

# Pharmacy

## How to redeem Share of the Profits vouchers



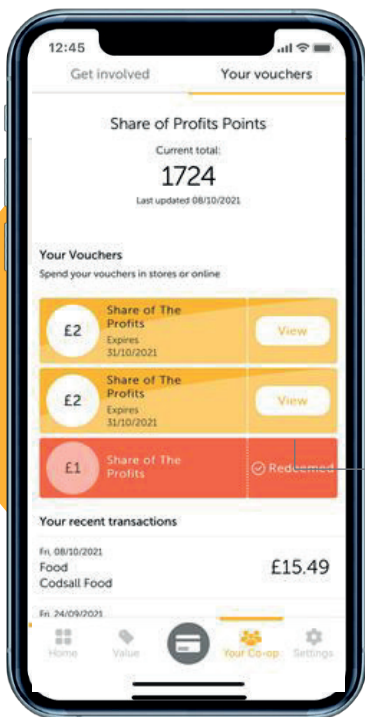
Share of the Profits



Members who choose to redeem their Share of the Profit e-vouchers in Pharmacy will do so directly through the Your Co-op Pharmacy website. These are the steps they will follow.



**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, they'll go to step 2.



Other members will receive voucher codes, either by email or letter. If this is the case, they'll go straight to step 4.

**2** Once members have downloaded the app, they can view and use their Share of the Profit e-vouchers through the 'Your Co-op' section under 'Your Vouchers'.

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

**4** The member will then need to go to the website and sign in. If they are not signed in, the code will not work.

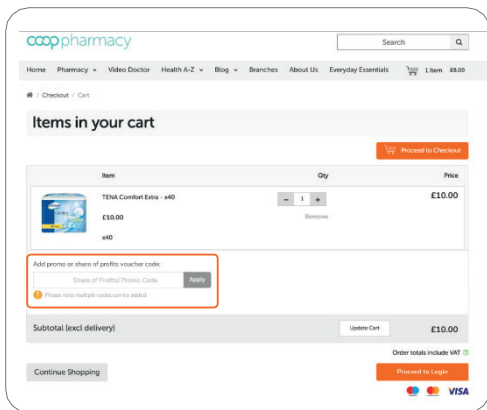
For members who have downloaded the app, this is the same login details. Members who do not have the app can use their membership number to sign in and can reset or create a password if needed.



Barcode number

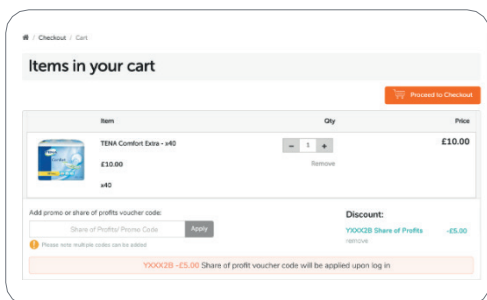
Alpha barcode

Go to Co-op Pharmacy website



5

Members will then shop as normal. At the checkout page, they will need to enter their alpha barcode under the 'Add promo or share of profits voucher code'. Members can add more than one code in the same transaction.



6

Once a member has entered their code, it will display at the side with the value of the Share of the Profits e-voucher.

7

The member can then checkout as normal.

## A summary of key information

- Members must sign into the website first.
- If a member enters a code which does not match their membership number, the e-voucher will not be added.
- If a member only partially redeems their voucher, the remaining amount will be added to their share account so they will not lose their money.

## 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 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**.

