

How to switch to the Edenred card

1 Your quote

Confirm the **price quote** sent by Edenred to launch the digitalisation process in your company.

i To confirm your quote, just click the 'Confirm my quote' button and fill in the form.

2 Your contract

Upon receiving your signed quote, **Edenred draws up your contract** and sends you the credentials for your employer space on [MyEdenred.lu](https://myedenred.lu)

You can then order your employees' digital meal vouchers in your employer space

i You will be sent an email notification with a link enabling you to create your employer space on MyEdenred.

3 Your MyEdenred employer space

Create your **employer space** on MyEdenred and add your employees' details. Enter:

- ✓ **Your employees' email addresses**
to send the individual activation codes and notifications (card in production, card out for delivery, card topped up)
- ✓ **Your employees' references**
(registration number, internal company reference, etc.).
If possible more than 4 characters.

i This information is essential to enable your employees to activate their personal space and for us to inform them of each top-up on their account.

4 Your first order

Log in to your employer space using the logins and passwords created in step 3.

i Card orders are generated automatically when the voucher top-up order is placed.



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Your payment

The first order is still prepaid, even if you used to pay for your paper vouchers by transfer or direct debit. You'll receive a payment request by email which is also available on MyEdenred.



The Edenred cards are sent for production as soon as the payment conditions are met.

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Your cards

After the payment has been registered, the cards are sent for production and will be delivered to the company by post (fewer than 15 cards) or by courier (more than 15 cards).

Delivery takes a maximum of **10 working days** from the delivery date mentioned on MyEdenred. Cards are topped up either the day after your payment has been recorded, or on the date entered when the order was placed.



Employee helpdesk

For any questions about the card, its activation and use, your employees can contact the [card user helpdesk](#)



Employer helpdesk

For any questions about setting up the employer space on [MyEdenred.lu](#) or for any questions not related to sales (e.g. ordering meal vouchers), you can contact our [employer helpdesk](#)

