



**The Federation of
Hackbridge Primary School and Spencer Nursery School**

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9th April 2020

Dear Parents/Carers

E-voucher code emails from Edenred

At the time of writing, Edenred's system currently shows that all bar three e-voucher codes have been delivered from our first order (placed in the w/b 30th March 2020). We have been assured that the remaining codes from this order will be sent out today.

Some parents have advised that they have not yet seen the code in their inbox.

Edenred have advised the following when we have spoken to them today:

- 1) The e-mail will come from noreply@edenred.co.uk or noreply@edenred.com
- 2) If you have not received the email into your inbox, please check your junk and spam folders as your email settings may have automatically filed it there.
- 3) Edenred also advised adding their two email addresses to your email address contacts in your email app/programme.
- 4) If you have a search facility in your email system, try searching for noreply@edenred.co.uk and noreply@edenred.com to see if this finds the email.

If you still cannot find the email from Edenred after trying all of these steps, then please contact the school by email at office@hackbridgeprimary.sutton.sch.uk. However, please keep in mind that we do not get to see your code and all we can do at this stage is click in Edenred's system to resend their email to you.

The Edenred system continues to be inundated with e-voucher requests from various schools and providers across the country, not least following the government's announcement that vouchers could continue to be issued over the Easter holiday.

We have placed an order for this week, and have one pending for next week, for all those eligible. Edenred have advised that their system is taking longer than usual to authorise and fulfil the orders as well as to email the e-vouchers out to parents/carers and whilst they will reach you in due course, Edenred cannot give a definite date as to when these emails will arrive to you.

We can see that some families have already been able to redeem the codes delivered today and we will continue to monitor the system closely in the anticipation of this being the case for all eligible families as soon as possible. Please be assured that we are continuing to work hard on your behalf to monitor everything that we can from the school in relation to this.

Kind regards

Hackbridge Primary School