

STORE CREDITS AND RECEIPTS

October 18, 2021

On August 25, I received a \$10 store credit at the office and forgot to give it to the cashier when I checked out. I wrapped the little credit receipt paper around my Coop card, so I wouldn't forget the next time I shopped. When I returned, on September 28th, I was informed that 30 days had passed and my store credit had expired. So I'm writing to ask: why do store credits expire? I'm sure it has to do with tracking revenue. But the Coop is capable of accepting and tracking member investments over decades. Why should members lose money because the Coop won't track member credits for more than 30 days? And why are store credits paper receipts? The Coop should track store credits electronically. That way losing the receipt wouldn't also mean losing the money.

Thanks,

David Rood-Ojalvo