

FAQs for schools and settings

- Please note Asda & Morrison's vouchers have a longer lead-time to Sainsbury's and Tesco. Anyone wanting vouchers for Asda & Morrison's should order these as soon as possible.
- Schools and settings should add Vouchers@select-your-reward.co.uk to your safe senders list to avoid the emails for distribution to parents going into SPAM.
- Families should be encouraged to check SPAM or add : noreply@myglobaloptions.com to their safe senders list to ensure they received the voucher.
- If your vouchers haven't come through by Friday 9 July then please ask your IT teams to check your email filters.

Can the family select more than one retailer with their Voucher amount?

Yes, multiple eCodes can be selected, up to the total value awarded. Once all eCodes have been selected the family/school can check out and will be asked to confirm delivery details. Please ensure you add eCodes to your basket totalling the **full award value as you will only be able to checkout once**. An order confirmation will then be sent to the family/school, followed by a link to the store eCode within the timescales specified.

Can the voucher be sent to someone other than the family?

Yes, the link to redeem the voucher will be sent to the email address entered on the order. Whoever receives the link to redeem the voucher can then select the supermarket of choice and either a) send the voucher to the same email address or b) send the voucher to another email address.

Once the family has selected their voucher and checked out, can the voucher be changed?

No, once the order has been confirmed, it is not possible to cancel an order.

Do the vouchers need to be printed?

All vouchers can either be printed or shown on a mobile device

What denominations are the vouchers available in?

- Tesco - open-value
- Sainsbury's - open-value
- Asda values available are £5, £10, £25, and £50
- Morrison's values are available as £10, £25 and £50

For £80, you will have to select 8 x £10 vouchers or 1 x £50 and 3 x £10 for Asda & Morrison's due to the denominations available.

The family haven't received their voucher, what should they do?

Please check the delivery timescales for the retailer and ask the family to check their Junk mail, the email will come from : noreply@myglobaloptions.com If the voucher has not arrived within the specified timescales contact SchoolsPerformanceandStandards@durham.gov.uk .

Are there exclusions with the vouchers?

The following exclusions are all subject to change. For the most up to date information, please refer to the Retailer's Terms and Conditions at the point of voucher redemption.

- Tesco – No exclusions
- Asda – Cannot be used on Kiosk items (e.g. lottery) or fuel
- Sainsbury's – Cannot be used on Kiosk items (e.g. lottery) or fuel
- Morrison's – Cannot be used on Kiosk items (e.g. lottery) or fuel

Can the vouchers be used online or just in store?

All vouchers can be used in store; only ASDA vouchers can be used online.