



Retailers - Submitting Your Claim

The Coupon Clearing Bureau (Pty) Ltd clearing house process is simple:

1. We register all claims received on our system the day we receive them at our offices
2. Claims received by the 17th of the month are processed on the 25th of that same month. If a claim is received after our cutoff date, it will be processed the following month
3. The claims are sorted, counted, processed and audited by our specialized team
4. At the end of each month, we collate the claims and invoice the various suppliers when we do our monthend close off
5. Once the suppliers pay us, we reimburse the retailers.

Our suggestions for quick and timely refunds are:

1. Ensure that you send your claims to us at least once a month – the suppliers reject expired coupons and we want to ensure that you receive a refund for all coupon discounts given to your consumers
2. Try and get your claims to us by the 17th of each month so that the claim is processed and refunded as soon as possible
3. Retailers are refunded as soon as we receive funds from the suppliers. Most of the small retailer claims are refunded within 14 days of our invoice run.

There are numerous reasons for your refund being later than expected:

1. The claim was received after our cutoff date and would only be processed in the following month
2. There was a delay in the services of the post office
3. The claim was received by us but there was no documentation identifying which store the claim was from so we could not pay over the refund

How to Submit Your Claim to Coupon Clearing Bureau

You can obtain Reply Paid envelopes from CCB by telephoning Nox or Nettie at 011 403 0688.

1. Create an invoice or claim document, with Coupon Clearing Bureau as the debtor, detailing your store name, address, telephone number and the total amount of the claim.
2. Place this document along with the relevant coupons in the Reply Paid envelope and post off to CCB.
3. If you do not have a Reply Paid envelope, address a normal envelope as follows: Coupon Clearing Bureau, Private Bag x2, Saxonwold, 2132. You will need to pay whatever postage there is on the envelope.
4. You can also hand deliver your claims to our offices Monday to Friday between 7:30am and 3:45pm at Forum 1A Floor 2, Braampark, 33 Hoofd Street, Braamfontein. You can use this address should you want to send in your claims via a courier for your own account.
5. It is recommended that you supply us with your correct and current bank account details. Then we can pay your refund directly into your bank account. This ensures that you receive your refund faster and eliminates the risk of the refund cheque being lost/stolen in the post.
6. You can contact Leni on 011 403 0688 to check if we have received your claim