

## How to Redeem

If you receive more vouchers than you can reuse you may mail your vouchers to IFLA HQ for redemption.

IFLA HQ  
PO Box 95312  
2509 CH The HAGUE  
THE NETHERLANDS

There is a € 12.00 Handling fee for each redemption. Redemption payments are made by wire transfer. Please include the following information with your vouchers:

Bank name and Address  
Name on account  
Account number  
Swift (BIC) Number  
IBAN (EUROPE ONLY)

Further details are available from the IFLA Headquarters. If you have any questions or comments about the Scheme, we would be delighted to hear from you.

Please contact us by any of the following means:

By post: *Ms Susan Schaepman*  
IFLA Voucher  
Scheme  
IFLA Headquarters  
P.O. Box 95312  
2509 CH The Hague  
Netherlands

By fax: +31 70 3834827

By telephone: +31 70 3140884

By Email: [voucher@ifla.org](mailto:voucher@ifla.org) or  
[susan.schaepman@ifla.org](mailto:susan.schaepman@ifla.org)

<http://www.ifla.org>



## **The IFLA Voucher Scheme**

Payment System for  
International Interlibrary  
Transactions.

## The IFLA Voucher Scheme

The IFLA voucher scheme makes it easy for you to pay for your International Interlibrary requests, by using a voucher instead of real money.

### How does it work?

The voucher is a reusable plastic card which represents a standard payment for one transaction. Vouchers have unlimited validity and can be reused any number of times.

- Libraries purchase a supply of vouchers from IFLA.
- Vouchers are available in 2 values  
Full vouchers are € 8.00  
Half vouchers are € 4.00
- Supplying libraries are encouraged to accept a standard payment of one voucher for one loan or photocopy of up to 15 pages, but are still able to charge less or more than this if they wish to do so.
- The supplying library accepts the voucher(s) as payment for the transaction
- Libraries which supply more items than they request can redeem their excess vouchers with the IFLA HQ

### What are the benefits?

Apart from the initial purchase and the final redemption, the Scheme eliminates all financial elements when paying for international transactions.

- No bank charges for either requesting or supplying library.
- No money lost in international exchange rates.
- No need for invoices, therefore reduced administration costs.
- Libraries can retain vouchers for reuse at a later date.
- Libraries are encouraged too offer an effective ILL service in order to “earn” vouchers

### How you place an order

- Request a pro-forma invoice via:
  1. Fax (31) 70 383 4827
  2. email: [voucher@ifla.org](mailto:voucher@ifla.org)
  3. Mail:  
IFLA HQ  
PO Box 95312  
2509 CH The HAGUE  
NETHERLANDS

- When placing your order, please indicate the quantity of full and half vouchers you require. Include your full invoice and shipping address and if applicable your IFLA membership number.
- There is no minimum amount for orders. You may order according to your actual needs.
- There is a €12.00 Handling fee for each order.
- There is a 10% non-IFLA member surcharge. (Direct IFLA members do not pay the surcharge)

### Payment Details

- Payment must be in **EUROS**
- Prepayment is required.
- Wire transfer Information:  
Account Name: IFLA  
Account Number: 129938416  
Swift (BIC) code: RABONL2U  
IBAN: NL23 RABO 0129 9384 16  
Bank Name: RABO Bank  
Bank Address:  
Bezuidenhoutseweg 5  
2594 AB THE HAGUE  
THE NETHERLANDS