

Voucher handling

Changes to our process, designed to improve your customer experience



Dear Customer,

We recently sought feedback from a wide range of retail customers about the process we use to collect and credit vouchers. They told us that the process could be improved - and as a result, we have made a number of changes.

These changes will take effect from Monday, 1 July, delivering what we hope will be a significant improvement to your voucher processing service. In the sections below, we've outlined the reasons for the changes and provided the detail of what will happen.

What our Customers told us

We asked our customers about the way their business handled vouchers - and they picked out a few key points with their responses:

- 1. They used a variety of methods to return vouchers to us, such as post, tote box return or hand delivery.**
- 2. They returned at a variety of different rates – some weekly, some monthly, some as they felt necessary.**
- 3. They wanted as clear, simple and secure a process as possible.**

Our response

We wanted to create a process which made the method of returning vouchers uniform and simple, took account of customers' different rates of return and cut out any confusing elements. After a period of review, we settled on the following plan:

Voucher Returns Envelopes

We decided that a new method of return which would be consistent for all our customers was needed – so we **designed and are reintroducing a new voucher returns envelope**, pictured below.

VOUCHER RETURNS ENVELOPE

Menzies
DISTRIBUTION

eM
NEWS
DISTRIBUTION

Please complete the fields below prior to returning your vouchers

Customer Number

Trading Name

Post Code

Today's Date

Total No. of Vouchers Enclosed

Customer Signature

To assist us with processing your vouchers accurately and efficiently;

Please Do

- Always complete the information on your return envelope
- Always include the voucher recall note
- Group same vouchers together in small bags/elastic bands
- Place your voucher returns inside a returning Tote Box

Please Do Not

- Use staples to secure vouchers
- Return sheets of vouchers - they must be separated into individual vouchers
- Return vouchers that have reached the expiry date

To view a full list of active vouchers please visit www.l-menzies.com

Our research shows that one envelope should be big enough to meet the needs of 70% of our customers - but for those with a bigger voucher trade, we'll provide extras.

We'll only send paperwork when you need it

We realised that customers make voucher returns on different schedules – so we decided only to automatically issue voucher recall notes and voucher return envelopes when we received voucher returns. This means that customers **always get a voucher recall note and voucher return envelope when they need it, never when they don't.**

Clear, simple information

We prioritised clarity and simplicity of information. The design of the voucher return envelope, and re-design of the voucher recall note and credit advice note aims to give you **all the information you need and none of what you don't**.

Firstly, your voucher recall notes will only show vouchers which you returned for credit in your last consignment - there will be no more long lists of vouchers which don't apply to you.

LINWOOD
Customer No: Your Ref:0000419728

Vouchers which have been redeemed against customer purchases and are eligible for credit should be returned in the envelope provided.

Voucher Recall Ref: 6026872655
Recall Date: Saturday 04/05/2013

Using black ink, please enter copies to be returned:

Description	Voucher ID	H/A	Retail Price	Qty Rtned
STORMWAY GAZETTE FREE	10000000676	2.00	0.90	
SUN 10P OFF SCOT	10000000929	1.00	0.10	
SUN 10P OFF SUN SCOT	10000000975	1.00	0.10	
SUN 10P OFF SUNDAY	10000001418	1.00	0.10	
SUN 10P OFF	10000000105	1.00	0.10	
SUNDAY EXPRESS FREE SCOT	10000000263	1.00	1.30	
SUNDAY HERALD 80P OFF	10000000887	2.00	0.80	
SUNDAY POST DUNDER HALF PRICE	10000001731	1.00	0.65	
SUNDAY TELEGRAPH FREE	10000000166	1.00	2.00	
SUNDAY TIMES FREE	10000000399	1.00	2.50	
TELEGRAPH APP CS M-F FREE	10000000196	1.00	1.20	
TELEGRAPH APP CS SAT FREE	10000000514	1.00	2.00	
TELEGRAPH APP CS SUN FREE	10000000515	1.00	2.00	
TELEGRAPH FREE M-F	10000000050	1.00	1.20	
TELEGRAPH HOME DEL WEEKLY	10000000443	1.00	10.00	
TELEGRAPH M-F FREE	10000000019	1.00	1.20	
TELEGRAPH SATURDAY FREE	10000000362	1.00	2.00	
TELEGRAPH SCHOOL M-F FREE	10000000416	1.00	6.00	

LINWOOD
Customer No: Your Ref:0000411324

Vouchers which have been redeemed against customer purchases and are eligible for credit should be returned in the envelope provided.

Voucher Recall Ref: 6009833264
Recall Date: Tuesday 07/05/2013

Using black ink, please enter copies to be returned:

Description	Voucher ID	H/A	Retail Price	Qty Rtned
EXPRESS 15P OFF SCOT	10000000176	1.00	0.15	
SUN 10P OFF	10000000105	1.00	0.10	
SUN 20P OFF	10000000001	1.00	0.20	
TELEGRAPH FREE M-F	10000000050	1.00	1.20	

Old, crowded voucher recall

New, clear voucher recall

Secondly, the voucher credits listed on your credit advice note will be grouped by title, not individual issue, significantly cutting down the size of the note. This should make checking your credits much faster and easier.

Customer: **Credit Advice Note**
Route: **SATURDAY, 06 April 2013**
Document No: 5530898750
Claim Ref:
URN:

LINWOOD
0844 742 4025

13 SUNDAY TIMES FREE E7GG	H/A CREDIT	2.50	1.00	32.50	0.13	32.50
13 SUNDAY TIMES FREE E7GK	H/A CREDIT	2.50	1.00	7.50	0.13	7.50
3 SUNDAY TIMES FREE E7GK	H/A CREDIT	1.00	1.00	0.03	0.03	0.03
5 TELEGRAPH APP CS M-F FREE	H/A CREDIT	1.20	1.00	8.00	6.00	8.00
5 TELEGRAPH APP CS M-F FREE	H/A CREDIT	1.20	1.00	0.05	0.05	0.05
5 TELEGRAPH APP CS M-F FREE	H/A CREDIT	1.20	1.00	6.00	6.00	6.00
50 TELEGRAPH APP CS M-F FREE	H/A CREDIT	1.20	1.00	60.00	60.00	60.00
1 TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00	1.00	2.00	0.20	2.00
1 TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00	1.00	0.01	0.01	0.01
1 TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00	1.00	2.00	2.00	2.00
1 TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00	1.00	22.00	22.00	22.00
11 TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00	1.00	0.11	0.11	0.11
1 TELEGRAPH APP CS SUN FREE	H/A CREDIT	2.00	1.00	2.00	2.00	2.00
1 TELEGRAPH APP CS SUN FREE	H/A CREDIT	2.00	1.00	0.01	0.01	0.01
1 TELEGRAPH APP CS SUN FREE	H/A CREDIT	2.00	1.00	2.00	2.00	2.00
10 TELEGRAPH APP CS SUN FREE	H/A CREDIT	2.00	1.00	20.00	20.00	20.00
10 TELEGRAPH APP CS SUN FREE	H/A CREDIT	2.00	1.00	0.10	0.10	0.10
20 TELEGRAPH HOME DEL WEEKLY	H/A CREDIT	10.00	1.00	200.00	200.00	200.00
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	14.00	14.00	14.00
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	0.14	0.14	0.14
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	15.00	15.00	15.00
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	0.14	0.14	0.14
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	14.00	14.00	14.00
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	0.14	0.14	0.14
14 TIMES FREE M-F EGGS	H/A CREDIT	1.00	1.00	14.00	14.00	14.00
14 TIMES SATURDAY FREE EGGS	H/A CREDIT	1.50	1.00	21.00	21.00	21.00
14 TV PICK FREE No 3	H/A CREDIT	0.20	1.00	0.14	0.14	0.14
14 TV PICK FREE No 3	H/A CREDIT	0.20	2.00	0.20	0.20	0.20

Old, crowded credit advice

Customer: **Credit Advice Note**
Route: **Z99/999**

LINWOOD
0844 742 4025

Customer: **Credit Advice Note**
Route: **Z99/999**
Document No: 5530199520
Claim Ref:
URN: 502963006076000

Qty	Title	Issue	Retail Price	Retail Value (%)	Disc (p)	Net	VAT Rate	VAT	Value (£)	Notes
TOTAL										
			0.00			0.00		0.00	0.00	
Vouchers										
27	OBSERVER SUBS £1.00 OFF		1.00			27.00			27.00	
27	OBSERVER SUBS £1.00 OFF	H/A CREDIT	1.00			0.27			0.27	
21	SUNDAY EXPRESS 30P OFF SCOT	H/A CREDIT	1.00			6.30			6.30	
841	SUNDAY TELEGRAPH £1 OFF	H/A CREDIT	1.00			841.00			841.00	
429	SUNDAY TIMES (FREE) ETDY	H/A CREDIT	2.20			943.80			943.80	
24	TELEGRAPH APP CS SAT FREE	H/A CREDIT	2.00			48.00			48.00	
TOTAL Vouchers			0.00			1879.52		0.00	1879.52	
Notes										
1 Deferred items are flagged # (Magazines) or \$ (Seasonal)										
2 Daily Collection Periodicals are flagged #										
3 Any returns received but not processed at the time of printing will be advised on a subsequent Credit Advice Note.										
A Top Late for Credit										
B SCR Quantity Exceeded										
C No Record of Supply										
D Firm Sale										
E Credit Previously Refused										
F Cancellation of Previous Credit										

New, clear credit advice

What will change for your business

Following the final distribution of the existing recall note this Saturday, your voucher recall note (and voucher returns envelope) will now be distributed to you on a Tuesday of each week PROVIDED you have returned vouchers for credit the week prior.

Where you return vouchers in any other time period, for example monthly, you will receive a voucher recall note and returns envelope on the Tuesday AFTER your voucher returns have been received and processed for credit.

If you require additional voucher return envelopes at any point please contact your local branch. Additional returns envelopes will be delivered weekly on a Tuesday each week.

A full list of active vouchers will be available on www.emnewsdistribution.com for customers to view – if you haven't already registered, please visit the site and register or alternatively, contact your branch who will advise you of all the other useful facilities available online and how to register.

A better voucher experience

We're confident that these changes will improve the speed, accuracy and security of voucher processing for your account.

If you have any questions about the new process, please contact your branch.



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