



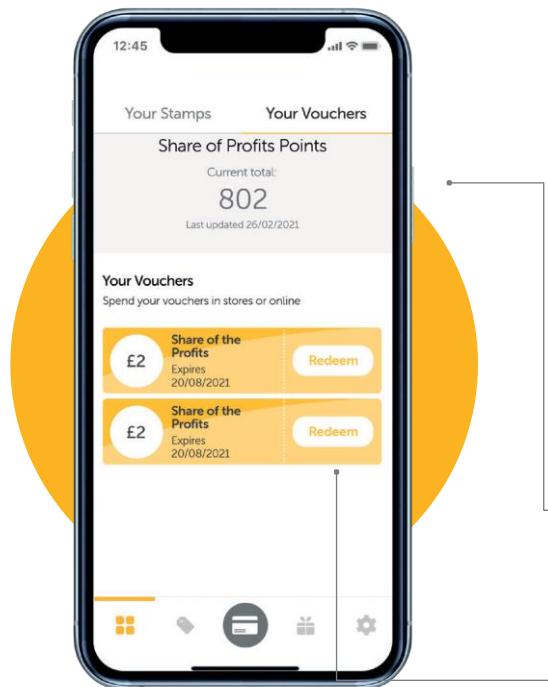
# Funeral: how to redeem Colleague Thank You Vouchers



1

Colleagues will first need to download and sign into the Your Co-op Rewards app to access their e-vouchers.

If a member cannot download the Your Co-op Rewards app the Funeral SME, can access the members e-voucher codes through the Superdividend site.



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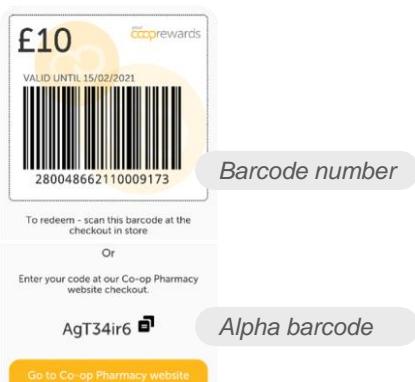
Once colleagues have downloaded the app, they can view and use their Colleague Thank You e-vouchers through the Rewards section under 'Your Vouchers':

3

To access their barcodes, colleagues will need to click 'Redeem':

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You will need to make a note of all the alpha barcodes or barcode numbers (you don't need both), values and the colleague's membership number.



5

Process the Colleague Thank You e-voucher as you would normally:

- Receipt it, writing the word 'voucher' on the receipt, giving the top copy to the client.
- Post onto the client's account through sales ledger, selecting 'voucher' from the payment type.
- The reference on the account should read 'Colleague Thank You Voucher'.
- You must ensure you select 'voucher' from the payment method before completing the transaction.

6

On the same day, you should contact your Cluster SME with a list of the barcode numbers, the values and the colleague's membership number. They will then be able to credit these on Superdividend and add the points for the transaction.

Best practice is to complete these the same day where possible. The reason for this is to stop the vouchers being available to the colleague for use in other sites. If your cluster SME is not available, you should contact Funeral Support with the above details.

## Who is your cluster SME and a reminder of what to send

Cluster	SME email
Walsall	Maxine.forrester@midcounties.coop
Willenhall	lesley.cowley@midcounties.coop
Halesowen	james.pollard@midcounties.coop
Oxford	lynn.adams@midcounties.coop
Swindon	Jo.Woodward@midcounties.coop
Solihull	Deborah.hackett@midcounties.coop
Wolverhampton	Sam.Simmons@midcounties.coop
Banbury	joanne.hoskins2@midcounties.coop
Gloucester	kaye.williams@midcounties.coop
Masonry	Andrea.Harvey-Hall@midcounties.coop

### Please provide:

- A list of the barcodes or alpha barcodes
- The values of the e-vouchers
- The colleague's membership number.

## What to do if you cannot answer a colleague query

Every effort should be made by the first person dealing with the colleague to resolve their query using the information available here and on Colleagues Connect.

If colleagues have any further questions, they should contact the Rewards and Benefits Team at [Your.Benefits@midcounties.coop](mailto:Your.Benefits@midcounties.coop)