

## eCheque and eVouchers F&Qs

**Free School Meals**

**Ordering Process**

**eCheques**

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**Other Common Questions**

### **I am receiving Free School Meal vouchers:**

#### **What supermarkets can I pick from?**

- Aldi
- Asda
- M&S Food
- Morrisons
- Sainsbury's
- Tesco
- Waitrose

#### **How do I know what the value of the eCheque is?**

- This is stated on the letter from your school or local authority, it will also show on our system when you redeem your eCheque.

#### **How often will I receive this support?**

- The school will have flexibility in how often they send you an eCheque. Please contact your school directly for any queries relating to eligibility or the frequency and value of your support.

#### **I have more than one child, will I receive multiple eCheques?**

- This will be at the discretion of your school / local authority who may issue an eCheque for each of your children or, may send one eCheque to you, for the total value of your children's free school meal entitlement. If you have an enquiry about a child's eligibility or the value and frequency of vouchers, please contact the child's school administrator directly.

#### **Can I choose to redeem my eCheque at more than one supermarket?**

- You can mix and match different supermarkets within the same order, provided the total value you've chosen for each is equal to the total value of the eCheque you've entered. For example, with a £10 eCheque, you could choose £5 for Tesco and £5 for Sainsbury's. 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. Please note that the full value of the eCheque needs to be redeemed in one transaction, you cannot redeem a partial value of the code and save the rest for later.

## Ordering Process FAQs

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

- Your eCheque provides you with an eCheque number and validation code which you enter on the [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk) website and exchange for your choice of eVouchers. 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.



You will receive a **VoucherShop eCheque** which you exchange online for **eVouchers**.



You can choose to redeem your **eCheque** for a variety of **retailer eVouchers**.



You then spend these **eVouchers** directly at your chosen **retailer**.

**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 eVoucher. You cannot use these codes directly with the retailer, you must first exchange them for an eVoucher.

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

Exchange your eCheque for eVouchers at [www.vouchershopexchange.co.uk](http://www.vouchershopexchange.co.uk). Once you have selected your retailer 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 (9 numbers long) and validation code (7 numbers and letters) - we suggest copying and pasting from the email
- Select your retailer
- 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 + 2. eVoucher link email
- To use your eVoucher either print it or show on your phone

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## eCheque FAQs

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

- Your eCheque email (with your 'cheque number' and 'validation code') will have an expiry date at the bottom.

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

- Your eCheque number is 9 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 'Pluxee'.

### 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 retailer. Most of our retailer eVouchers are available in £5 increments.

## eVoucher FAQs

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

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

### How do I use an eVoucher?

- An 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.

### Can the eVouchers be used online?

- Each retailer is different, please log in to your cheque and select a retailer. The main exclusions and T&Cs will be available for you to check if the retailer accepts their eVouchers online.

### I can't click on the eVoucher link that you 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 retailer logo on as well as a bar code and PIN, this is what you need to show the retailer at the till.

### Do I need to print my eVoucher?

- All retailers will allow you to display the eVoucher on a mobile device as well as a 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 screenshot of the eVoucher to present at the till.)

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## Other Common Questions

### 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 retailers allow you to display the eVoucher on a mobile device. If your store has no mobile phone signal, take a screenshot of the eVoucher before you go, and present it at the till.

### 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 Can't Find an Answer to My Question Here

- If you have any further questions, please contact us on 01908 303420, and someone will be happy to help you with your order.