



School Vouchers > School FAQs

How to help parents having trouble accessing their voucher

December 13 2020

Search for the parent using the search bar

Please enter the order you need to check by clicking on the three dots and then 'view order details'. You are then able to search for the parent using the search bar.

The screenshot shows a web interface for managing vouchers. At the top right, there is a search bar with a magnifying glass icon and the word 'Search' inside, which is circled in red. Below the search bar is a table with three columns: 'Details', 'Status', and 'Last update'. The table contains three rows of voucher information, each with a set of action buttons on the right.

Details	Status	Last update	
Chris Aaron Parent: Tia Aaron Email: Aaron@example.com Phone: 01632 823717	Delivered	11th December 2020 12:46PM	Retailer choice Resend Unassign Activity
Jason Aaron Parent: Judith Aaron Email: jacoolio@example.com Phone: 07333 292911	Awaiting retailer choice	11th Decem	Retailer choice Unassign Activity
Liz Aaron Parent: Jonas Aaron Email: Aaron@example.com Phone: 01632 823717 Pre-selected: Aldi	Voucher delivered	11th December 2020 12:51PM	View voucher Activity

View the order details to check the status

Now you are able to check the status of their voucher. The five different statuses and their definitions can be found below;

1. Delivered: The voucher has been assigned and the parent can now choose their retailer.

2. Awaiting retailer choice: The parent has not yet selected a retailer for this voucher.

3. Voucher delivered: The voucher has been received by the parent.

4. Accessed by parent: The parent has accessed the voucher provided.

5. Voucher processing: The parent has selected their retailer and is now waiting for their voucher to be sent. *(This will generally only show if the parent has selected Morrisons as their retailer as there can be between a 6-12 hour delay in receiving these due to the supermarket systems).*

Details	Status	Last update	
Chris Aaron Parent: Tia Aaron Email: Aaron@example.com Phone: 01632 823717	Delivered	11th December 2020 12:46PM	Retailer choice Resend Unassign Activity
Jason Aaron Parent: Judith Aaron Email: jacoolio@example.com Phone: 07333 2929111	Awaiting retailer choice	11th Decem	Retailer choice Unassign Activity
Liz Aaron Parent: Jonas Aaron Email: Aaron@example.com Phone: 01632 823717 Pre-selected: Aldi	Voucher delivered	11th December 2020 12:51PM	View voucher Activity
Sophie Aaron Parent: Jonas Aaron Email: Aaron@example.com Phone: 01632 823717 Pre-selected: Aldi	Accessed by parent	11th December 2020 12:52PM	View voucher Activity
Chris Aaron Parent: Tia Aaron Email: Aaron@example.com Phone: 01632 823717	Voucher processing	11th December 2020 12:46PM	Get link Activity

How to help during each status

1. Delivered

- If the parent is not receiving the initial message, please check their contact details are correct and contain no errors (such as commas). If they are incorrect, you will need to **unassign the voucher from them** and edit the details when assigning again.

- If the contact details are correct, please resend the link by clicking 'resend'.
- If the parent is still unable to access the voucher, you can either unassign the voucher from them and use the [download feature](#) (option 2) to download and send manually, or follow the steps below;
 1. Click 'retailer choice' then 'copy to clipboard'
 2. Paste the link into a new tab within your browser
 3. Select the retailer and confirm
 4. If selecting any retailer other than Morrisons, you will then be redirected to the voucher. You will need to click 'view voucher' and can then either copy and paste the link to the parent, or print it out for them. If selecting Morrisons the voucher will show as 'voucher processing' until it is ready. Once available will show as 'voucher delivered', you can then access and send the voucher to the parent. **IMPORTANT:** if selecting the retailer for the parent like this, you will need to send the voucher to them manually as it will not register to their account.

2. Awaiting retailer choice

- Please ask the parent to log in via schoolvouchers.com and select the retailer.
- If they are still struggling, please [unassign the voucher](#) from them and use the [download feature](#) (option 2) the download and send manually or follow steps 1-4 as above.

3. Voucher delivered

- Please ask the parent to login via schoolvouchers.com/login to access the voucher in the account.
- If they are still unable to access the voucher, you are able to access it to send manually using the steps below;
 1. Click 'view voucher' then 'copy to clipboard'
 2. Paste the link into a new tab within your browser
 3. Click 'view voucher'.
 4. You will now see the parents voucher, you can either copy and paste this link to the parent, or print it off and give it to them.

4. Accessed by parent

- Please ask the parent to login via schoolvouchers.com/login to access the voucher in their account.

- If they are still unable to access the voucher, you are able to access it to send manually using the steps below;
 1. Click 'view voucher' then 'copy to clipboard'
 2. Paste the link into a new tab within your browser
 3. Click 'view voucher'.
 4. You will now see the parents voucher, you can either copy and paste this link to the parent, or print it off and give it to them.

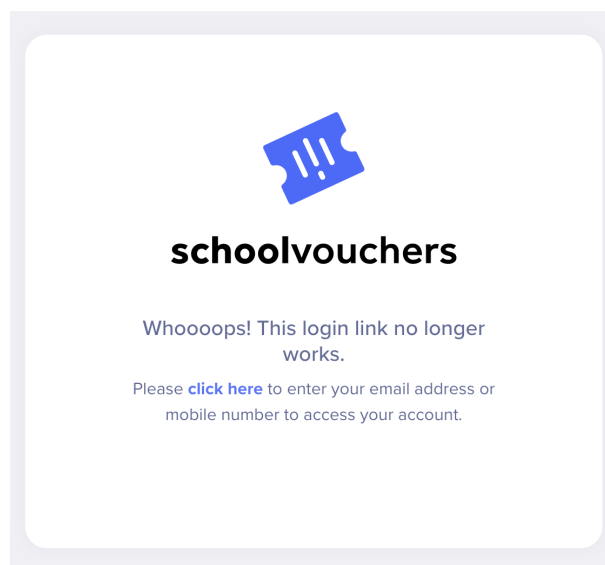
5. Voucher processing

- If showing voucher processing, this means that that the voucher is waiting to be purchased and sent to the parent. This can take between 6-12 hours and the parent will be notified once this is available. Once available the status will change to 'Voucher delivered' and the parent can log in to view the voucher.

Login link no longer works

If a parent is seeing the screen below, the link they are accessing has now expired.

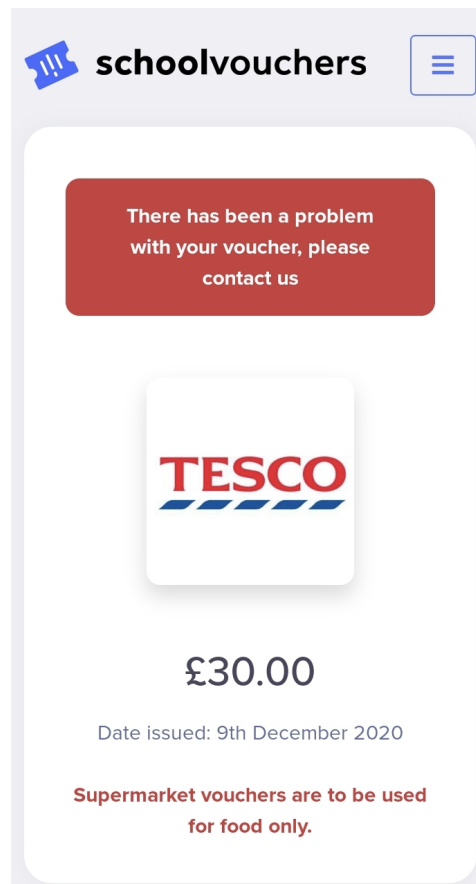
Please ask them to log in again by pressing 'click here' or going to schoolvouchers.com/login.



There has been a problem with your voucher


If the parent is unable to view their voucher as the error screen below is showing, please contact us with the following information so we can investigate further;

- Order reference number
- Child/Parent name
- Parents email address/mobile number.



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 Start typing your search...



CONTACTS

support@schoolvouchers.com



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