

FAQs relating to e-vouchers for free school meals

Central Foundation Boys' School is working with a company called Wonde to issue free school meal vouchers worth £3 per day (5 days per week). These can be used in four of the major national supermarket retailers including Sainsbury's, Tesco, Asda and Morrison's.

Below you will find answers to some frequently asked questions relating to e-vouchers.

Does my school offer free school meal vouchers through Wonde?

Yes, Central Foundation Boys' School offers free school meal vouchers through Wonde. If your son is registered for FSMs on the school's system then you should have received one of the following:

- Text message from 'SchoolMeals'
- Email from 'vouchers@wonde.com'

I'm yet to receive a text or email to choose my supermarket choice.

It may be that the school hasn't assigned your vouchers yet or that you need to check your contact details with the school. Please contact the school office on 02072533741.

I have made my supermarket choice, but I'm yet to receive my voucher.

There may be a number of reasons for this such as:

- Payment is yet to clear from the school to Wonde.
- If you selected your supermarket choice after 12pm that day, your voucher will arrive the following day.
- You made your supermarket choice after 12pm on a Friday. You'll receive your voucher on Monday.

When do the vouchers expire?

Vouchers expire after 12 months of issue, other than Tesco which is 5 years. Parents can also contact the customer service number on the voucher for an update.

My Asda voucher doesn't show the full amount when I view it on my phone or email.

You can check your balance by following this link <https://cards.asda.com/>.

Can I use the voucher online?

Vouchers are not currently able to be used online due to the supermarket systems. Wonde appreciate that parents may prefer this to be an option moving forwards, and Wonde are working closely with the supermarkets to try and achieve this. In the meantime, if you are unable to leave the house then you are able to forward the voucher onto others who are able to use the vouchers on your behalf.

If I don't spend the whole voucher, can I keep using it until all has been allocated to a purchase?

Yes, this is correct. If you would like to spend more than the voucher total in one shop then you can pay the remaining balance by another method (i.e. debit card).

How much money will be on my supermarket vouchers?

Currently the school is issuing vouchers to the value of a week's worth of free school meals (ie £3 per day for 5 days = £15 per week)

What happens if I have multiple children at the same school?

You will receive a voucher for each child to spend at the same supermarket.

Can I change my choice of supermarket?

Currently not, but this may change in the future.

I have chosen a supermarket. Will this be retained for the next voucher?

Yes.

Can I use the voucher on my mobile phone?

Yes you can.

I'm having trouble using my voucher in-store, what should I do?

Please contact the supermarkets directly who will be able to help you.

Unfortunately, due to the high volume of request for support Wonde are receiving they are unable to answer your questions directly, please contact the school in the first instance.