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Free school meals

Compliments Select eCode portal user guide for school administrators

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Logging onto the portal

1. Using data held by the Department for Education, the identified school administrators will be sent an email with details on how to access your account

Requesting a change to your admin user account details

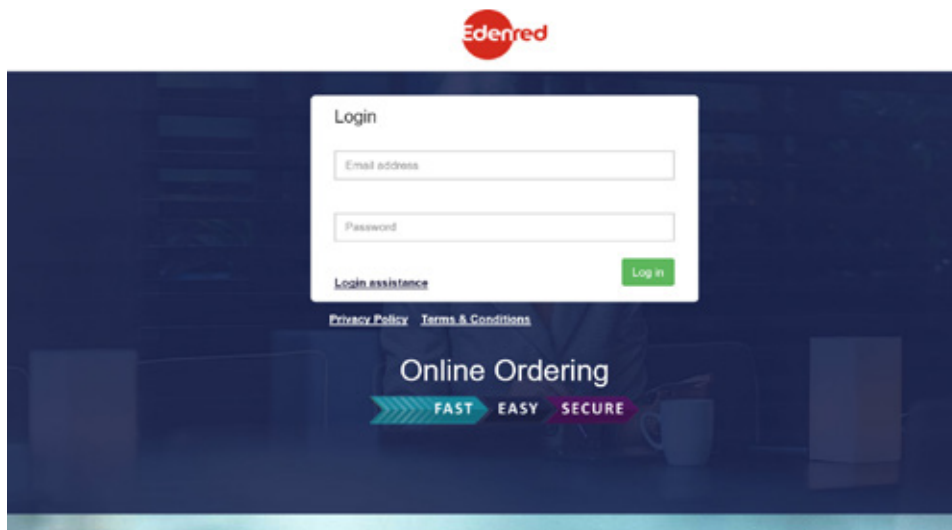
If you need to request a change to the administration user account details for the Compliments Select eCode portal, you will need to complete an online change request form by visiting:

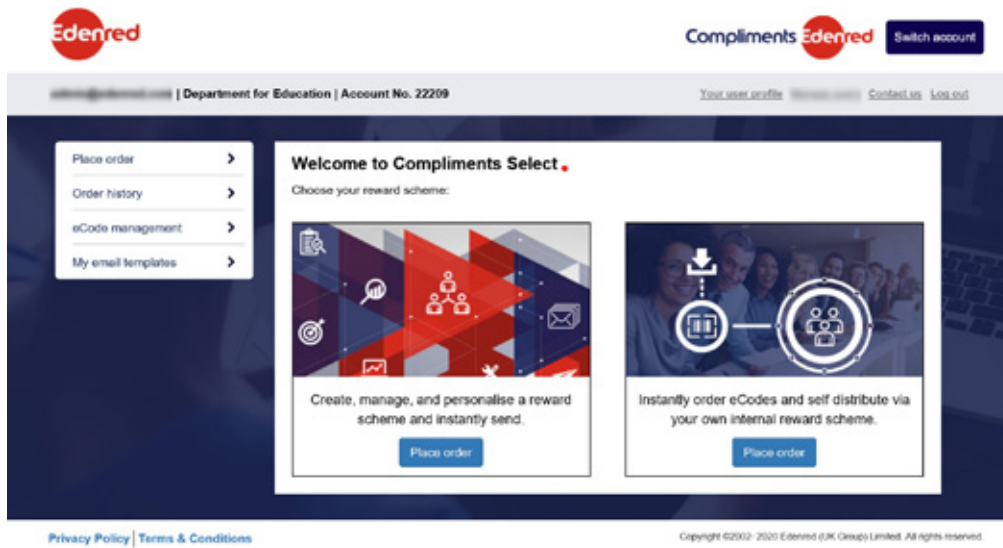
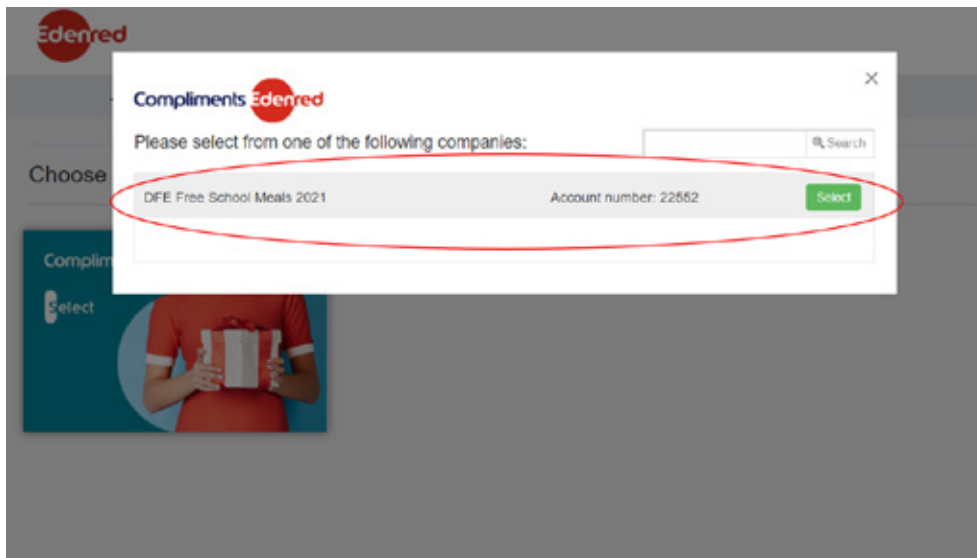
www.edenred.co.uk/campaigns/schoolmeals/contactchange.html

Your request will go through an authentication process with the Department for Education. Once approved and completed, the new user will receive an email with login details for the platform and a user guide. This can take up to five working days.

2. Click on the activation or password reset link in the email and reset your password to activate your account
3. Once activated, login at <https://ordering.edenred.co.uk> to place an order
4. Click on the 'Compliments Select' section to go through to the order management website

Note: If you already have an online ordering account with Edenred from the local authority Covid Winter Grant Scheme you will need to choose the account called 'DfE Free School Meals 2021' from the list of Compliments Select accounts as indicated in the second image below. If you do not have another account, you will be taken straight through to the Department for Education ordering portal.





We recommend using the Google Chrome browser for the best site response.
Should you have any login issues, get assistance here:
<https://ordering.edenred.co.uk/Account/ResetPasswordRequest>

Overview of the three different distribution methods

Option one: Edenred distribution by email

- This method can be used where you have an email address for the parent/carer
- You will need to prepare a data file, using the Excel template provided, and upload it to the platform
- Once you have reviewed your order, the platform will send the eCodes directly to families, using the email addresses provided in your file

Option two: self-distribution of eCodes

- Where you do not have a working email address for the parent/carer, this method enables you to 'bulk' order and download a set of eCodes with a value of your choice
- You can then merge the eCodes into a printed letter and post them or arrange collection if it is easy and safe to do so

Option three: self-distribution of eGift cards

- Where you do not have a working email address for the parent/carer or they not have access to the internet, this method enables you to 'bulk' order and download a set of eCodes with a value of your choice
- Rather than posting the eCodes, you would redeem the eCode and order the supermarket vouchers on the parent/carer's behalf, then print and post the eGift card (supermarket voucher) to the family or arrange delivery or collection if it is easy and safe to do so

Schools may choose to use a combination of each of these processes. Further details on how to place orders for these methods are explained in the following section.

Please read the instructions carefully before placing your first order.

How to place an order

Option one: Edenred distribution by email

You must only use this approach if the family receiving the support has a working email account which they can access. Please confirm the email address with the parent/carer before ordering vouchers on their behalf. For an alternative approach to ordering vouchers, please see the two [‘Self-distribution’](#) methods.

Step one: preparing and uploading data in bulk

1. Click on the ‘Place order’ button underneath ‘Create, manage, and personalise a reward scheme and instantly send’
2. In the ‘Upload all your recipients at once’ section about halfway down the page, click on the ‘Download the template here’ hyperlink

The screenshot shows a web interface for adding reward recipients. On the left, there is a sidebar with navigation links: 'Place order', 'Order history', 'eCode management', 'My email templates', and an 'Order Summary' box showing 0 rewards, £0.00 value, £0.00 service charge, and £0.00 sub-total. The main content area is titled 'Add reward recipient' and includes instructions to upload recipients separately or in bulk. The 'Add' button is green. The 'OR' section is titled 'Upload all your recipients at once' and contains a red-circled link to download a template, a table with headers (First Name, Last Name, Email address, Value, Delivery date, ...), a red-circled 'Choose a file' button, and a 'Next' button at the bottom right.

3. This will download an Excel file with all the correct headings that you need to carefully and fully complete for your order, or you can [download it from here](#). Please remove the ‘example’ data row before completing your order information. **You can order eCodes with a minimum value of £5, in multiples of £5.** Pupils who are eligible for benefits-related free school meals and who are at home during term time can receive £15 per week, until February half-term. Please see the [Department for Education’s guidance for further information](#).
4. Complete details as follows:
 - a. **Recipient’s first name***
 - b. **Recipient’s last name***
 - c. **Recipient’s email address***
 - d. **Value (£)** (*Value of eCode to be sent*)
 - e. **Delivery date** (*if no delivery date is provided, the emails will be sent within 4 days of the order being approved*)
 - f. **School’s URN (Unique Reference Number)** - 6-digit numeric field
 - g. **School’s UKPRN (UK Partner Reference Number)** - 8-digit numeric field

Please note a minimum of one of the URN or UKPRN numbers must be included within the file. You must only enter a UKPRN if your school does not have a URN.

5. Once you are happy with the data file, click on ‘Choose a file’ to upload it into the platform and click ‘Next’

6. If there are any errors in the data, or the data format in your file, the platform will reject it and give you an error report to enable you to fix it and upload again

Please help to speed up order processing on the system and make it easier for parents/carers to redeem eCodes by following the best practice guidelines below:

Ordering a single eCode to cover a longer time period

Please place an order for a single eCode to cover more than one week where possible, e.g. order one eCode to cover a parent/carer for two weeks, thereby reducing the administration burden on schools and further reducing the volume of visitors in the ordering platform at any one time.

Ordering a single eCode to cover more than one eligible child

Please also order a combined eCode for eligible children in the same household, for example a family with three eligible children could receive an eCode for £90 to cover a two week period, instead of 3 individual £15 eCodes per child, per week. This would significantly reduce the number of orders and eCodes being processed, reduce school administration and make it easier for parents/carers to redeem them for supermarket vouchers.

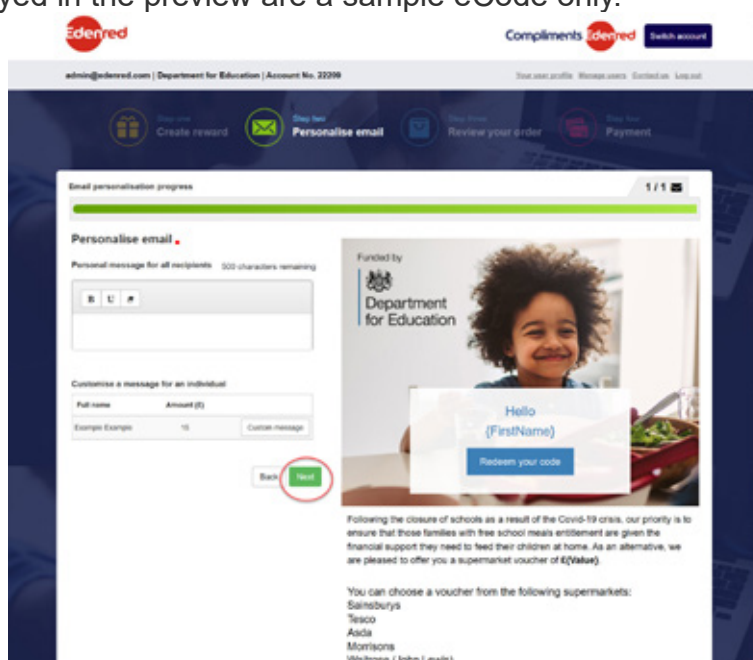
Grouping eCode orders into one single order

Please place an order for the entire school requirement, rather than placing orders for one household or eCode at a time. To do this, please include all eligible households and eCodes on **multiple rows** within one single ordering file.

IMPORTANT: When ordering eCodes for a single household with a higher value, please consider the maximum eGift card order value per eCode redemption, please see [appendix c](#) for details.

Step two: preparing the email template

7. On the next screen you will be able to preview the email template, then click 'Next'. Please note, any eCodes displayed in the preview are a sample eCode only.



Step three: checking and confirming your order

8. Check all the details of your order on the screen, click on 'Next'
9. On the next screen, the invoicing address will be defaulted to the Department for Education
10. Click 'Place order'
11. Finally, check the Terms & Conditions box and approve the order. **If you do not tick this box, your order will not be placed and your eCodes will not be processed.**
12. Your order will be processed and the eCodes sent within 4 days of the order being approved

Note: If you have placed an order that has more than one delivery date, e.g. one for immediate distribution and one to be sent on a date in the future, the overall order status will still continue to show as 'Paid' until the future scheduled date has been delivered. The eCode delivery for the date in the past will have been fulfilled.

13. Families will then receive an email which contains a 16-digit eCode and a link to the redemption website: www.freeschoolmeals.co.uk. Families must redeem their eCode to create an eGift card before it can be used. Further details regarding how eCodes can be redeemed are available in the [parent/carer's user guide](#). It can take up to 4 days from approving an order to receiving the eCodes.
14. If a future delivery date is selected, emails will be sent on the date specified in the Excel data file

How to place an order

Option two: self-distribution of eCodes

You can use this approach if you do not have a working email address for the family receiving the support. The eCodes can be sent to families:

- By post
- By arranging collection if it is easy and safe to do so
- By arranging a delivery

Step one: ordering and downloading the eCodes

1. Click on the 'Place order' button underneath 'Instantly order eCodes and self-distribute via your own internal reward scheme.'
2. Please read the important [guidance on value on frequency of orders here](#) to significantly speed up order processing time
3. Enter the number of eCodes you require and the value of each individual eCode and click 'Add'.
Please note: you will need to order separate eCodes for each eligible household

Number of eCodes	Value of each eCode (£)	Delete All
10	15	Edit Delete

4. To order eCodes of a different value repeat the process above to add them to your order and click 'Next'
5. Choose what date you would like the eCodes to be 'activated'; bearing in mind that the expiry date on eCodes is one month from the activation date

Note: eCodes cannot be redeemed and will not work until on or after the activation date.

6. Review your order and click 'Next'
7. On the next screen, the invoicing address will be defaulted to your local authority
8. Enter a minimum of one of the URN or UKPRN numbers; you must only enter a UKPRN if your school does not have a URN
9. Click 'Place order'

10. Check the Terms & Conditions box and approve the order. **If you do not tick this box, your order will not be placed and your eCodes will not be processed.**
11. Go to 'Order history' from the left-hand menu and find your order. You can download your eCodes file once the status of your order has changed to 'fulfilled'. This can take up to 4 days from the date of approval.
12. When the green button 'Download eCodes' appears, you can click on it to download the file
13. You will be prompted to re-enter your Compliments Select account password
14. The .csv file will download to your computer and you will be given an additional unique password to be able to open it. This password will appear on screen but hidden from display. Please click 'Copy to clipboard' and paste this in when prompted on opening the file (by pressing ctrl +v on your keyboard).



Important advice for correct formatting of eCodes

The eCode is contained in column b and is a 16-digit numeric format and is not to be confused with the serial number (which contains a combination of letters and numbers).

When downloading the .csv file, there is a formula in the eCode column to preserve the 16-digit format. Sometimes, when copying and pasting eCodes from the .csv file elsewhere, or when converting it into an .xlsx file, it can change the format of the number or drop leading zeros.

To avoid this, please do not change the file format of the spreadsheet or the formula within the eCode column (column B). If using this file for a mail merge or other distribution method, we always recommend carrying out some spot checks to check that the eCode you send to parents/ carers is 16 digits long and exactly matches that of the original file.

If on first visual inspection of the file you have saved and re-opened has many or all codes ending in a zero or has some eCodes less than 16 digits long, then your file is corrupted and you should attempt to re-save the original file from the system again in a different format and repeat your checks.

You can download a file more than once using the same method and an audit trail of downloads is kept within the order information page. You must ensure that this file can only be accessed by authorised persons and that they are accessing it for the sole purpose of creating and sharing eCodes with eligible families.

Step two: sharing eCodes with parents/carers

It is important in this scenario to inform parents/carers of the correct instructions on how to redeem the eCodes as they cannot be directly spent in-store.

Your communication **must** include all of the following elements:

15. Full 16-digit eCode
16. Expiry date
17. Value of the eCode (£)
18. The following wording/instructions on how to redeem the eCode:

1. Go to www.freeschoolmeals.co.uk
2. Enter the unique 16-digit eCode
3. Select your chosen supermarket and check out
4. Your eGift cards will arrive by email within 24 hours

We also highly recommend printing and including the [visual user guide](#).

We have provided some recommended letter text for posting eCodes in [appendix a](#).

IMPORTANT: If you are also using the Edenred platform to distribute eCodes for the local authority Winter Covid Grant scheme, please ensure you are issuing the correct eCode redemption link for each scheme, as the eCodes ordered within each account will not work at the link provided for the other.

- The Department for Education scheme is www.freeschoolmeals.co.uk
- Select Grocery for local authorities is www.selectyourcompliment.co.uk/grocery

How to place an order

Option three: self-distribution of eGift cards

You can use this approach if you do not have a working email address for the family receiving the support, or if the family does not have access to the internet.

Step one: ordering and downloading the eCodes

1. Please follow the process for '[Step one: ordering and downloading eCodes](#)' in the previous section

Step two: redeeming eCodes and ordering supermarket eGift cards

Once you have downloaded your eCodes you will need to redeem them online and order the eGift cards (online supermarket vouchers) on behalf of households.

IMPORTANT: You must redeem eCodes for each household separately as you will only receive one eGift card for each selected retailer in each eCode transaction. Once an eGift card has been ordered it cannot be refunded or exchanged.

2. Visit www.freeschoolmeals.co.uk and enter the 16-digit eCode

If your eCode is showing as invalid, please check the activation date. eCodes will not work until on or after the activation date.

3. Select the food retailer and value you require and add to your basket. Please speak to the family to determine which retailer they would like to receive an eGift card for.
4. 'Checkout' to confirm the order and enter the email address linked to your Edenred account
5. The eGift card(s) will be sent to this email address within 24 hours. Please also check your junk mail folder.
6. When the email arrives, you will either receive;
 - a. An eGift card which contains a barcode or QR code within the body the email, or;
 - b. A link that you will need to click on to access the eGift card with the barcode or QR code online
7. It is this eGift card and barcode or QR code that you need to print off and distribute to parents/carers

NOTE: you may need to 'download images' on the email to see the barcode

Parents and carers simply present the printed-out eGift card at the till in-store to pay for food and groceries. Some eGift cards can be redeemed online, please see [appendix c](#) for details.

Some retailers have eGift cards in larger fixed amounts, e.g. in denominations of £5 only. Most other retailers can accept smaller amounts in their eGift cards. For further details, please see [appendix c](#).

The full value of the eCode needs to be redeemed against eGift cards in one transaction. This does not apply once the eGift card has been created - you can redeem the value at the retailer(s) in multiple transactions.

You can redeem multiple eCodes together simultaneously in one transaction, but you cannot redeem multiple eCodes for more than one household at the same time.

You can use eCodes to select eGift cards from more than one retailer in the same transaction, provided the total value of your basket is equal to the value of the eCode(s) you have entered into the site.

Please note that eCodes will expire after 1 month from the day of activation. eGift cards have expiry dates ranging from 12 months to 5 years – please see [appendix c](#) for further details.

Step three: distributing vouchers to families

Once you have created the eGift card(s), you can then choose whether to share the vouchers:

- By post
- By arranging collection if it is easy and safe to do so
- By arranging a delivery

Please see [appendix b](#) for suggested letter text to accompany the eGift card print out. We also recommend providing a copy of the parent and carer user guide and with the first distribution.

Download the parent/carers user guide here:

https://www.edenred.co.uk/Documents/DfE/DfE_FSM-voucher-scheme_Parent-Carer-Userguide.pdf

Order history and status

From the Compliments Select order management portal, click on 'Order history' on the left-hand menu. Here you can search for your order history using the search fields available. It will show you the details and status of your order. Click 'View' next to the order to see further details.

Approving a pending order

If your order is showing as 'pending', this means that you have not yet approved your order and we cannot process it. To approve your order:

1. Find the order in order history
2. At the bottom of the order page, confirm to accept the T&Cs
3. Click 'Approve'

View status, resend or cancel an eCode

From the Compliments Select order management portal, click on 'Order history' on the left-hand menu. Search for the order that the eCode was included in. You can view the eCodes from the order page.

View status

You can see the status of an eCode once you have found the specific eCode within the order. The status options are Live, Redeemed, Cancelled, or Expired.

- **Live** means an eCode has not yet been redeemed
- **Redeemed** means that the eCode has already been exchanged for supermarket eGift cards
- **Cancelled** means the eCode was made inactive before it was redeemed
- **Expired** means the eCode has passed its expiration date and can no longer be redeemed

If an eCode's status is redeemed, expired, or cancelled you cannot resend it. You would need to create a new eCode.

If an eCode's status is redeemed or expired, you cannot cancel it. Expired eCodes are automatically revoked.

If an eCode has been sent to the wrong email address, you cannot edit it to resend, you will need to cancel the eCode and order a new one.

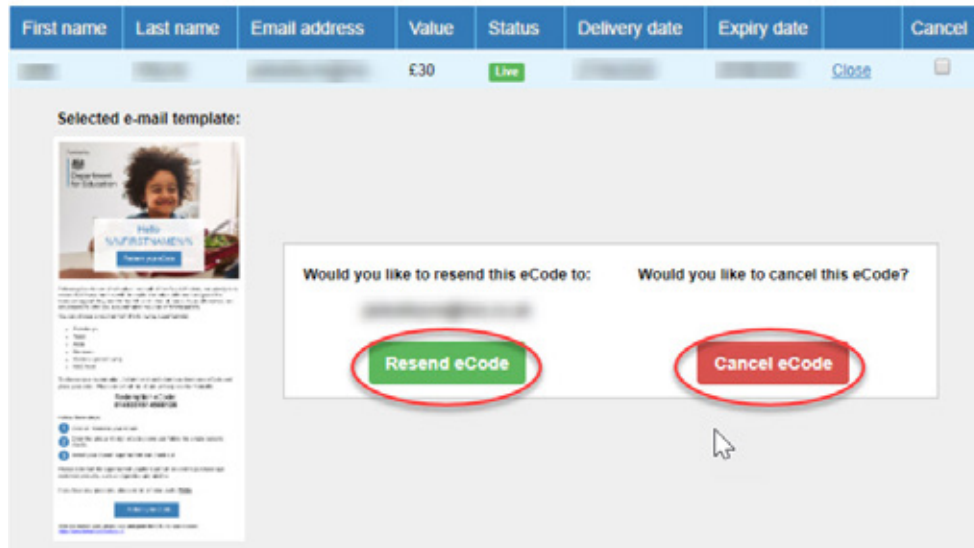
If an eCode has expired or been cancelled, the value of this eCode will be transferred back to the Department for Education.

Resend an eCode

1. If an eCode still has a live status, click on the 'Details' hyperlink next to the eCode
2. Click 'Resend eCode'

Cancel an eCode

1. If an eCode still has a live status, click on the 'Details' hyperlink next to the eCode
2. Click 'Cancel eCode'



NOTE: If you cannot see a 'Cancel eCode' button this will be because it is for an eCode with a future delivery date. You can schedule a new eCode for the parent/carer now, but you will need to cancel the old eCode after the scheduled delivery has passed.

Further support and guidance

For help, please contact Edenred customer services at freeschoolmeals@edenred.com or call 0333 400 5932.

Please note, we will update this user guide when appropriate on a regular basis. Please ensure you are using the correct version by checking and downloading it from:

https://www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_AdminUserGuide.pdf

Appendix a - suggested text to use with option two: self-distribution of eCodes

Please use this letter text to self-distribute **eCodes**.

Dear [INSERT NAME],

During these challenging times, we want to ensure that pupils eligible for benefits related free school meals can continue to access support if they are not in school during term time. Please find enclosed an eCode to the value of [£INSERT AMOUNT]. This eCode will expire on [INSERT EXPIRY DATE].

Your eCode
[INSERT 16-DIGIT ECODE]

1. Go to www.freeschoolmeals.co.uk
2. Enter the unique 16-digit eCode
3. Select your chosen supermarket and check out
4. Your eGift cards will arrive by email within 24 hours

Please note that the supermarket vouchers cannot be used to purchase age restricted products, such as cigarettes and alcohol.

Please refer to the parent/carer user guide for help:

https://www.edenred.co.uk/Documents/DfE/DfE_FSM-voucher-scheme_Parent-Carer-Userguide.pdf

If you need any further help, please contact your school directly on [INSERT SCHOOL CONTACT DETAILS].

Kind regards,

[INSERT SCHOOL SIGN OFF]

Appendix b - suggested text to use with option three: self-distribution of eGift cards

Please use this letter text to accompany the postal distribution of printed eGift cards for the individual supermarket vouchers where you have redeemed the eCode and ordered vouchers on the parent/ carer's behalf. See '[Option three: self distribution of eGift cards](#)' for step-by-step instructions.

Dear [INSERT NAME],

During these challenging times, we want to ensure that pupils eligible for benefits related free school meals can continue to access support if they are not in school during term time. Please find enclosed a supermarket voucher to the value of [£INSERT AMOUNT] to spend at [INSERT RETAILER NAME].

- Simply take the enclosed voucher to the supermarket and the barcode will be scanned at checkout
- You do not need to spend the full value of the voucher in one transaction
- Please check the retailer's own website, or call the retailer directly for terms and conditions and for balance and expiry date enquiries
- Once you have redeemed the full balance of the voucher, please dispose of it as the vouchers are single use only and cannot be topped up

Please note that the supermarket vouchers cannot be used to purchase age restricted products, such as cigarettes and alcohol.

Please refer to the parent/carers user guide for help:

https://www.edenred.co.uk/Documents/DfE/DfE_FSM-voucher-scheme_Parent-Carer-Userguide.pdf

If you need any further help, please contact your school directly on [INSERT SCHOOL CONTACT DETAILS].

Kind regards,

[INSERT SCHOOL SIGN OFF]

Appendix c - full details of retailers available

Supermarket	Expiry	Denominations available	Spend online	Spend in-store	Min order value	Max order value
Sainsbury's eGift card	24 months from last transaction	Open value, £1 denominations	Yes	Yes	£1	£500
Tesco eGift card	5 years from last transaction	Open value, £1 denominations	No	Yes	£1	£450
Asda eGift card	24 months from last transaction	Fixed £5, £10, £15, £30, or £45 denominations	Yes	Yes	£5	£225
Morrisons eGift card	12 months expiry	Fixed £5, £10, £15, £30, or £45 denominations	No	Yes	£5	£210
Waitrose eGift card	24 months from last transaction	Open value, £1 denominations	Yes	Yes	£1	£2,500
M&S food eGift card	24 months from last transaction	Fixed £15 denominations	No	Yes	£5	£200
McColl's eGift card (including RS McColl's and Martin's)	All eGift cards expire on 31/12/2021	Fixed £5, £10 or £15 denominations	No	Yes	£5	£210
Iceland eGift card	2 years expiry	Open value, £1 denominations	No	Yes	£5	£300
Company Shop Group	12 months expiry	Fixed £15 denominations	No	Yes	£15	£150
Aldi eGift card	5 years from activation	Open value, £1 denominations	No	Yes	£1	£2,000
Farmfoods	12 months expiry	Open value, £1 denominations	No	Yes	£5	£200