

Smiths News

VOUCHER MANAGEMENT PROCEDURE

How to get the best from the Smiths News process

Vouchers are frequently used by Publishers to encourage consumers to buy their Newspapers and Magazines. Smiths News provides a voucher redemption service for all of our customers who accept vouchers from consumers at their stores.

Following the process outlined below will ensure we turn around and redeem the vouchers that you send back to us on a weekly basis and will ensure that any impact on your cash flow is minimised.

VOUCHER MANAGEMENT PROCESS

1. Each week we will send you a voucher recall note that details the most popular vouchers currently in the market.
2. Please count your vouchers, and enter the quantities in the space next to the relevant voucher description.
3. We provide you with a voucher recall envelope with its own unique reference number. Please write this reference number on all parts of the voucher recall note. Keep the 'customer copy' side of the recall note for your records.
4. Complete all fields on the front of the envelope in capital letters, and place a Newspaper Returns Label in the section provided.
5. Put all your vouchers and the voucher recall note into the envelope and seal securely. Write the envelope reference in the box provided at the bottom of the magazine recall note.
6. Send the voucher envelope back to us each week with your magazine unsolds in a sealed tote box.
7. If we do not supply you with magazines then please secure your voucher envelope to your weekend newspaper returns parcel. When using this method, please write your voucher envelope reference number on your newspaper recall note.
8. Your voucher envelope is scanned when we receive it and confirmation of receipt will appear on the Daily Priced Delivery Note (DPDN) the following day.
9. All envelopes are sent to our voucher clearing house where they scan each individual voucher in the envelope. The credit for your vouchers will be itemised on your voucher DPDN that you will receive on a Saturday. The credit value will be shown on your Weekly Summary Invoice (WSI) you receive the following Tuesday.
10. Any query you have about vouchers credited must be submitted to your supplying Smiths News house within 7 days of you receiving your Weekly Summary Invoice (WSI)

VOUCHER MANAGEMENT TOP TIPS

- Even if you only have a few vouchers each week to return please do so. That way you get all the money you are owed and you lessen the risk of vouchers going out of date before you return them.
- When you accept a voucher from your customer ensure it is redeemed against the correct issue, and double-check the redemption date as out of date vouchers are rejected by the clearing house.
- If a name and address is required from the consumer from whom you are accepting a voucher then please make sure this is filled in as it is a condition of credit.
- Ensure you use the most recent recall note provided, and if you have any vouchers that aren't included on the recall note you can add them by writing them clearly in the section provided.
- Please bundle vouchers together using an elastic band, ensuring any sheets of vouchers are separated. Do not use sellotape or staples to secure the vouchers.
- Do not use your voucher envelope to return anything other than vouchers as it will be sent on to the clearing house unopened.
- Do not return vouchers for titles that are not supplied by Smiths News.
- If you do not count your vouchers personally we recommend that you spot-check the accuracy of your staff handling the vouchers on a regular basis.
- Your envelope must be received at the Smiths News house on a Monday to ensure credit is received by the following Saturday.

If you have any questions regarding the voucher process then please contact your supplying Smiths News house.

SAMPLE OF VOUCHER ENVELOPE

How to complete the front of the envelope

1. Please write your Customer Number here
2. Please print your name here
3. Please print the trading name on your account here
4. Please write the postcode on your account here
5. Please sign here
6. Please write today's date here
7. Please write the number of vouchers in the envelope here
8. Affix newspaper returns label here

Voucher Returns Envelope

It is your responsibility to fill in all fields below

Customer Number	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; border: 1px solid black;"> </td> </tr> </table>						
Name (PLEASE PRINT)							
Trading Name (PLEASE PRINT)							
Post Code							
Customer Signature							
Today's Date							
Number of Vouchers							

Voucher envelopes should be returned weekly to your local Smiths News wholesaler with your Newspaper Return by Monday.
 We regret we are unable to process vouchers for titles that are either not supplied by Smiths News or have expired.

© Smiths News, Rowan House, Cherry Orchard North, Kembrey Park, Swindon, SN2 8UH

Smiths News

CRAWLEY

9081

Reference Number:

Place Returns Sticker Here

Newspaper Returns Label

213130

KOC UK LTD 618
Issue: 502 Smiths News Day 25

9 778888 68888 1

0 1

Voucher Barcode

IMPORTANT – All fields must be completed and you must write the Reference Number on your Voucher Recall note.

Please also write this reference in the box provided at the bottom of your Magazine Recall note. (If you do not receive magazines, use your Newspaper Recall note). Please don't forget to do this - we cross check against the recall note to make sure your vouchers are processed.

THANK YOU FOR YOUR HELP