

GUIDE TO REDEEMING YOUR 16 DIGIT e CODE FROM EDENRED

- As your child is eligible for Free School Meals, you qualify to receive a voucher each week for each child that is eligible. This means that if you have one child at Biddick Hal Infants that receives a free school meal when in school, then you will receive a voucher each week worth £15.00. If you have two children, it will be worth £30.00 and so on.
- The school office order these vouchers each week from a company called EDENRED. To be able to redeem your voucher(s), you will receive a total of TWO emails from Edenred and you will have to visit a website called: www.freeschoolmeals.co.uk
- We allocate a date each week when an email will be sent to you from Edenred (**not** Biddick Hall Infants). This email contains important information, including your 16 digit eCode which you need to get your voucher. This is also known as 'redeeming' your voucher.
- Check your INBOX, SPAM/JUNK & TRASH files each day, several times a day, as there is no set time for when these emails are sent to you
- When you receive the email from EDENRED, open it and there will be a greeting saying "Hello <yourname>".
- There will also be a 16 digit number showing in this email. If you have more than one voucher you wish to redeem (i.e. you have more than one weeks' worth of vouchers or you have 2 or more children at different schools so have multiple eCodes) make a note of all of the 16 digit codes as you can enter them all in one go.

The following instructions apply if you have one eCode or several eCodes

- At this point, either write down the eCode(s) or highlight it to copy & paste as you will need to enter code(s) into the **freeschoolmeals** website
- Underneath this message in your email is a big blue button saying "Redeem your eCode"
- **Do not click this button until you have noted or copied your eCode**
- Once you have either written down or copied your 16 digit eCode(s), click on this blue button
- It should take you to the www.freeschoolmeals.co.uk website
- You will know that you are in the right place as it will have the Dept for Education logo at the top of the page and it will have a box with the instruction to "**enter unique code**"

A screenshot of the website's redemption interface. On the left, under the heading "Your choice.", there is a text input field containing "enter unique code" and a blue "Redeem" button. A red oval highlights the input field. Below the input field is a warning icon and the text "Please input code number". On the right, under the heading "Simple steps to redeem your eCode", there is a vertical list of three steps: 1. Enter your unique eCode, 2. Select your voucher, and 3. Spend your voucher. A red arrow points from the text "enter unique code" in the instructions above to the input field in the screenshot.

- Enter your code and follow the simple security checks that it will ask you
- **Select your chosen supermarket from the list shown, and enter the amount that your voucher is worth (this will be stated in your Email from Edenred)**
- Add your selections to your BASKET
- **Now you are at this point, the eCode is now called an eGift card**
- Go to CHECKOUT and enter the email address that you would like the eGift card to be sent to
- The company Edenred will now process your eGift card and it will be sent to you via the email address you entered earlier. This can take anything from a matter of minutes to a number of days. Please be patient and do not contact the school about this stage as we have no involvement with the processing of eGift cards

HOW TO USE A SUPERMARKET eGIFTCARD

- The eGift card is a digital voucher and as such needs WIFI to be able to access it. The eGift card email sent to you contains **a link to a barcode** which can be presented at the till in-store either on a smartphone screen or printed onto a piece of paper if you can access a printer at home.
- A helpful suggestion is to order your eGiftcard at home when you are connected to WIFI before you go to the supermarket.
- **If you are worried about not having enough data on your phone, take a screenshot of the eGiftcard barcode** before going to the supermarket as this should still scan ok in the shop

TROUBLESHOOTING TIPS

- If you have ordered your eGift card but it hasn't come through to your email address that you wanted it sent to:
 - Check your junk mail and/or trash folder. Check your inbox regularly also
 - If after 24 hours you don't have your eGift card contact Edenred on: www.freeschoolmealsparentscarers@edenred.com and they can look into it for you
 - If you receive an error message when trying to redeem your code on the *freeschoolmeals* website, you may have entered your 16 digit eCode incorrectly. Try entering your code again. If the code is definitely correct but is still not accepted, please **delete the browsing history on your device – as your device may be storing the incorrect code in its memory**

Thank you

Mrs Bruce