

Voucher Handling Guide

Publishers frequently print vouchers to encourage your customers to buy newspapers and magazines.

At Smiths News, we provide a voucher redemption service for all our customers. To help you understand the voucher process, we have produced the customer guidelines below to improve your voucher handling experience. We have also included an example of how to complete your voucher envelope on the reverseside.

How to manage and process your vouchers

- Each week we will send you a voucher recall note that details the most popular vouchers currently in the market.
- You will need to count your vouchers, and enter the quantities in the space next to the relevant voucher description.
- We will 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. We recommended that you keep the customer copy of the recall note for your records.
- You will need to complete all fields on the front of the envelope in capitals, and place a Newspaper Returns Label in the section provided at the bottom of the voucher envelope.
- Send the voucher envelope to us each week with your magazine unsolds in a sealed tote box.
- If you are a newspaper only customer, please secure your voucher envelope to your weekend newspaper returns parcel. You will need to write your voucher envelope reference number on your newspaper recall note.
- Your voucher envelope will be scanned when we receive it and a confirmation of receipt will appear on your Daily Priced Delivery Note (DPDN) the following day.
- All voucher recall envelopes are sent to our voucher clearing house, where they are scanned individually. You will see the credit for your vouchers itemised on your voucher DPDN that you will receive on a Saturday. The credit value will also be shown on your Weekly Summary Invoice (WSI) which you will receive on the following Tuesday.



If you have a voucher query, please contact your supplying Smiths News house within 7 days of you receiving your Weekly Summary Invoice (WSI).

Voucher Handling Top Tips

- When you accept a voucher from a customer, please ensure it is redeemed against the correct issue and check the redemption date as out of date vouchers are rejected by the publisher.
- If a name and address is required on the voucher please make sure the customer fills this section in before they leave your store as their address is a condition of receiving the credit.
- Ensure you use the most recent recall note. 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.
- If you only have a few vouchers to return don't worry! Please send them to us each week, so the money you are owed is credited. It also reduces the risk of vouchers going out-of-date.
- Bundle vouchers together using an elastic band. Ensure any sheets of vouchers are separated. Please do not use sticky tape or staples to secure vouchers.
- Please do not use your voucher envelope to return anything other than vouchers as it will be sent on to the clearing house unopened.
- Please do not send vouchers for titles that are not supplied by Smiths News.
- If you do not count your vouchers personally we recommend that you regularly check the accuracy of the quantities being returned. We recommend that staff are trained how to complete the voucher redemption process.
- Your envelope must be received at your local Smiths News house on a Monday to ensure the credit is received by the following Saturday.
- If you have any questions regarding the voucher process please contact your supplying Smiths News house.

It is important that all fields are completed on the envelope. Please ensure you write the Reference Number on your Voucher Recall note.

You will find Customer Number on your newspaper recall note.

Don't forget to:

1. Sign your signature here
2. Write the number of vouchers in the envelope here
3. Write the reference number shown on the envelope in the box provided at the bottom of your Magazine Recall note. (If you do not receive magazines, use your Newspaper Recall note.)
4. Affix the newspaper returns label here
5. If you have any queries about completing the details on the envelope, please contact your local supplying Smiths News house.

Voucher Returns Envelope

It is your responsibility to fill in all fields below

Customer Number
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 Returns 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, Kimbrey Park, Swindon, SN2 8UH

Smiths News


CRAWLEY


9091

Reference Number:

Place Returns Sticker Here

Newspaper Returns Label





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Voucher Barcode