

How to claim Free School Meals supermarket vouchers from Edenred

This is best done using a laptop or desktop PC/Mac if you have one, especially during office hours, but if not, it can be done using phones or tablets. The site is available 24 hours a day, 7 days a week.

Step 1 – find your eCode email(s)

You should have an email from **noreply@edenred.co.uk** with the subject ‘**Redeem your school meal voucher**’ for each voucher we have issued.

The email will have a big 16 digit number labelled ‘**Redemption eCode**’ about half way down. This is NOT a supermarket voucher but you will be able to use it to claim a supermarket voucher.

This is when the first 3 eCodes emails were originally sent – they may also have been resent since:

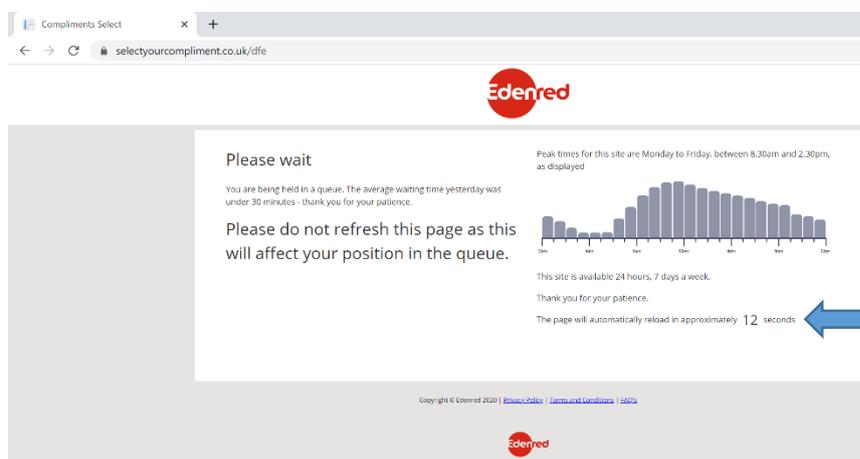
| When was it sent? | Value for 1 student | Value for 2 students | Value for 3 students |
|---|---------------------|----------------------|----------------------|
| Early April <i>issued for 2nd week of Easter, up to Fri 17th April</i> | £15 | £30 | £45 |
| Mid April <i>Issued for 2 weeks from Mon 20th April – Fri 1st May</i> | £30 | £60 | £90 |
| Early May <i>Issued for 2 weeks from Mon 4th May – Fri 15th May</i> | £30 | £60 | £90 |

If you can't find the email(s) try the **search tool in your email** (put **from: edenred** into the search tool) and make sure you check any spam, junk, trash, bin or deleted folders in your email account:



Step 2 – go to the website www.freeschoolmeals.co.uk

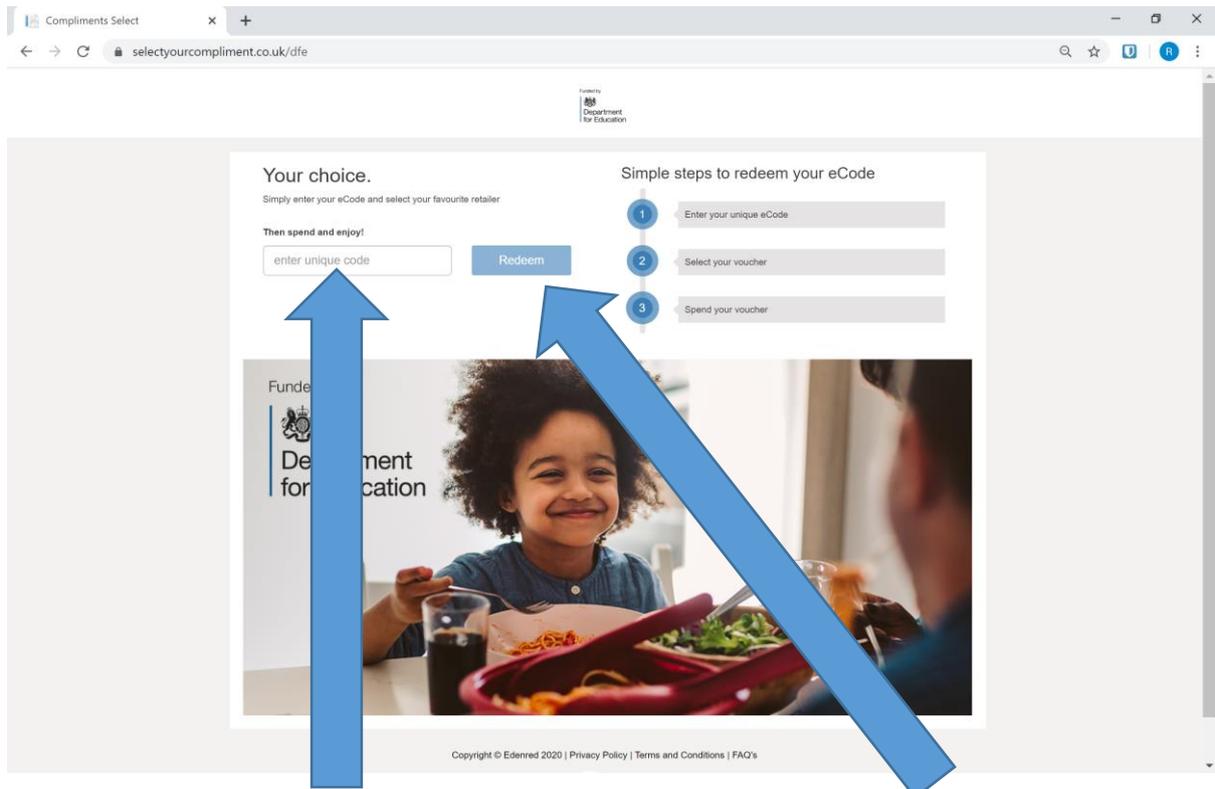
Open the website www.freeschoolmeals.co.uk (or click the ‘Redeem your code’ button in the email). You may be held in an online waiting room like this. **Do not close, refresh or reload the page or you will lose your place in the queue.** Wait times are much shorter early in the morning or late evening.

A screenshot of the Edenred website's 'Please wait' waiting room. The page features the Edenred logo at the top. The main content area contains the following text: 'Please wait', 'You are being held in a queue. The average waiting time yesterday was under 30 minutes - thank you for your patience.', 'Please do not refresh this page as this will affect your position in the queue.', 'Peak times for this site are Monday to Friday, between 8.30am and 2.30pm, as displayed', 'This site is available 24 hours, 7 days a week. Thank you for your patience.', and 'The page will automatically reload in approximately 12 seconds'. A bar chart shows peak times. At the bottom, there is a copyright notice: 'Copyright © Edenred 2020 | Privacy Policy | Terms and Conditions | Sitemap'. The Edenred logo is also at the bottom center.

Please note: this small countdown will keep repeating. This is normal. It is not how long you will be in the queue. It is how long till it next *checks* your place in the queue.

Step 3 – enter your 16 digit eCode number

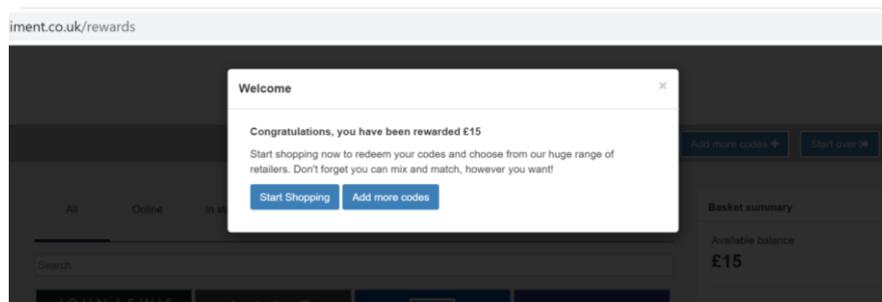
When you get through the queue, or straight away if you are lucky, you will get to this page:



Type in the 16 digit 'eCode' from your email carefully and then click the blue Redeem button.

Step 4 – Add more codes or start 'shopping'

The website will confirm the amount of the voucher with a small message at the top of the page:

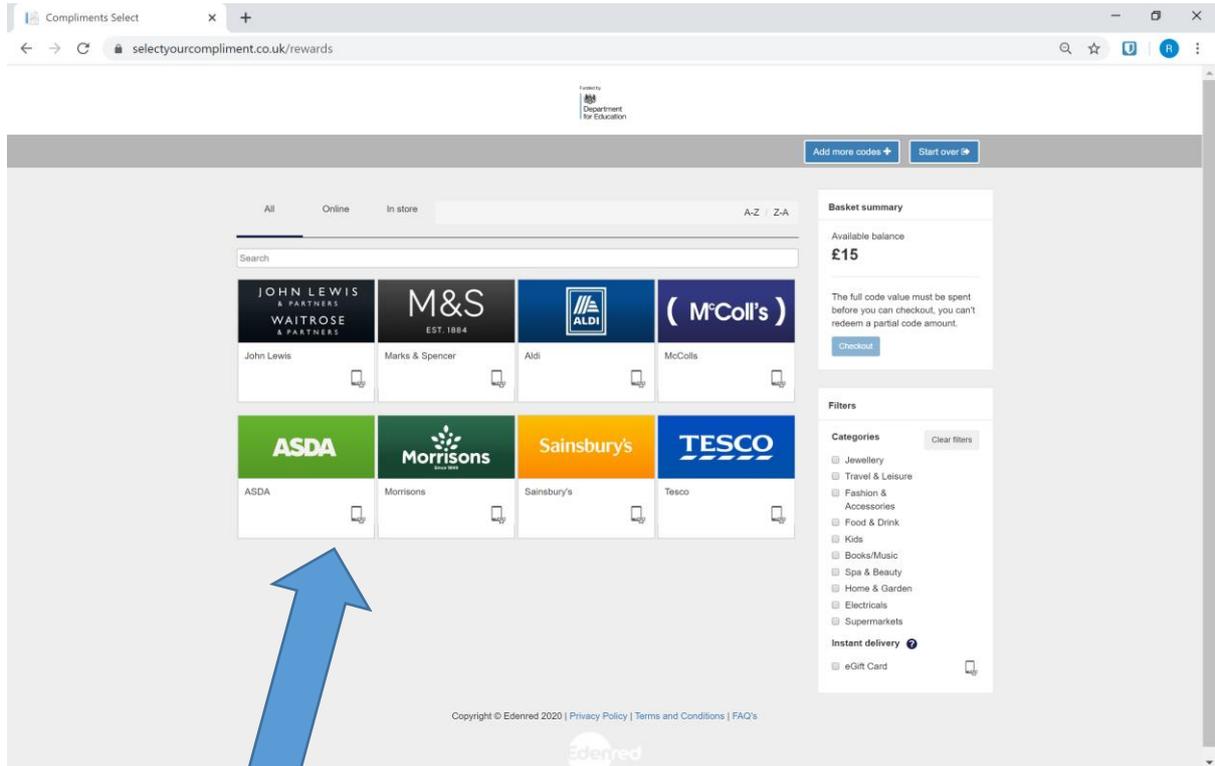


If you have more 'eCode' emails and you want to claim them all at once, click 'Add more codes'.

Otherwise, click 'Start Shopping' to claim the voucher.

Step 5 – choose a supermarket

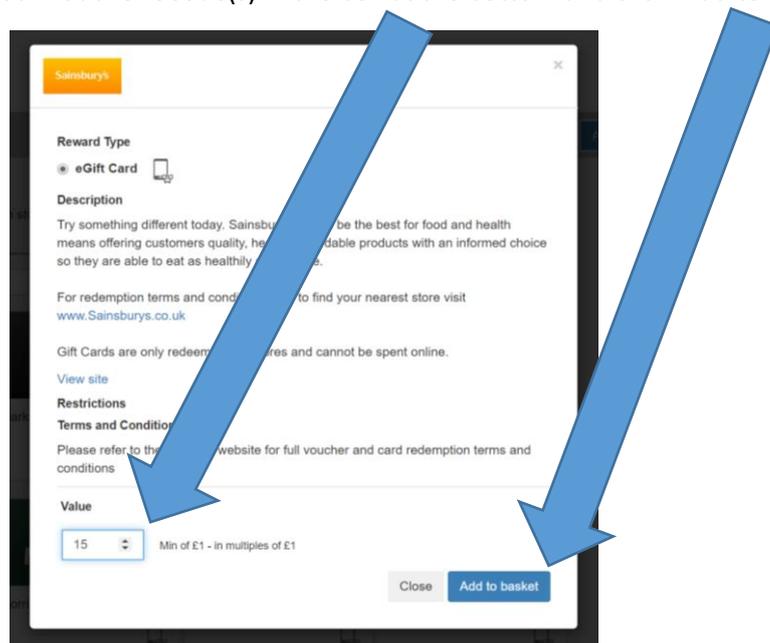
You will be shown a page with logos for the supermarkets available:



Click the supermarket you wish to use. Please note that for most supermarkets you cannot spend the voucher online. If you need to use it online, check the most up to date list of which can be in question 15 here: http://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf

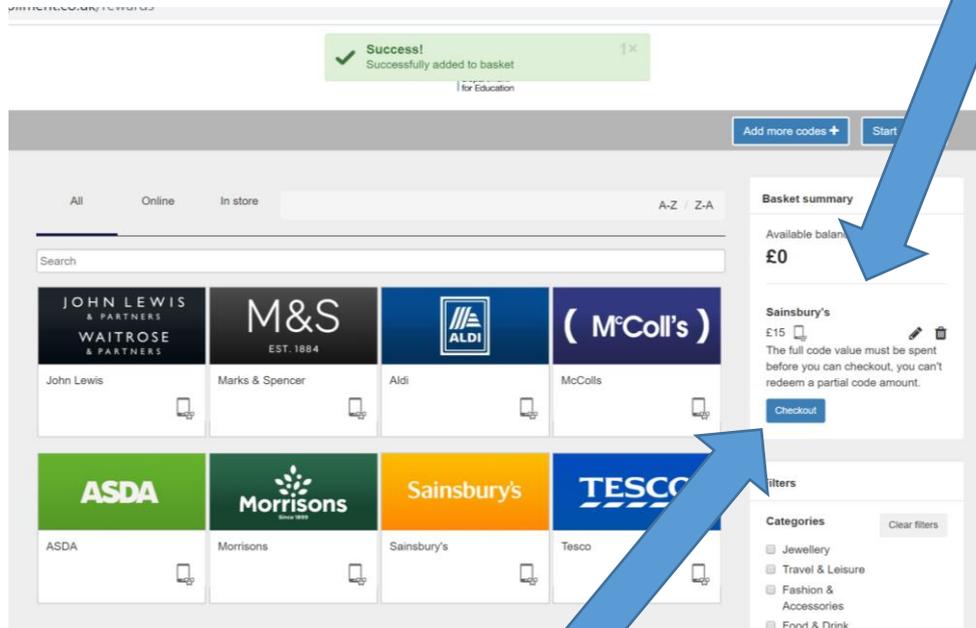
Step 6 – type in the voucher value

Type in the full value of your voucher eCode(s) in the box at the bottom and click 'Add to basket'



Step 7 – go to the checkout

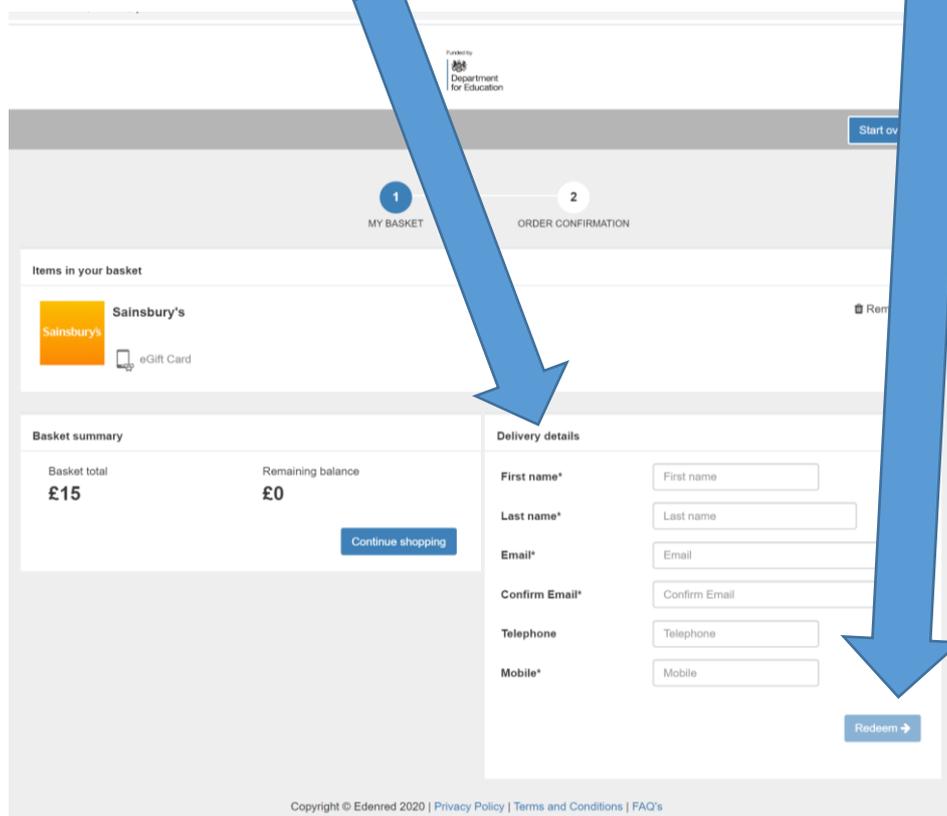
You will be taken back to this screen. Your 'Available balance' at the top right should now be £0 because your chosen supermarket voucher should be listed just underneath.



Click the blue 'Checkout' button on the right hand side.

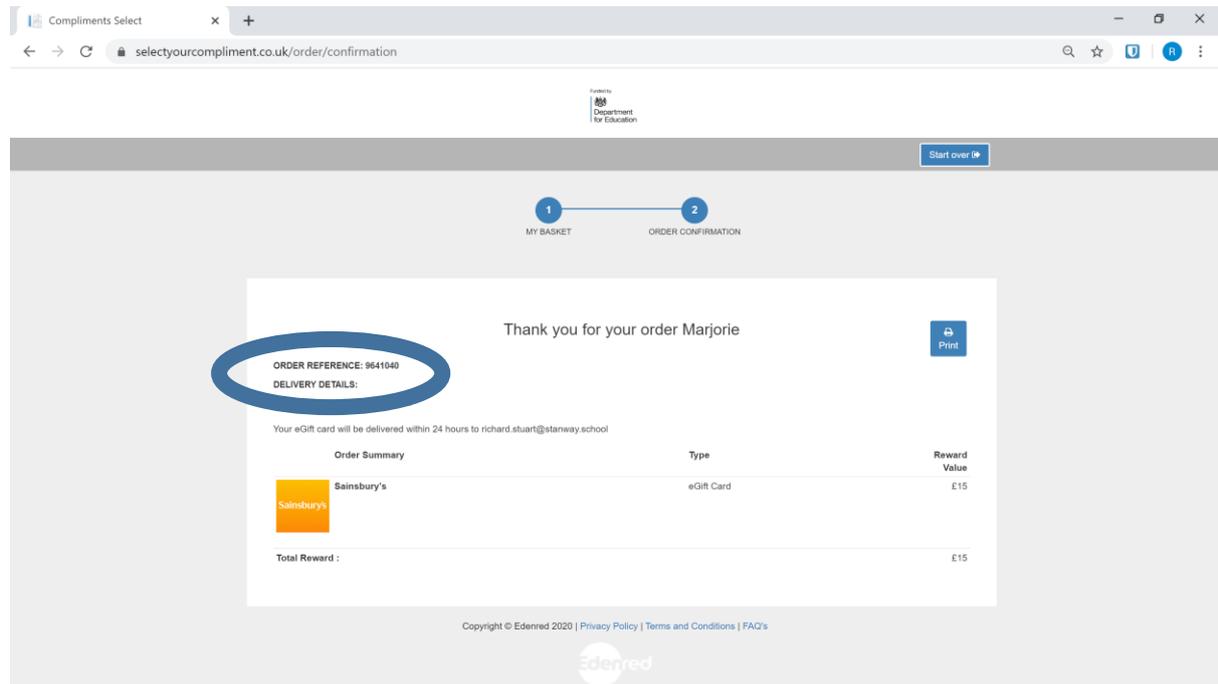
Step 8 – enter your name, email address and a mobile number

Enter your details on the right hand side and click the 'Redeem →' button to finish your order.



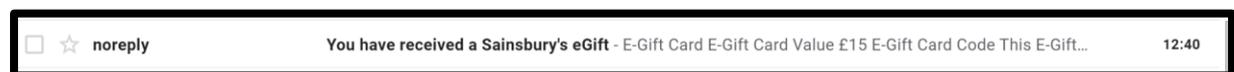
Step 9 – your order is complete, make a note of the reference number

You will see the order confirmation page. We suggest you print this or make a note of the reference.



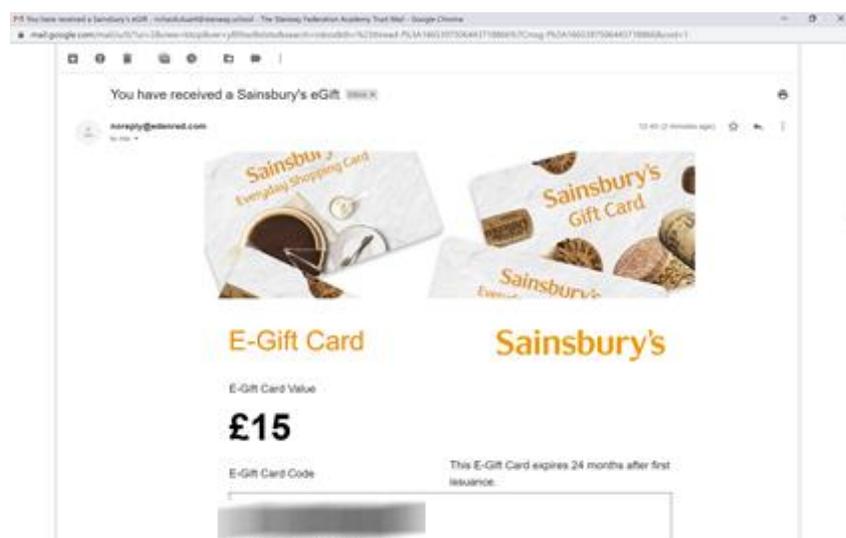
Step 10 – find the supermarket actual voucher in your email

You will receive your supermarket voucher in another email from noreply@edenred.com, like this:



This will usually arrive quickly or within a couple of hours but they say it can take up to 24 hours.

The email will look something like this inside – in the example it is a Sainsbury's voucher:



You can print this off to show at the supermarket checkout, or you can just display it on a mobile phone or tablet screen (but it's a good idea to take a screenshot in case there's no data signal in store).