by the school.



### 5. Do I have to use the full value of the eCode when choosing my eGift card(s)?

Yes – your balance will be visible on the webpage.

### 6. Can I choose to redeem my eCode at more than one supermarket?

You can mix and match different supermarket retailers within the same order, provided the total value you've chosen for each is equal to total value of the eCode you've entered. For example, with a £10 eCode, you could choose £5 for Tesco and £5 for Sainsbury's.

Simply enter the value you would like to order on each supermarket eGift card and your balance will update so you know how much you have left.

Please note that the full value of the eCode needs to be redeemed in one transaction, you cannot redeem a partial value of the code and save the rest for later.

Most supermarkets accept multiples of £1 per eGift card, however some other supermarkets have larger fixed amounts that can be ordered, e.g £10.

### 7. How long do I have to redeem the eCode?

Your eCode will expire after 1 month.

### 8. What happens if my eCode has expired?

The eCode is cancelled and the money associated is then returned to the Department for Education.

### 9. What can I purchase in-store with the eGift card?

The eGift card is issued to you in respect of the free school meal benefit and will only be accepted in store for the purchase of food and groceries.

### 10. How do I know the value of the eGift card I have received?

The value will be present on the eGift card itself.

### 11. How do I use a supermarket eGift card?

A supermarket eGift card is a digital voucher. The eGift card email contains a link to a barcode which can be presented at the till in-store either on a smartphone screen or printed on a piece of paper, just like a gift card.

Some eGift cards can be used to purchase online. Please see [Q14](#).

### 12. Does my eGift card need to be used at the supermarket in one transaction?

No - your eGift card can be used in multiple transactions and on multiple visits, until you have spent the eGift card.

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### 13. How long does the supermarket eGift card last for?

Please see the table below:

Supermarket	Expiry
Sainsbury's	24 months from last transaction
Tesco	5 years from last transaction
Asda	24 months from last transaction
Morrisons	12 months expiry
Waitrose (John Lewis)	24 months from last transaction
M&S food	24 months from last transaction

For more T&Cs, please refer to the supermarket's website.

### 14. Can the vouchers be used in-store and online?

Please see the table below:

Supermarket	In-store	Online
Sainsbury's	Yes	No
Tesco	Yes	No
Asda	Yes	Yes
Morrisons	Yes	No
Waitrose (John Lewis)	Yes	Yes
M&S food	Yes	No

For more T&C's, please refer to the supermarket's website.

### 15. My school has ordered an eCode for me, but it hasn't come through to my email?

Firstly, check your junk mail and/or trash folder. This will be sent from [noreply@edenred.com](mailto:noreply@edenred.com).

The eCodes are typically issued within 4 days of them being processed by the academy. Where we have been provided with an email address then we have ordered vouchers for all weeks up until the 15<sup>th</sup> May 2020. You should therefore receive your weekly eCode by Tuesday each week. If you have previously received an eCode then the delay is likely to be with the Edenred system, please accept our apologies for any delays. If you have still not received your weekly code by the Thursday please contact the school.

For anybody who becomes newly eligible for Free School Meals we will aim to process these each Thursday in order that you receive your eCode by the following Tuesday. This will then fall into the same cycle as the above.

Our intention is to continue operating on this cycle until government guidance with respect to schools changes. Please note that the DFE has said the vouchers will not be provided for school holidays.

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### 16. I have ordered an eGift card, but it hasn't come through to my email?

Firstly, check your junk mail and/or trash folder. If it still hasn't arrived within 24 hours, please contact Edenred: [freeschoolmealsparentscarers@edenred.com](mailto:freeschoolmealsparentscarers@edenred.com) who can look into this for you.

If you receive an error message when trying to redeem your code on the free school meals website, you may have entered the incorrect code. Please try to enter your code again. If your code is still not accepted, please delete the browsing history on your device – as your device may be storing the incorrect code in its memory.

### 17. What happens if I have a smartphone but no data when I'm at the supermarket?

We suggest ordering your eGift card at home when connected to WIFI before you go to the supermarket. Take a screenshot of the eGift card barcode before going to the supermarket as this should still scan ok in-store.

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

You can forward the supermarket eGift card to someone else to purchase goods on your behalf if you're not able to get to the supermarket. The eGift card email contains a link to a barcode which can be presented at the till in-store, just like a gift card.

### 19. How often will I receive the supermarket voucher?

The school will have flexibility in how often they send you an eCode or an eGift card. The eCode can be redeemed for a supermarket eGift card within 1 month. The eGift cards have different expiry dates – please see [Q13](#) for further details.

### 20. I have more than one child, will I receive multiple eCodes?

This will be at the discretion of your school who may issue an eCode for each of your children or, alternatively, may send one eCode to you, for the total value of your children's free school meal entitlement. If you have an enquiry about a child's eligibility or the value and frequency of vouchers, please contact the child's school administrator directly.