



International Federation of
Library Associations and Institutions



The IFLA Voucher Programme

Payment System for International Interlibrary Transactions

The IFLA Voucher Programme 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 € 8.00
 - Half vouchers € 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 Voucher Programme eliminates all financial elements when paying for international transactions.

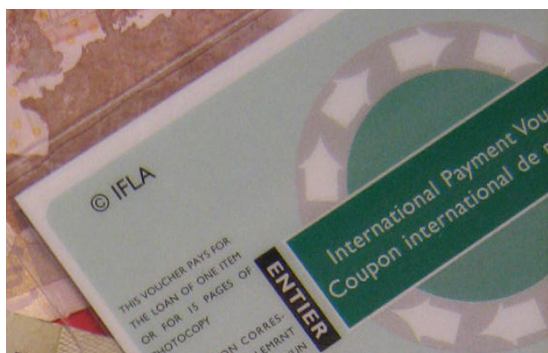
- No bank charges for either requesting or supplying library.
- No money lost in international exchange rates.
- No need for invoices, therefore reduced administration costs.
- Libraries can retain vouchers for reuse at a later date.

- Libraries are encouraged to offer an effective ILL service in order to “earn” vouchers.

Libraries are encouraged to 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
 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 €15.50 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
Netherlands

How to Redeem

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

There is a € 15.50 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 IFLA Headquarters

If you have any questions or comments about the VoucherProgramme, we would be delighted to hear from you.

You can contact us:

By post: Ms Susan Schaeapman
IFLA Voucher Programme
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
or susan.schaepman@ifla.org



IFLA Headquarters

P.O. Box 95312

2509 CH The Hague

Netherlands

TEL +31-70-3140884

FAX +31-70-3834827

E-MAIL ifla@ifla.org

www.ifla.org