

General Information

[Español \[http://www.ifla.org/ES/voucher-scheme/general-info\]](http://www.ifla.org/ES/voucher-scheme/general-info) | [français \[http://www.ifla.org/FR/voucher-scheme/general-info\]](http://www.ifla.org/FR/voucher-scheme/general-info) | [Deutsch \[http://www.ifla.org/DE/node/8766\]](http://www.ifla.org/DE/node/8766)

NOTE: as of **1 January 2016**, the handling fee per IFLA voucher order and redemption will be **EUR 17.00**

Payment System for International Interlibrary Transactions

The **IFLA Voucher Scheme** makes it easy for you to pay for your international interlibrary requests, by using a voucher instead of money.

How does the Scheme work?

The scheme is based on a re-useable plastic voucher, which represents a standard payment for one transaction.

Libraries purchase a supply of vouchers from IFLA HQ for **EUR 8 each** (half-value vouchers are also available at EUR 4 each).

The supplying library determines the quantity of vouchers needed for the loan and retains it to be re-used for another transaction at a later date, when it wishes to borrow from another library.

Libraries that supply more items than they request can redeem their excess vouchers by sending them to IFLA HQ. They will receive a refund of EUR 8 per voucher (EUR 4 for half-vouchers). Vouchers that were previously sold by IFLA/OIL for US dollars will be redeemed in Euros.

Vouchers have **unlimited validity** and can be re-used any number of times. This applies to the old-style vouchers previously issued by the former IFLA Office for International Lending, as well as to the new vouchers.

Supplying libraries are encouraged to accept a standard "payment" of one voucher for supplying a loan or a photocopy of up to 15 pages. But they are also, of course, free to charge more (or less) if they wish to do so.

What are the benefits of the Scheme?

Apart from the initial purchase and final redemption of the vouchers, the Scheme eliminates all financial payments when paying for international borrowing and document supply.

Benefits include:

- No bank charges for either requesting or supplying library
- No money lost in international exchange rates
- No need for invoices, therefore reduced administration costs (but see note below about VAT)
- The vouchers can be retained for future use
- Libraries are encouraged to offer an effective ILL service in order to "earn" vouchers which they can use or redeem
- The scheme was originally launched in January 1995, and there are now many participating libraries and institutions around the world.

Please note that, according to the Dutch tax authorities, there may be VAT implications for libraries using this scheme. You are therefore advised to seek authoritative advice within your own country.

How do we take part?

Please contact IFLA HQ at voucher@ifla.org [mailto:voucher@ifla.org]. You will then be sent all information needed to purchase your first supply of vouchers.

How do we purchase the vouchers?

Pro forma invoices are available upon request; alternatively, payment can be sent with order. At this time there is no official order form.

1. If you require a pro forma invoice to help you arrange payment for IFLA vouchers, please request one from the email or address mentioned above.
2. Tell us how many full Vouchers and how many half Vouchers you require.
3. Give us the full address to where the invoice should be sent.
4. If you would like us to fax the invoice to you, please provide the full fax number.
5. Please provide your IFLA membership number if applicable.
6. Please quote your invoice number on all subsequent correspondence, including payments.
7. After payment has been received we will send your vouchers via normal airmail service.
8. Please specify your invoice address and your shipping address, if these are different.

Vouchers must be paid for in Euros.

Payment should be made by bank transfer.

Account Name: IFLA

Account Number: 129938416

Swift Code: RABONL2U

IBAN: NL23 RABO 0129 9384 16

Bank Name: Rabo Bank

Bank Address: Bezuidenhoutseweg 5; 2594 AB The Hague, Netherlands

All payments received in currencies other than the EURO will be converted into the EURO. The value of the vouchers you receive will be based on the converted amount.

If the bank transfer received is less than the full amount of your order, we reserve the right to issue fewer vouchers to cover the reduced payment.

Pre-payment is required.

Vouchers cost EUR 8 each. A half-voucher costs EUR 4. This can be used as a 'top-up' for larger transactions.

There is a **handling charge for each order of 17.00**, to contribute towards the running costs of the scheme.

There is a **non-IFLA member surcharge of 10%** on each order. Institutional Members of IFLA and National Association member of IFLA do not pay this surcharge. It would be helpful to **include your IFLA membership code** when ordering vouchers.

How do we redeem the vouchers?

If you are a library that lends more than it borrows, you will probably receive more vouchers than you can re-use. You can send in your excess vouchers for a refund equal to the total purchase price of the vouchers, less a handling fee of 17.00. **All refunds are paid by bank transfer in Euros.**

When sending your redemption to the IFLA HQ please include the following information:

- Bank account Name
- Bank account Number
- Bank name
- Bank address
- Bank swift code
- Bank IBAN code

Leaflet: [English](http://www.ifla.org/files/assets/hq/vouchers/voucher_EN.pdf) http://www.ifla.org/files/assets/hq/vouchers/voucher_EN.pdf | [français](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_fr.pdf | [Deutsch](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_DE.pdf | [Русский](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_RU.pdf | [Español](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_ES.pdf | [čeština](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_CS.pdf | [Italiano](#)

http://www.ifla.org/files/assets/hq/vouchers/voucher_IT.pdf | [Português](#)
http://www.ifla.org/files/assets/hq/vouchers/voucher_PT.pdf

Further information

Further information is available from IFLA HQ at voucher@ifla.org [<mailto:voucher@ifla.org>] or

IFLA Voucher Scheme

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Vouchers

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