

## Cheshire East Household Support Fund December 2023

### Guidance for redeeming supermarket vouchers

This is a step-by-step guide for redeeming the Household Support Fund supermarket vouchers that have been sent to you.

Important Information –

- Voucher codes are sent for this distribution as 2 x £20 per child/young person
- **All vouchers have an expiry date, so please spend the full amounts on your vouchers so the money is not lost. Voucher codes that are not redeemed or spent before their expiry date cannot be reissued.**
- You will receive a digital gift card via email.
- You can use your digital gift cards multiple times until you've spent it all but must be before the expiry date.

You must use the correct email address so please double check it. If a voucher goes to the wrong email, it is very difficult to get the money back. If this happens, please contact <https://www.select-essentials.co.uk/ContactUs>, call 0800 587 2294 or email [customerservices@select-essentials.co.uk](mailto:customerservices@select-essentials.co.uk). The Select offices are open Monday to Saturday 8.00am-8.00pm and Sun 9.00am to 6.00pm.

#### Step-by-step guide

Step 1:

Once you click the link - [Hawk Select | Home \(select-essentials.co.uk\)](#), you will be taken to a webpage where you can download your voucher.

Step 2:

You will need to choose your supermarkets of choice and the amount you wish to spend with each supermarket. For example, with one voucher you may choose £15 for Tesco and £5 for Asda. The vouchers are limited to: Aldi, Tesco, Morrisons, Sainsburys, Asda, M&S and Waitrose. This is due to the supermarkets available on the voucher scheme and cannot be changed.

Step 3:

Enter the checkout where you can view your cart to ensure you have claimed the full voucher value of £20 per code. Enter your email address, please ensure your email address is correct.

Step 4:

Digital gift cards will be emailed to you. Please allow for up to 72 hours to receive your gift card, please do not worry if you do not receive it before this time. If it has been over 72 hours and you still haven't received your gift card, please contact please contact <https://www.select-essentials.co.uk/ContactUs>, call 0800 587 2294 or email [customerservices@select-essentials.co.uk](mailto:customerservices@select-essentials.co.uk). The Select offices are open Monday to Saturday 8am-8pm and Sun 9am to. 6pm. Please make a note of your order code (that you will receive with your confirmation email after checkout on the website) as Select will ask for this. **Please check your SPAM/JUNK mailbox regularly to see if the vouchers are in that mailbox.** The email address that your vouchers will be sent from is [selectcode@select-essentials.co.uk](mailto:selectcode@select-essentials.co.uk)

To use your gift card in the supermarket, either

- download the gift-card from your emails and show on your smartphone, which will be scanned or
- print out the gift-card and the supermarket will scan the barcode on it.

On this scheme, Select cannot directly issue physical vouchers by post.

If you cannot show the voucher on your phone, or print it out from your email, if it is appropriate to you please ask your early years setting/school/college/support service for support. Alternatively, if you have a Cheshire East case worker that you are working with, please contact them and they will help you by printing your vouchers out for you.

For further guidance please visit one of the below links:

<https://www.select-essentials.co.uk/HowItWorks>

<https://www.select-essentials.co.uk/Faqs>

*Please note that any issues with the actual vouchers, need to be reported to Select by contacting <https://www.select-essentials.co.uk/ContactUs>, calling 0800 587 2294 or emailing [customerservices@select-essentials.co.uk](mailto:customerservices@select-essentials.co.uk). The Select offices are open Monday to Saturday 8.00am-8.00pm and Sun 9.00am to 6.00pm. Advice on this is detailed within the attached guidance for both the educational setting and parent/carers/young people. Please remind families to allow for up to 72 hours to receive their gift card once they have redeemed their code on the Select website. They then need to ensure they check their SPAM/JUNK mailbox regularly to see if the vouchers are in that mailbox. The email address that the vouchers will be sent from is [selectcode@select-essentials.co.uk](mailto:selectcode@select-essentials.co.uk).*