

Dear Parents,

As I expected, there is a delay with the issue of your eCode - as stated in the email below from the Department of Education. We are still in a queue, hopefully this email will be with you tomorrow. I will be notified when your eCodes have been sent so I will also send you an email to remind you to check your junk folder.

The email will come from: noreply@edenred.co.uk

Kind regards,
Susannah Storey



Hello,

The Department for Education's free school meals voucher programme has already delivered over 300,000 school meal vouchers to eligible families since its launch last week.

That said, there has been unprecedented demand and order volumes, and some orders have been in a queue waiting to be fulfilled, we appreciate your patience and do recognise the importance and sensitivity of distributing vouchers to families in need.

In order to answer some of your questions, we have produced a short Q&A.

Why have my eCodes not been sent?

On your account, if your order has a status of 'Paid', this means that your order is in the process of eCodes being generated and fulfilled. All orders placed up to 5th April will be fulfilled today. Actions have been taken to accelerate the distribution thereafter.

If your order has a status of 'Fulfilled', the eCodes have been generated, and are in the process of being emailed out and should be received on the same day.

I'm having trouble using the site and placing orders?

Actions are currently being taken to increase the capacity of the ordering website to respond to the exceptional demand; in the meantime, we recommend using a Google Chrome browser for a faster response.

If you are unsure how to place an order, please refer to the [user guide](#).

Parents/carers did not receive their eCode email

If you placed an order to be sent directly to the parent/carer, please check your order status. If the order status indicates 'Paid' then your order is currently in a queue and being processed and will be completed very soon.

If the order status is 'Fulfilled', the eCode should be received on the same day. If it hasn't been received by the next morning, please ask the parent/carer to check their junk mail folder (the email will be sent to them from noreply@edenred.co.uk). If the parent/carer still can't locate their eCode then you can resend it using the instructions on page 9 of the [user guide](#).

If the eCode was sent to an incorrect email address, you will need to cancel the eCode and send a new one. Instructions on how to cancel an eCode are on page 9 of the [user guide](#).

Further help and guidance

We strongly recommend thoroughly reading the administrator [user guide](#) before using the ordering website to reduce any further delays to your order. You can also refer to the [parent FAQs](#).

If you have any policy questions regarding the national voucher scheme, including which pupils are eligible for support and when they should be supported, please refer to the Department for Education's [guidance](#).

We understand your urgency and concern, but if you have any other queries that can't be answered by the Q&A, [DfE's guidance](#) or the [user guide](#), please only call our helpline for urgent enquires relating to orders placed last week to help us to prioritise the most urgent cases.

We thank you for your patience and will keep you updated.

Kind regards,

Edenred UK on behalf of The Department for Education