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Dear Parent/Carer

Re: Free School Meal Voucher Update

We hope this email finds you and your family safe and well during these extraordinary times.

As you will be aware, CHS has provided free school meal vouchers since the Government took the decision to close all UK schools and we continue to do this.

Before the Government launched the Edenred free school meal voucher scheme, we used a company called Wonde which allowed us, as a school, to purchase vouchers worth £2.30 per day per eligible child. The system worked well and issued the vouchers to parents via email or mobile. For the 4 weeks we used this system, the vast majority of parents have redeemed these vouchers.

From last week onwards, we (and all UK schools) transferred to the Edenred voucher scheme. Unlike Wonde, Edenred only issue vouchers via email. For those parents who do not have an email address, the vouchers have to be purchased separately then redeemed online on the parent's behalf and then printed and issued to parents.

Unfortunately, due to the sheer volume of schools trying to log on and use the Edenred system it is a struggle to do this during the day. This can be frustrating when parents contact us saying they haven't received the vouchers and we are unable to re-send them. There have also been times where parents have had to change email address and the vouchers have been sent to the old email which is no longer accessible.

We are doing our utmost to resolve any issues that arise but it may take longer than we would like.

The vouchers we have issued so far:

Date	Value	Number of days of vouchers	Company used	Voucher issued via
w/c 23 rd March	£23.00	10 (£2.30 per day, per child)	Wonde	Text or email
w/c 6 th April	£23.00	10 (£2.30 per day, per child)	Wonde	Text or email
w/c 20 th April	£15.00	5 (£3.00 per day, per child)	Edenred	Email or printed
w/c 27 th April	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed
To be issued:				
w/c 11 th May	£30.00	10 (£3.00 per day, per child)	Edenred	Email or printed



Currently we are unsure whether vouchers will be issued during May half term but we will advise in due course.

There are frequently asked questions at the bottom of this email. We hope these will address your queries if you are having any issues.

Once you have read the FAQs, if you still have a query, please contact the school on office@cottinghamhigh.net and we will do our best to help.

Kind regards

Cottingham High School

Please see below for frequently asked questions



FREQUENTLY ASKED QUESTIONS

Are vouchers always emailed to me on a Monday?

Orders are placed to become active at the beginning of each voucher period but as they are sent automatically from Edenred we would always recommend waiting 3 days until contacting the school to check where they are.

Why were the vouchers worth £2.30 with one system and £3.00 with another?

The initial system we used with Wonde was financed by the school and at that time we were unable to adjust the value. The newly launched Government Edenred voucher scheme is a set rate of £3.00 per day that all eligible children in the Country are able to spend.

Why can't I have the vouchers sent to my mobile phone?

Unfortunately, the Government scheme does not have this facility. Vouchers are only issued directly from Edenred via email.

I have chosen the wrong supermarket. Can I change my mind?

Unfortunately, once the voucher/e-Gift card has been issued for that supermarket, you cannot change your mind. However, when the next set of vouchers are issued, you can choose again.

I haven't claimed any of my vouchers yet. Will I lose them?

For the first two vouchers issued via Wonde, you have 1 month to activate them. With the new Government scheme they are allowing 4 months to be activated before vouchers become inactive.

Do I have to spend the voucher all in one go?

No, supermarkets will allow you to have a reducing balance on them so you can use them in subsequent shopping trips.

When do the vouchers expire?

Most of the vouchers (also known as e-Gift cards) will be valid for 12 months.

I have a valid email and I haven't received any vouchers from the new Government scheme. What can I do?

Firstly, please check your inbox and your junk/spam folders. The company sending them to you is called Edenred. If you are unable to find the emails, please contact the school using office@cottinghamhigh.net

I have recently changed my email address and haven't informed the school. Will I still get my vouchers?



As the orders are put through the system a week before they are issued, the vouchers will be sent to the old email address. Please inform the school of your new email address so that the initial vouchers can be cancelled and a new order placed with your new email address.

I am receiving free school meal vouchers but I don't want to use them. Do I have to?

No, you do not need to use them.

