

2026

**Paper and Digital
Flu Vouchers**

Pharmacy Operations Guide

Flu Voucher Acceptance Key Points:

- H&G Paper and Digital vouchers are purchased through the H&G Head Office or fluvouchers.co.uk
- Vouchers are valid to be redeemed once per voucher against a single influenza vaccine
- Fluvouchers.co.uk has a pharmacy locator for individuals to check where their voucher can be redeemed.

The list of pharmacies accepting vouchers along with the type of vouchers is confirmed by retailer Head Offices / Pharmacy teams – any errors with your listing should be communicated back to your Head Office and H&G (fluvouchers.co.uk)

- Paper vouchers must always been checked for security features as detailed before administering a flu vaccine. The voucher **MUST** not be handed back to the customer and should be kept in line with your Pharmacies procedures.
- Digital vouchers must have their code checked and validated before administering a vaccine. Printed copies of the digital vouchers cannot be accepted.
- There are multiple ways of redeeming the vouchers at store level – these are covered in more detail in the remainder of the document.

- **Paper Vouchers:**

1. Manual validation of Security Checks plus logging/scanning of voucher at store level – barcode available for Till Scan Report

Or

2. Manual Validation of security Check plus logging on the Pharmoutcomes system under H&G paper voucher.

NOTE: We cannot track paper vouchers through the H&G redemption portal

- **Digital Vouchers:**

1. Digital voucher seen on customers device – enter on Pharmoutcomes system under H&G E-voucher – system will confirm validity of the voucher.

Or

2. Access the H&G portal via the fluvouchers.co.uk website – enter the voucher number and check validity of the voucher – confirm store details to track redemption.

If using this option for only a portion of your stores – you need to provide a list of stores using this option.

Paper Flu Vouchers

Validation Checks:

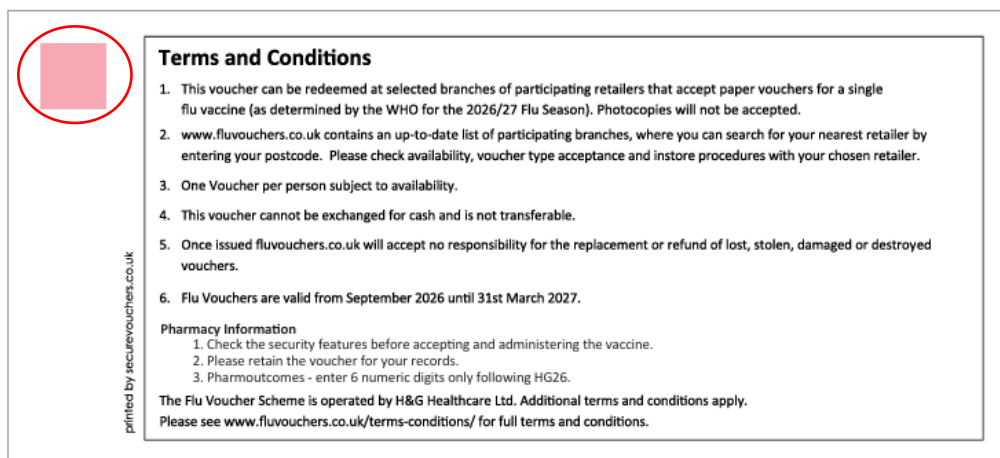
All paper vouchers accepted as part of the 2026/27 flu voucher scheme must be checked for the following:

The year must be 2026 in a dark green diamond with light green writing

The Serial Number will have “HG26 –” followed by a 6 digit number

There must be a foil holographic strip down the left-hand side on the front of the voucher

On the rear of the voucher in the top left corner there is a red square – this is heat sensitive and will disappear/fade when heat is applied to it.



Only the Physical voucher can be accepted in the above format.

Photocopies of the paper voucher and print outs of a digital voucher MUST not be accepted and processed as a paper voucher.

Paper Voucher Barcode:

For 2026 there is a new barcode for the paper vouchers – please ensure this is added to your till system:

Adding the barcode to your till system will allow for tracking via a till scan report if you do not use pharmoutcomes.



Please ensure that the voucher is taken from the customer and retained.

This should be validated with the number of vouchers retained at time of redemption. Physical Vouchers may be requested with the invoices at the end of the flu season.

Processing Paper Vouchers through PharmOutcomes:

H&G Voucher Template

Log in to PharmOutcomes and select **Voucher Redemption - H+G Healthcare** from the left-hand side of your **services** page



Enter Select the Paper voucher and **enter the 6 digits ONLY** into the **voucher code** box and click save

1. Scan barcode on till
2. Complete private Flu vaccine questionnaire and consent
3. Choose the voucher type
4. Enter Unique Voucher Code (e.g. HG.....), For E-Vouchers press REDEEM to validate
5. Administer vaccine

Voucher Type

Paper Voucher
 E - Voucher

Paper Voucher Code

HG2 - 000001

Private Flu Template Via Services Page

Log in to PharmOutcomes and select the **Private Flu service** from the Services page



Select **H&G Healthcare Voucher / paper voucher** from the flu vaccination details, enter **the 6 digits ONLY** and click **redeem**

Customer type

Customer paying in store
 StorePharmacy e-voucher
 Free staff vaccination
 Healthy Performance voucher
 H&G Healthcare voucher

Voucher code

Please enter the voucher code..

If the voucher is successfully redeemed, a green tick will appear:

Voucher code

✓ Voucher has been redeemed.

Digital Vouchers

Validation Checks:

Digital Vouchers are electronic emails only.

Paper vouchers should not be accepted or processed under digital e-vouchers. The digital vouchers for 2026/27 will look like the example below and have a 16 digit code starting with a HG26. Please include the dashes when entering the code.

Redeem your digital flu voucher

~~XNameX~~

Your Employer has sent you a digital flu voucher from fluvouchers.co.uk. Please find it below.

Not sure where to redeem? Use our Pharmacy Locator – Only accepted at pharmacies accepting digital vouchers.

Take your voucher with you on your phone to the appointment – Do Not Print.

FluVouchers

.co.uk By **HIG**

Digital Flu Vaccination Voucher

Entitles you to one Quadrivalent Flu Vaccine. *Terms and conditions apply*

Voucher Code:

HG26-XXXX-XXXX-XXXX



5 060211 540233

Expires 31st March 2027

All digital vouchers must be processed through either Pharmoutcomes or our website portal to confirm it is a valid code prior to giving any vaccinations.

Digital Voucher Barcode:

There is a separate barcode for digital vouchers if required for scanning through the till system.



Processing Digital Vouchers through PharmOutcomes:

H&G Voucher Template

Private Flu Template Via Services Page

Log in to PharmOutcomes and select **Voucher Redemption - H+G Healthcare** from the left-hand side of your **services** page



Enter Select the E-Voucher and enter the unique voucher code into the **voucher code** box and

1. Scan barcode on till
2. Complete private Flu vaccine questionnaire and consent
3. Choose the voucher type
4. Enter Unique Voucher Code (e.g. HG.....), For E-Vouchers press REDEEM to validate
5. Administer vaccine

Voucher Type

Paper Voucher

E - Voucher

Voucher Code



Log in to PharmOutcomes and select the **Private Flu service** from the Services page



Select **H&G Healthcare Voucher** / paper voucher from the flu vaccination details, enter the **voucher code** and click **redeem**

Customer type

Customer paying in store

StorePharmacy e-voucher

Free staff vaccination

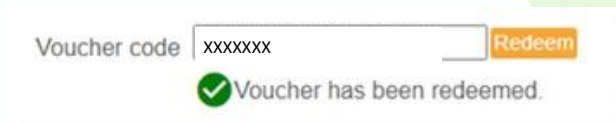
Healthy Performance voucher

H&G Healthcare voucher

Voucher code

Please enter the voucher code..

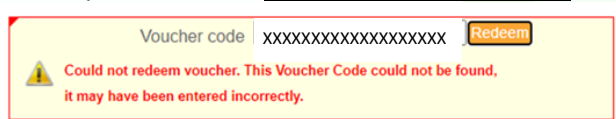
If the voucher is successfully redeemed, a green tick will appear:



If the voucher has already been redeemed, the message below will display:



If the warning message below is displayed, please check the voucher code has been entered correctly. If it is still unsuccessful please contact info@hghealthcare.co.uk



PLEASE NOTE: there may be occasions where the employer has ordered bulk vouchers to one email address and forwarded the vouchers on to individual employees. This is acceptable & if the voucher is active it should be redeemed.

Processing Digital Vouchers through H&G Website Portal:

To redeem the digital flu vouchers
via our website please go to:

<https://www.fluvouchers.co.uk/redeem-online/>

All H&G Digital Vouchers will start with HG26 & are 16 digits long



Enter the unique voucher code into the **voucher code** box and click check.

HG22-349d-4495-21de

Name	Person 2
Email	person01@gmail.com
Product	Digital Voucher
Date	09-02-2022 01:12:35 PM
Status	ACTIVE
Pharmacy Group Name	N/A
Branch Name/Number	N/A

Pharmacy Group Name

Branch Name/Number

Mark as Redeemed

Enter your **Pharmacy Group Name** and **Branch name/Number**

Select Mark as redeemed to redeem the voucher.

It will then show as redeemed.

HG22-349d-4495-21de

Name	Person 2
Email	person01@gme
Product	Digital Voucher
Date	09-02-2022 01
Status	ACTIVE
Pharmacy Group Name	N/A
Branch Name/Number	N/A

H&G Healthcare

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Mark as Redeemed

HG22-349d-4495-21de

Name	Person 2
Email	person01@gmail.com
Product	Digital Voucher
Date	09-02-2022 01:12:35 PM
Status	REDEEMED
Pharmacy Group Name	H&G Healthcare
Branch Name/Number	32

Failure to Enter the Pharmacy Group Name and Branch Number will result in the reporting figures for invoicing being inaccurate. H&G will extract the report and send to the retailers to allow for invoicing.

Example report:

Code	Status	Pharmacy Group Name	Branch Name/Number
HG22-349d-4495-21de	Redeemed	H&G Healthcare	32
HG22-99c3-e1bf-e73d	Redeemed	H&G Healthcare	33
HG22-93fa-ecac-c1af	Redeemed	H&G Healthcare	34
HG22-264c-8deb-8b25	Redeemed	H&G Healthcare	35
HG22-c882-4010-42ff	Redeemed	H&G Healthcare	36

Updated April 2026

HG22-240F-16E2-FEF4	
Name	[REDACTED]
Email	[REDACTED]
Product	Digital Voucher
Date	07-28-2022
Status	REDEEMED

If the voucher has already been redeemed,
The status will show as redeemed:

If the voucher code is not valid, the message below will be displayed:

Invalid Voucher Code

If the voucher has been cancelled after purchase,
the status will show as "BLOCKED".

Date	07-28-2022
Status	BLOCKED

Do not accept the voucher and advise the individual to contact their employer & to email info@hghealthcare.co.uk

PLEASE NOTE: there may be occasions where the employer has ordered bulk vouchers to one email address and forwarded the vouchers on to individual employees. This is acceptable & if the voucher is active it should be redeemed.

Voucher FAQs:

How do we know if the vouchers are genuine?

- **Paper Vouchers** – The paper vouchers have a number of security features (holographic foil strip and heat sensitive square) and checks (year 2026 in dark green diamond and light green writing & serial number starting with HG26) – these should be verified before allowing a vaccination to take place.
- **Digital Vouchers** - The system generates unique codes for each voucher - each code will start with the letters HG26 and will be followed by a variety of numbers/digits and will be a maximum of 16 digits long. The codes are non-sequential and is unique to each voucher generated. Vouchers will show as invalid through Pharmoutcomes and the fluvouchers.co.uk/redeem-online link if it has not been generated through our system.

Can I enter the digital voucher codes at the end of the day instead of the time of vaccination?

- No, all codes must be entered at the time of the appointment and before the vaccination takes place. The code must be validated by the system and redeemed in order to ensure the voucher cannot be presented again at another pharmacy.

What happens if the voucher code isn't recognised or has already been used?

- Unfortunately, if the voucher is showing as redeemed or invalid or blocked, then a vaccination cannot be given at this time. The individual should be referred to their employer in the first instance. Any queries can be sent to info@hghealthcare.co.uk.

Do people need to make an appointment for a flu vaccination?

- Yes, we advise all our customers that their employees should identify their local pharmacy via the Pharmacy Locator on www.fluvouchers.co.uk and book an appointment in advance of turning up to avoid disappointment.

The Pharmacy details are incorrect on the Pharmacy Locator, how can we correct the details?

- Please email info@hghealthcare.co.uk with the correct information and we will update the information as requested. Please note all details are provided to us by the retailer head offices – if we do not receive updated information we cannot ensure store accuracy.

Questions regarding invoicing

- All Invoices MUST detail the break down of both paper and digital vouchers.
- If using pharmoutcomes then you can extract your own report from your pharmoutcomes system
- If using a till report – you MUST have 2 different options at store level to distinguish between paper and digital vouchers – we provide 2 different barcodes to assist with this.
- If using the H&G redemption portal – we must know which sites are using this system in order to track redemption figures.

Who do we contact if we have any questions?

- Please contact our office team on 01274 750 660 or send us an email info@hghealthcare.co.uk.
- Our office hours are Monday to Friday 9am until 5pm.