

Checking the voucher codes at Centres

Please refer to the guidance sent with the tablet for signing into the database.

1. Click on 'vouchers'

The screenshot shows the 'Voucher search' page in the foodbank system. The 'Vouchers' menu item is highlighted in green, and an arrow points to it from the text '1. Click on 'vouchers''. The page shows a search form with a 'Voucher code' field containing 'E', a 'Search' button, and a 'Clear' link. A help box on the right explains voucher prefixes: 'E - e-referral voucher (printed or code only)' and 'R - a red voucher completed by hand'.

2. Ask the client for their voucher number (it is often easier if you read what is written down)

3. Enter the voucher code and click on search (6 digits must be in the second part)

Latest e-vouchers assigned to Norwich

Search for vouchers

Please input full voucher code even if it begins with zero.
Vouchers issued after 2nd August 2022 will require 6 digits in the second part of the voucher code.

Voucher code

E

[Show more search options](#)

[Clear](#)

Voucher prefixes explained

E - e-referral voucher (printed or code only)
R - a red voucher completed by hand

4. Click on the blue e voucher code to see the status of the voucher.

Voucher code	Client name & phone number	Vouchers issued in 6 months	People the voucher is for	Agency name	Assigned food bank centre	Issued to client
E 58078-000011	Hannah * Worsley	2	Adults: 1 Children: 1	*Norwich e-referral TEST*	St Elizabeth's Church	09/04/2024 10:34

5. If it says ‘unfulfilled’ proceed to step 6. If it says ‘cancelled’, ‘not collected’ or ‘fulfilled’, please tell the client that the voucher is not valid and ask if they’ve got another code. If they don’t, please offer a drink and ask them to contact the agency who referred them. In this case it was Norwich e-referral Test.

The screenshot displays a voucher management interface. At the top, the voucher ID is 'E 58078-000011', issued to a client on 09/04/2024. The status is 'Unfulfilled', which is circled in red. A blue button labeled 'Mark as fulfilled' is visible. Below the status bar, the voucher details are organized into two columns: 'Delivery and collection' and 'Referral agency'. The 'Delivery and collection' section includes: Allocated food bank centre (St Elizabeth's Church), Delivery required (No), Consent for contacting about delivery or collection (Yes), Client's phone number, Client's email address, and Collection or delivery notes for the food bank. The 'Referral agency' section includes: Agency name (*Norwich e-referral TEST*), Person who issued voucher (Jon Moule), Agency contact telephone (07789027611), and Agency contact email address.

If the code doesn't work, you can also check if the client has unfulfilled vouchers by clicking on 'client' and entering their name/postcode – a list of all of their vouchers will appear as below

Hannah * Worsley - Client details

Address

Henderson Trust, 51 Ivy Road, NORWICH, NR5 8BF

Year of birth

1986

Number of adults in the household

35-44 yrs

1

[Edit details](#)

[Voucher history](#) Signposting support history

Transfer vouchers to another client

Select all

<input type="checkbox"/>	E 58078-000011	Issued to client 09/04/2024	Unfulfilled	Mark as fulfilled	Tools/actions ~	Expand details
<input type="checkbox"/>	E 20197-001250	Issued to client 16/11/2023	Fulfilled 16/11/2023	Signpost	Tools/actions ~	Expand details
<input type="checkbox"/>	N 58078-00008	Issued to client 30/07/2019	Fulfilled 02/02/2022	Signpost	Tools/actions ~	Expand details



6. Scroll down and look for the number of people the parcel is for (in this case it is 1 adult and 1 child)

Number of people the voucher is for by age group

Adults

35-44 yrs

1

Children

0-4 yrs

1

Referred person's current situation

Source of income in the household

Earning, no benefits

Reasons for referral

Change in work hours

Benefit deduction due to overpayment or benefit advance

Rising costs of essentials

7. Check for any dietary information such as ‘halal’ or ‘vegan’ under notes

Notes regarding parcel requirements

Consent for holding information about dietary requirements

Yes

Dietary requirements (will appear on the printed e-voucher)

vegetarian

Additional parcel notes (will appear on the printed e-voucher)

kettle box, toiletries, dog food and size 6 nappies if possible

8. Check additional parcel notes for parcel information or extras requested such as nappies/ dog food or if the client has limited cooking facilities. Please also ask the client about these ‘extras’

Notes regarding parcel requirements

Consent for holding information about dietary requirements

Yes


Dietary requirements (will appear on the printed e-voucher)

vegetarian

Additional parcel notes (will appear on the printed e-voucher)

kettle box, toiletries, dog food and size 6 nappies if possible

9. Finally, scroll up again and click on the blue icon ‘Mark as Fulfilled’

<input type="checkbox"/>	E 58078-000011	Issued to client 09/04/2024	Unfulfilled	Mark as fulfilled	Tools/actions 
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