



Implementation of the contract

► Assignment of the customer number :

- You complete and sign the service agreement, then send a scanned version by email to Edenred. A copy will be return to you by our Management.
- A customer number will be assigned to you within 72 hours.
- Previously to the order, you will have to define the value of the ticket and the number of ticket.

► For the ordering, there are two options :

- **Non-personalized tickets** : quick and easy registration of your order via our website www.edenred.lu thanks to our online ordering platform « Cortex » or via email to order-LU@edenred.com
- **Personalized tickets** : order file in Excel format predefined by Edenred (each line corresponding to a beneficiary). Available on our website and send us to the following email address : order-LU@edenred.com
- You can also intrust the management of your orders to your fiduciary.
- An **email with acknowledgment of receipt** is sent by Edenred to validate the consideration of your order.
- A confirmation email is sent by Edenred to confirm the delivery date and the number of tickets ordered.

► Personalized your tickets : You have the possibility to personalized the tickets with a name, a matricule number, a logo...

► Condition your order : Possibility of sorting your package in alphabetical order, by delivery center, by department...

► Delivery : Provided by a dedicated team, within 4 days (if the order is made before 3pm) after the receipt of your order. Deliveries are made from Monday to Friday. We provide you all the necessary documents to check the order and have the receipt signed by your beneficiaries.

► Follow-up : A dedicated team in Luxembourg is at your disposal.

► The services fees : These costs take into account the costs of the production, administration and delivery costs. These fees are subject to VAT. A minimum of 20 € is charged.

► Billing and payment : Edenred issues an invoice on the delivery date. The invoice is sent electronically. The payment should be made at the latest on the day of the delivery of the ticket, either by bank transfer or by direct debit.

► Presentation : Your envelop is composed by :

- A cover ticket, without value
- A number of tickets equivalent of your days of service
- Promotional coupons

► Your contacts in Luxembourg :

- Marie-Pascale Trévalinet – Area Manager – tél. 26.00.52.15 - marie-pascale.trevalinet@edenred.com
- Fiorenzo Tristaino – Account Manager – tél. 26.00.52.14 - fiorenzo.tristaino@edenred.com
- Hanane El Maskini – Sales Assistant – tél. 26.00.52.16 – hanane.elmaskini@edenred.com