

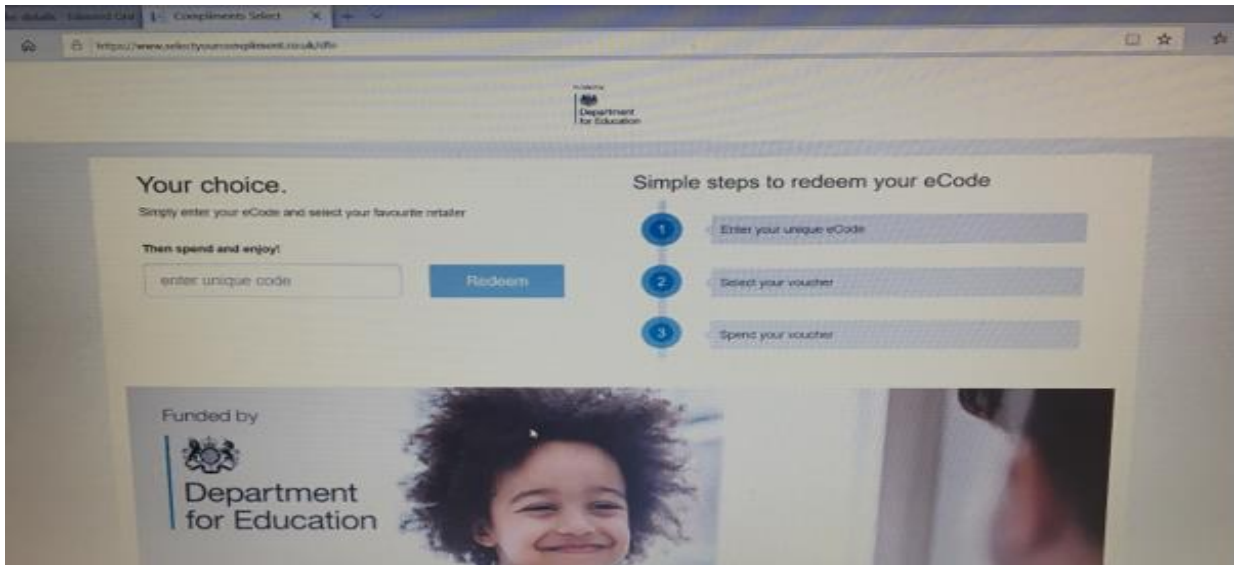
Guidance - Edenred FSM Vouchers

Dear Parent / Carer

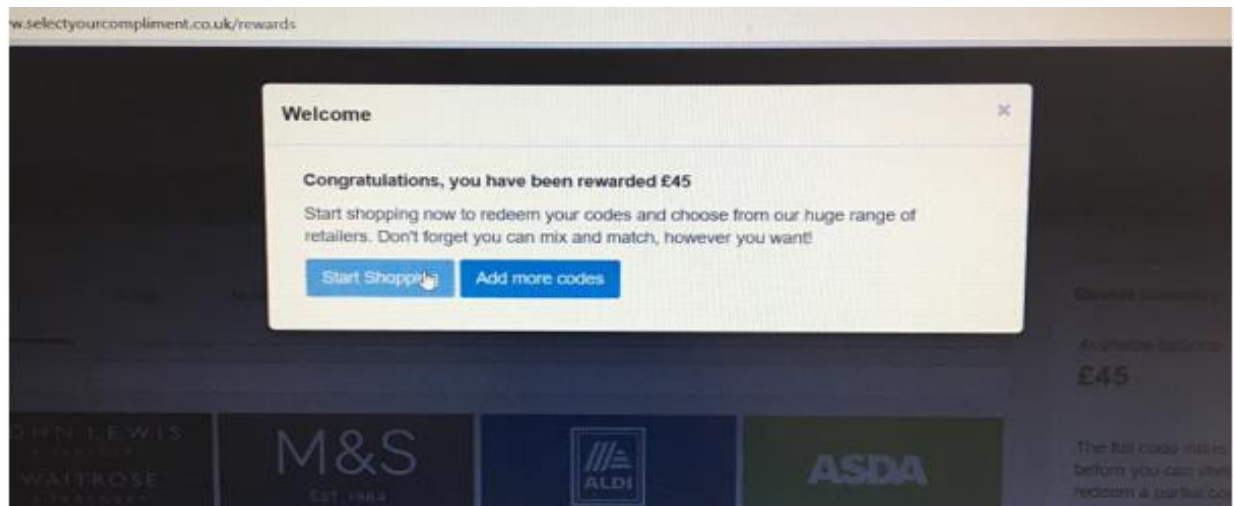
A member of our community has kindly pulled together some guidance to support you in accessing your Edenred FSM voucher. We hope you find it helpful.

- As a recipient of a FSM Voucher from Edenred, you should receive an email directly from Edenred to the email address held by the school for you.
- The email from Edenred does not have details of the student.
- The sender details will show as **Edenred UK**. You may need to check your junk mail to ensure the email has not been identified as spam.
- If you do not receive an email but you are eligible for FSM and your child is not accessing provision in school, please contact your centre (note it is your school that inform Edenred of your eligibility). Please note that the Free School Meal Voucher is not the same as universal free school meals for early years, Y1 and Y2 students.
- Click on the link in the email to go to the Edenred site. This site is very busy and you may have to wait some time before you are able to get into in and put your code in. Do not refresh your page as this will put you at the end of the queue. The site also resets if there is no activity so you may find yourself having to try to get onto the site numerous times.
- You will be asked to input your code. Cut and paste the code from the email or retype the 16 digit code from your email into the Edenred site. Click on Redeem.



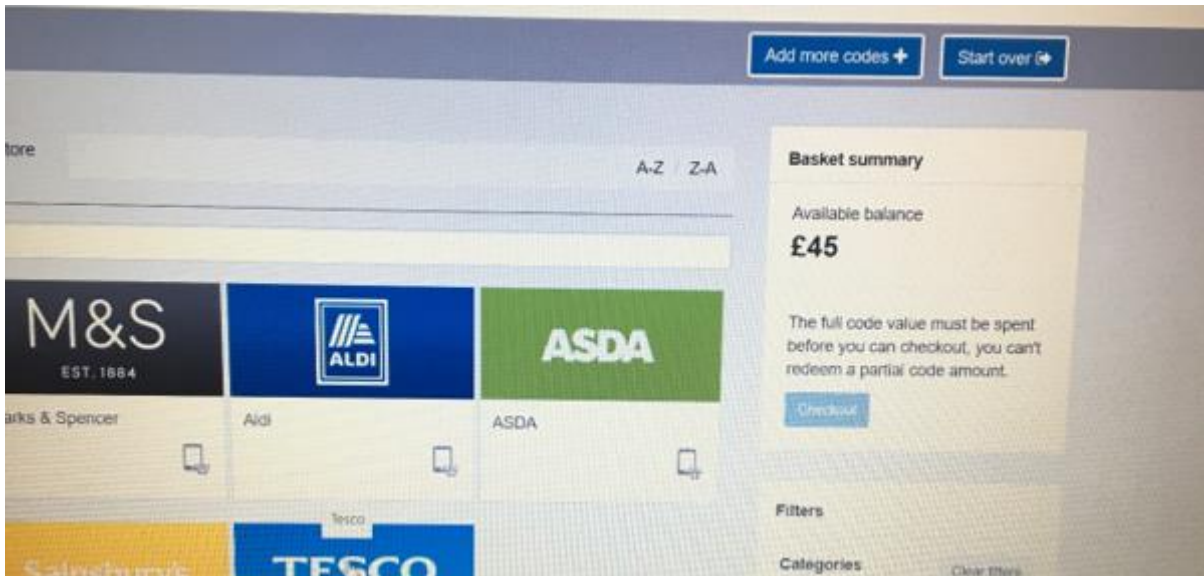


- Once you have put your code in it will show in your basket.

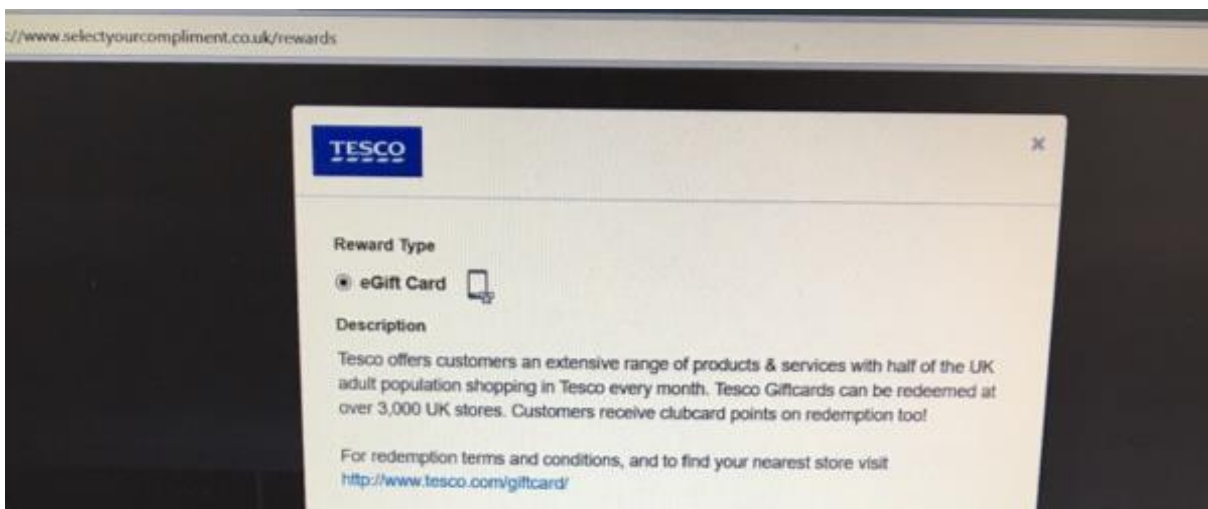


- Click on Start Shopping and choose the retailer (shop) you wish to use the voucher in.
- Enter the value (£15) of the gift card and add to basket
- You then need to click on checkout.

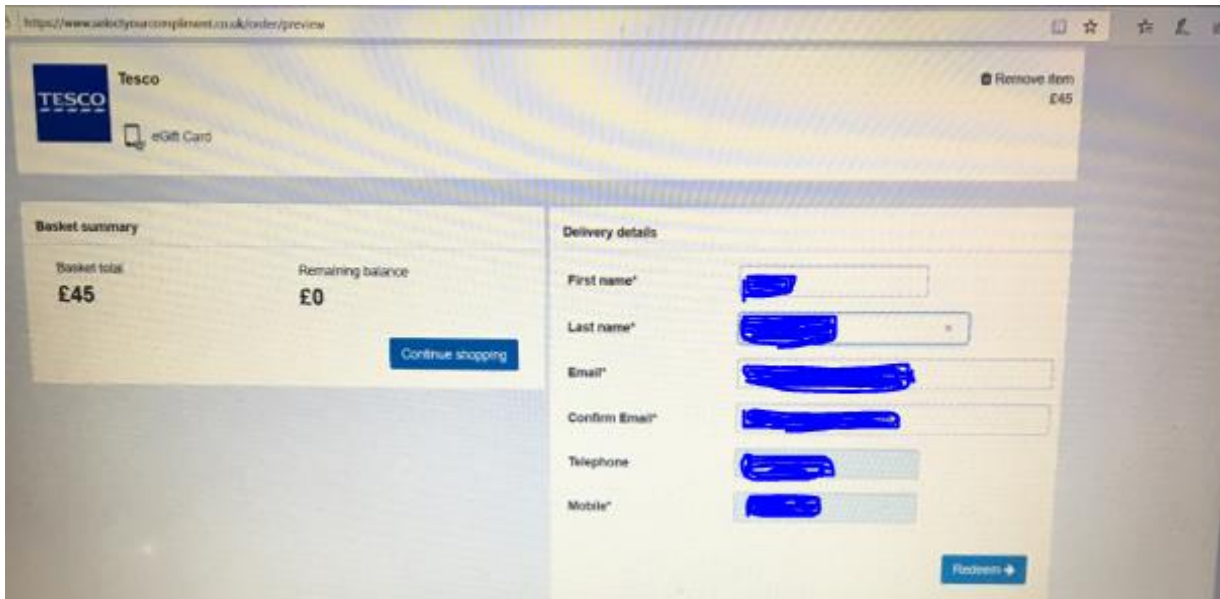




- You then have to submit your request.



You then need to confirm your full name, email address and telephone number.



- You will then get a message advising your request is being processed.
- Within 24-48 hours you should receive another email from noreply@edenreduk with your voucher.
- Below is an example of the email you receive with your digital gift card.

N noreply@edenred.com
 Fri 17/04/2020 12:33
 You ∨



- Print your voucher or present it in store using your mobile. Please note vouchers cannot be used for online shopping.

