

M&S

EST. 1884

Marks & Spencer Your School Uniform February 2021 Newsletter

Hello! We know that 2021 has not got off the start that many of us had planned back in September and whilst we appreciate that schools have far more important things to focus on than uniform, we wanted to update and reassure you that we are working hard to ensure the launch of our Back-to-School 2021 campaign will run as smoothly as it possibly can.

All our stock has now been ordered and at the moment all our suppliers are striving to deliver on schedule, however we are aware that this may change if the pandemic worsens or if there are further delays at the UK borders, but we will keep you fully briefed if anything changes. We are intending to launch our Back-to-School campaign at the beginning of July and we will send out to you all the information you need to send to your parents to let them know about the service and how to order etc.

We are currently busy embroidering between now and June and so, if there is any item that you would like us to prioritise for your school, then we would be grateful if you can contact us as soon as possible so we can ensure that any requests are considered and also manage availability during our busy periods.

Website

It is now 8 months since our new website launched and despite a few initial glitches in the system, everything should now be working smoothly. If you do come across any issues, then please do tell us so that we can fix any problems as quickly as possible. In advance of the Back-to-School season, we would be grateful if you can check the links to our website on your school website to ensure that you have the most recent link. The old link is now disabled so please can you paste the links below so that you parents will be able to go direct to the site from your school website.

(To open - hover over either link, press control and left click).

[Your School Uniform : Marks & Spencer \(mandsyouruniform.com\)](https://mandsyouruniform.com)

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Plain Uniform Section

Last year we introduced our plain uniform section onto the website, and this proved to be extremely popular with all our customers. We will continue to sell in this section a range of our bestselling trousers, skirts, shirts, pinafores and more so that parents will be able to place any orders in the same basket as their bespoke uniform purchases. Whilst we will endeavour to ensure availability of as many of these lines as possible, it may sometimes be the case that we sell out of stock on this page and if this is the case the full range of core uniform will always be available on www.marksandspencer.com



Boys Plain Uniform



Girls Plain Uniform

Contact Me When Available

We know that there is still a lot of uncertainty about when schools are going to reopen fully but if parents are still in need of uniform that is currently unavailable then the 'Contact Me When Available' function is operating on the website. As we mentioned earlier, we are now in bulk production for all our schools, so there may be the odd gap in availability of some items whilst we embroider, so again, if you can encourage your parents to use this facility, it will allow us to prioritise any stock that is needed as it will automatically add the requested order to our embroidery plan.

Contacting Us

Last year we took the decision to merge our Contact Centre into the main M&S Contact Centre. Like many people, most of our team are now working from home and there has been added pressure placed on them due to the increased traffic on M&S.com. Going forward, in order to ease pressure on the team, if any **school** has an enquiry, needs to place a bulk order, needs one off staff items, leavers products or sports kit or wishes to discuss

the service in general, then please can you contact either Jo Beeney (joanne.beeney@marks-and-spencer.com) or Mandy Lambert (mandy.lambert@mandsysu.co.uk). We encourage any **parents** if they have any queries about orders specifically or availability to continue to speak to the Contact Centre team on 0333 014 8418 or email them at ysu.query@customersupport.marksandspencer.com.

Finally, you should now have received your commission cheque and we hope that this contribution can help towards school life, but if you do have any problems or have not received your cheque then do contact either Jo or Mandy asap. As mentioned in the email, we are looking to roll out any future commission cheques via BACS and ask that you supply us with the information requested – account and sort code numbers and payee name.

We know that times are very challenging for schools at the moment and therefore wanted to reinforce our commitment to you and your parents by trying to deliver the best uniform service we can. We always welcome your feedback so please let us contact us if you have anything to discuss. In the meantime, keep safe and well.

Kind Regards

The M&S Your School Uniform Team



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**Your School
Uniform**
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Welcome to M&S Your School Uniform. We are proud to supply personalised school uniform to schools across the UK. Remember, each time you use our service your school will benefit. It's a simple and straightforward way to help raise money for your school!



