



Crown
Commercial
Service
Supplier

VOUCHER SCHEMES

End-to-end voucher scheme
implementation, fulfilment,
and management for:

Disbursements, hardship payments, free
school meal vouchers, consumer reward and
recognition, incentivising survey completion,
and much more.

RM6248



ABOUT US

Part of the Sodexo Group, Sodexo Engage is a leading expert in employee and consumer engagement. We provide end-to-end voucher schemes with flexible voucher choices and distribution options. Our solution is simple, secure, and hassle-free!

We are proven within the public sector with over 60 years of experience in supporting national initiatives within the public sector. Our purpose-built platform is designed to efficiently manage any scope of requirement – from one-time orders through to major schemes.

HOW WE CAN HELP

We work with you to provide your recipients with a seamless experience, here are just a few ways we can help:

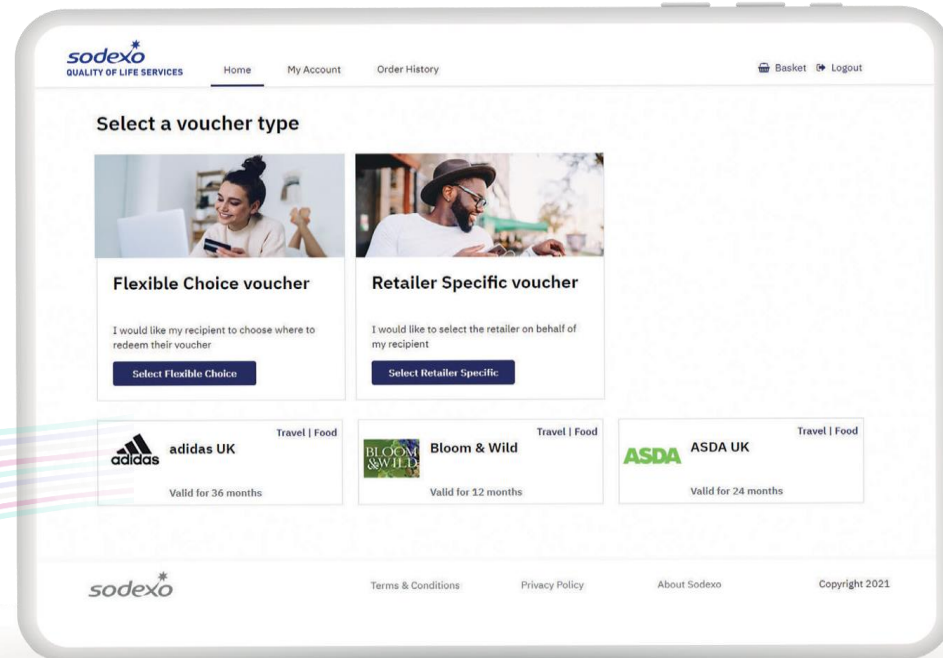
- Preferential pricing under the framework
- Flexible voucher choices with over 100 retailer brands, which can be used both online and in-store at over 20,000 different outlets
- Flexible distribution options to suit your requirements, including instant delivery via email or SMS to recipients
- Discounts are available based on the size of your scheme with no minimum or maximum spending limits
- Easy-to-use platform that allows you to view orders at all stages with comprehensive reporting
- Full scheme management including training, support, and programme insight and guidance
- Proactive sourcing of new offers to ensure optimal scheme engagement

HOW IT WORKS

Select the scheme that works best for you:

01 FLEXIBLE CHOICE
Your recipients can choose the vouchers they want

02 RETAILER SPECIFIC
You select the retailer(s) vouchers and distribute to your chosen recipients



REPORTING:

We provide reporting on all orders at all stages, including redemption rates and recipient queries, enabling the effective management of your programme.

THE SERVICE

WE BELIEVE IN AN EXPERIENCE WHICH GOES BEYOND AN ORDER

PLACE YOUR ORDER:

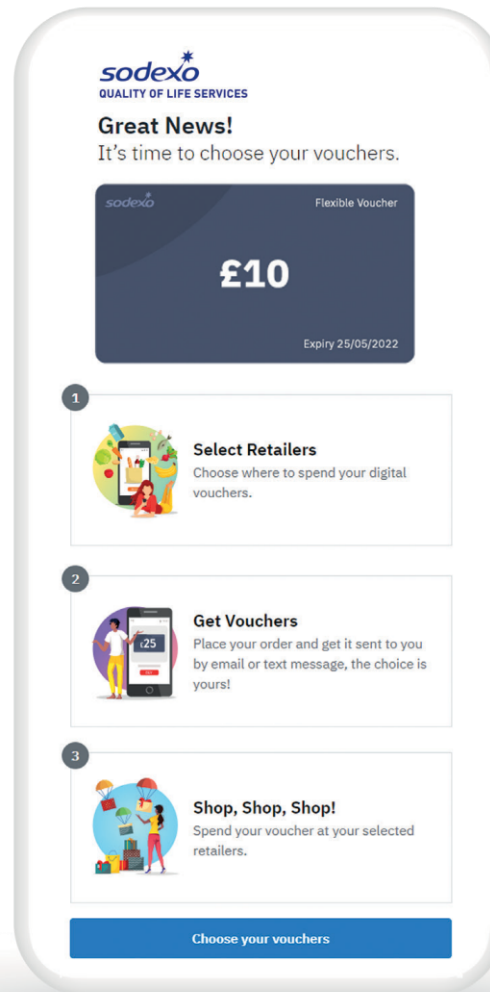
Select the vouchers and distribution requirements, and we deliver them to you, or your recipients, based on your preferences.

WE MAKE IT EASY FOR YOU:

All orders will be overseen by both a Framework and an Account Manager who is responsible for ensuring a smooth setup, effective programme management, and support throughout the process.

WE MAKE IT EASY FOR YOUR RECIPIENTS:

We make it as simple as possible for your recipients to redeem their voucher(s). If there are any issues our Customer Care team are available via web chat or telephone to deal with all enquiries. For your peace of mind, we provide a full-service level agreement, so expectations are set from the start.



Over 5.8m
vouchers issued*



Over £131.8m
in value issued*



86% overall
redemptions rate*



CUSTOMER SERVICE SPIRIT

We're proud to have a 98% customer retention rate and as members of The Institute of Customer Service we strive towards customer service excellence, always looking for ways to improve our customer experience.



*Stats taken from Aug 21 to Oct 22 under the Crown Commercial Framework RM6255

HOW WE'VE HELPED OTHER BUSINESSES

Free School Meal Vouchers for Northern Education Trust and Incentive Vouchers for Public Health England (UK Health Security Agency).

We have extensive experience in providing voucher schemes for public sector bodies, and managing programmes of all shapes and sizes, including incentivised survey completion, hardship payments, rewards, or disbursements.

Clients are supported by their Account Manager with a comprehensive implementation plan, online video tools, easy-to-use how-to guides, and effective programme management throughout the life of the contract to make sure the programme is a success.

Public Health England



"The incentive voucher service provided by Sodexo is really flexible and easy to use, making it the perfect solution for rewarding participants involved in User Research.

Issuing the incentives via the portal is quick and intuitive and provides a spreadsheet to download with the voucher details providing an audit trail.

I have never had any recipients come back to me with problems redeeming the vouchers and we make saving by issuing ourselves rather than allowing the recruitment organisations incentivise directly.

The Sodexo Account Manager is super helpful and supportive. I cannot fault the service or product".

Frederique Sanders, Project Management Officer UKHSA

Northern Education Trust



What are the challenges you face?

"To provide Free School Meal Vouchers to 21 academies, in 11 different Local Authorities, depending on when the funding from central government was made available and what the different set of requirements are from the Local Authorities".

How does the framework positively impact your scheme?

"The Framework allows the trust access to the Sodexo platform and direct access to the required vouchers, whilst safe in the knowledge that the compliance side around value for money has been taken care of".

Would you recommend Sodexo to other buyers using the Framework?

"Yes, setup is easy and navigation around the platform is really simple".

Gary Lee, Director of Finance and Procurement, Northern Education Trust



GET IN TOUCH

With an award-winning range of recognition and rewards, we help bring people and businesses together; creating experiences that build connections that make a real difference in people's lives.

At Sodexo Engage you'll be supported by our experts in providing a voucher scheme that suits the needs of your audience, including everything from one-time orders to more complex schemes.

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