

## **Free School Meal Supermarket Vouchers – Instructions To Redeem**

You will receive, via the email you provided the school, a 16 digit code

To convert this into your supermarket voucher before you go to the store:

1. Note the eCode from your email on a piece of paper
2. Press on the blue box which says 'Redeem Code'
3. Once you have pressed the blue box you will automatically be taken to a website. You may be placed in a queue to access this website (leave the web page open to keep your place in the queue)
4. Enter the 16 digit eCode and press the blue box which says 'Redeem Code'
5. If you have another code, press 'Add Code', enter code. A page will then be displayed showing the 2 transactions, press the 'close' button to continue
6. Press on the supermarket you wish to use
7. In the value box add the amount you wish to convert to a voucher with this supermarket (you can use different supermarkets e.g. £10 with one and £5 with another but you must convert the whole amount into vouchers)
8. Press 'Add to Basket'
9. The available balance must be zero before you can checkout
10. Press 'checkout'
11. Enter your first name, last name, email address, telephone numbers
12. YOU MUST DOUBLE CHECK THE EMAIL YOU HAVE PROVIDED IS CORRECT OTHERWISE YOU WILL NOT RECEIVE YOUR VOUCHER. The voucher will be sent to this email address
13. Press 'Redeem'
14. Take a note of the order reference number in case there are any future queries
15. An eGift card will be sent to your email address within 24 hours
16. Once received you can either print off the voucher or show the voucher to the cashier from your email/phone (you may wish to screen-shot it just in case you do not have internet access in the shop – if so make sure you capture and bar code and certificate number and pin number)
17. Please note that this process may be slow if a lot of people are redeeming vouchers. Please be patient and don't try to press a button multiple times or use the back button

Please find full details online at:

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