

Guidelines for Purchasing Vouchers for Participants

The key Queen Mary University of London supplier for vouchers for participants is Pluxee (supplier ID 190115 on Agresso). This is the best supplier to use if you need to purchase multiple vouchers for participants.

Other suppliers already set up also include Vouchers Express and Hemingways.

Purchasing vouchers via Pluxee

Pluxee provides **electronic vouchers** that can be used at a wide variety of popular retailers including supermarkets and department stores. The vouchers cover most major UK retailers. Contact Pluxee for a list of current retailers.

Please note: Pluxee will only issue the voucher codes once payment has been made (i.e. when a Purchase Order has been raised, and QM has paid Pluxee's invoice)

The validity length of the electronic voucher code from Pluxee is 6 months, but once redeemed, the chosen retailer Terms & Conditions take over for validity.

Vouchers must be a **whole number**, i.e. you can't order a voucher for £27.50 - you will need to order a voucher for £28.00.

Below is the process for ordering vouchers via Pluxee:

1. Raise a Purchase Order for the total voucher amount (ensure to include the 80p issuance fee per voucher).
 - a. e.g. 20 vouchers for £28.00 + £16 issuance fee = £566
 - b. Select Tax Code "PO - Purchases outside the scope of VAT". VAT is not payable on vouchers from Pluxee.
2. Download and complete this form to order the vouchers: [New-Pluxee-Voucher-Order-Form-Jan-26.docx](#).
 - a. Please note: The 80p issuance fee is charged per voucher
3. Completed forms should include a verified signature (using a secure e-signature platform, such as Adobe Sign or DocuSign) and sent to fulfilment.engage.uk@pluxeegroup.com.

- a. You can either send the signed document to them using one of those platforms, or request that they issue the document to you via Adobe sign or DocuSign.
4. Goods receipt the Purchase Order as soon as the invoice is received.
5. Pluxee will issue a Proforma invoice for full payment of your voucher order, plus issuance fee.
6. Pluxee will **now only dispatch voucher codes after the full invoice has been paid** upfront, which means timelines are dependent on the Queen Mary Finance Team's 4-week turnaround
7. Pluxee will send you a list of the voucher codes in a password protected Excel spreadsheet. The password will be sent in a separate email.
8. Researchers/staff should then distribute the voucher codes to participants. Please see the template email below. Researchers/staff should maintain a list of vouchers purchased and distributed to participants and account for any not distributed.
9. The participants can then redeem their voucher against different suppliers, using the following website: <https://www.vouchershopexchange.co.uk/> There is a video on how to redeem voucher codes here: [How to redeem your pluxee e-voucher](#)

N.B. Pluxee e-vouchers cannot be used internationally.

TEMPLATE EMAIL TO PPI PARTICIPANTS:

SUBJECT LINE: PPI Participation voucher: (Study name)

Dear (Their name),

Thank you for your time and supporting us in (Activity, Study name, on date), please find the activation codes below for your (£ Voucher value) voucher.

Chx No. Validation

XXXXXXXX XXXXXXXX

The voucher can be redeemed against multiple suppliers at <https://www.vouchershopexchange.co.uk/>

Please note: this voucher expires on DD/MM/YYYY

Here is a video on how to activate it: [How to use your echeque and evoucher video](#)

Many thanks,

Further information

Debbie Evans at Pluxee handles Queen Mary's orders – Debbie.evans@pluxeegroup.com.

Centre for Public Engagement at Queen Mary: publicengagement@qmul.ac.uk.