



Food and Welfare Vouchers

Guidance for Recipients



Hello, and welcome to Huggg

If you're reading this then you have likely received a shopping voucher and want to know how to use it. Well you're in the right place. To keep things simple, all the different organisations that send out the vouchers – schools, local authorities and other institutions, etc. – will be referred to as the Sender throughout this document.

We're glad to have you onboard and want to make the experience of using your voucher as straightforward as possible. Huggg's role in the process is to ensure that the link you receive produces a valid voucher with a correct balance so you can shop.

Please take the time to read through this document thoroughly ahead of your next shop. It will contain all the information and help you will need in order to use your vouchers successfully.

All the best. Paul and Team Huggg



How to use your voucher

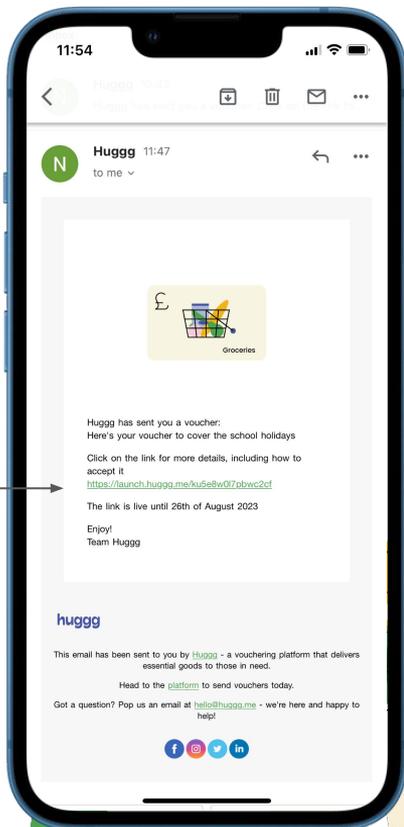


Step 1

Before you shop, you will need to activate your shopping voucher. To get started, click the link in the communication you have received from your sender. It'll look something like this:

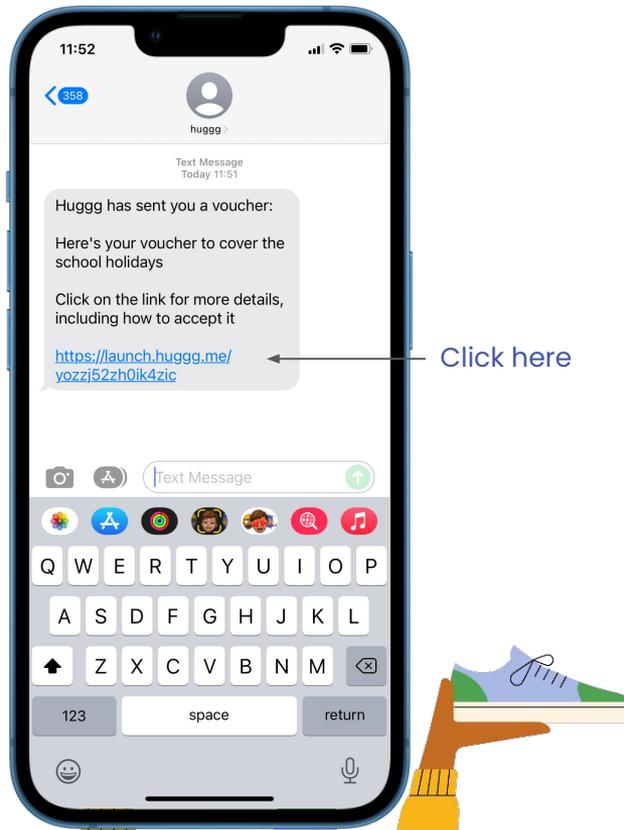
When sent by email

Click here



When sent by text

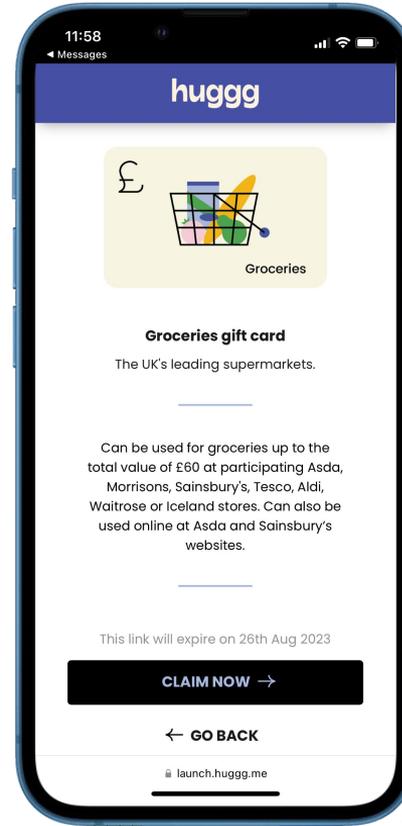
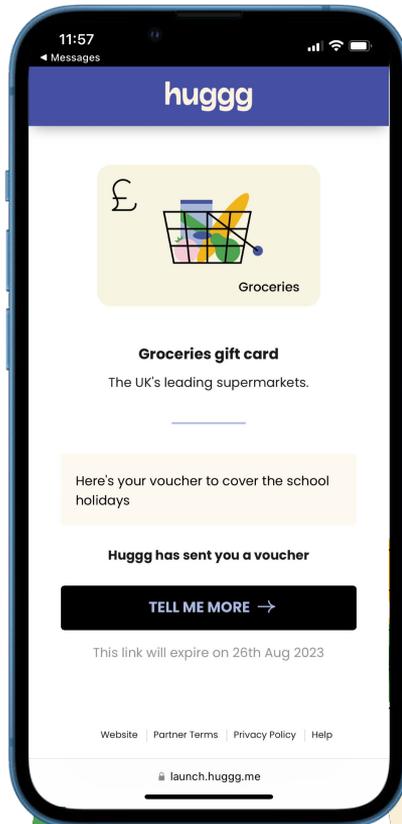
Click here



Step 2

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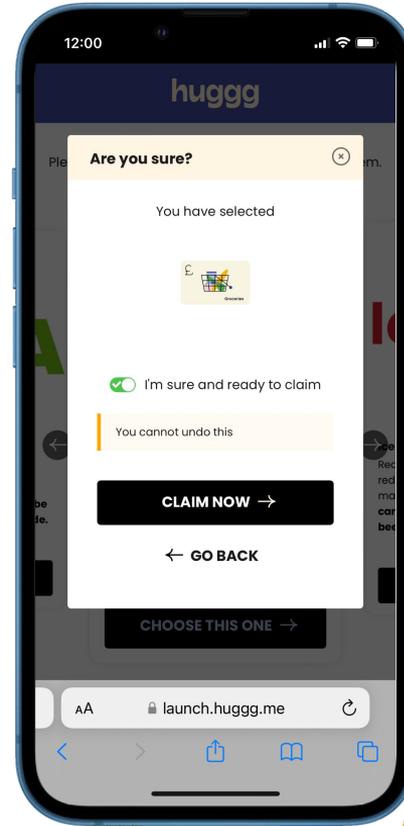
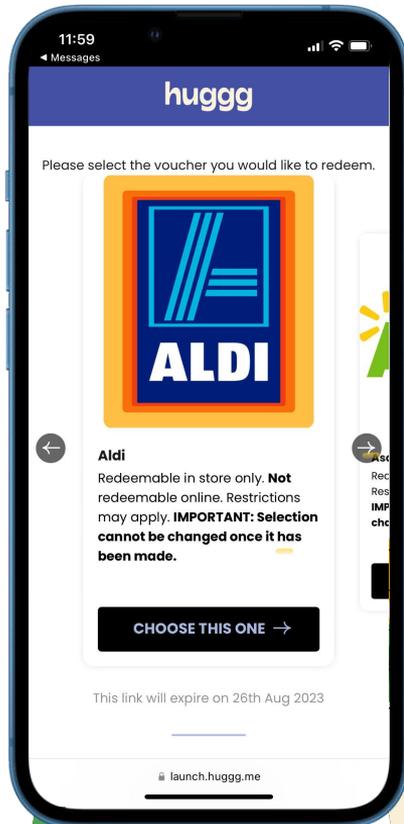
When you land here, click '**Tell me more**' followed by '**Claim now**'.



Step 3

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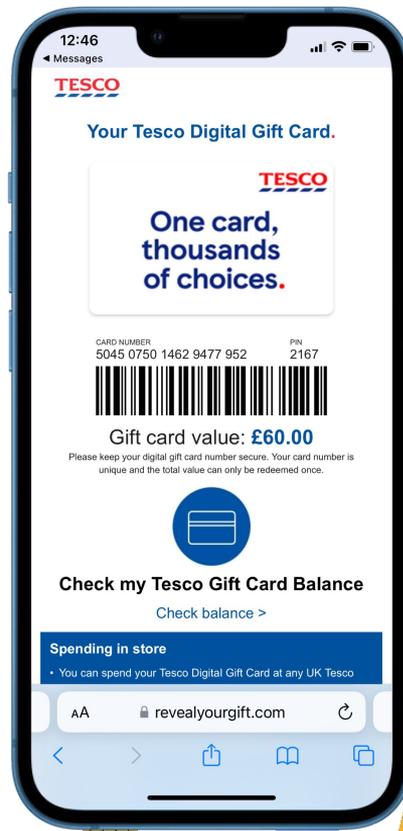
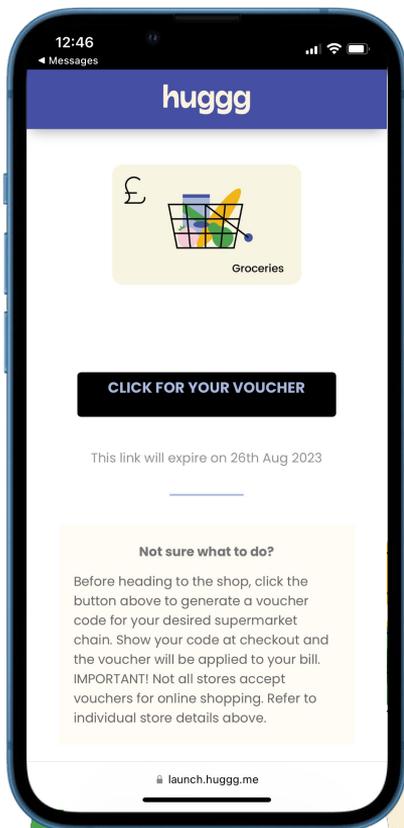
You now need to select at which retailer you'd like to shop. **This step cannot be undone**, so please make doubly sure you're happy with your selection before hitting 'Claim now'.



Step 4

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Hit **'Click for your voucher'** to reveal the voucher for your chosen retailer. This final screen (with branding for the retailer you have chosen) is the screen you will need to pay for your shopping.



No smartphone? No problem.

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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.

Chrome File Edit View History Bookmarks Profiles Tab Window Help Fri 26 Aug 13:03

Tesco Voucher

Orders

TESCO Your Tesco Digital Gift Card.

TESCO
One card,
thousands
of choices.

CARD NUMBER: 6045 0750 1462 9477 952 PIN: 2167

Gift card value: **£60.00**

Please keep your digital gift card number secure. Your card number is unique and the total value can only be redeemed once.

Check my Tesco Gift Card Balance
Check balance >

Spending in store

- You can spend your Tesco Digital Gift Card at any UK Tesco store
- You cannot redeem your digital gift card in Tesco Planet Stations
- To spend in store, present the digital gift card barcode from your handheld device for the Tesco colleague to scan
- Alternatively, print it out and present at the till

Terms & Conditions

- Treat this digital gift card like cash. Lost or stolen digital gift cards cannot be replaced
- Redeem at any UK Tesco store. Excludes purchases from Tesco Planet Stations
- You can check your available balance at any Tesco store or by calling 03450 757 757
- Tesco's change of mind policy does not apply to gift cards. If you change your mind, they cannot

Print Voucher

MacBook Pro

FAQs and where to find help

FAQs

We have an extensive (and searchable!) help centre that will answer all commonly asked queries. You can find it [here](#).

Where to get help

If after checking the help centre you still need assistance and your question is related to the link you received, please email us at support@huggo.me

If your question is related to your shopping voucher once generated, please use the contact details provided [here](#).



Important

Once you have made your retailer selection and turned your link into a shopping voucher, Huggg's role in the voucher process has been completed.

Should you encounter any issues from this point on – including issues at the till or with online ordering – you will need to please contact the retailer's customer service team.

Contact details can be found [here](#).

Thank you.

