

Wonde FSM Vouchers FAQs for Parents

Receiving and Using 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'

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 info@arkacton.org

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.

Can I use the voucher online?

Asda are the only supermarket that currently allows vouchers to be used online. This is due 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 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. Ark Acton Academy will load £2.40 per day per FSM student and this will be assigned as isolation periods are confirmed and you will receive notice from the school what has been allocated

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.

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

Supermarket Information

What supermarkets are available through this scheme?

Currently the supermarkets able to work with vouchers sent directly to parents (i.e. text message and/or email) are as follows:

- ASDA
- Morrisons
- Tesco
- Aldi
- Sainsbury's
- Iceland
- McColl's

When do the vouchers expire?

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

£0 Balance queries

These have always already been spent. We appreciate that it may be hard to keep track of the gift-cards, but if you contact the supermarket directly then they will be able to tell you when and where they were redeemed.

Gift-card not working

- Check the gift-card has a balance. Often gift-cards do not work because the balance has already been spent.
- Please ensure the 'Gift-Card' option is selected at a self-checkout. You may also need to remind staff that they are gift-cards and not vouchers.

TESCO

How to check the balance of a voucher

Balances can be checked by calling 03450 757 757

Other queries

For all other enquiries please call 0800 505555

MORRISONS

How to check the balance of a voucher

When first accessing the voucher it shows the opening balance, you then need to press 'check balance' which show an updated balance.

Other queries

If you have any queries about the voucher card please call 0344 3815042 or email [morrisonsgiftcardservice@bhnetwork.com](mailto:morrisongiftcardservice@bhnetwork.com)

SAINSBURYS

How to check the balance of a voucher

Balances can be checked by calling 0800 636262

Other queries

Contact Sainsbury's on 0800 636262

ASDA

How to check the balance of a voucher

Please use the online balance checker; <https://cards.asda.com/>

Other queries

<https://cards.asda.com/contactus> or Phone: 0800 952 0101

Please note: Asda will only respond to Wonde regarding any gift-card queries. If you require more information about an Asda voucher, please email the gift-card number to support@wonde.com and we will forward this to Asda.

Disputing a spent voucher

School/parent will need to contact Asda directly on; 0800 952 0101 and select option 2.

ALDI

How to check the balance of a voucher

You can check the balance of ALDI Digital Gift Card at the checkout in-store.

Other queries

If you have any queries about the voucher please contact: vouchers@aldi.co.uk

Please note that you will need to provide the full voucher code and inform them that the gift-card was purchased by Wonde.

Iceland

How to check the balance of a voucher

Please follow the instructions on the link below;

<https://www.love2shop.co.uk/balance>

Other Queries

<https://www.love2shop.co.uk/customer-support>

McColl's

How to check the balance of a voucher

The balance can be checked in-store at the till.

Other Queries

<https://www.mccolls.co.uk/contact-us>

Are there any restrictions on what the vouchers can be used for?

Asda: Cannot be used in Petrol stations or to purchase tobacco products, stamps, lottery or phone top-ups.

Morrisons: cannot be used online or for gift-card or lottery purchases.

Aldi: Cannot be used for the purchasing of gift cards, lottery tickets, scratchcards (or related material), alcohol or anything through ALDI's website.

Tesco: Cannot be used in petrol stations.

Sainsbury's: cannot be used in petrol stations, pharmacies, branded gift cards, scratch cards, LPG autogas, infant formula, tobacco and related products, BT phone cards, E top-up, savings stamps, postage stamps, National lottery products, online delivery charges, concession coffee shops and restaurants

Iceland: cannot be used online or for alcohol.

McColl's: cannot be used to purchase branded gift-cards, Pay Point products and services, E top-up, postage stamps and National lottery products (including scratch cards).