



Founded in 1888

Queen Elizabeth's Girls' School

Educating Women of the Future

Parent communication sent via Intouch on Thursday 23 April 2020

Dear Parents and Carers,

We hope that this email finds you and your families safe and well.

You should have now received two vouchers from the Government run scheme for free school meals (via Edenred) - one on or around 15th April which covered the two-week holiday period and then a further voucher on Monday 20th April to cover this week.

Going forward we have instructed Edenred to release vouchers to families every Monday.

A few people have had issues accessing the Edenred website, so we are sending the following to you all, in order to make it easier for you to work through the steps to access your voucher(s).

To access your vouchers, you should:

Go to <http://www.freeschoolmeals.co.uk> and enter their 16-digit eCode

Choose from the selection of supermarket eGift cards and enter the delivery email address at checkout

An email with the eGift card(s) will arrive within 24 hours

The email contains either a barcode, or a link to an online barcode that can be taken in-store to be spent

We have also attached a copy of the parent/carer FAQ document.

Edenred issued a further update this morning advising the following:

Queuing system

Due to exceptional demand, we have implemented a queuing system on the ordering website. This is to control the amount of traffic on the website at any one time in order to improve the user experience for everyone and speed up the ordering process once past the queue.

Please note it can take up to an hour to enter the website, but this can vary during peak and off-peak hours. For a shorter queuing time, we recommend trying outside of peak hours or days, which is between 10am and 5pm, and on Mondays.

Kind Regards,

Sej Shah

Finance and Administration Manager

Queen Elizabeth's Girls' School