

Some useful information for those Parents who are receiving Free School Meal Vouchers during Lockdown.

The Government are using a company called Edenred to distribute the vouchers electronically.

Through Edenred, you can currently access eGift cards for the following supermarkets:

- Aldi
- Iceland
- McColl's
- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose
- M&S
- Company Shop Group

Edenred have reported that the average wait time can be up to 50 minutes in peak times (Monday-Friday 10am-5pm), and we are very grateful to families and schools for their understanding and patience while we seek to improve this service.

We advise that using a [Google Chrome browser](#) may result in a faster response.

Edenred is processing the eGift cards as quickly as possible but there can be a gap of up to 24 hours between redeeming the eCode and receiving a Gift card.

If a parent has not received their eGift card within 24 hours, they should try checking their junk mail and/or trash folder before contacting Edenred. The eGift card will have been sent from [noreply@edenred.co.uk](mailto:noreply@edenred.co.uk).

If parents receive an error message when trying to redeem their code on the free school meals website, they may have entered the incorrect code and they should try to enter their code again. If their code is still not accepted, they should try deleting the browsing history on their device – as [the device may be storing the incorrect code in its memory](#).

Parents may find it helpful to refer to the [user guide](#) for further support.

In terms of parents being unable to use the vouchers – we are aware of some issues of supermarkets refusing vouchers over the past couple of weeks. This has been rectified and all supermarkets confirmed they are accepting Edenred vouchers. It is worth reminding schools and parents that all [e-Codes have to be turned into vouchers](#) before they can be used at a supermarket. Instructions are included in the parent's guide.