

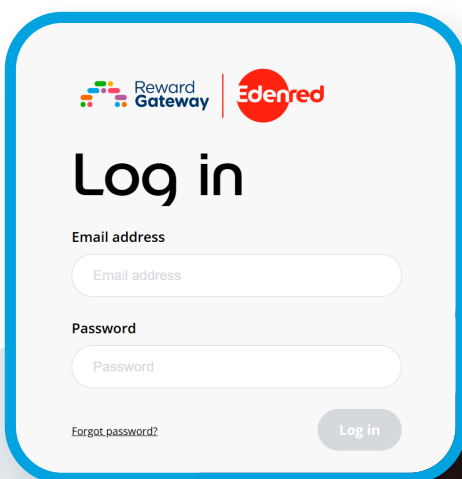
Select eCode Portal

Admin User Guide - Grocery

Logging into the ordering portal

To place an order, go to:

select-order.edenred.co.uk/orders/place-order



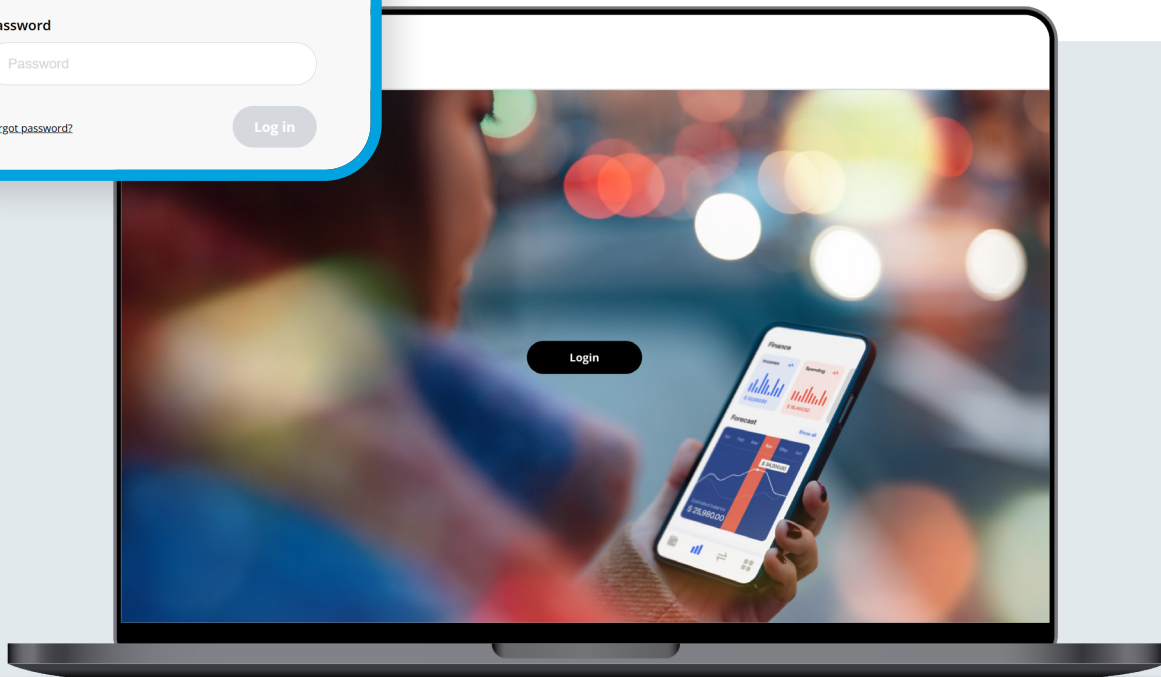
Reward Gateway | Edenred

Log in

Email address

Password

[Forgot password?](#)



Overview of distribution methods

There are two ways to distribute eCodes on the Select platform:

- **Option one: order and send eCodes by email using our templates.** Send eCodes directly to recipients' inboxes using our email templates.
- **Option two: order and download eCodes to distribute yourself.** Download eCodes and distribute them however you choose (e.g. post, internal comms, hand delivery).

Option one: Order and send eCodes by email

This option allows you to personalise and send eCodes directly via email using our email templates.

Step 1: Start your order

- From the homepage, click **“Order now”** under **“Order and send eCodes by email”**.

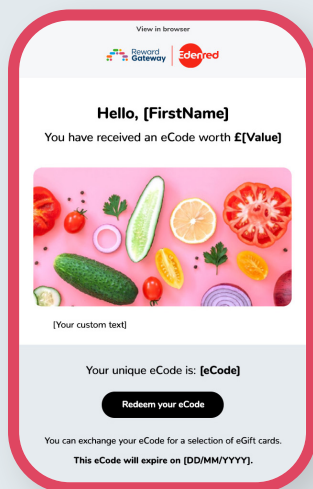
Step 2: Add recipient details

You can either:

- Upload individually: Add each recipient’s first name, last name, email address, and reward value manually.

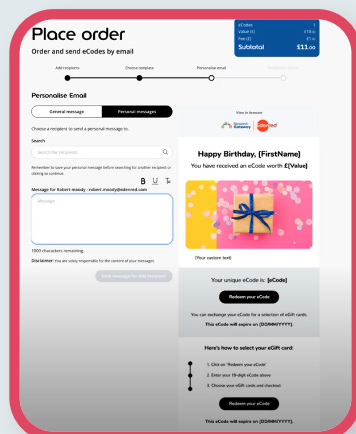
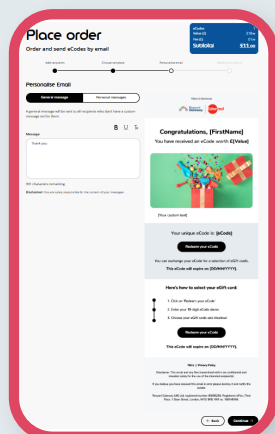
OR

- Bulk upload:
 - Download the CSV template
 - Populate with up to 50,000 rows (first name, last name, email, value, and email template ID)
 - Upload to the file drop zone. This takes up to 5 minutes to process.



Step 3: Choose an email template

- Use the Grocery email template (for bulk orders please fill out all rows in the csv template with the email template ID select_ecode_grocery).



Step 4: Personalise the message

- Add a message that will be included in all emails in the order file

OR

- Send a personalised message to an individual by searching for them in the order and adding a custom message.

Step 5: Finalise the order

- Choose the **delivery date** (the expiry date is auto-set, usually 12 months – varies by scheme).
- Add a **purchase order number** and optional comments.
- Tick to agree to the **Terms & Conditions** and submit your order.
- The finance team will approve the order once funds are received. Once approved, it moves to **“Fulfilled”** status.

The screenshot shows the 'Place order' form for 'Order and send eCodes by email'. It includes a calendar for selecting a date (July 2025), a progress bar with steps: 'Choose template', 'Personalise email', and 'Review and submit'. Below the calendar are fields for 'Invoice address' (Third Floor, 1 Dean Street, London, W1D 3BB), 'Purchase Order number', and 'Comments'. A 'Summary' section shows: Number of eCodes: 1, Subtotal (inc. VAT): £18.00, Service charge: £1.00, Total Net: £19.00, Total VAT: £0.20, Total: £19.20. At the bottom, there is a confirmation section with terms and conditions and a 'Place order' button.

The screenshot shows the 'Place order' confirmation screen. It features a progress bar with steps: 'Add eCodes', 'Personalise', 'Review and submit', and 'Order placed'. A red banner at the top states: 'Order to hold date to be entered next. Orders won't be fulfilled until this date is reached. Please contact your account manager.' Below the progress bar, it shows 'Order number: #120077' and a 'Order in hand' status. A message at the bottom says: 'Your order has been placed but is being held due to an account issue. Please contact your account manager.' There are 'View this order' and 'Back to order page' buttons.

Option two: Order and download eCodes to distribute yourself

This option is for users who want to manage eCode distribution themselves (e.g. printing and posting, internal email tools).

Step 1: Start your order

- From the homepage, click **“Order now”** under **“Order and download eCodes”**.

Step 2: Add eCode batches

- Enter the number of eCodes you want and the value of each one.
- If you need different values, add them as **separate batches**.
- Click **“Add to order”**, then click **“Continue”**.

Step 3: Finalise the order

- Select the activation date (default expiry is 12 months unless specified otherwise).
- Add a purchase order number and any comments.
- Tick to agree to the Terms & Conditions and place the order.
- Once the finance team approves it, the status will change to **“Fulfilled”**.

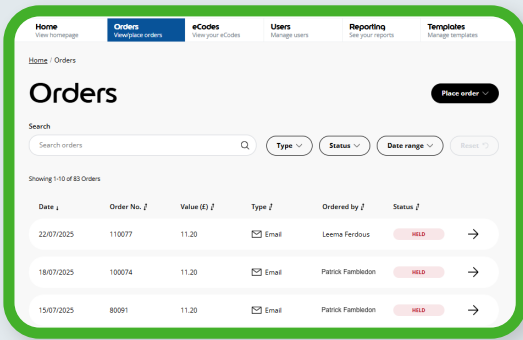
The screenshot shows the 'Place order' form for 'Order and download eCodes'. It includes a progress bar with steps: 'Add eCodes' and 'Review and submit'. Below the progress bar are input fields for 'Number of eCodes' (value: 10) and 'Value (£)' (value: 5). An 'Add to order' button is visible. At the bottom, there are 'Back' and 'Continue' buttons.

The screenshot shows the 'Place order' form for 'Order and download eCodes' at the 'Review and submit' stage. It includes a progress bar with steps: 'Add eCodes' and 'Review and submit'. Below the progress bar are fields for 'Activation date' (25/07/2025), 'Expiry date' (12 months (25/07/2026)), 'Invoice address' (Third Floor, 1 Dean Street, London, W1D 3BB), and 'Purchase Order number'. A 'Comments' field is also present. A 'Summary' section shows: Number of eCodes: 25, Subtotal (inc. VAT): £200.00, Service charge: £20.00, Total Net: £220.00, Total VAT: £4.00, Total: £224.00. At the bottom, there is a confirmation section with terms and conditions and a 'Place order' button.

Order management & tracking

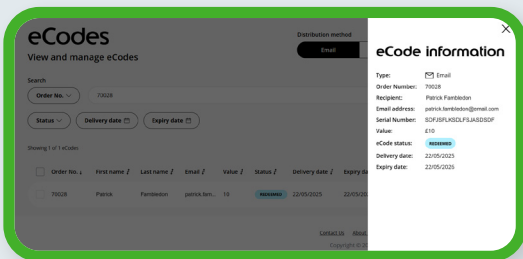
Viewing Orders

- Go to the **“Orders”** tab to see all submitted orders.
- Filter by:
 - **“Type”** (distribution method: email or eCode)
 - **“Status”** (order status: paid, pending, approved, etc.)
 - **“Date range”** (last 7 days, this quarter, or custom)
 - Or use the **Search bar** to find specific orders



Order Details

- Click the arrow next to an order to view the **“Order details”** page.
- **For option one: email distribution: you can click “View eCodes for this order” button to view eCode information**
 - You can resend eCodes



- **For option two: downloaded eCodes: you can click “eCode Information” button to access eCode data and redownload eCodes.**

○ Downloading eCodes

- » From the **“Order details”** page, click **“eCode Information”** then **“Download eCodes”**.
- » A **one-time passcode** will be emailed to the admin user.
- » Enter the code and click **“Copy to clipboard”** to begin the download.
- » The file contains:
 - Serial number, eCode (19-digit), Value, Activation status, Expiry date.**

eCode information

Type: Email
Order Number: 70028
Recipient: Patrick Fambledon
Email address: patrick.fambledon@email.com
Serial Number: SDFJSLKSDLFLJASDSDF
Value: £10
eCode status: **REDEEMED**
Delivery date: 22/05/2025
Expiry date: 22/05/2026

