

Travel

How to redeem Share of the Profits vouchers

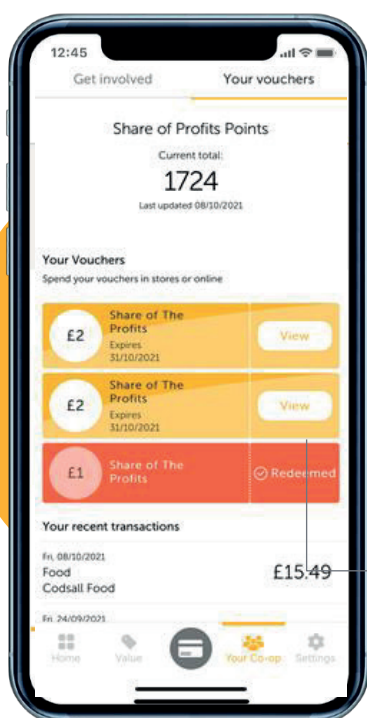


1

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 2.

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 Travel, 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

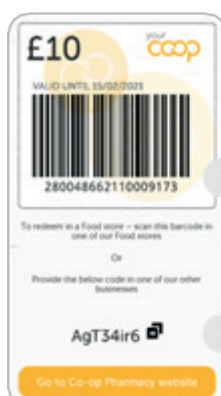
Once members have downloaded the app, they can view and use their Share of the Profit e-vouchers through the 'Your Co-op' section under 'Your Vouchers':

3

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

4

Depending on how the member has presented their e-voucher, you will then need to make a note of either the barcodenumbers or alpha barcodes (you do not need both) and the member's membership number.



Barcode number

Alpha barcode

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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. Travel –the Product ID should then appear by default
- Click confirm

- You should then check all details at the top of the page are correct
- Next, choose from the drop-down the number of e-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'

- 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

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Following step 5, you should then receipt the voucher onto Tarsc as normal – showing the payment method as 'Voucher – SOP'. Please refer to the 'Voucher Redemption' policy on Tavern for more information.

What to do if a member cannot download the Your Co-op members app

If a member cannot download the app and wants to use their Share of the Profits e-vouchers in Travel, 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 31'

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**.

