

Information for parents and carers of children and students about the Hertfordshire County Council Free School Meal Voucher system for Christmas 2020

Dear Parents, carers or student

Free school meal (FSM) vouchers for Christmas and February 2021 half-term

Hertfordshire County Council is teaming up with our schools and colleges to deliver **food vouchers** to entitled families in receipt of free school meals during the Christmas holidays and in February 2021 half-term.

Each child will receive £30 for the festive period. *There will be a separate voucher for February 2021 half-term and this won't be sent out until February 2021.* We are aiming to get all the vouchers out **during** the Festive Period but please note that we can not guarantee that all will arrive before Christmas Day.

How the process will work

1. You will be forwarded an email from your school or education setting. This email will have come from no-reply@svmglobal.com with the subject line 'Award eCode'. You will be invited to follow a link to select a voucher. The voucher can be used in Tesco, Sainsburys, Morrisons and Asda. The link will look like this image below **BUT** will not include Primark, Arcadia, New Look, Peacocks or Sports Direct.



Award eCode

Hi ~NAME~,

You've received an eCode worth: **£~VALUE~**

Follow the link below to redeem your eCode. You will receive an email from no-reply@svmglobal.com containing your chosen eCode within the following timescales:

Same Day Delivery:

- **Tesco**
- **Sainsbury's**
- **Primark**
- **Arcadia**
- **New Look**

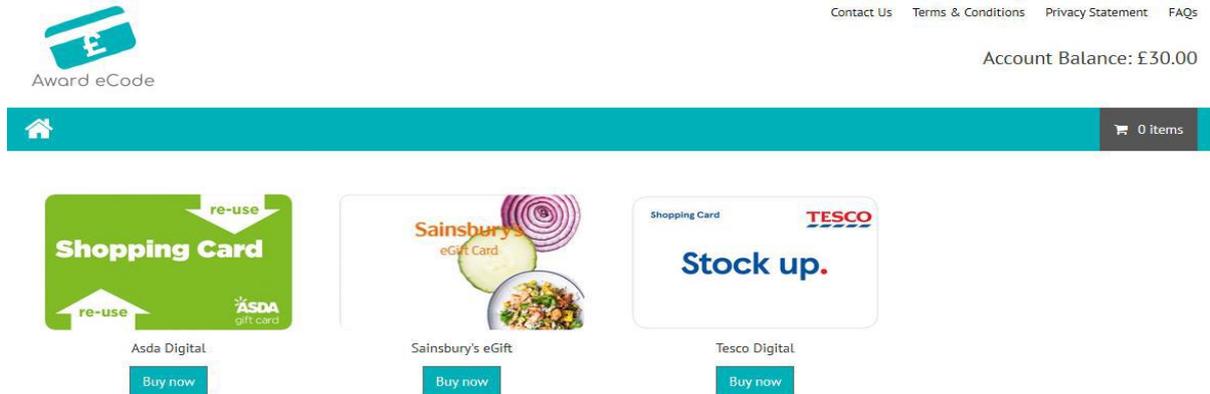
Delayed Delivery:

- Within 2 working days: **Peacocks, Morrisons**
- Within 3 working days: **Asda**
- Within 5 working days: **Sports Direct**

Please click [~LINK~](#) to select your voucher eCode.

Please remember to check your junk or spam folder as your eCode may be filtered out of your inbox. Please read the Terms and Conditions of your preferred brand before you order as we are not able to exchange vouchers after they have been issued.

- By following the link, you will be taken to the Award eCode site where you can select your voucher.



- Please be aware that each retailer operates their own terms and conditions for the vouchers they offer. These will be displayed before the voucher(s) is added to the basket.
- The value awarded (£30) can be split across more than one supermarket, but all must be selected at the same time. If check out is attempted without adding vouchers to the basket totalling the **full amount awarded** a warning notification will be shown on the screen that the additional value will be lost.

If the order is completed without the full awarded amount spent, the remaining balance will be lost.

- At this point you will be asked to enter an email address and this email will receive the order confirmation.
- Following this the person whose email address was entered at point 5. above will receive an email from no-reply@svmglobal.com confirming the order:

Thank you for your order from Award eCode

This email is confirmation that your order has been received and is being processed. Please find below a summary of your order.

Order #: 717965

Description	Value	Qty.	Charge
Asda Digital	£ 1.00	1	£1.00
	Subtotal		£1.00
	Grand Total		£1.00

Your digital code will be sent to the email address used when placing the order.

Kind Regards

Award eCode

7. Following this the person whose email address was entered at point 6. above, will receive an email with their voucher code from your.gift@digitalgateway.online within the timescales specified for the relevant retailers.
8. This email contains a link to the eVoucher on the retailer's site, which can be used in accordance with the Terms and Conditions specified by that retailer.

Frequently Asked Questions

i. Can we select more than one retailer with the Voucher amount?

Yes; multiple eCodes can be selected, up to the total value awarded. Once all eCodes have been selected you can check out and will be asked to confirm delivery details.

Please ensure you add eCodes to your basket totalling the **full award value as you will only be able to checkout once**. An order confirmation will then be sent to you, followed by a link to the store eCode within the timescales specified.

ii. Can the voucher be sent to someone other than ourselves?

Yes; the link to redeem the voucher will be sent to the email address entered on the order. Whoever receives the link to redeem the voucher can then select the supermarket of choice on the Award eCode website and either a) send the voucher to the same email address b) send the voucher to another email address.

iii. Once we have selected the voucher and checked out, can the voucher be changed?

No; once the order has been transmitted, it is only possible to cancel an SVM order if you have not checked out on the Award eCode site.

Please contact educationteam@hertfordshire.gov.uk who **can contact the Family Fund helpdesk** and raise a 'ticket' if you wish to find out if a voucher can be cancelled. Each voucher email will have a unique identifier in the email heading e.g. Hertfordshire 1 or School name 2. You will need to provide this identifier in any correspondence with Hertfordshire County Council so we have a means of checking if the voucher has been cancelled.

iv. I am having trouble with redeeming the voucher. It says that the cart is empty?

There is an issue with I-Phone incompatibility—attempts to redeem food vouchers on iPhones lead to a 'cart empty' error. This is because of an iPhone's security settings. Please could you forward your email to another device in order to process your voucher. Once you have processed the voucher, you will receive an email with voucher code from your.gift@digitalgateway.online and a link to the eVoucher on the retailer's site. You can use your I-Phone to present the eVoucher to the supermarkets.

If you are not able to forward to another device, please email educationteam@hertfordshire.gov.uk and we will have to process the voucher on your behalf. We are sorry for any inconvenience caused.

v. Do the vouchers need to be printed?

All vouchers can either be printed or shown on a mobile device

vi. What denominations are the vouchers available in?

- Tesco - open-value
- Sainsbury's - open-value
- Asda values available are £5, £10 (You can select a combination of these up to a value of £30).
- Morrison's values are available as £10 (you can select three of these vouchers)

vii. Can the vouchers be used online or just in store?

All vouchers must be used in store; vouchers cannot be used online.

viii. What are the delivery timescales for vouchers?



Tesco – voucher will be received by email instantly. Tesco Digital Gift Cards can be redeemed at over 3,000 UK stores and can either be **printed or shown on a mobile device**



Sainsbury's – voucher will be received by email within 3 hours, and can either be **printed or shown on a mobile device** and can be used in over 1400 store



Asda – voucher will be received by email usually within 3 hours, the voucher can either be **printed or shown on a mobile device** and can be used in over 360 stores, as well as **online**.

PLEASE NOTE THAT ASDA MAY BE LONGER DUE TO STOCK ISSUES



Morrisons – voucher will be received by email within 2 working days (although usually quicker), Morrison’s vouchers can be redeemed at 498 stores across the UK and can either be printed or shown on a mobile device

PLEASE NOTE THAT MORRISONS MAY BE LONGER DUE TO STOCK ISSUES

ix. I am still struggling with processing the voucher. Who can I speak to?

If your voucher was forwarded to you by your child’s school, please contact them first for any further help or issues.

Alternatively, please contact educationteam@hertfordshire.gov.uk. if this document does not answer your issue.