

How to redeem your 16 digit free school meal voucher code for a supermarket eGift card.

Once you have received your email from Edenred containing your 16 digit free school meal code for the week, visit www.freeschoolmeals.co.uk

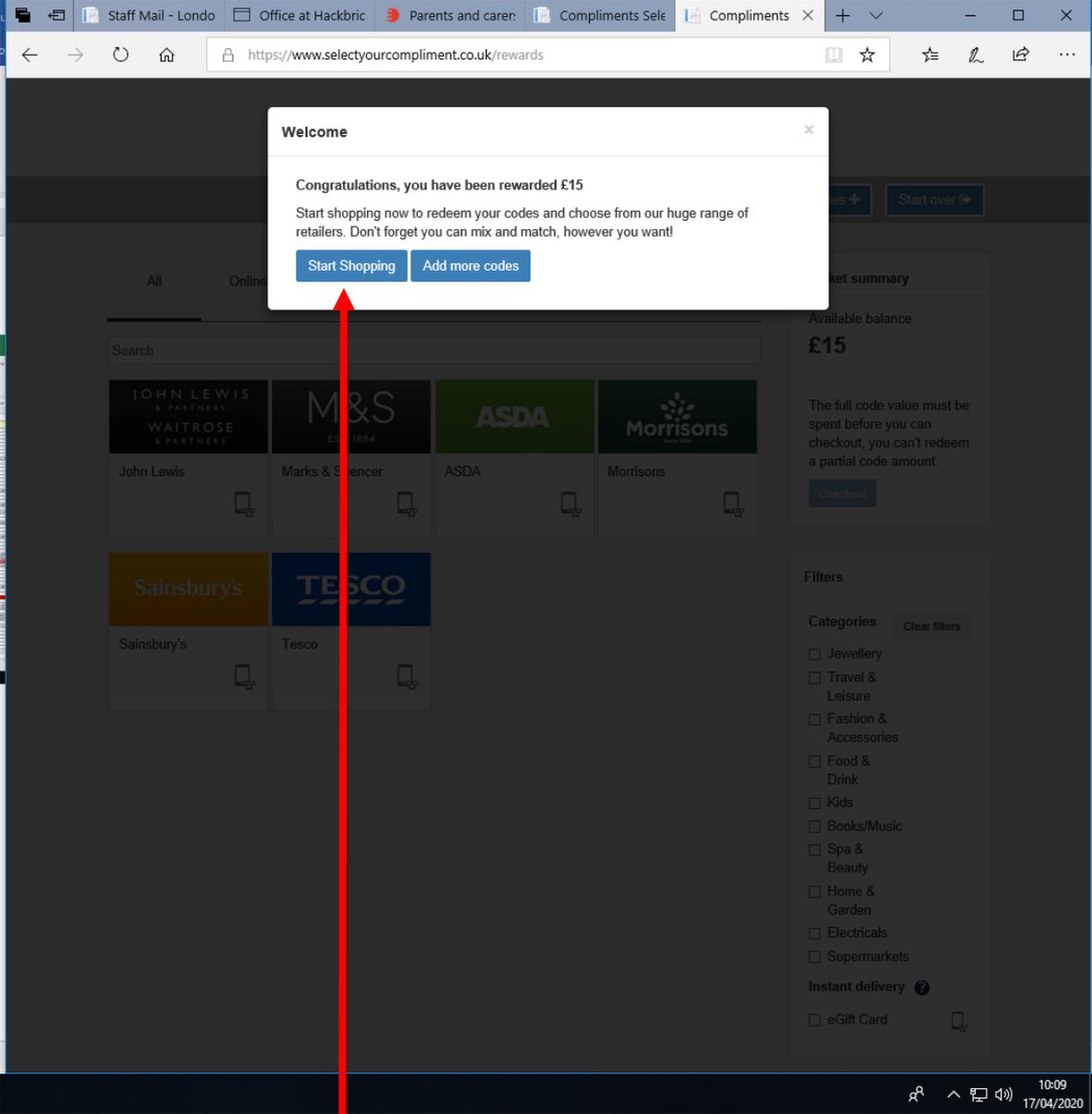
You may get a message telling you that you are being held in a queue – when I first visited it today, it told me I was in a queue of up to an hour, but then it took me through to the start of the process in a few minutes, so keep persevering.

When you get through you will see this screen...

The screenshot shows a web browser window with the URL <https://www.selectyourcompliment.co.uk/dfc>. The page is titled "Your choice." and "Simple steps to redeem your eCode". The "Your choice." section says "Simply enter your eCode and select your favourite retailer" and "Then spend and enjoy!". There is a text input field with the placeholder "Enter unique code" and a "Redeem" button. Below the input field is a warning icon and the text "Please input code number". The "Simple steps to redeem your eCode" section lists three steps: 1. Enter your unique eCode, 2. Select your voucher, and 3. Spend your voucher. A red arrow points to the input field. The page is funded by the Department for Education. At the bottom, there is a copyright notice: "Copyright © Edenred 2020 | Privacy Policy | Terms and Conditions | FAQ's" and the Edenred logo. The system tray shows the time 10:08 and date 17/04/2020.

Enter your 16 digit code here.
Then click on 'Redeem'.

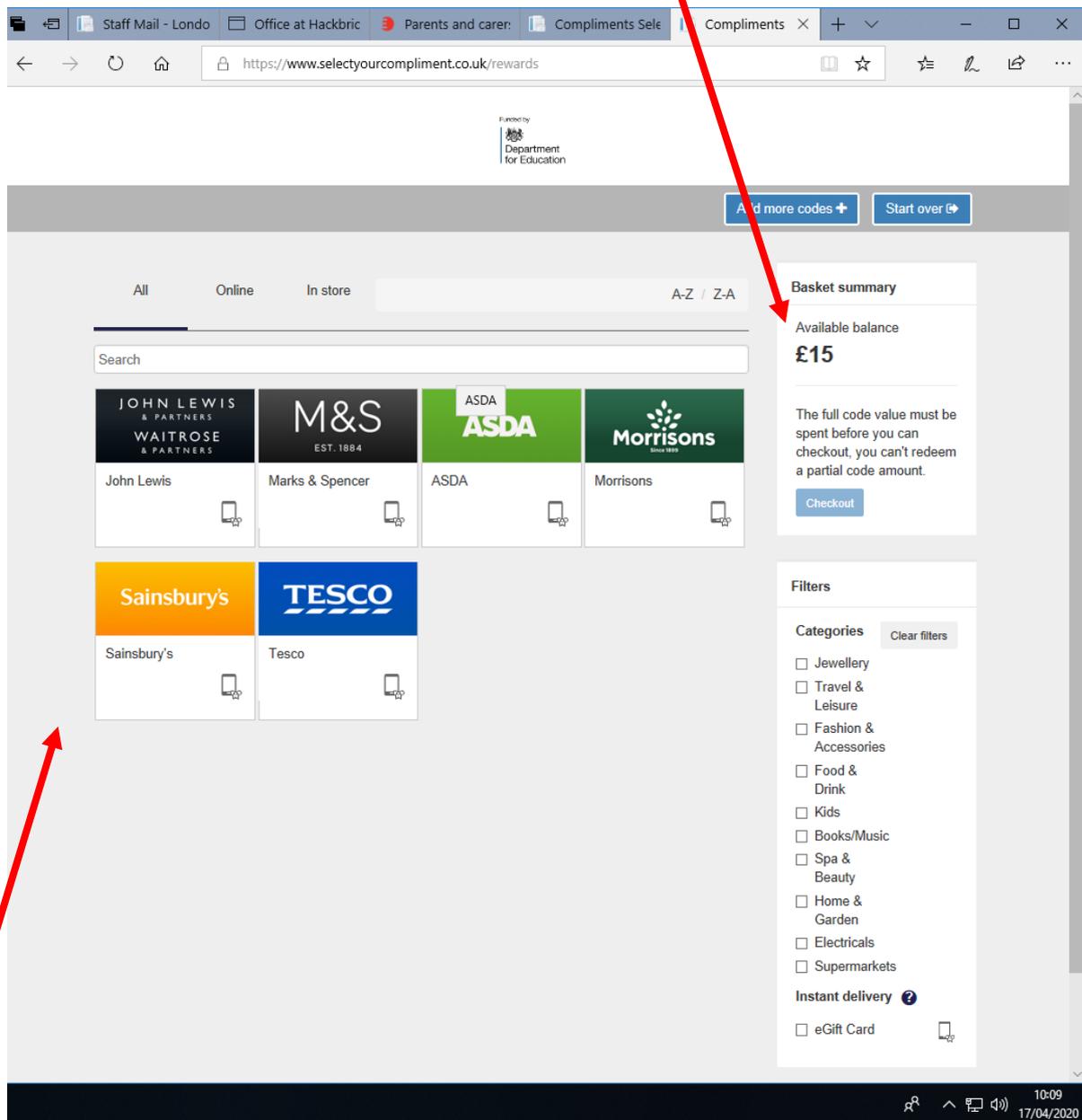
Next you will see this screen...



Click on 'Start Shopping'.

Your next screen should look like this...

Here is shows you how much you have to spend....

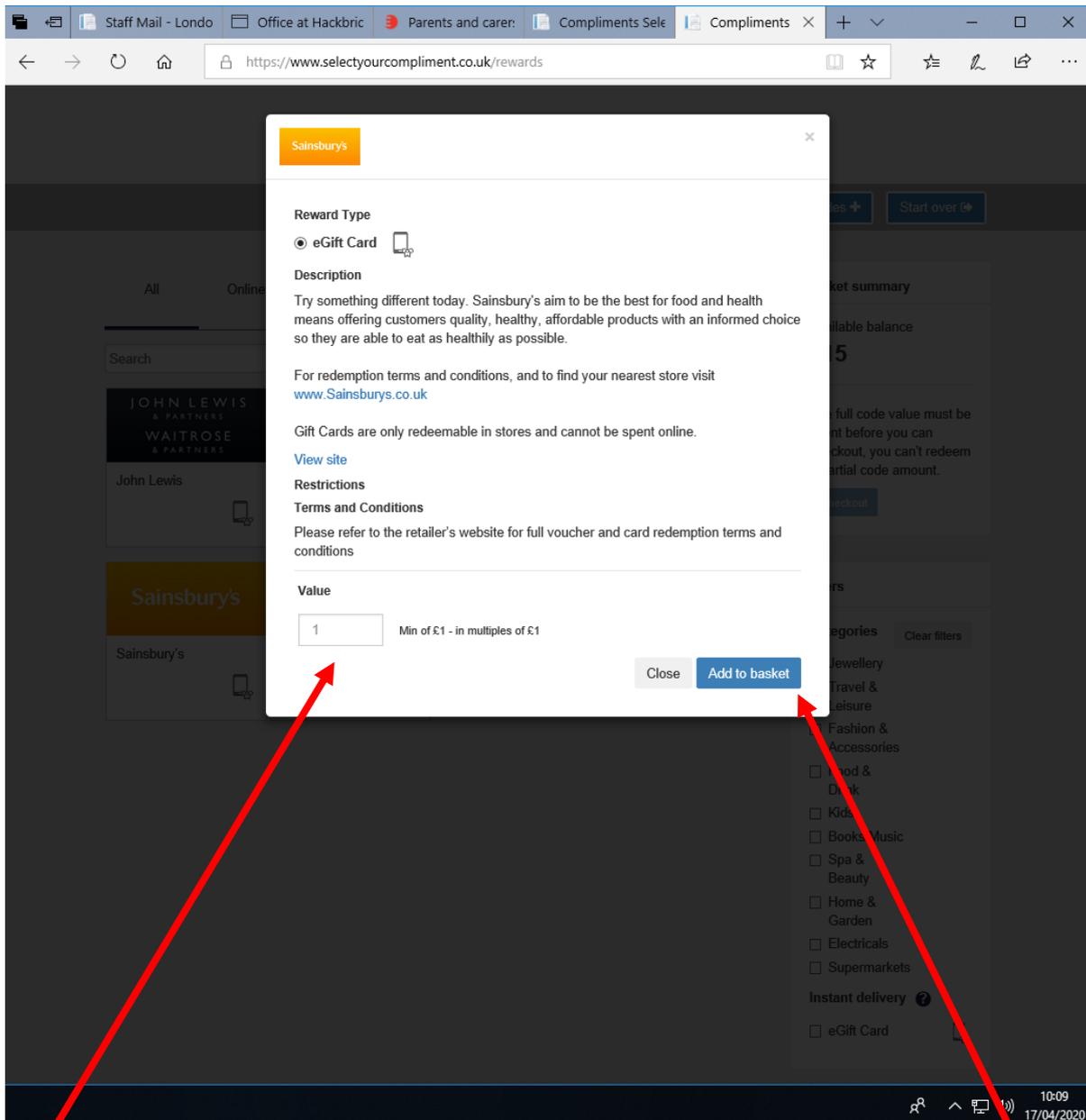


Choose which supermarket you want your eGift card for and click on their logo.

For the purposes of illustration, I clicked on Sainsbury's, but you should choose the supermarket that you want to shop at.

On the next screen, you will see details for whichever supermarket you have selected.

This is an example of what the Sainsbury's one looks like.

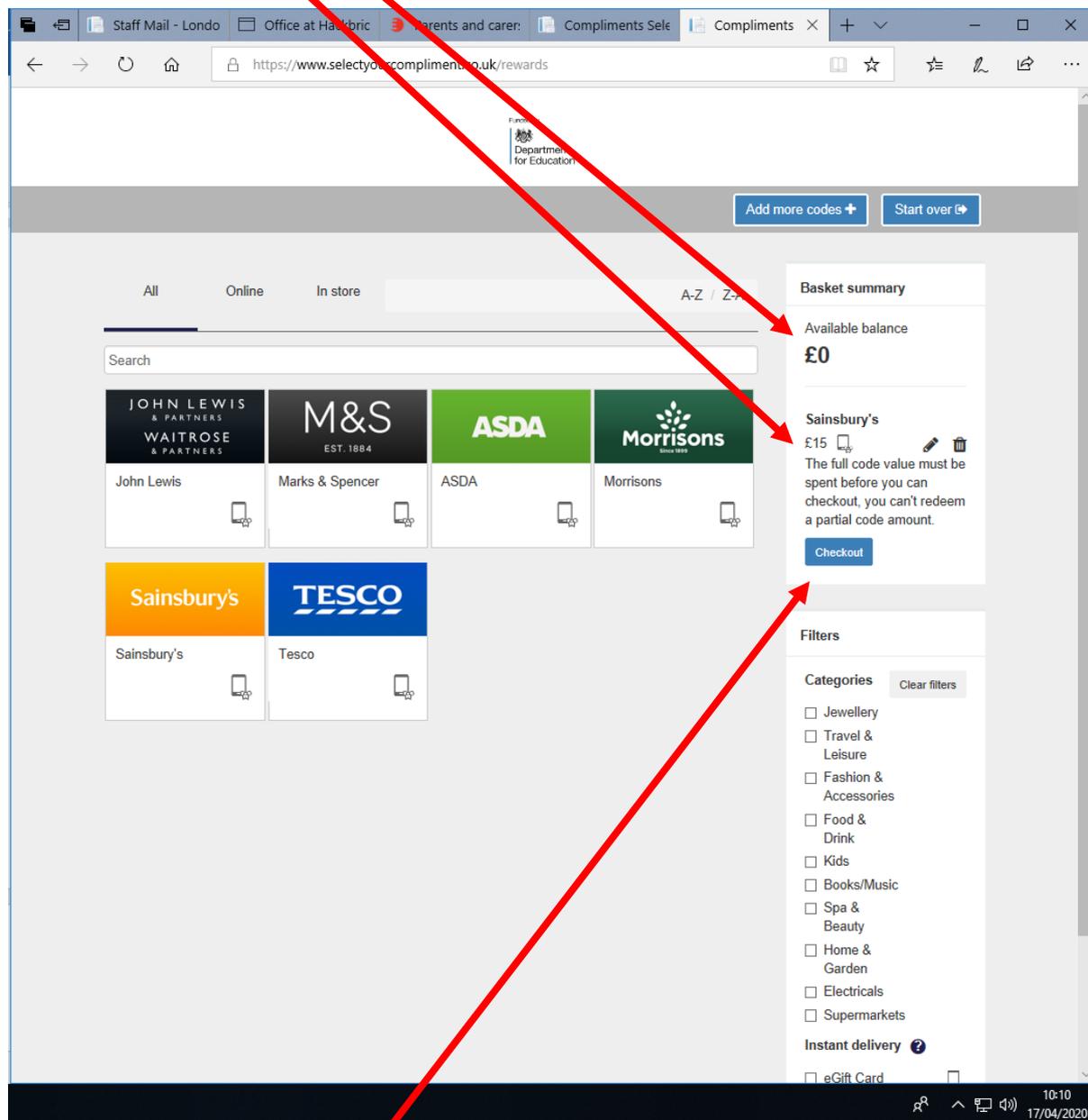


In this box, you need to enter the total value of your voucher, i.e. 15.

Then click 'Add to basket'.

Please note, if you have a combined voucher for more than one eligible sibling in a family, or you opted earlier to add more codes from other weeks to spend in one go, then you may have a higher value to enter.

You will then see this screen again, but note how your available balance has now changed to £0 and below this it shows what value you have chosen to spend with your chosen supermarket.



Now click on 'Checkout'.

Please note that the full value of the eCode needs to be redeemed in one transaction, you cannot redeem a partial value of the code and save the rest for later.

Please note that you can mix and match different supermarket retailers within the same order, if you wish, provided the total value you've chosen for each is equal to the total value of the eCode you've entered. Simply enter the value you would like to order on each supermarket eGift card and your balance will update so you know how much you have left. Most supermarkets accept multiples of £1 per eGift card, however some other supermarkets have larger fixed amounts that can be ordered, e.g £10.

This second to last screen is where you add your details.

Please do this very carefully. If there is any error in the spelling of your email address, you will not get your eGift card and the school cannot do anything to resolve this.

1 MY BASKET 2 ORDER CONFIRMATION

Items in your basket

Sainsbury's eGift Card £15

Basket summary

Basket total	Remaining balance
£15	£0

Continue shopping

Delivery details

First name*
First name

Last name*
Last name

Email*
Email

Confirm Email*
Confirm Email

Telephone
Telephone

Mobile*
Mobile

Redeem →

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Edened

10:10
17/04/2020

Once you have filled in your details, click on the 'Redeem' button.

After you have clicked on the 'Redeem' button, you will see one further screen which confirms that your e-gift card will be delivered to the email address that you entered. It advises you that your e-gift card will be delivered within 24 hours.

I would advise you to screenshot this final screen in case of any queries that you need to raise with Edenred.

(I could not screenshot the final screen today as it would have meant me spending someone's voucher for them, and I made this guide whilst talking them through it!).

When your eGift card email arrives...

Your supermarket eGift card is a digital voucher. The eGift card email will contain a link to a barcode which can be presented at the till in-store either on a smartphone screen or printed on a piece of paper, just like a gift card.

For ease of access, I would suggest taking a screenshot of the barcode before you go to the supermarket to shop.

What should I do if I don't receive my eGift card email?

Firstly, check your junk mail and/or trash folder. **If it still hasn't arrived within 24 hours, please contact Edenred: freeschoolmealsparentscarers@edenred.com** who can look into this for you.

If you receive an error message when trying to redeem your code on the free school meals website, you may have entered the incorrect code. Please try to enter your code again. If your code is still not accepted, please delete the browsing history on your device – as your device may be storing the incorrect code in its memory.