

Parent FSM Voucher Guide – Redeeming an e-Code

1. Visit www.freeschoolmeals.co.uk and enter the **16-digit e-Code** sent to your email.

You may have to wait in an online queue for up to 30 minutes to redeem your code. If you do, you will see this screen:

Edenred

Please wait

You are being held in a queue. The average waiting time yesterday was under 30 minutes - thank you for your patience.

Please do not refresh this page as this will affect your position in the queue.

Peak times for this site are Monday to Friday, between 8.30am and 2.30pm, as displayed

This site is available 24 hours, 7 days a week.

Thank you for your patience.

The page will automatically reload in approximately 10 seconds

Once you are in the system you will be asked to enter the 16-digit code. Enter it and click Redeem:

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Your choice.

Simply enter your eCode and select your favourite retailer

Then spend and enjoy!

▲ Please input code number

Redeem

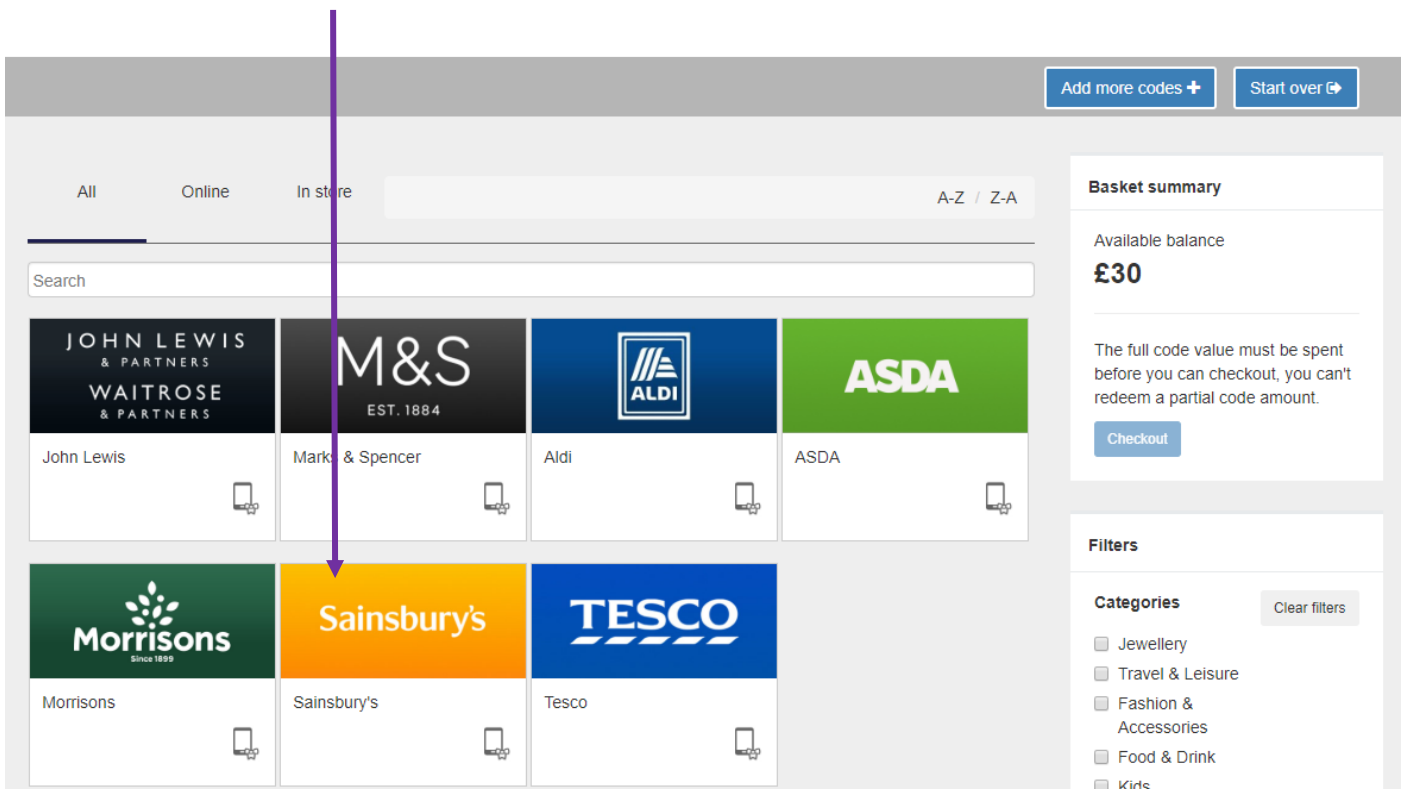
Simple steps to redeem your eCode

- 1 Enter your unique eCode
- 2 Select your voucher
- 3 Spend your voucher

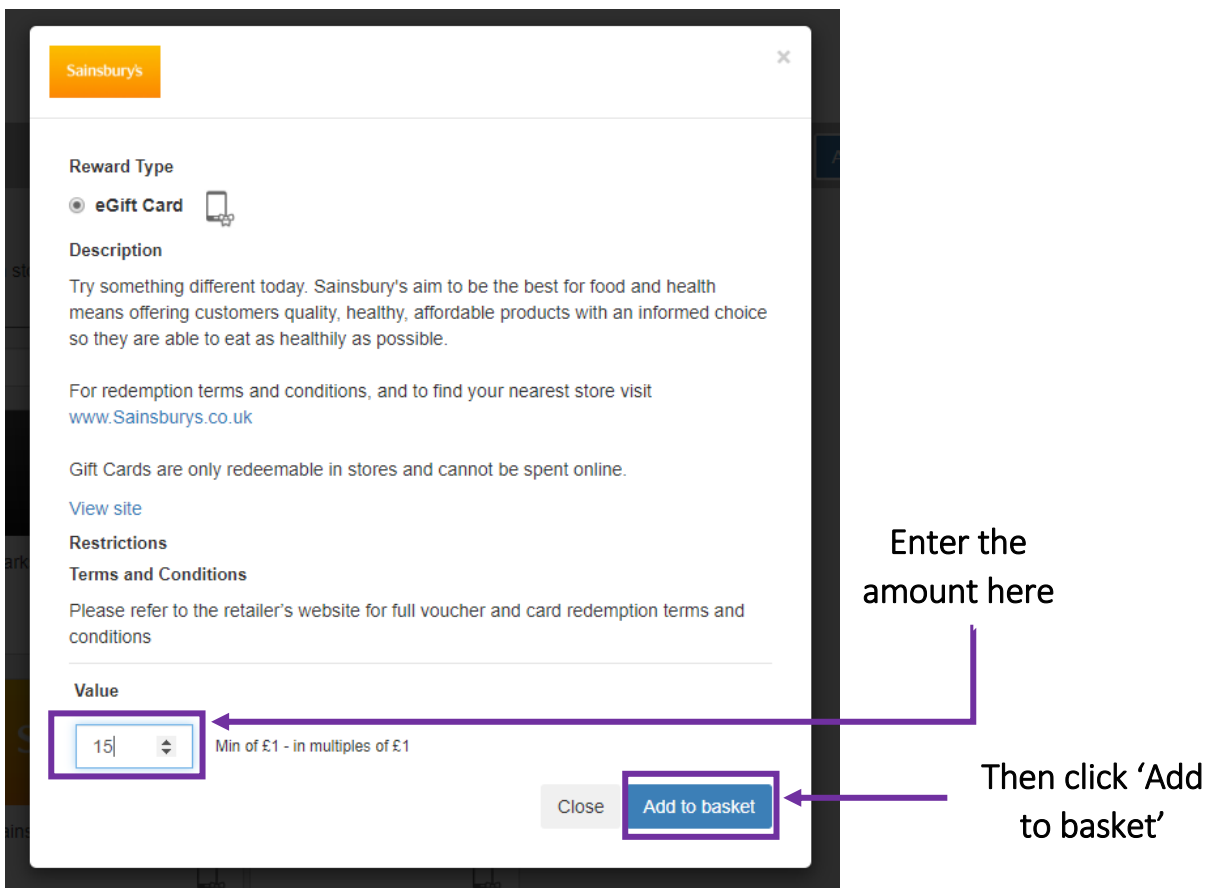
Funded by
Department

2. Choose which supermarket you would like to use the voucher at. This example selects Sainsbury's.

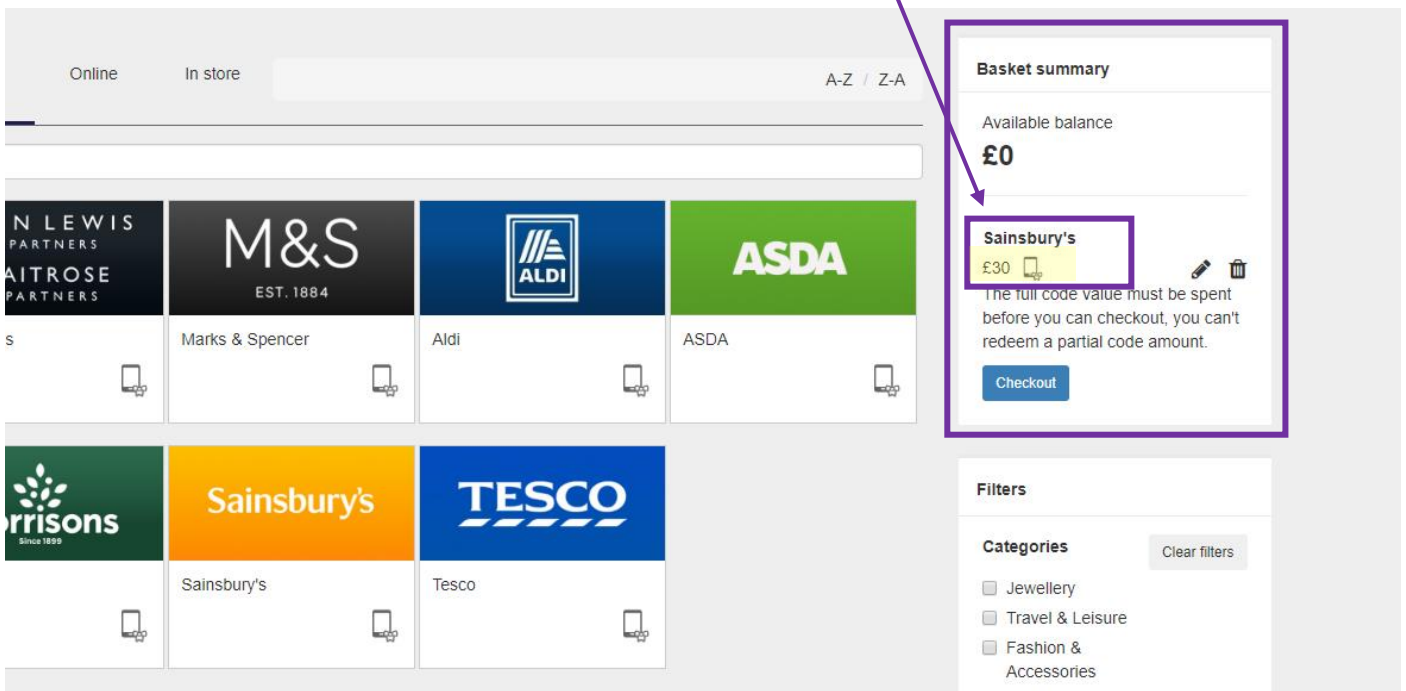
Click on the logo to select:



3. After clicking and selecting the shop, enter the amount you would like to add to the e-gift card to spend in the shop. Example: If you have received a £15 voucher, enter 15.

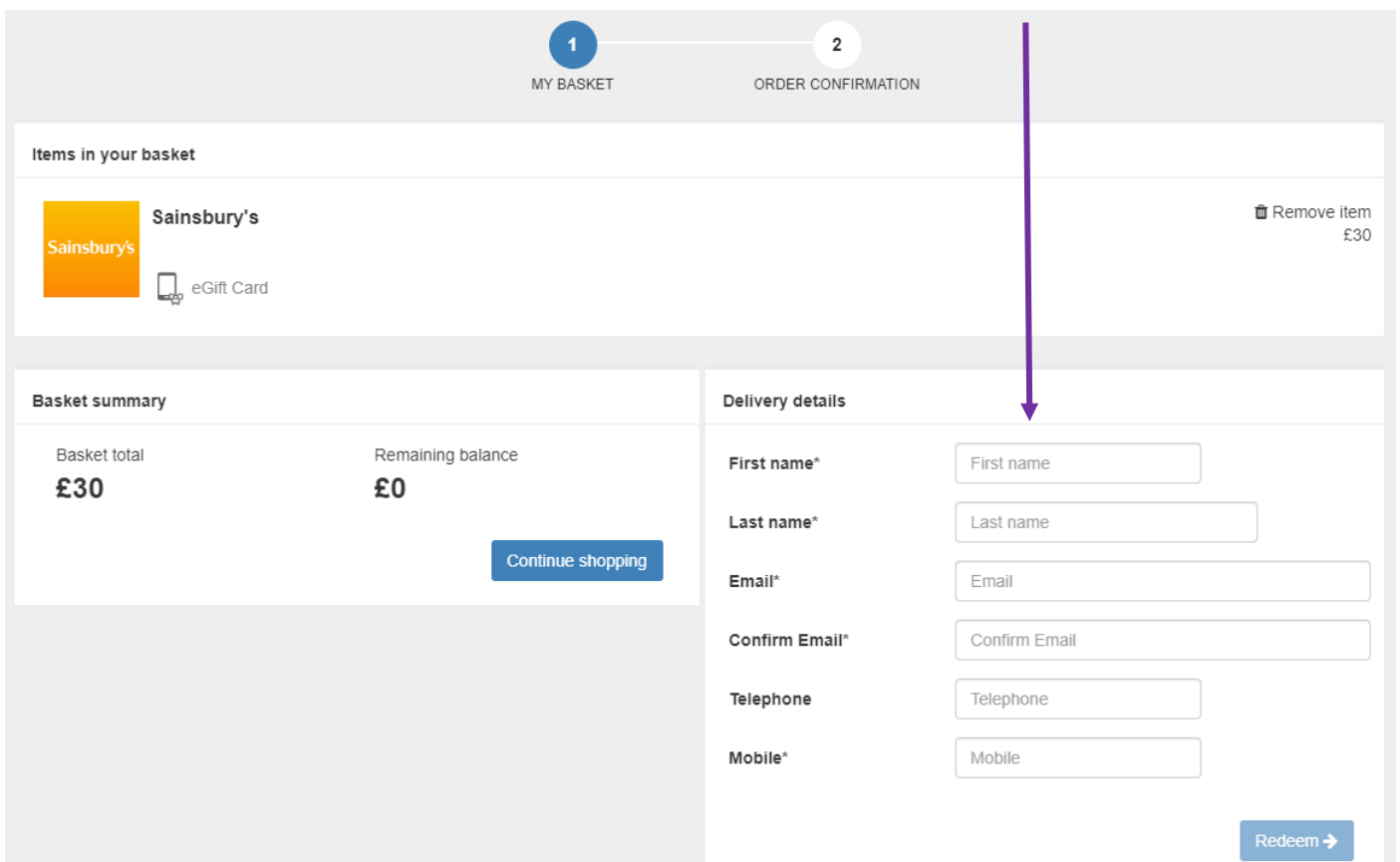


4. Once added to basket, the voucher amount will show in the basket:



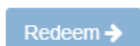
5. Click **Checkout** [Checkout](#) to continue once you are happy with the shop chosen and the amount in the basket is correct.

6. Enter your details including the email address you want the voucher to be sent to.



MAKE SURE THESE DETAILS ARE CORRECT BEFORE CONTINUING.

Click 'Redeem'



7. Your order is complete. You will receive the voucher within 24 hours to the address you typed in the previous step.


1 MY BASKET 2 ORDER CONFIRMATION

Thank you for your order Ben

Print

ORDER REFERENCE: 9106535
DELIVERY DETAILS:
ben.smith@gmail.com

Your eGift card will be delivered within 24 hours to ben.smith@gmail.com

Order Summary	Type	Reward Value
 Sainsbury's	eGift Card	£30
Total Reward :		£30

Check your inbox and junk/spam box for the voucher over the next 24 hours.

You will receive an email with a barcode that looks like this:

E-Gift Card **Sainsbury's**

E-Gift Card Value
£30

E-Gift Card Code This E-Gift Card expires 24 months after first issuance.



6341753549232822590
PIN:5373

Use Instore ONLY

Redeeming your E-Gift Card Instore:

1. Present your E-Gift Card on your smart phone device at the checkout
2. Alternatively, you can print your E-Gift Card and present it at the checkout
3. **Cashier: Please process this product as a Gift Card**

Show this barcode at the checkout to redeem the value of the voucher.

NOTE: Edenred advises parents to download the email at home using wi-fi and take a screenshot of the barcode to show in the shops.

More Information

If you do not receive the voucher within 24 hours to the email address you entered in step 6, please get in contact with the Free School Meal Voucher team at Edenred:

freeschoolmealsparentscarers@edenred.com

Include your name, school name, voucher amount and a description of the problem.

More FAQ's and guidance for parents and carers can be found at:

https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf