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Department
for Education



Free school meals

Compliments Select eCode portal user guide for school administrators

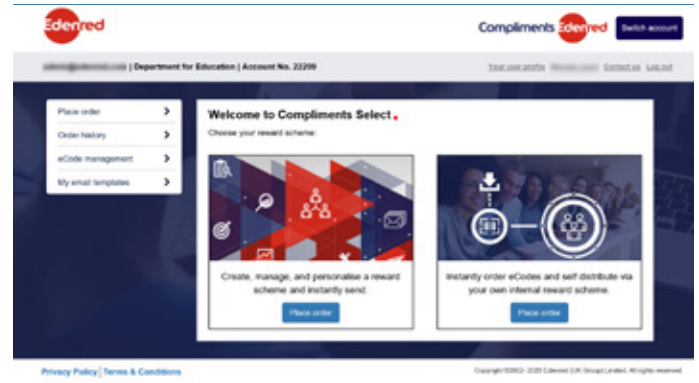
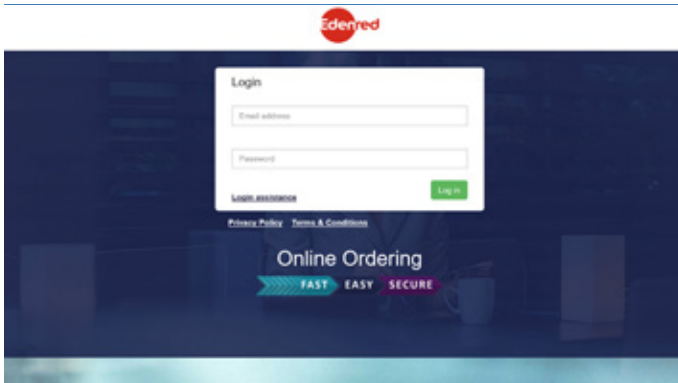
Supporting children eligible for free school meals where they are unable to attend school due to Covid-19.



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

Should you have any login issues, get assistance here:
<https://ordering.edenred.co.uk/Account/ResetPasswordRequest>

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.

Overview of the two different ordering processes

Edenred distribution through the Compliments Select platform

- This method should 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

Self-distribution – ordering on behalf of families

- Where you do not have an email address for the parent/carer, this method enables you to ‘bulk’ purchase and download a set of eCodes with a value of your choice
- You can then redeem the eCode and order the supermarket vouchers on the parent/carer’s behalf, then print and post it to the family or arrange a 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 two methods are explained in the following section.

How to place an order

Option 1: Edenred distribution by email

Place order >

Order history >

eCode management >

My email templates >

Order Summary

No. Rewards: 0

Reward Value: £0.00

Service charge: £0.00

Sub-Total: £0.00

Add reward recipient

Upload each reward recipient separately and enter the value of their reward.

First name*	Last name*	Email address*	Value (€)*
<input type="text"/>	<input type="text" value="Enter Last Name"/>	<input type="text" value="Enter Email"/>	<input type="text" value="Min £10"/>

URN: UK PRN: **Add**

*Required field

OR

Upload all your recipients at once

Download the template here, enter all of your reward recipients details and the amount of their reward, then upload by selecting 'choose a file' below. On the next screen you will be able to check that you have successfully uploaded all of your reward recipients.

Please note the first row is considered a header row and will be deleted on upload

First Name	Last Name	Email address	Value	Delivery date	...

Choose a file

We only accept .csv files. What is a csv file?

Next

You must only use this approach if the family receiving the support has a working email account which they can access.

For an alternative approach to ordering vouchers, please see [‘Self-distribution’](#).

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
3. This will download an Excel file with all the correct headings in that you need to carefully and fully complete for your order

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 immediately on confirmation of the order)*
- 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

Tip for regular payments

To reduce admin, you can order eCodes to be delivered to the same recipient on different days. Simply add the recipient more than once in your data file and change the delivery date.

For an example of a weekly payment, please see below sample data:

Email address	Value (£)	Delivery date
Parent1@outlook.com	£15	11/05/2020
Parent1@outlook.com	£15	18/05/2020
Parent1@outlook.com	£15	25/05/2020

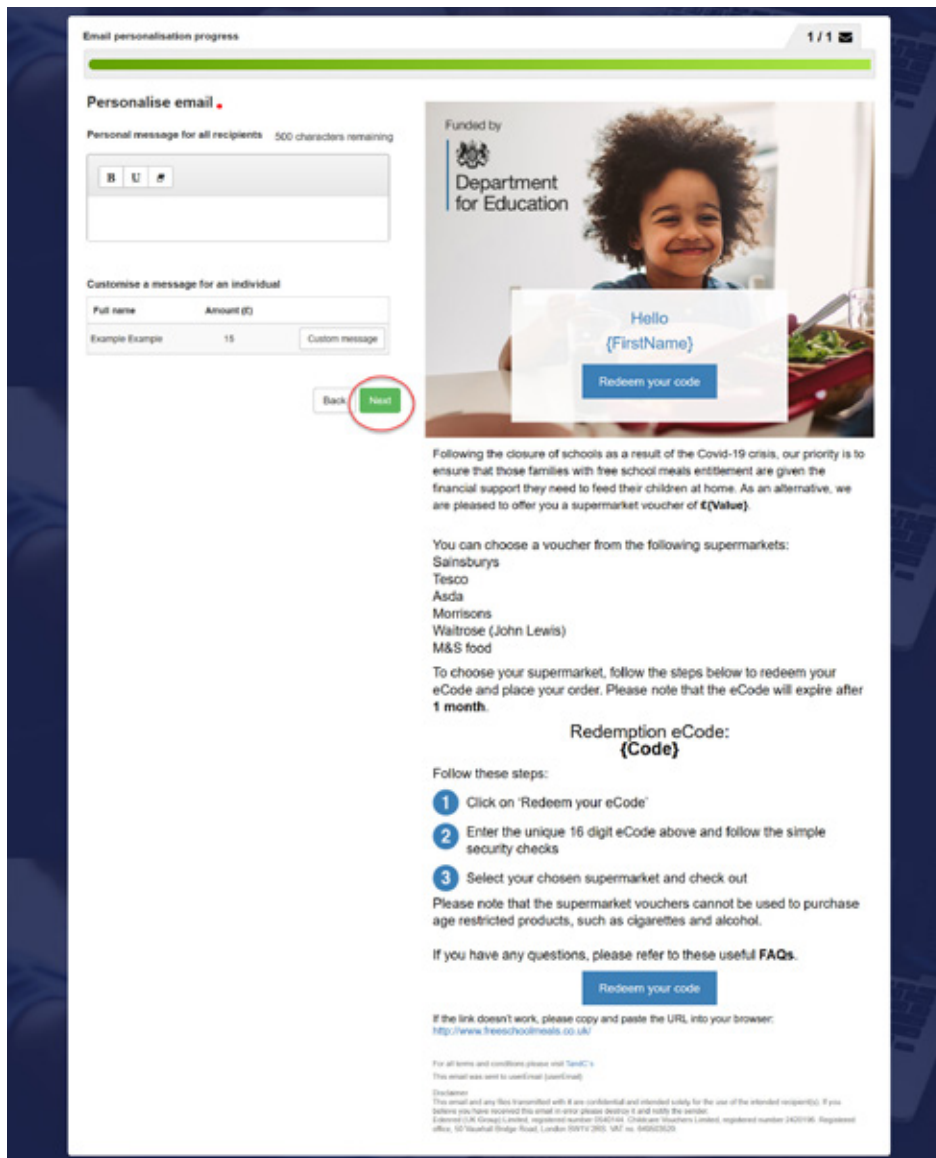
Tip for parents/carers with more than one eligible child

Instead of sending multiple eCodes if the parent/carer has more than one child eligible for free school meals, you can send them one eCode for the total amount for all children.

For example:

No. of eligible children	eCode value
1	£15
2	£30
3	£45

Preparing the email template



1. On the next screen you will be able to preview the 'Free School Meals' email template, then click 'Next'

Checking and confirming your order

1. Check all the details of your order on the screen, click on 'Next'
2. On the next screen, the invoicing address will be defaulted to the Department for Education, as the costs for the vouchers are being covered centrally
3. Finally, click 'Place order'

4. Families will then receive an email which contains a 16-digit eCode and a link to the redemption website: www.freeschoolmeals.co.uk. Further details regarding how eCodes can be redeemed are available in the [parent/carer's FAQ document](#).
5. Emails will be sent the same day, or on the date specified in the Excel data file

How to place an order

Option 2: self-distribution on behalf of families

Step one: Order eCodes

Step two: Review your order

Step three: Payment

Step four: Receive eCodes

Place order >

Order history >

eCode management >

My email templates >

Order Summary

No. of eCodes: 10

eCodes Value: £150.00

Service charge: £0.00

Sub-Total: £150.00

Add eCodes order

Create an eCodes order and fill in the number of eCodes with the corresponding value.

Number of eCodes* Value (£)*

5 £ 30

Add

*Required field

Added eCodes and Value:

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

Next

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

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

Further details regarding these distribution methods are available in the following section of this guide '[Step three: distributing vouchers to families](#)'.

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. Enter the number of eCodes you require and the value of each individual eCode and click 'Add'
3. To order eCodes of a different value repeat the process above to add them to your order and click 'Next'
4. Choose what date you would like the eCodes to be 'activated'; bearing in mind that the expiry date on eCodes is fixed at 1 month from the activation date
5. Review your order and click 'Next'
6. On the next screen, the invoicing address will be defaulted to The Department for Education, as the costs for the vouchers are being covered centrally
7. 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

8. Click 'Place order'
9. 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 an hour.
10. When the green button 'Download eCodes' appears, you can click on it to download the file
11. You will be prompted to re-enter your Compliments Select account password
12. The Excel file will download to your computer and you will be given an additional unique password to be able to open the Excel file

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 eGift cards with eligible families.

Step two: redeeming eCodes and ordering vouchers

Once you have downloaded your eCodes you will need to 'redeem' online and order the supermarket vouchers on behalf of families.

You will only receive one eGift card for the selected retailers in each transaction. You must redeem each eCode separately, unless you are redeeming multiple eCodes for a family with more than one eligible child.

1. Visit www.freeschoolmeals.co.uk and enter the 16 digit eCode
2. Select the food retailer and value you require and add to your basket
3. 'Checkout' to confirm the order and enter the email address linked to your Edenred account
4. The eGift card(s) will be sent to this email address on the same day
5. 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
6. It is this eGift card and barcode or QR code that you need to print off and distribute to parents/carers

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 b](#) for details.

Some retailers have eGift cards in larger fixed amounts, e.g. in denominations of £10 only. Most other retailers can accept smaller amounts in their eGift cards. For further details, please see [appendix b](#).

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. This might be useful, for example, where a family has more than one child eligible for free school meals.

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

Download the parent and carer FAQs here:

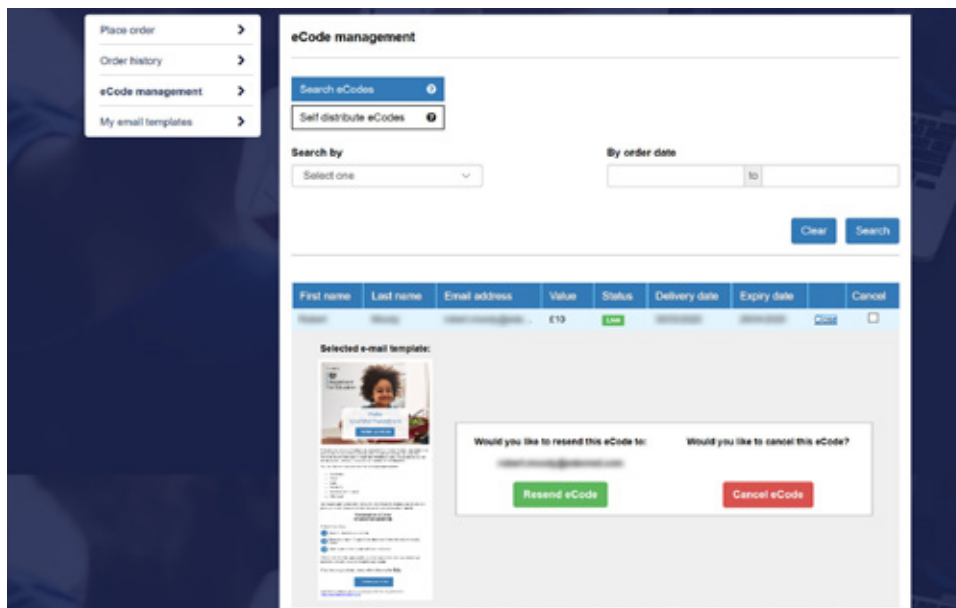
www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf

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.

View status, resend or cancel an eCode



From the Compliments Select order management portal, click on 'eCode management' on the left-hand menu.

Search for the eCode using the search filters at the top of the page.

View eCode status

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

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 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'

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

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

Appendix a - suggested text to use with the self-distribution method

Dear [INSERT NAME],

During these challenging times, we want to ensure that pupils eligible for free school meals can continue to access support if they are not in school. 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

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

If you have any questions, please refer to these useful FAQs:

www.edenred.co.uk/Documents/DfE/DfE_FreeSchoolMeals_ParentCarerFAQs.pdf

Kind regards,

[INSERT SCHOOL SIGN OFF]

Appendix b - full details of retailers available

Supermarket	Expiry	Denominations available	Spend online	Spend in-store
Sainsbury's eGift card	24 months from last transaction	Open value, £1 denominations	No	Yes
Tesco eGift card	5 years from last transaction	Open value, £1 denominations	No	Yes
Asda eGift card	24 months from last transaction	Fixed £10 or £15 denominations	Yes	Yes
Morrisons eGift card	12 months expiry	Fixed £10 or £15 denominations	No	Yes
Waitrose eGift card	24 months from last transaction	Open value, £1 denominations	Yes	Yes
M&S food eGift card	24 months from last transaction	Fixed £10 or £15 denominations	No	Yes