

# FAQs for parents (supermarket voucher)

The team at Wonde have been working hard over the last couple of weeks to make sure that families eligible for free school meals can receive supermarket vouchers.

## Does my school offer free school meal vouchers through Wonde?

If your school offers free vouchers through Wonde, you should have either been notified directly by the school. If not, you may have received one of the following:

- Text message from 'SchoolMeals'
- Email from '[vouchers@wonde.com](mailto:vouchers@wonde.com)'

**I'm yet to receive a text or email to choose my supermarket choice.** It looks like your school hasn't assigned their vouchers yet or your details may be wrong in the school's system. If you have any queries, please contact your school directly.

## 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:

- 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?

Asda are the only supermarket that currently allow vouchers to be used online. This is due to the supermarket systems. We appreciate that parents may prefer these to be an option moving forwards, and we are working closely with the supermarkets to try and achieve this. In the meantime, if you're unable to leave the house then you're 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?

Your school is able to assign any monetary amount to the vouchers, for example 1 or 2 weeks worth. If you have any questions on this please contact your school directly.

## 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?**

The schools are able to do this on your behalf.

**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 support we are receiving we are unable to answer your questions directly, please contact your school in the first instance.