

## Setting up your new benefit Ticket Restaurant



### Sign the contract

- ✓ Fill in and sign the service contract, then send a scanned version by email to your sales contact.
- ✓ As soon as your contract has been encoded, you'll receive an email confirmation as well as your credentials to access your MyEdenred employer space.

### Order

There are several options possible:

- **In your MyEdenred employer space:** order your Ticket Restaurant directly online or by importing the Excel order file.
- **By email:** send your order file by email to [order-LU@edenred.com](mailto:order-LU@edenred.com).
- **Via your social secretariat:** do you entrust the management of your orders to your social secretariat? Send your VAT number and company number to them, specifying that it is an Edenred Ticket Restaurant order.

We will automatically email you at each stage of processing your order.

- ✓ **Acknowledgement of receipt** to confirm that your order has been received.
- ✓ **Payment request.** The first order is always prepaid.
- ✓ **Confirmation email** to inform you of the delivery date.



N.B. you don't need to order Edenred cards, we automatically detect the number of cards needed and add them to your Ticket Restaurant voucher order.

### Your order packaging

If you choose direct delivery to the company (bulk), you have the option to sort your package by delivery centre, unit or department.

In this case, please fill in **column H** in your order file, providing the distribution point reference.

## Delivery

**Delivery:** cards are delivered within 10 working days. Deliveries take place from Monday to Friday. We provide you with all the documents necessary to check the order and sign for receipt.

**Presentation:** the envelope includes:

- a personalised card in the beneficiary's name;
- an explanatory letter to guide the beneficiary in activating their MyEdenred personal space and their card.

## Card receipt and activation

Cards are delivered non-activated to guarantee their delivery in total security. There are two options possible for their activation:

- **You activate the cards**

You can activate all your employees' cards in one go from your MyEdenred employer space.

- **The beneficiary activates their card**

The beneficiary activates his card himself in his MyEdenred personal space.

## Invoicing

Edenred issues an invoice **on receipt** of your payment. The invoice is sent electronically to the invoicing contact mentioned in the contract. Your invoice is settled by the method defined in your contract.

*You can modify the different contact people in your organisation directly in your MyEdenred employer space.*

**Questions? Read [our FAQ](#) or [contact us](#).**

Thank you for choosing the Ticket Restaurant solution for your employees! We're delighted to have you as one of our clients.

*The Edenred Luxembourg sales team*