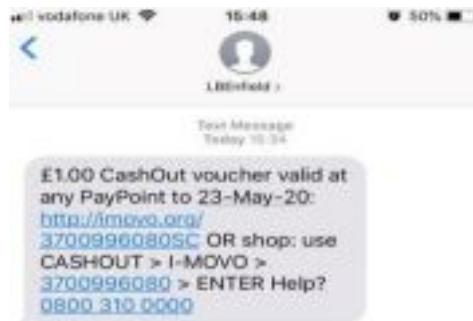


PayPoint Cash Vouchers FAQs

What do I do if I have not received my voucher?

- To help you easily identify the message is being sent from Enfield Council a text message will be sent from “LBEnfield”

Please see below an example of the type of message you will be sent.



- Email Vouchers are sent from “PayPoint Service” no-reply@paypoint.net. Please check your ‘inbox’ and your ‘junk mail’ or ‘deleted’ emails to see if you have received the message.
- If you have not received the email or text message, or may have deleted it, please contact your school so they can update their records and we can re-issue the voucher to you.

How do I redeem my voucher?

- If your voucher is sent by text message, please click on the link and your barcode will display. Please show this to the retailer who will scan the barcode and give you the cash.
- If your voucher is sent by email the voucher will be attached as a PDF, you can either open the PDF on your mobile phone or print the voucher and show this to the retailer who will scan the barcode and give you the cash.

How can I find my nearest PayPoint?

- The easiest way to find you nearest PayPoint outlet is to visit www.paypoint.com/locator.

- If your voucher was sent by text message, please click on the link in the message and go to “FIND STORE” where you can enter your post code directly.

Who can I contact if the PayPoint retailer is having trouble redeeming my voucher?

- PayPoint have a customer service team that can help the retailer process the voucher. Please ring PayPoint customer services on **0330 400 0002** when you are in the shop.
- **Please do not use the above number** to query why you have not received a voucher or your contact details are incorrect. Please contact your school instead.

The PayPoint retailer has advised me that I need to buy something before they can redeem the voucher, what can I do?

• There are some retailers who occasionally ask a customer to make purchases alongside redeeming a voucher. Please be advised this is not permitted and if the retailer has asked you to do this please ring PayPoint customer services on **0330 400 0002** when you are in the shop.

Who can I contact if I want to change my mobile number or email address?

- Please contact your school to make your changes so they can update their records and they will then notify us to issue your voucher using the new contact details.

Who can I contact if the school is closed and I haven't received my voucher?

- Please always contact your school in the first instance. If you cannot get in contact with your school then email Exchequer Services by email paypoint.cashout@enfield.gov.uk or phone 0208 379 8009.

Why am I receiving more than one email or text message? • Each voucher has a £100 limit. Depending on your circumstances you may receive more than one voucher if your entitlement is over £100. If you have more than one voucher, please make sure you present them all to the shop assistant.

When will the Voucher expire?

- Vouchers will expire after **30 days** if they have not been redeemed.