

Childcare

How to redeem Share of the Profits vouchers

Share of the Profits



1

Members will be receiving their Share of the Profits vouchers in several different ways. Some members will be receiving e-vouchers through the Your Co-op members app. If this is the case, go to step 4.

Other members will receive voucher codes, either by email or letter, which can be used in Childcare. If this is the case, go straight to step 4.

Finally, a limited number of members may receive paper vouchers. These can be used in Childcare, but you must take this from the member and destroy it, so that it cannot be used elsewhere. If this is the case, go straight to step 4.

2

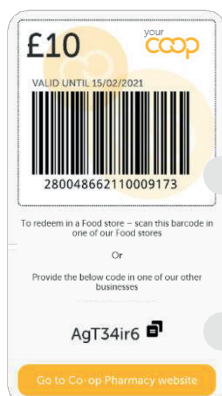
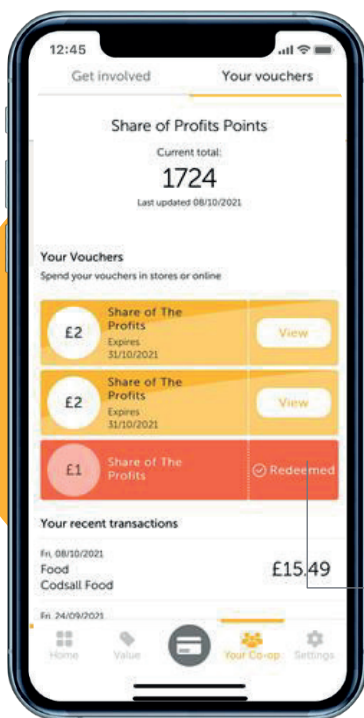
Members who are receiving e-vouchers will be able to access them through the 'Your Co-op' section under 'Your Vouchers'.

3

To access their barcodes, members will need to click 'View':

4

Depending on how the member has presented their e-voucher, you will need to make a note of all of the alpha barcodes (or barcode numbers if they present a paper voucher) and the member's membership number.



Barcode number

Alpha barcode

Voucher Redemption

Site Navigation
Home
User Administration
Users
Create New User
User Profiles
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Change Password
Account Details
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Member Search
Charities
Payment Categories
Member Categories
Create Rastock
Member Publications
Events
Partner Bulk Input
Unverified Member Search
Points
Transactions
Redeem Vouchers
Direct Debit
Unknown Transactions
Forgot Card Transactions
CRH

Enter Card Number

Card Number: 633174950119577157
Member Name: Geoff Ellwood [Next Section](#)

Select Store

Branch Division: Manual Entry (BAC) or please select
Branch Number: 643 [Next Section](#)

Select Product

Product Category: Childcare
Division:
Product:
Product ID: [Confirm](#)

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5

You then need to follow the steps for redeeming the voucher on Superdividend. Best practice is to complete these the same day where possible. This is to stop the vouchers being available to the member for use in other sites.

- Log in to Superdividend
- Click on 'Redeem vouchers' in the left-hand panel under 'Points'
- Enter the membership card number, and click next
- Next, either select the branch/division from the drop-down, or enter it manually
- Select product category – i.e. Childcare – the Product ID should then appear by default
- Click confirm

Voucher Redemption

Site Navigation
Home
Your Account
Change Password
Account Details
Members
Member Search
Points
Transactions
Redeem Vouchers
Unknown Transactions
Colleague Discount
Colleague Search

Number of Vouchers

[Edit](#) Card Number 633174950119577159 - Geoff Ellwood
[Edit](#) Product Childcare
[Edit](#) Store 840

How many vouchers do you want to redeem? 1

Voucher Barcode: 280029202202000173 Alpha Barcode: [Check Vouchers](#)
(or go straight to [Redeem Vouchers](#))

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- You should then check all details at the top of the page are correct
- Next, choose from the drop-down the number of vouchers being redeemed
- You then need to enter either the Voucher Barcode(s) or Alpha Barcode(s).
- Once you have done this, click 'Check Vouchers' and confirm the details are correct – if they are, click 'Redeem vouchers'

Voucher Redemption

Vouchers Successfully Redeemed

Total voucher value £4.00 [Redeem Another](#)

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- From here, you can either redeem another voucher or click back to home on the left-hand panel
- Please note, that if members have already redeemed their Share of the Profit vouchers elsewhere in the Society, you will not be able to redeem them again through the Superdividend site

6

Following step 5, you then need to add the vouchers as credit on Connect:

- Find the child on Connect, highlight the child and click 'View Bill Payer'
- In the 'Bill Payer Details' tab, ensure that 'Share of Profit Vouchers' is selected under 'Allowable Payment Methods' and click 'Apply' in the bottom-right corner of the screen
- In the 'Account History' section select 'Take Payment'
- On the payment type drop-down, select Share of Profit vouchers
- Add the value of the vouchers being redeemed in the amount box
- Add the voucher numbers into the notes box
- Click 'Update Payment Details' to add the vouchers

Accessing the member's codes

If a member cannot download the App and wants to use their Share of the Profits vouchers in Childcare, you can retrieve the member's codes through Superdividend.

Log in to Superdividend

On the left-hand menu click 'member search'

Enter the member's details – membership number is the easiest

A pop-up will appear with the member's details on

On the sub-menu on the left-hand side click on 'voucher details'

In the drop-down menu choose 'run 33'

Click on 'get run' and you will see the barcodes and alpha codes associated with that member

Go to Step 4 in the above process to redeem the e-vouchers

What to do if you cannot answer a member query

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

If members have any further questions that is not covered by the guidance, they should contact the Membership Team on **0800 435902** or **member.communications@midcounties.coop**.

