

Food and Welfare Vouchers

Guidance for Schools, Local Authorities
and Charitable Organisations



Hello, and welcome to Huggg.

We're delighted you have chosen our platform to help assist you with your food and welfare voucher distribution.

This document will be used by schools and local authorities sending free school meal vouchers to eligible families and also by charitable organisations sending welfare vouchers to eligible adults. To keep things simple, anyone receiving a voucher will be referred to as a recipient throughout this document.

Please take the time to read through the document thoroughly ahead of distributing your vouchers. It will contain all the information you will need in order to distribute vouchers successfully and solve any queries you may receive from your recipients.

All the best.

Paul and Team Huggg



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Section 1

How to send vouchers

Getting started

This step by step guide will show you the basics on how to create and share vouchers with your recipients.

We also strongly advise that you watch the accompanying video ahead of using the platform for the first time. The video can be found [here](#).

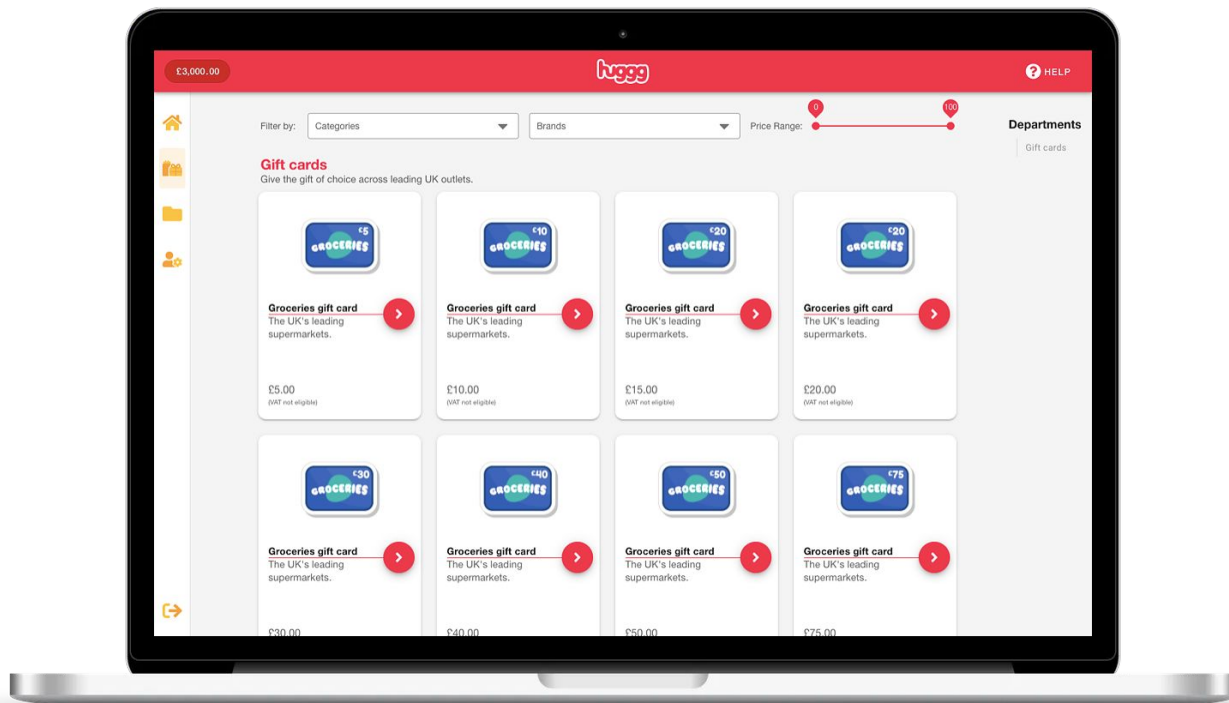
When creating vouchers, you have the option to upload email addresses or mobile numbers and let us send them for you via the platform directly. Or, you can create vouchers as links to share with recipients yourself using your own messaging/email system.

Recipients choose which retailer to shop at. You just send the link and they take care of the rest!



Step 1 - select a voucher value

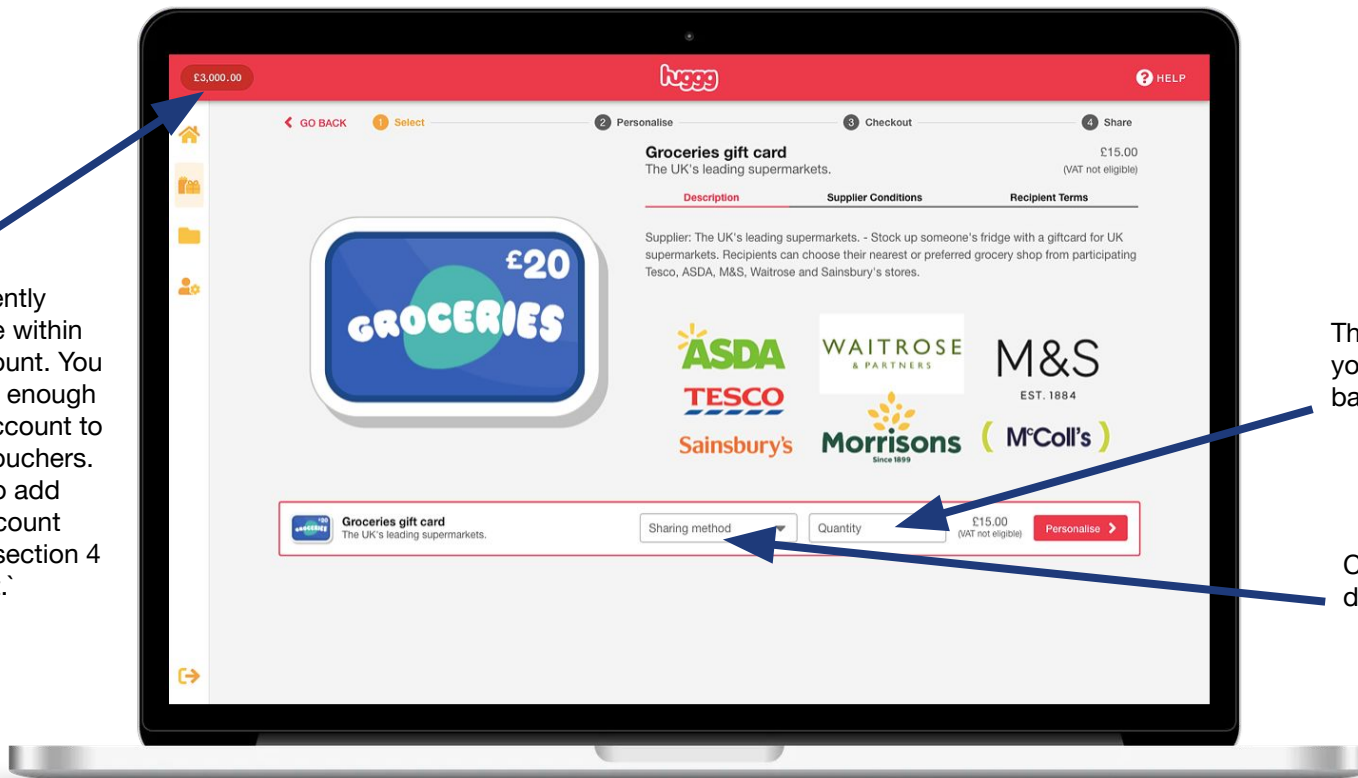
Click on the Shop section then choose your voucher value from the options shown. We stock voucher values from £3 - £100.



Step 2 - choose quantity and how to share

Select a sharing method (email, sms or unique links) and enter voucher quantity required.

This is your currently available balance within your Huggg account. You will need to have enough money in your account to be able to buy vouchers. Details on how to add funds to your account can be found in section 4 of this document.



The number of vouchers you want to create in this batch

Click [here](#) for more details



Step 3 - write your message and set an expiry

Here is where you can choose to add a message to recipients - this can be blank. You can also set the link expiry.

This message is added to the link and also the SMS or email (if you chose to send via email or SMS in the previous step)

The screenshot displays the Huggo 'Personalise' step for creating a Groceries gift card. The interface is divided into two main sections: 'Recipient View' on the left and 'Personalise' on the right. The 'Recipient View' shows a mobile phone screen displaying the gift card details, including the Huggo logo, the text 'You've received a Groceries gift card from Your School Name', and a 'tell me more' button. The 'Personalise' section contains the following fields and options:

- Sender:** A text field with the value 'Your School Name'. A blue arrow points to this field from the text on the right.
- Add a message:** A text area with the placeholder 'Your message goes here.' and a character count of '23 / 150'. A blue arrow points to this field from the text on the left.
- Set Expiry:** A dropdown menu showing '02-12-2021 (in 364 days)'. A blue arrow points to this field from the text on the right.
- Custom branding:** A dropdown menu with a downward arrow.
- Preview:** A button at the bottom of the form.

A red box at the bottom of the screen shows a preview of the gift card. It includes the Huggo logo, the text 'Groceries gift card x10', 'The UK's leading supermarkets.', the expiry date '02 December 2021', and the value '£150.00 (VAT not eligible)'. A 'Continue' button is next to the preview.

The first time you create a batch, you can set your sender name here.

This sets the expiry date of the links you send. Once this date has passed, any unredeemed vouchers will expire and the money attributed to them will be automatically re-credited to your Huggo account at midnight.



Step 4 - confirm your order

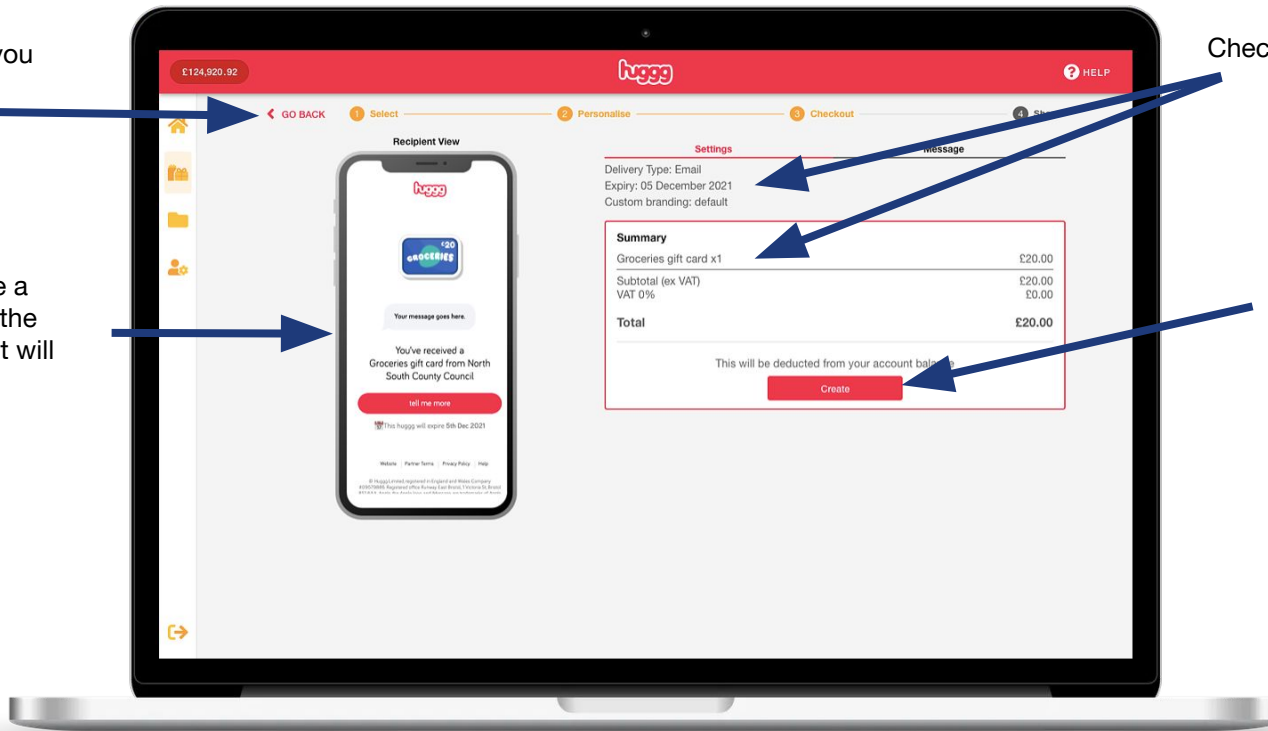
Check the details of your order. When you are happy, click to confirm. It can take a few moments, so please wait.

If you spot an error, you can go back to the previous screen by clicking here

This screen will have a precise mock-up of the link that the recipient will receive

Check the order details

When you are happy everything is correct, click here to create your batch. Be sure to double check everything before proceeding as clicking this button will generate your vouchers.

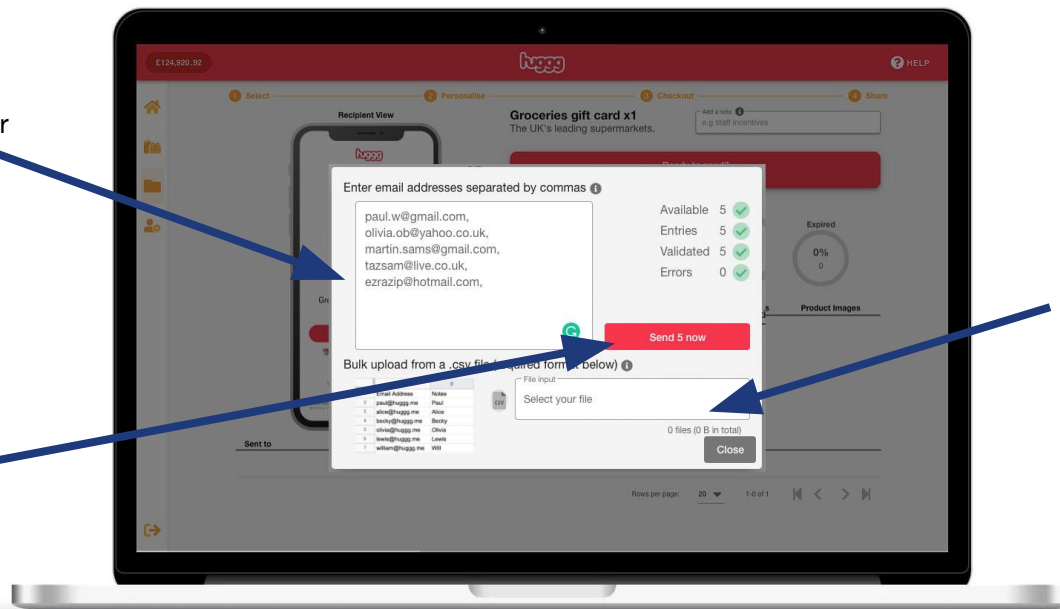


Step 5 - share your vouchers!

If you chose to send vouchers via email/SMS through the platform directly, you will now need to upload your recipients' email addresses or telephone numbers.

You can manually enter the details here...

Click here when ready to send. Your recipients will then be sent their links automatically.



...or upload a CSV file here. For more info on this process, click [here](#).

IMPORTANT! If you chose to send via Unique Huggg Links, click the big red Ready to send button at the top right of the screen and a CSV file containing your links will download to your computer. You can then share these with your recipients via your own email or other messaging system.



Section 2

Managing your transactions

Tracking, adding notes and re-sending

In your order history you can view and track individual voucher links in real time. You can see if it has been successfully sent to the recipient and if they have redeemed it for a voucher. You can also re-issue vouchers from this screen.

If you need to re-send a link you can copy it from here and paste it into your own email system or other messaging service

Add a note to the batch. i.e Easter Holiday Vouchers

Check the status to see if the link has been successfully sent and redeemed.

Add a note to individual voucher links. i.e Sent to J. Smith

Recipient View

Groceries gift card x5
The UK's leading supermarkets.

Add a note
e.g staff incentives

Ready to send?
Add email addresses

5/5 sent

Total	Sent	Redeemed	Expired
100% 5	100% 5	0% 0	0% 0

Order Details Supplier Conditions Recipient Terms Product Images

Order Date: 03 March 2021
Order Value: £15.00 inc VAT
Expiry: 31 March 2021 [change](#)

Edit Batch

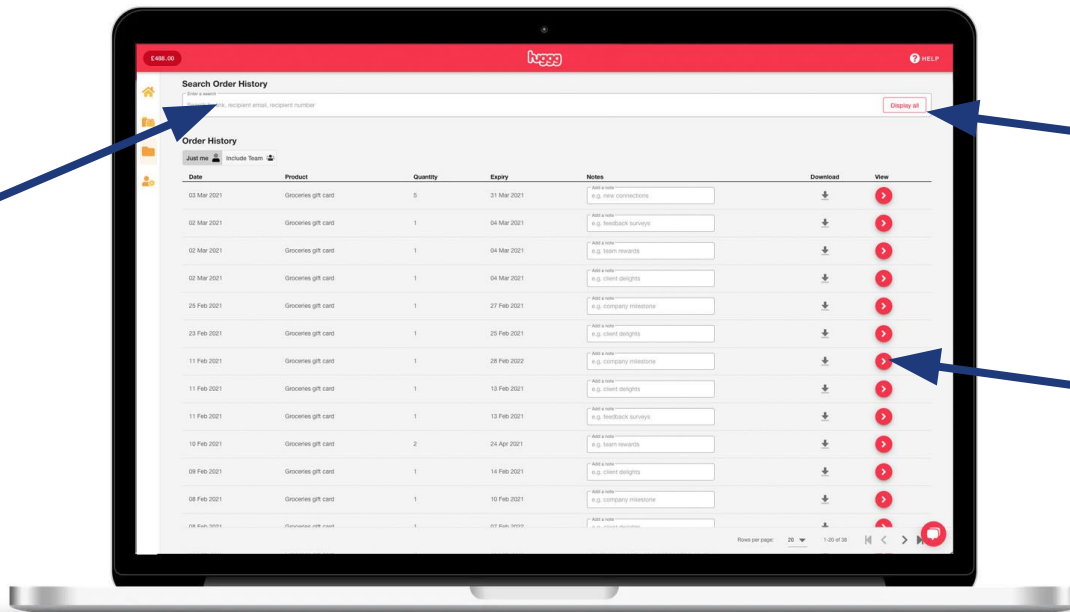
Link	Sent to	Delivered	Redeemed?	Expiry	Notes	Edit
/72g6u1v15po70u	martin+1@huggo.me	✓	Redeemed	31 Mar 2021	Add a note e.g Sent to Olivia Bloggs	Edit
/13bta3tan7mt7dem	martin+2@huggo.me	✓	Sent	31 Mar 2021	Add a note e.g Sent to Alice Bloggs	Edit
/cbgk1@9qbwg1s23	martin+3@huggo.me	✓	Redeemed	31 Mar 2021	Add a note e.g Sent to Alice Bloggs	Edit



The search bar

If you need to locate a specific link, or batch of links, you can use the search bar at the top of your order history to quickly find them.

You can search for recipient name, email address, telephone number, unique note etc.



If you leave the search empty and click the Display all button you can download a report of all vouchers you have ever created.

You can view the links contained within a batch by clicking the red/white arrow at the end of the corresponding row



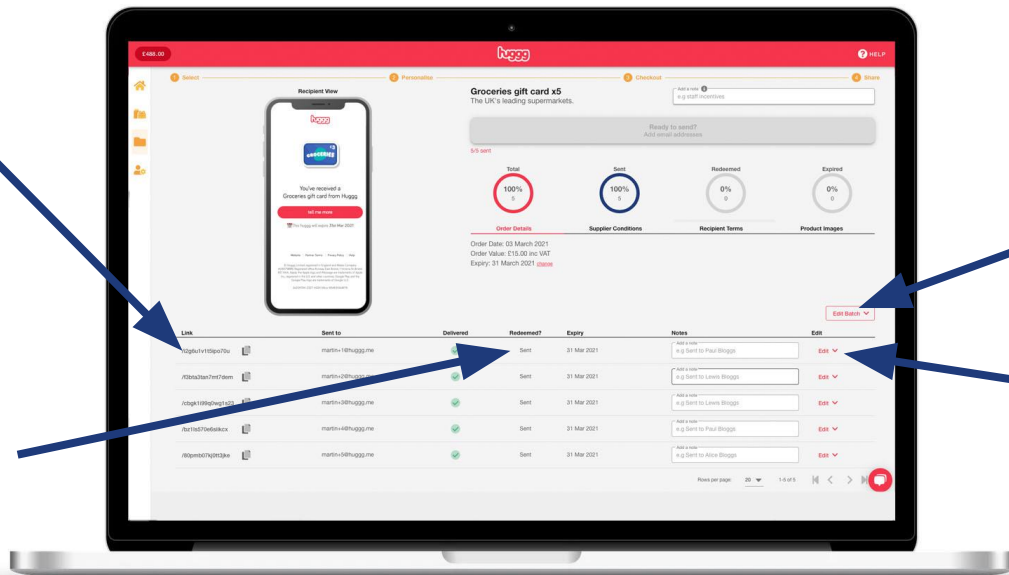
Editing expiry dates and canceling sent vouchers

You can cancel or edit the expiry dates of individual links or entire batches directly within your account.

IMPORTANT: This is only possible with links that have not yet been redeemed or have already expired.

Locate the relevant link/s in your order history

Check to ensure the link has not yet been redeemed or has already expired



To cancel or alter the expiry date of an entire batch, click here

To cancel or alter the expiry date of an individual link, click here

The money attributed to cancelled and expired links will be re-credited to you Huggo account at midnight on the day of expiry or cancellation.



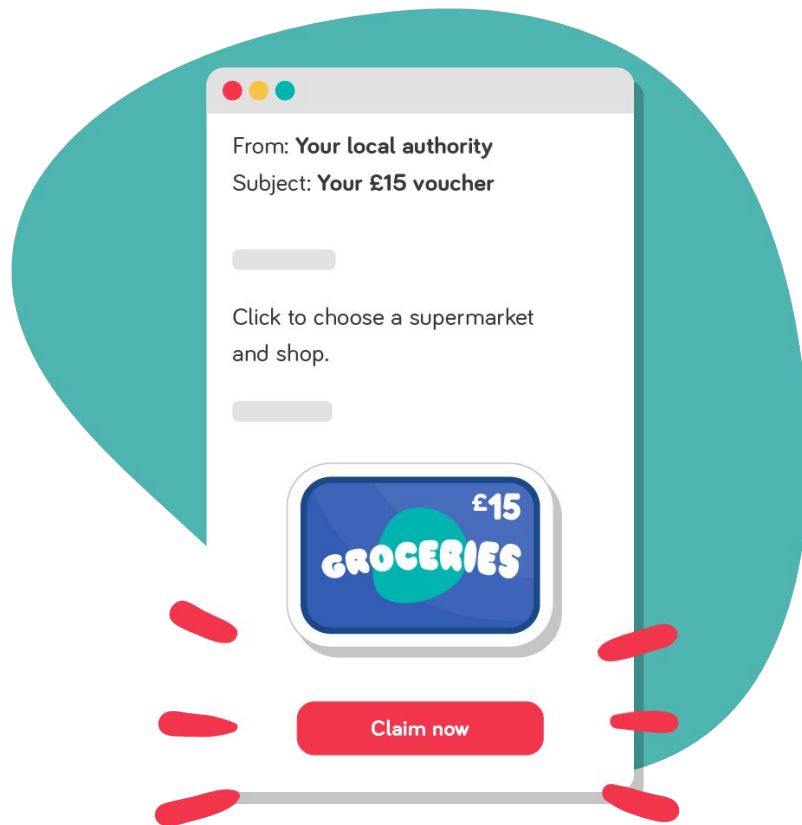
Section 3

What the recipient sees

It's important to understand the journey your recipients will take when activating their vouchers, so you can help if they get stuck.

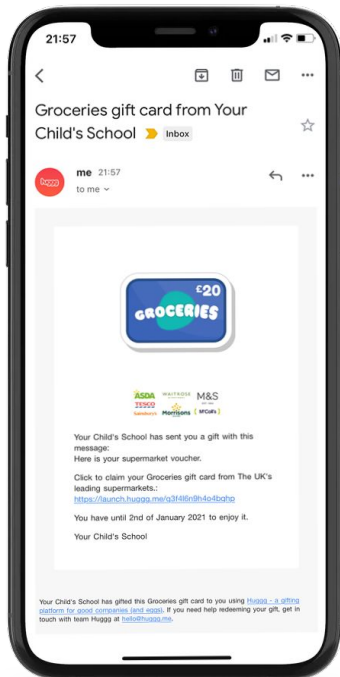
This section will show you the steps they take, enabling you to solve any queries they might have and guide them through the process seamlessly.

With Huggg, recipients choose from a list of retailers to shop at and activate their own vouchers. It's a simple process and we show an exact mock up on-screen when you are sending a batch, but let us walk you through it.



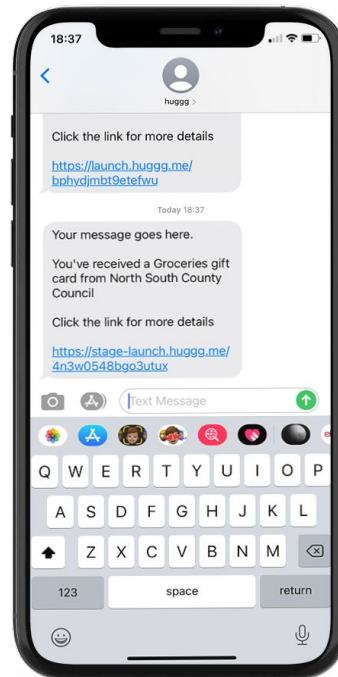
Step 1

Before they shop, recipients will need to activate their voucher. To get started, they need to click the link in the communication you sent. It'll look something like this:



When sent
via email

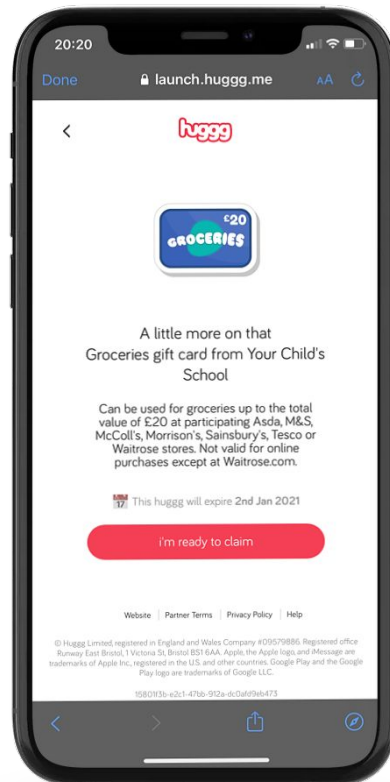
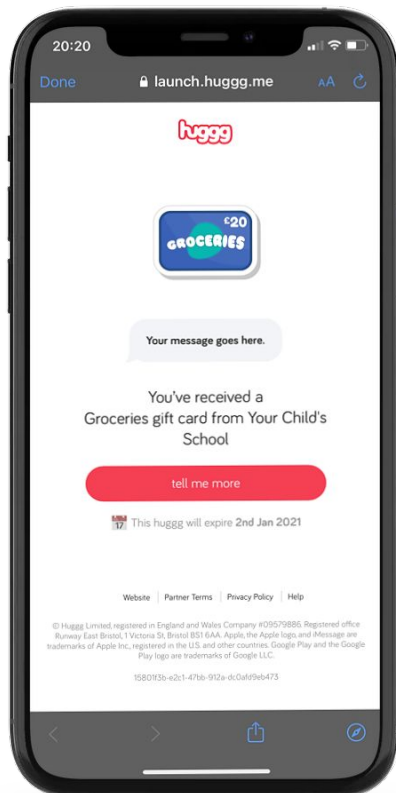
When sent
via SMS



huggg

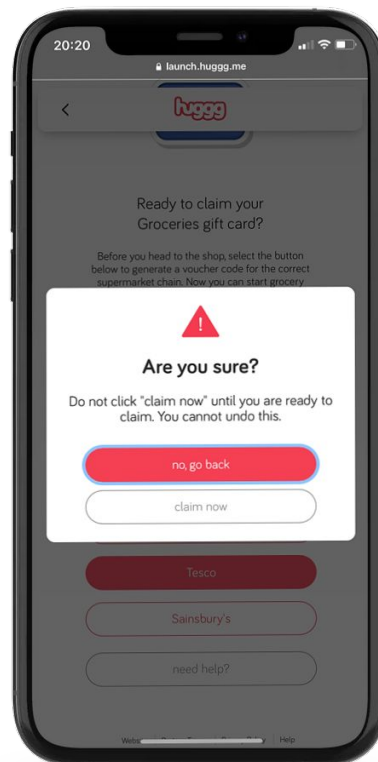
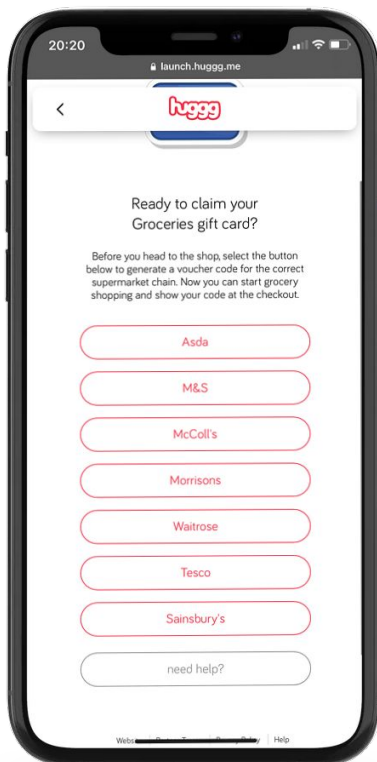
Step 2

They then need to click 'Tell me more' followed by 'I'm ready to claim'.



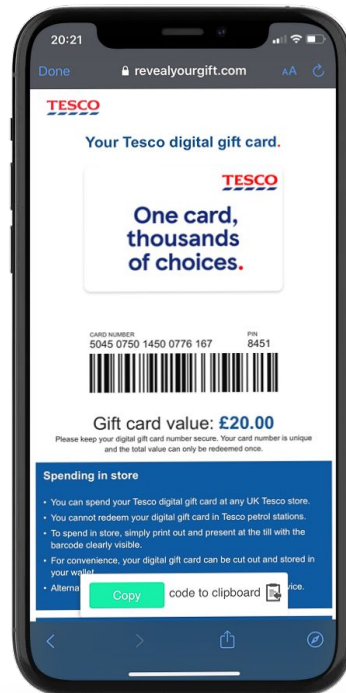
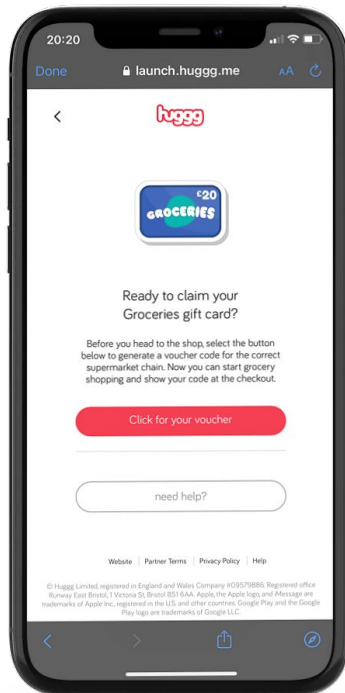
Step 3

They now need to select which retailer they'd like to shop at. This step cannot be undone, so we make doubly sure they're happy with their selection before hitting 'Claim now'.



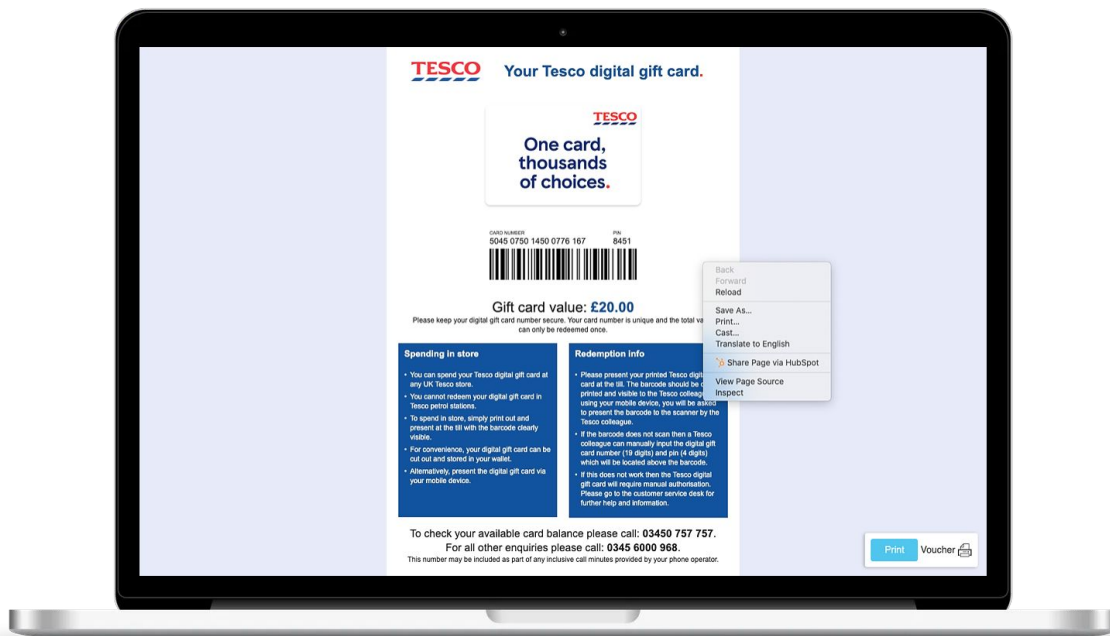
Step 4

They should **'Click for your voucher'** to reveal the voucher for their chosen retailer. This final screen (with barcode) is the screen they will need to pay for their shopping. They should treat this link like cash and keep it safe.



No smartphone? No problem.

You can print vouchers for your recipients. Follow the previous steps on your computer, then right click and hit print. They will be able to use this voucher in the same way they would on their phone.



Section 4

How to pay for vouchers

IMPORTANT! This section is only applicable to organisations managing their own budgets.
If your LA has invited you to join their account, they will top up funds on your behalf

Important

To purchase vouchers, you first need to load up credit into your Huggg account. You can then make purchases out of that credit.

This system makes it possible for us to return the funds attributed to unredeemed vouchers back into your account in real time.

You can top up your account by making a card payment or via bank transfer.

Invoices are produced automatically each time you make a purchase from the platform. These can then be downloaded directly from your account. For more details, please click [here](#).



Option 1 - Top up with a debit or credit card

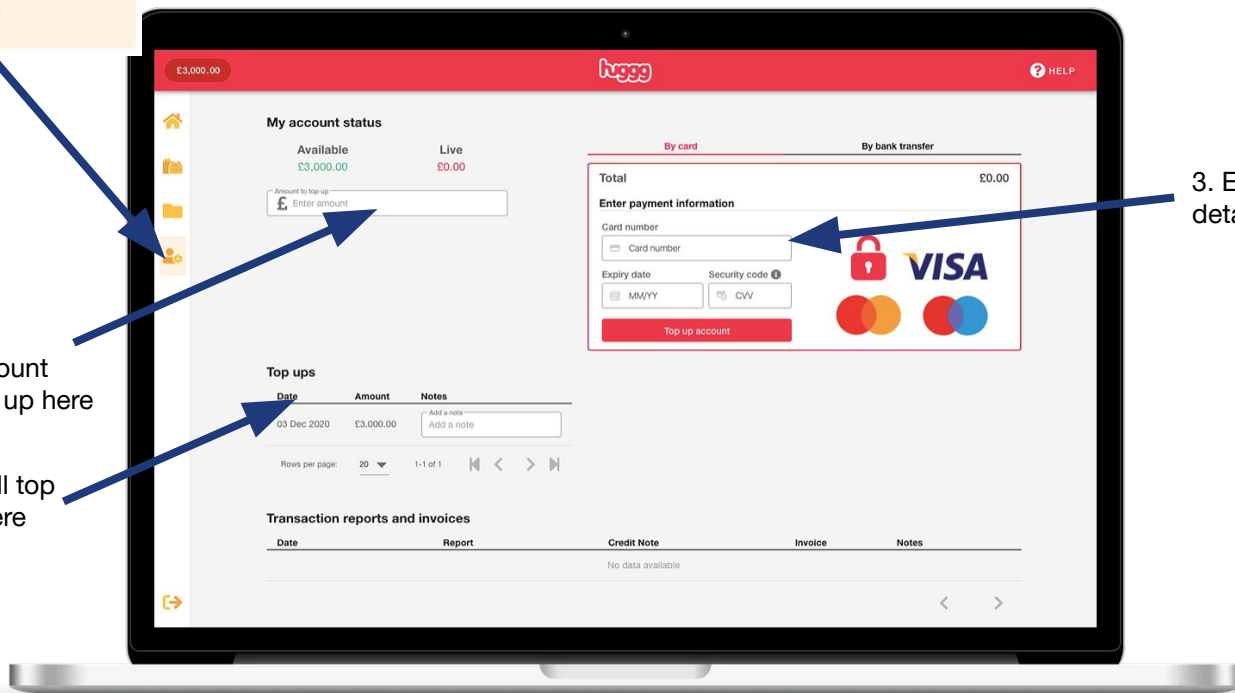
We accept Visa and Mastercard. We cannot accept American Express. Card payments usually appear on your account instantly.

1.  Account

2. Enter the amount you wish to top up here

4. A record of all top ups is stored here

3. Enter your card details here



The screenshot shows the huggg account management interface. At the top, a red header bar contains the huggg logo and a HELP link. Below the header, the 'My account status' section displays 'Available' and 'Live' balances, both at £3,000.00. A 'Top up' button is visible. To the right, the 'Enter payment information' section is highlighted with a red border. It includes fields for 'Card number', 'Expiry date', and 'Security code', along with a 'Top up account' button. A Visa logo is also present. Below the payment section, a 'Top ups' table shows a single transaction from 03 Dec 2020 for £3,000.00. At the bottom, a 'Transaction reports and invoices' section is visible, showing a table with columns for Date, Report, Credit Note, Invoice, and Notes.

Date	Amount	Notes
03 Dec 2020	£3,000.00	Add a note

Date	Report	Credit Note	Invoice	Notes
No data available				



Option 2 - Top up by bank transfer

To pay by bank transfer, just enter an amount and click to obtain an emailed remittance advice.

1. Enter amount here

2. Click here to get a remittance advice. This will be emailed to you.

3. Please make sure to include your unique payment reference number when making the transfer, This can be found here and starts HG -

4. Invoices and credit notes will appear here at the end of each month

Transfers via BACS can take up to 4 working days to arrive in your account. Chaps and Faster Payments usually complete on the day they are made.



Option 2 - Top up by bank transfer

To pay by bank transfer, just enter an amount and click to obtain an emailed remittance advice.

1. Enter amount here

2. Click here to get a remittance advice. This will be emailed to you.

3. Please make sure to include your unique payment reference number when making the transfer, This can be found here and starts HG -

4. Invoices and credit notes will appear here at the end of each month

Transfers via BACS can take up to 4 working days to arrive in your account. Chaps and Faster Payments usually complete on the day they are made.



Section 5

Managing teams and subteams

This section is for those inviting and managing team members and subteams and adding credit to those accounts.

Inviting team members

In the **Account** section you can invite team members to spend from the central funds, or allocate subteams who have their own individual pots to spend from. It's just a case of adding an email address to invite.

The screenshot shows the Huggg Account interface. On the left, a yellow 'Account' button with a person icon is highlighted by a blue arrow. The main content area has a red header with 'huggg' and '£7,000.00'. Below the header, there's a sidebar with icons for home, wallet, folders, and users. The 'Manage my team' section is active, showing a table with columns 'Email', 'Invited date', and 'Joined?'. Below the table is a form to 'Invite new team member' with a text input for 'Email address e.g johndoe@huggg.me' and a red 'Invite' button. Below the form is a link 'Lots to invite? Bulk invite'. The 'Manage subteams' section is also visible, showing a table with columns 'Email', 'Available', 'Live', 'Transfer Funds', 'Invited date', and 'Joined?'. Below the table is a form to 'Create new subteam' with a text input for 'Email of subteam admin e.g admin@huggg.me' and a red 'Create' button. Below the form is a link 'Lots to invite? Bulk invite'. A blue arrow points from the 'Account' button to the 'Manage my team' section. Another blue arrow points from the 'Manage my team' section to the 'Manage subteams' section. A third blue arrow points from the 'Manage my team' section to the right-hand text block.

Account

Manage my team
Add members and invite them to create transactions out of your account's funds

Email	Invited date	Joined?
No data available		

Rows per page: 20 - < > >>

Invite new team member
Email address e.g johndoe@huggg.me **Invite**

Lots to invite? [Bulk invite](#)

Manage subteams
Create and view separate funding pots

Email	Available	Live	Transfer Funds	Invited date	Joined?
No data available					

Rows per page: 20 - < > >>

Create new subteam
Email of subteam admin e.g admin@huggg.me **Create**

Lots to invite? [Bulk invite](#)

Add users here if you want to let them make purchases out of your account using central funds.

Add 'subteams' here if you want to let them make purchases out of individually allocated funds



Allocating funds to teams

Once a subteam user has joined, we open up the ability to apportion a budget from your funds.

Manage subteams

Create and view separate funding pots

Email	Available	Live	Transfer Funds	Invited date	Joined?
sadie+HBV2TEST@huggg.me	£20,000.00	£0.00	<div>Transfer Amount £ Enter amount</div>	06 December 2020	✓
lewis+HBV2WALLETTEST@huggg.me	£55.00	£945.00	<div>Transfer Amount £ Enter amount</div>	06 December 2020	✓
becky+subteam@huggg.me	£7,500.00	£92,500.00	<div>Transfer Amount £ Enter amount</div>	06 December 2020	✓
paul+1@huggg.me	n/a	n/a	n/a	06 December 2020	✗

Add funds into this box and hit Enter

Not possible here yet, because the user has not joined their account. Refresh the page to get an update on who has joined.

Removing funds from teams

Simply follow the above process but add a negative figure into the 'Transfer funds' box. The money will be then deducted from the subteam and returned to your main account.



Section 6

Retailer Terms

Important

Whilst the voucher/s can be used to buy a large range of items, some stores do put restrictions on certain items. Furthermore, not all stores accept the vouchers for online shopping.

The following pages detail exactly what restrictions are in place at each of the participating retailers and which of them accept the vouchers online. You will also find useful contact details for each retailer, links to their own terms and conditions and details on how to check the balance of a voucher.



Retailer Terms



Exclusions:

Aldi or third party gift cards; lottery tickets; scratch cards (or related material); alcohol.

Shop Online:

No

Terms & Conditions:

[Aldi Terms](#)

Checking Balance:

By scanning or by entering the code at the checkout in store.

Valid For:

5 years from issuance

Getting Help:

[Online](#)



Exclusions:

Third party concessions; gift cards; tobacco; stamps; petrol; lottery tickets.

Shop Online:

Yes, at the following sites:

[Groceries](#)

[asda.com](#)

[George.com](#)

Terms & Conditions:

[Asda Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

0800 519 33 33 or [Online](#)



Retailer Terms

Iceland

Exclusions:

None

Shop Online:

No

Terms & Conditions:

[Iceland Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

Will be printed on your voucher.

Getting Help:

0344 375 0739

or

[Online](#).

**Exclusions:**

None

Shop Online:

Yes at

marksandspencer.com

NOT Ocado.

Terms & Conditions:

[M&S Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

[Online](#)



Retailer Terms

**Exclusions:**

Gift cards
Lottery tickets

Shop Online:

No

Terms & Conditions:

[Morrisons Terms](#)

Checking Balance:

Yes, by calling 0344 381 9461

Valid For:

12 months from issuance

Getting Help:

0344 3815042
or
[online](#).

**Exclusions:**

Third party concessions;
gift cards; tobacco; stamps;
petrol; lottery tickets.

Shop Online:

Yes, at the following sites:

[groceries](#)

[asda.com](#)

[george.com](#)

Terms & Conditions:

[Asda Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

0800 519 33 33
or
[Online](#).



Retailer Terms

Sainsbury's

Exclusions:

Branded Gift Cards; All lottery related products; PayPoint products and services; Stage 1 Infant Formula milk; Tobacco and related products; Postage stamps; All in store concessions; Petrol and Diesel; Mobile phone top ups; Online delivery charges; Travel Money.

Shop Online:

Yes via www.sainsburys.co.uk but you can only redeem up to £50 of gift card on a single transaction.

Terms & Conditions:

[Sainsbury's Terms](#)

Checking Balance:

If your physical Gift Card has a QR code on the back of the card. You can scan this QR code with a smartphone device and follow the link provided to confirm your current card balance and expiry date of your card.

You can check the balance of a Gift Card or eGift Card via our automated phone line on 0800 636262 you will need the 19-digit card number and PIN for this process.

You can also ask a store colleague at the till to complete a balance check. Note, we will also provide you with a receipt after each transaction to confirm the balance.

Valid For:

2 years from issuance

Getting Help:

0800 63 62 6



Retailer Terms

**Exclusions:**

Gift cards

Shop Online:

No

Terms & Conditions:

[Tesco terms](#)

Checking Balance:

At any Tesco store or by
calling 03450 757 757

Valid For:

5 years from issuance

Getting Help:

0800 50 55 55

**Exclusions:**

Tobacco and tobacco
products;
Postage stamps;
Scratch cards;
Lottery tickets;
Infant milk formula 0-6
months;
Prescription; products;
Mobile top up;
Gift cards; Pay cards;
Car park charges.

Shop Online:

Yes via [waitrose.com](#)

Terms & Conditions:

[Waitrose Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

03456 049 04



Retailer Terms

**Exclusions:**

Gift cards

Shop Online:

No

Terms & Conditions:

[Tesco terms](#)

Checking Balance:

At any Tesco store or by
calling 03450 757 757

Valid For:

5 years from issuance

Getting Help:

0800 50 55 55

**Exclusions:**

Tobacco and tobacco
products;
Postage stamps;
Scratch cards;
Lottery tickets;
Infant milk formula 0-6
months;
Prescription; products;
Mobile top up;
Gift cards; Pay cards;
Car park charges.

Shop Online:

Yes via [waitrose.com](#)

Terms & Conditions:

[Waitrose Terms](#)

Checking Balance:

Yes, by going [here](#).

Valid For:

2 years from issuance

Getting Help:

03456 049 049



Section 7

FAQs and Help



Frequently asked questions

We have an extensive (and searchable) knowledge base that will answer all commonly asked queries. You can find it by clicking [here](#).

The knowledge base is split across three sections:

1. [FAQs: For Schools, Local Authorities & Charitable Organisations](#) - help for those looking to send vouchers
2. [FAQs: For Parents, Carers and other Voucher Recipients](#) - help for anyone who has received a voucher
3. [Guides and Training](#) - resources to help all users and recipients understand the platform and voucher redemption process

Please familiarise yourself with the knowledge base and share the relevant sections with your team members and recipients.



Where to get help

Most answers will be contained in this document and/or the [knowledge base](#), so please do be sure to check here/there first.

The knowledge base is also accessible by clicking the the Help button in the top right corner of any screen within your Huggg account.

If you are still unable to find what you're looking for, email us at fsm@huggg.me or use the live chat option in the bottom right hand corner of any screen within your Huggg account (office hours only).

