



May 2016

Voucher credits

Dear Customer

We write to advise you about changes we are making to the way we inform you of voucher credits.

We have received feedback from customers that to allow you to manage your accounts more efficiently, you would prefer to see voucher credits on the Credit Advice Notes the day following the scan rather than seeing this once a week on the Saturday Credit note, which is received on a Sunday. Therefore we have made a change to our documentation to allow this to happen.

How will this work?

In general, the process of returning and scanning vouchers will not change.

- Customers will continue to return vouchers on a Tuesday in the voucher envelope.
- Menzies will not change the priority order of scanning returns therefore scanning of vouchers will continue to follow newspapers and magazines
- Scanned vouchers will appear on your next available Credit Advice Note
- Customers can continue to report voucher queries each week however this change will allow for queries to be placed the day after the vouchers have been scanned by the branch

It is important that customers remember that scanning of vouchers takes place over a period of days and, as outlined, we are not making any changes to the order in which we scan returns : i.e. we will continue to scan Newspapers first, followed by Magazines and then Vouchers. Therefore please continue to allow time between returning vouchers and querying to enable the scanning process to take place.

As mentioned, this is based on feedback from our customers therefore we do hope that you find it a positive change.

Regards

Menzies Distribution