



RPR's DOCUMENTATION TIPS & SUGGESTIONS

The Standard Questionnaire

The Questionnaire is essentially a written "snapshot" of your store, which we provide to the major couponing agents so that they can familiarize themselves with your couponing practices. It is important that you fill out the questionnaire completely and accurately, as incorrect or missing information can lead to unnecessary coupon denials. If you need assistance in completing the questionnaire, please contact our office.

You will need to re-submit a new Questionnaire if:

- your store relocates or changes ownership
- there are any changes to your store's name
- you have major renovations to the building

Please contact our office for a new form in the event of any of these major changes.

The Manifest

The RPR Coupon Shipping Manifest serves as a "cover page" for your coupon shipment, giving Phoenix Global Data LLC the information they need to process your coupons. A preprinted Manifest that includes your store account number, store name, and store address will be provided by RPR upon receipt of your completed questionnaire.

When assigning the value of your shipment, you have the following options:

- Estimated Face Value
- Totals Reported by Store's POS System
- Detailed Value: Itemize the coupons by face value and calculate the totals, using the grid provided.

Please note your shipment method by checking the appropriate box, and provide your shipping tracking number, if applicable. This information will aid us in tracking your coupons in the event of delayed processing. Note the date shipped in the blank provided, and sign the form. Fax a copy to our office and also include a copy of the manifest in the box. Drop your shipment off to the appropriate carrier and you're done! RPR will take it from there!

Additional Tips

- RPR's Shipping Manifest can be customized to suit your needs. For example, you may itemize your coupons by date redeemed rather than by face value. Please contact our office if you are interested in a specialized manifest.
- If your shipment requires two pages of manifest to complete, mark the pages "1 of 2" and "2 of 2," and total page 2 only. Do not separate into two separate shipments, as this distorts your coupon submission and will most likely result in an "Abnormal Coupon Mix" denial.
- It is best to create a consistent history of coupon submission. You may choose a weekly, bi-weekly, or monthly basis, depending on your store's coupon volume. This prevents various non-payment issues, and is especially important in preventing denials of expired coupons. Each manufacturer sets its own grace period for which they will honor expired coupons, and this may range anywhere from 30 days to 6 months. The sooner you submit expired coupons, the less likely they are to be rejected.

QUESTIONS? CONTACT US!

Ron Fischer
President

ronf@rpr-coupons.com

Andrea Setliff
Director of Operations

andreas@rpr-coupons.com

Donna Lee Francomacaro
Client Services Representative

donnafr@rpr-coupons.com

Phone: (908) 362-7080 • or • Fax: (908) 362-7088