Love2shop User Guide
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1. University Approval

- To sign up for Love2shop you need to contact the below email and request access.
- Love2shop will then ask for approval from the University Procurement team to add you as a user.

Set up a new account

If you would like to use this service please contact our team directly:

Call: 0845 601 4807
Email: sales@love2shop.co.uk
Or to find out more about this service, click here.

- Once approval has been given by Procurement, you will receive the following email:

Welcome to Love2shop Self Serve!

A Aftersales@love2shop.co.uk
(Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.)
2. Setting up an Account

You need to click on the link: **Http://www.love2shop.co.uk** and then it will take you to the following page:

Welcome to Love2shop SelfServe

Love2shop Business Clients can use this platform to order Gift Cards, Digital Rewards and Vouchers from Love2shop and other popular retailers.

- If you have an account you need to log in but if it is the first time you will need to set up a new account, please see below:

Welcome to Love2shop SelfServe

Love2shop Business Clients can use this platform to order Gift Cards, Digital Rewards and Vouchers from Love2shop and other popular retailers.

With a Self-Serve account you can order using a variety of payment methods, apply for credit, view all orders placed across multiple sites, purchase a variety of reward types from a single portal and more.

**Got an account?**

Please enter your login details here:

- Email Address
- Password
- ********

Forgot Password?

**LOGIN TO YOUR ACCOUNT**

**Set up a new account**

If you would like to use this service please contact our team directly:

Call: 0845 601 4807

Email: sales@love2shop.co.uk

Or to find out more about this service, click here.
3. Creating an Order

Once you have set up an account, you can then log in at “Got an account” section.

- Click on LOGIN TO YOUR ACCOUNT
- Once you LOGIN TO YOUR ACCOUNT, you will see the following landing page:

![Love2shop Landing Page](image)

- Firstly you need to check your details and make sure they are correct.
- Following this, you need to “CREATE NEW ORDER”
- Once you have clicked “CREATE NEW ORDER” you will be taken to the following page

4. Catalogue (search for the gift cards)

- Once you are on this page, please click on “Catalogue” This will take you to the catalogue of options within love2shop.
4.1 Gift Cards (Amazon, Asda, Next etc.)

- The catalogue landing page looks as per below.
- To order a store specific gift card e.g. Asda, Amazon, Next etc. you should select the ‘Single Store Digital e-codes’ (or physical gift cards).

4.2 Love2shop Gift Card

- To order a standard Love2Shop gift card which can be used at multiple shops you should pick the “Love2shop giftcard” which takes you to the following page:
- Once you are on this page, please choose the card value that you need and quantity and add to basket. For example if you need 5 x £25 Voucher, you can choose Value of £25 and choose a quantity of 5. This will give you 5 gift cards at the value of £25.
- When you click add to basket, it takes you to the following page:

## 5. Shopping Basket

### Shopping basket

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live &amp; Ready L2S extra S3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Value</td>
<td></td>
<td>£125.00</td>
</tr>
<tr>
<td>25.00</td>
<td>UPDATE</td>
<td></td>
</tr>
<tr>
<td>Pack For</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name: Live &amp; Ready L2S extra S3</td>
<td>5</td>
<td>£125.00</td>
</tr>
</tbody>
</table>

- Total price: £125.00

- You can either Continue shopping or you can go to checkout. When you choose Continue shopping it will take you back to the Catalogue page.
- When you click checkout, it will take you to the following page:

### Activation Method

If you have more than one option here, please choose your card activation method. For more information on activation methods, you can refer to the FAQs.

<table>
<thead>
<tr>
<th>Method</th>
<th>Message</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>No registration required - if these cards have a value on then secure postage is recommended</td>
<td></td>
</tr>
<tr>
<td>Batch Only</td>
<td>Your 8 digit order number and 4 digit pre-set code will activate the batch of cards</td>
<td></td>
</tr>
<tr>
<td>Batch &amp; Single</td>
<td>Your 8 digit order number and 4 digit pre-set code must be used to activate all cards in the batch</td>
<td></td>
</tr>
<tr>
<td>Single Card Only</td>
<td>Each card holder must use a 4 digit pin number to activate their card.</td>
<td></td>
</tr>
<tr>
<td>Single Card Registration</td>
<td>Your card(s) can only be activated online</td>
<td></td>
</tr>
</tbody>
</table>

☐ I have read and understood any information associated to the selected activation method.

CONTINUE
• It is up to you the administrator or the person who is raising the request, to choose which option you want to go with. Please make sure you check the box below:

I have read and understood any information associated to the selected activation method

• The information associated with the selected activation method explains the various activation methods so please make sure you read this before you proceed.
• Once you have clicked on Continue, you will be taken to the following page:

• The information associated with the selected activation method explains the various activation methods so please make sure you read this before you proceed.

Personalisation

If you would like a letter with your order you can select from the list below, and update your basket before continuing. Don’t forget to email your letter template to Sales Support stating your order number to ensure that these are included with your order. If you do not require a letter please click continue.

<table>
<thead>
<tr>
<th>Products</th>
<th>Cost</th>
<th>Quantity</th>
<th>Select</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount</td>
<td></td>
<td></td>
<td></td>
<td>£ 0.00</td>
</tr>
</tbody>
</table>

• Please choose “Continue without Wallet”.
• Click Continue, you will be taken to the following page.

6. Delivery Address, Method & Fees
Delivery Address

Please note, if you have a credit account all delivery addresses need to be set up and authenticated in advance. If you cannot see your preferred address in the list below, please contact Sales Support to add an address.

Please select an address or enter below

<table>
<thead>
<tr>
<th>Client Reference</th>
<th>Name</th>
<th>Address 1 &amp; 2</th>
<th>Town &amp; County</th>
<th>Postcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>G12 0XH</td>
<td></td>
<td>UNIVERSITY OF GLASGOW MENTAL HEALTH &amp; WELLBEING, 1ST FLOOR</td>
<td>ADMIN BUILDING, GARTNAVEL ROYAL HOSPITAL, 1055 GREAT WESTERN ROAD, GLASGOW</td>
<td>G12 0XH</td>
</tr>
</tbody>
</table>

- If you are using the portal for the first time, please enter a delivery address, if you are regular user you can either enter a new delivery address or choose from a previous address listed on the page. Please ensure your delivery address is accurate and includes the name of the receiver.
- The delivery address section is at the bottom of the page, please see below:

**Deliverying To**

Title

Firstname

Lastname

**Search for an address**

Enter a postcode or search for an address

Building Name / Number:

COLLEGE OF SCIENCE AND EN

Address Line 2:

LEVEL 3 BOYD ORR BUILDING

Town:

UNIVERSITY OF GLASGOW

County:

GLASGOW

Postcode:

G12 8QQ

Country:

UK
Once you have entered the delivery address, click continue, which will take you to the following page – delivery Instructions:

**Delivery Method**

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Royal Mail First Class (Royal Mail 1st Class Letter or Parcel - not insured)</td>
<td>£2.50</td>
</tr>
<tr>
<td>DX Mandatory Signature</td>
<td>£9.00</td>
</tr>
<tr>
<td>Royal Mail Special Delivery (This delivery method is insured up to £2500)</td>
<td>£10.00</td>
</tr>
</tbody>
</table>

[Select Method: Royal Mail First Class]

Cost: £2.50

☑️ I have read and understood any information associated to the selected delivery method.

CONTINUE

Choose the Delivery method option and it will take you to the following Screen:

**Fees and Charges**

<table>
<thead>
<tr>
<th>Fee</th>
<th>Unit Cost</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivery/Sundry Charges</td>
<td>£2.50</td>
<td>1</td>
<td>£2.50</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>£2.50</strong></td>
</tr>
</tbody>
</table>

Continue
7. Your Quote

- Click continue and you will receive your quote below:

**Your Quote**

Your quote is shown below. It has a unique reference number for your records.

**Invoice to:**

Accounts Payable  
UNIVERSITY OF GLASGOW  
FINANCE OFFICE  
MAIN BUILDING  
EAST QUADRANGLE  
GLASGOW  
G12 8QG

**Deliver to:**

UNIVERSITY OF GLASGOW  
MENTAL HEALTH & WELLBEING, 1ST FLOOR  
ADMIN BUILDING,GARTNAVEL ROYAL HOSPITAL  
1055 GREAT WESTERN ROAD, GLASGOW  
G12 0XH

<table>
<thead>
<tr>
<th>Customer No.</th>
<th>Quote No.</th>
<th>Quote Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>39338628</td>
<td>71570926</td>
<td>30/11/2023</td>
</tr>
</tbody>
</table>

**THIS IS NOT A VAT INVOICE / PROFORMA INVOICE**

(Discount % may be subject to roundings)

<table>
<thead>
<tr>
<th>Description</th>
<th>Item</th>
<th>Value</th>
<th>Net</th>
<th>Inc VAT</th>
<th>VAT%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Value L2S Extra Any Value</td>
<td>5023</td>
<td>£125.00</td>
<td>£125.00</td>
<td>£0.00</td>
<td>0.00%</td>
</tr>
<tr>
<td>Quantity: 5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>£125.00</td>
<td>£125.00</td>
<td>£0.00</td>
<td></td>
</tr>
<tr>
<td>Delivery/Sundry Charges</td>
<td>N56</td>
<td>£2.50</td>
<td>£2.50</td>
<td></td>
<td>20.00%</td>
</tr>
<tr>
<td>Added VAT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amount Payable</td>
<td></td>
<td>£128.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**7.1 PO Required**

**Before you progress, at this point it is essential that your raise a Purchase Order. Do not begin this process without a valid and accurate University PO as this is required in the next steps.**

Love2shop is a trading name of Park Retail Limited. Registered Office: (Reg. No. 00402152) of Valley Road, Birkenhead, Merseyside, CH41 7ED. Registered in England and Wales.

Please raise your requisition on Agresso against **Supplier ID 33719 PARK RETAIL LTD.**

Once you receive your quote:

- You need to save the quote
- Amend quote or Convert to order

this is at the bottom of the next screen shot.
7.2 Impact of Not Providing a PO

Please note that failure to input an accurate and valid purchase order number may result in the entire University account being put on hold.

No other information should be put in the purchase order box.

Purchase Order Number

Please enter a unique purchase order number below.

Purchase Order Number: [Blank]

**WARNING! A VALID PO NUMBER MUST BE ENTERED.**
DO NOT PROCEED WITH THE ORDER IF YOU DO NOT HAVE ONE.
Failure to comply with this may lead to future orders being delayed.

Click Continue, it will take you to the next screen shot.
8. Payments Options

8.1 Credit

Payment

Please select a payment method:

- [x] Credit (£126.00)
- [ ] Card payment

<table>
<thead>
<tr>
<th>Description</th>
<th>Item</th>
<th>Net</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any Value L25 Extra Any Value</td>
<td>5023</td>
<td>£126.00</td>
</tr>
<tr>
<td>Quantity: 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Totals</td>
<td></td>
<td>£126.00</td>
</tr>
<tr>
<td>Delivery/Sundry Charges</td>
<td>N56</td>
<td>£2.50</td>
</tr>
<tr>
<td>Amount Payable</td>
<td></td>
<td>£128.00</td>
</tr>
</tbody>
</table>

- Choose the credit payment option (do not select card payment) and you will be taken to the next screen shot.
- Your quote has been converted to an order and your order number will appear in your account summary.
8.2 Love2shop Contactless

You can also choose, Love2 shop Contactless, as shown below. This is useful when you need to keep everything digital, all instructions are available when you choose the option on your screen.

Love2shop Contactless

Our incentives just got a whole lot better...

Rewards and recognition made easy with Love2shop Contactless Gift Cards

Place your order

Love2shop Contactless is a digital Mastercard which can be used at over 140 popular leading brands

View the full where to spend list >>
8.3 PIN (keep a note of it)

- Another option you can choose a different activation method where a PIN will be required shown below:

![Image of a purchase with Love2Shop logo]

### Activation Method

If you have more than one option here, please choose your card activation method. For more information on activation methods, you can refer to the FAQs.

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<td></td>
</tr>
<tr>
<td>Batch Only</td>
<td>Your 8 digit enter number and 4 digit pre-set code will activate the batch of cards</td>
<td></td>
</tr>
<tr>
<td>Batch &amp; Single</td>
<td>Your 8 digit enter number and 4 digit pre-set code must be used to activate all cards in the batch</td>
<td></td>
</tr>
<tr>
<td>Single Card Only</td>
<td>Each card holder must use a 4 digit pin number to activate their card</td>
<td></td>
</tr>
<tr>
<td>Single Card Registration</td>
<td>Your card(s) can only be activated online</td>
<td></td>
</tr>
</tbody>
</table>

**Batch Activation PIN**

Please add a PIN to the order so that cards can be activated on receipt.

- You can see that in this method you need to add a batch activation PIN. The instructions say “Please add a PIN to the order so that cards can be activated”. This PIN can be any number that you choose but you must remember this number going forward because it will be required for activation of any of your future purchases.
- Please keep this PIN safe, you cannot input another PIN. If you forget your PIN number, please go to the Frequent Asked Questions.

9. GRN on Agresso

Finally, once you have received your vouchers (electronically or physically) it is important that you immediately login and Goods Receipt the Purchase Order on Agresso (or contact someone to do this on your behalf). Delays in doing so may result in the invoice not being paid in time and this will result in the entire University account being put on hold.