



C H A R L E S T O W N™

GIFT VOUCHER SCHEME - INSTRUCTIONS TO RETAILERS

At Point of Sale, you (the retailer) should:

- verify that the voucher is authentic (as with cash)
- remove the stub (along the perforation)
- ring in the till code for vouchers (or non cash items) and enter the value
- place the voucher (minus the stub) in the till
- retain the stub safely
- give change, if applicable, according to your store policy

Weekly, on Mondays, you should

- collate and bundle all redeemed vouchers from the previous week by denomination. Use elastic bands only.
- complete a standard 'claim' form (available at the Customer Service Desk).
- put the top (white) copy of the form and vouchers (minus stubs) into the tamper proof bag (available at the Desk) and seal it.
- write the store name, unit number and date on the outside of the bag.
- retain the pink and yellow copies of the form.
- take the vouchers to the customer service desk and sign them in by 12 midday on Mondays at the latest. To do this, obtain a signature and reference number from the desk staff.
- receive payment approximately one week later for the full face value of all vouchers submitted.

Once you have received payment for a week's vouchers, please **destroy** your voucher stubs.

Do not...

- accept a voucher without its stub (counterfoil). If the stub has become detached ensure that the serial number on both voucher and stub are identical before accepting them as payment.
- worry if you do not submit your vouchers by 12 midday on Monday. You can submit them the following week.
- destroy your voucher stubs until you are satisfied that you have received payment in full for your vouchers.
- staple the vouchers together, draw a line through the barcode, or deface them in any way.
- leave the Customer Service Desk without a signed sheet when submitting your vouchers for reimbursement.

If...

- you have a query about the amount of the payment for vouchers contact the Customer Service Desk.
- you are suspicious about the vouchers presented as payment in any way, ask your manager to verify them. If you are still uncertain, contact the Customer Service Desk or Centre Management.
- you have any other query about the Gift Voucher Scheme, please contact the Customer Service Desk or Centre Management.

Thank you