




Free School Meal supermarket vouchers

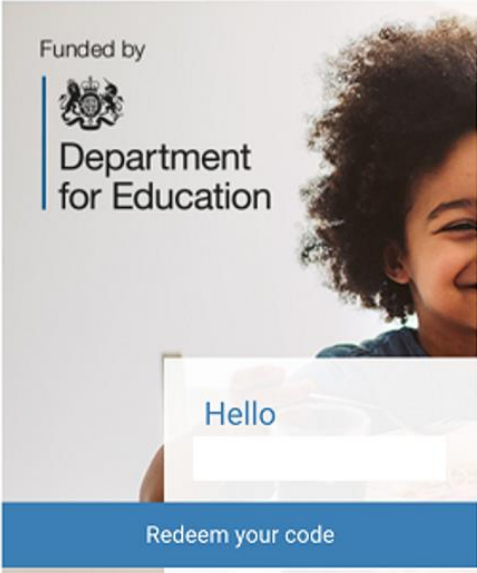
Guide to the Edenred system


Step 1

- You should receive an email with a 16-digit unique code
- Click 'Redeem your code' which will take you to this website:
<https://www.selectyourcompliment.co.uk/dfc>
- All emails will be sent to the contact on the school system who is the 1st priority for your child.
- Please check your Junk and Trash email folders in case the email has gone in there.

Redeem your school meal voucher

 noreply@edenred.co.uk
To:
Wed 22/04/2020 05:01



Funded by

Department
for Education

Hello

Redeem your code

Following the closure of schools as a result of the Covid-19 crisis, our priority is to ensure that those families with free school meals entitlement are given the financial support they need to feed their children at home. As an alternative, we are pleased to offer you a supermarket voucher of £30.

To choose your supermarket, follow the steps below to redeem your eCode and place your order. Please note that the eCode will expire after **1 month**.

Redemption eCode:

Follow these steps:

- Click on 'Redeem your eCode'
- Enter the unique 16 digit eCode above and follow the simple security checks
- Select your chosen supermarket and check out

Please note that the supermarket vouchers cannot be used to purchase age restricted products, such as cigarettes and alcohol

COPY SHARE SELECT ALL

If you have any questions, please refer to these useful [FAQs](#).

Redeem your code

Step 2

- When on the Edenred/FSM website, you will be asked to choose how much money you wish to redeem at the supermarket you choose. The Government allowance is £15 per week – your child will either receive £15 or £30, depending on the length of their absence.
- £15 or £30 should appear as your balance.



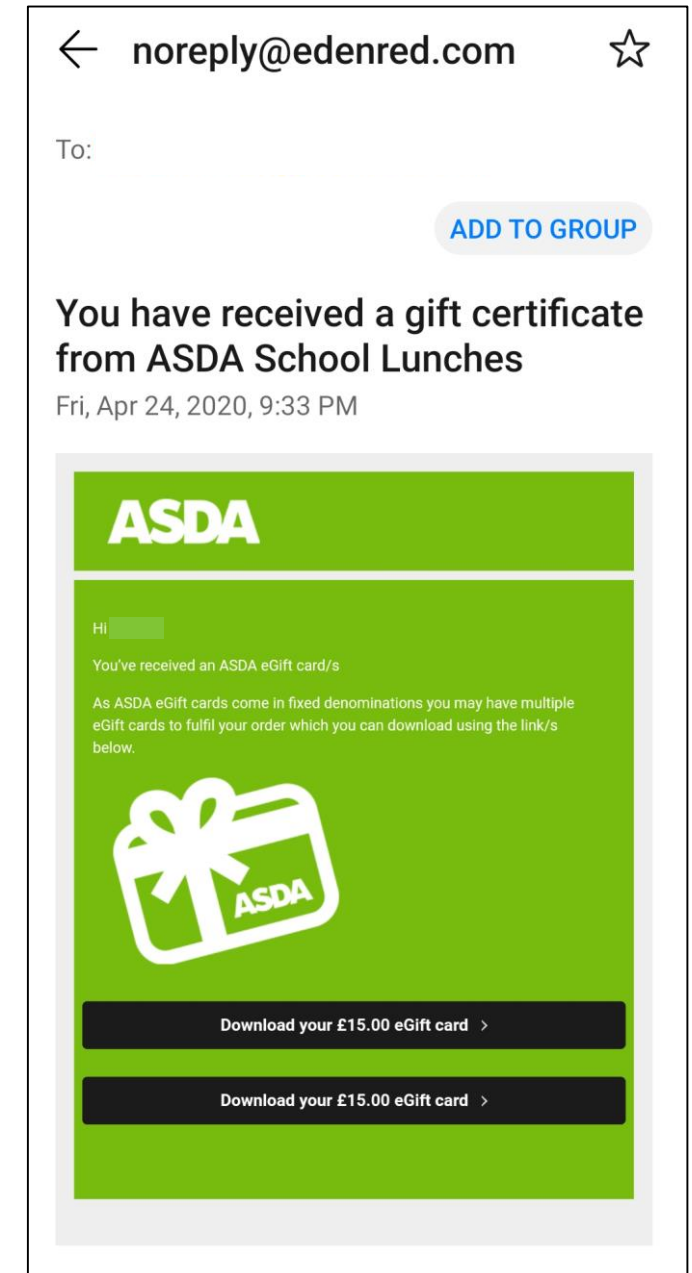
Step 3

- Choose your supermarket, but bear in mind it's not possible to change it for subsequent vouchers once chosen. Please be mindful of this when choosing, and pick the most appropriate supermarket for the long-term (in case of further absence).
- The supermarkets you can choose are:



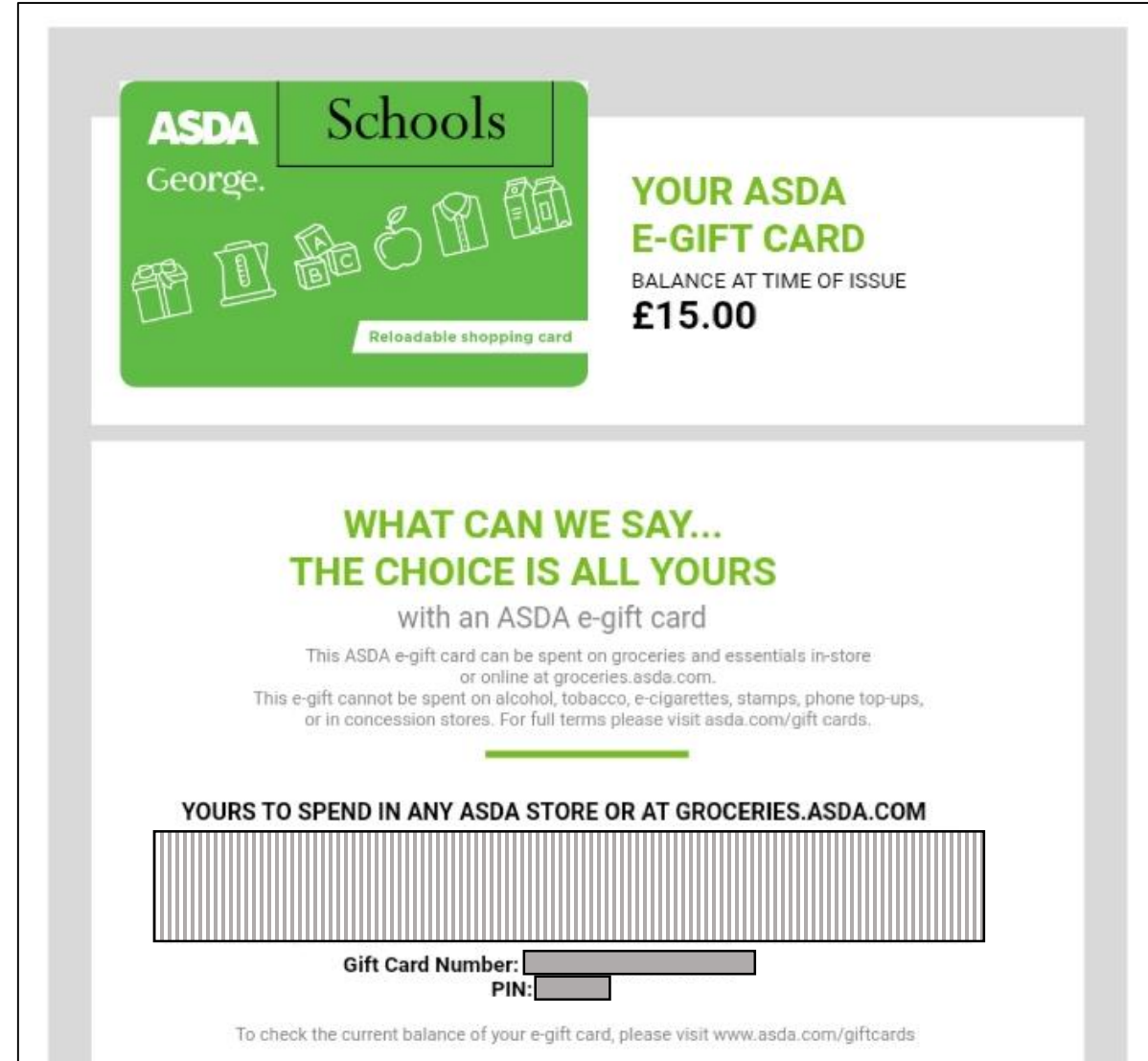
Step 4

- Within 24 hours, you should receive an email from Edenred which will contain a link to access your eGift card/s for the supermarket you chose.
- Click 'Download your £15 eGift card' – you will need to click both links if you wish to redeem a £30 voucher in one go.



Step 5

- This takes you to your eGift card (see right)
- You can either print the eGift Card or use it electronically by presenting your phone at the supermarket.
- Please note the expiry date on the eGift card (see next slide).
- Please keep your vouchers safe until you are ready to spend them and do not share either the bar code, gift card number or PIN with anyone else. Watch out for scams promising to double your vouchers or provide you with free items simply by entering your 16-digit code or PIN somewhere.



When does my supermarket voucher expire?

Please note: the expiry date for the 16-digit code is only **1 month** from the date we ordered it, so please redeem it as soon as you receive it. Once you have received your eGift card, the expiry date is as follows:

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	24 months from last transaction
M&S food	24 months from last transaction
McColl's (including RS McColl's and Martin's)	31/12/2021 expiry
Aldi	5 years from activation
Iceland	2 years
Company Shop Group	12 months

Can my vouchers be used both in-store and online?

Supermarket	In-store	Online
Sainsbury's	Yes	Yes
Tesco	Yes	No
Asda	Yes	Yes
Morrisons	Yes	No
Waitrose (John Lewis)	Yes	Yes
M&S food	Yes	No
McColl's (including RS McColl's and Martin's)	Yes	No
Aldi	Yes	No
Iceland	Yes	No
Company Shop Group	Yes	No

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

Useful links

Redeeming your eCode and FSM voucher

<https://www.selectyourcompliment.co.uk/dfe>

Voucher Scheme FAQs for Parents/Carers

<https://tinyurl.com/w5r9q7k>

Edenred FSM voucher userguide

<https://tinyurl.com/y3mzov2x>



If you have a problem with any part of this process:

We are here to help, please email:

Ms Dixon, Assistant Head
ndixon@lymmhigh.org.uk

or

Ms Chambers, Senior Finance Officer
pchambers@lymmhigh.org.uk