



# FREE SCHOOL MEALS eCHEQUE & eVOUCHER FAQs

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## Ordering Process FAQs

### What is the difference between an eCheque and an eVoucher?

- You will receive a [eCheque](#) for your Free School Meals and use this to order Supermarket [eVouchers](#) at [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk). Like a normal cheque, you cannot spend an eCheque, you must exchange it for eVouchers which you then spend at the supermarket of your choice.



**eCheque** - *This is exchanged for eVouchers before you go to the supermarket.*

An eCheque consists of an 8 digit 'cheque number' and a 7 digit 'validation number', these are entered at [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk) where you can choose your supermarket eVoucher. You cannot use these codes directly with the retailer, you must first exchange them for an eVoucher.

**eVoucher** - *This is a digital supermarket Voucher that can be used for payment at your chosen supermarket.*

Exchange your eCheque for eVouchers at [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk). Once you have selected your supermarket and amount the eVouchers will be sent to your email address you entered during the order process.

### **How do I redeem my eCheque?**

- Visit [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk)
- Enter your cheque number (8 numbers long) and validation code (7 numbers and letters) - we suggest copy and pasting from the email
- Select your supermarket: Tesco, Asda, Sainsbury's, Morrisons, M&S or Waitrose (John Lewis)
- Select the amount you wish to order - You can order multiple values - for example if you have a £15 voucher, you can order a £10 and a £5 eVoucher
- Enter your contact details and click submit
- You will receive 2 emails, 1. Order confirmation and 2. Order supermarket eVoucher
- To use your supermarket eVoucher either print it or show on your phone

### **Which Supermarkets are available?**

- Morrisons
- Tesco
- Sainsbury's
- Asda
- Waitrose (John Lewis)
- M&S food

## eCheque FAQs

### How long do I have to redeem the eCheque?

- It is valid for 3 months from receiving the eCheque email with your 'cheque number' and 'validation code'

### My school has ordered an eCheque for me, but it hasn't come through to my email?

- Please check your junk mail. If you still haven't received it, please contact your school in the first instance to check your contact details are correct.

### My Cheque Number or Validation Code doesn't work?

- Your eCheque number is 8 characters long (*numbers only*) and your validation code is 7 characters long (*letters + numbers*). Please be sure that the validation code you're entering matches what you've been given. You may need to check that you have not entered a zero instead of an O, or a one instead of an i. Please be sure you are using an eCheque issued by 'Vouchershop' or 'Sodexo'. You will not be able to redeem an "eCode" from Edenred or any other supplier.

### The total amount of my eCheque isn't available as an eVoucher.

- You may need to order more than one eVoucher, for example, if you have an eCheque for £15 you may need to order one £10 eVoucher and one £5 eVoucher for your supermarket. Most of our supermarket eVouchers are available in £5 increments.

### Can the Free School Meal Voucher eCheques be added together?

- You will need to redeem one eCheque at a time if you receive multiple Free School Meal Vouchers.

### I have an "eCode" from *Edenred*, can I use this on Vouchershop?

- Any "eCodes" or eCheques issued by *Edenred* or another supplier **cannot** be used at [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk).
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## eVoucher FAQs

### **How long do I have to use my supermarket eVouchers?**

- Your supermarket eVouchers will have an expiry date stated on them - dates vary dependent on the supermarket you selected.

### **How do I use a supermarket eVoucher?**

- A supermarket eVoucher card is a digital voucher. The eVoucher email contains a link to a barcode and PIN which can be presented at the till in-store either on a phone screen or printed on a piece of paper.

### **I can't use my eVoucher at my Local 'Morrisons Daily'.**

- Unfortunately, 'Morrisons Daily' stores do not accept eVouchers so you will need to go to a larger store. We are sorry for any inconvenience this causes.

### **Can the eVouchers be used for online supermarket orders?**

- At the moment, only ASDA and Waitrose eVouchers can be spent online, all other supermarkets are in store only.

### **I can't click on my eVoucher link that you've emailed me?**

- Your email provider or browser may have blocked the link that you are trying to click on. If this is happening then copy and paste the link directly into the address bar in your browser (e.g. Internet explorer/Safari/Google Chrome) and your eVoucher will appear. *(Be careful not to copy a blank space at the end of the link which might stop it being recognised.)*

### **What does an eVoucher look like?**

- Your eVoucher will have the supermarket logo on as well as a bar code and PIN, this is what you need to show the supermarket teams at the till.

### **Do I need to print my eVoucher?**

- All supermarkets will allow you to display the eVoucher on a mobile device as well as printed copy, so you do not need to print it. *(You can add your eVoucher URL as a favourite on your mobile device browser, alternatively you can take a screen shot of the eVoucher to present at the till.)*

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## **Other Common Questions**

### **I'm not able to get to the supermarket.**

- You can forward the eVoucher to someone else to purchase goods on your behalf if you are unable to get to the supermarket. Take a screenshot of the barcode before going to the

supermarket as this should still be able to scan and does not require a signal. ASDA and Waitrose eVouchers can be used for online orders.

### **I have received one voucher for one child not for the other?**

- Unfortunately, we can only issue vouchers that have been requested by your school. If you haven't received the missing voucher within 24 hours, please contact them and ask them to send the order through to us

### **I haven't received my emails.**

- These automatically release from our system following the email confirmation of your order so you should have received these around the same time.
- Your email provider might have put these into your junk or spam folders, so we recommend checking here. If you are not able to find them in either of these folders, please let us know and confirm your surname and order reference number so we can locate your order on our system and assist you further.

### **I don't have a printer.**

- All supermarkets allow you to display the eVoucher on a mobile device. If your store has no mobile phone signal, take a screen shot of the eVoucher before you go, and present it at the till.

### **Why is it less for one child than for another?**

- Values are defined by your school. If you need further information on this, please speak to your school.

### **Can the eCheques be added together?**

- No, you will need to redeem one cheque at a time if you have received multiple voucher cheques.

### **I cannot get access to [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk)**

- We are supporting many families during these unprecedented times therefore we recommend that you redeem your voucher outside of core business hours.
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## I Can't Find an Answer to My Question Here

If you have any further questions please contact your school administrator for further information and someone will be happy to help you with your order.



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