



UPDATE MONDAY 30TH MARCH 2020

The team at Wonde have been working around the clock this weekend to update the platform and respond to over 2,000 support tickets from schools in need of an urgent solution.

Almost 4,000 schools have signed up in the last 7 days and are now successfully sending vouchers to parents.

Supermarket update

As you can appreciate, the demand on supermarkets to supply vouchers has increased by over 20,000 new customers (schools) in a matter of weeks, and their usual order processes have been put through an incredible amount of strain.

As Wonde represents such a large volume of schools, we have now managed to secure a stable supply of vouchers to meet your demand and have this in place ready from today.

Timings for vouchers to be sent to parents

The daily cut off for vouchers to be processed is 12pm daily (Monday to Friday). If the following criteria are met for an order, the below lead times apply:

1. The order payment status has to be set as cleared
2. Parents have selected their supermarket choice

Supermarket voucher lead times:

- Tesco (same day)
- Morrisons (same day)
- Asda (same day)
- Sainsburys (next day)

If an order misses the 12pm cut off it will be processed at 12pm the following day and the above lead times would therefore apply.

Later today (Monday 30th March) Wonde will be completing voucher orders for all orders that are ready to go.

During last week there were a number of delays relating to Asda orders due to the supermarket's inability to supply. As a result, Wonde provided a direct update to parents over the weekend (text message and email) updating them that they will receive their vouchers on Monday. We do not expect any further delays from this backlog and apologise for any additional workload this may have caused.

We will continue to improve the system throughout this week which will enable you to better manage your orders and help parents with any queries they may have.

Many thanks

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