

Food: how to redeem Share of the Profits vouchers



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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.

A limited number of members may receive a paper voucher. This can be used in Food, 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':

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To access the barcodes, members need to click 'View'

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You will then need to scan their shopping as normal and ensure you ask for the member's membership card - this must be scanned before the vouchers can be redeemed.

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You can then scan the e-vouchers or paper vouchers. Multiple vouchers can be used on the same transaction.

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If the member spends less than the voucher, they will be entitled to change. This will automatically be given through the till or self-checkout, unless the checkout is card only – in the case, change will not be given.

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Once a member has used their voucher, it will show as 'redeemed' in the app and they will no longer be able to use it. If a member has used a paper voucher it must be taken from the member and destroyed so that it cannot be used elsewhere.



Top tips for scanning

1. When scanning the member's card or vouchers, use the handheld scanner rather than 3D fixed scanner where possible.
2. If you have to use the 3D fixed scanner, ensure there are no obstructions in the way and that the scanner is clean.
3. If your scanner doesn't work, ensure you raise an incident via Service Now.

What to do if the barcode does not scan

If a barcode does not scan, you should first ask the member to increase the brightness on their phone and ensure the scanner is wiped clean. If it still won't scan, you can manually input the barcode numbers. Here is how to do this – please ensure you do not touch the member's phone:

On tills

1. Press 'Member Voucher'.
2. The screen will show voucher tender – key in the barcode on the voucher and repeat for additional vouchers.

Self-checkout

1. Ensure the member has scanned their membership card.
2. Use the fob to open the supervisor functions.
3. Click 'Payment'.
4. Click 'Member Voucher – With Barcode' and enter the member barcode. Repeat for additional vouchers.

Key changes in your group

Please note that we are no longer exchanging cash for vouchers.

What to do if you cannot answer a member query

Every effort should be made to answer member queries in store. If you are unable to answer a query in the first instance, please refer the question to a member of the Management Team.

If members then have any further questions, they should contact the Membership Team on **0800 435902** or **member.communications@midcounties.coop**.