



## The order

*Your social secretariat (payroll administration service) takes care of your orders.*

Your social secretariat will place an order for electronic meal vouchers. We will automatically supply you with Edenred cards for members of staff who do not yet have one.

*You take care of your orders yourself.*

Go to your Customer Space on [www.MyEdenred.be](http://www.MyEdenred.be) and place your Ticket Restaurant® order.

You can **order on line** or **import a Ticket Restaurant® order file** (this file can be downloaded from your Customer Space).

You will be asked to give the NISS (national register number) of each member of staff.

With this information, **we will be able to detect automatically whether some of your staff already have an Edenred card** (from a previous employer, temporary work, etc.). For all those who do not have a card, the order is generated automatically and delivered within ten days.

## Delivering and activating cards

Depending on your contract, the cards are delivered:

- **to the company** (recommended by Edenred): you have to activate the card or cards via your Customer Space on [www.MyEdenred.be](http://www.MyEdenred.be). Click on 'Activate a set of cards' in the top left-hand corner of your screen.
- **to the home addresses of your staff\***: each member of staff receives his Edenred card and instructions for use in an initial letter. They then receive a second letter containing an activation code to activate the card via their Personal Space on line on [www.MyEdenred.be](http://www.MyEdenred.be) or by telephone on **02/702.20.02**.

\*Unfortunately, one of the two letters often goes astray and this can create confusion and waste time for your staff, for you as an employer and for our services. This is why we prefer to make group deliveries to the company.

## Confirming account top-up

Each time an order is placed, an e-mail is sent to your staff **informing them that their Ticket Restaurant® account has been topped up**, provided that we have their e-mail address. We encourage you to let us have your staff members' e-mail addresses when you place your first order. To benefit from reductions and special offers, they can also create their profile on [www.MyEdenred.be](http://www.MyEdenred.be).

## Using the card

Find the businesses that accept Ticket Restaurant® and our other solutions in a flash using the search engine on [www.Edenred.be](http://www.Edenred.be) or by downloading the free **TicketFinder mobile app** for iOS, Android and Windows Phone.

## Consulting the balance

- ✓ Via the **TicketFinder** mobile app
- ✓ On the **Personal Space** [www.MyEdenred.be](http://www.MyEdenred.be) (available in four languages)
- ✓ By telephone on **02/702.20.02** or free of charge only from a land line on **0800/118.18**
- ✓ By **text on 3621**: send BALANCE then a space then your card number. E.g.: BALANCE 123456789123 (€ 0.30 or € 0.15 per text sent/received)
- ✓ On most **till receipts**