



CareLink™

Instantly compensate consumer complaints with personalised, home printable coupons

Our consumer care solution helps you resolve complaints for high customer satisfaction

Securely compensate your valued customers with our CareLink solution, which can integrate with your CRM system or act as a stand-alone solution. CareLink allows your customer care team to choose the level of compensation required with unique, personalised coupons delivered in real-time.

Benefits

- Timely response to complaints, offering immediate customer satisfaction
- Avoid negative feedback on social media by quickly resolving grievances
- Turn a complaint into a cross/ upsell opportunity
- Coupons are personalised to the consumer and retain all secure features
- All redemptions are traceable to the consumer
- Save time and money on postage by emailing home-printable coupons
- No-longer stock pile printed compensation vouchers that may become obsolete



Features & Options

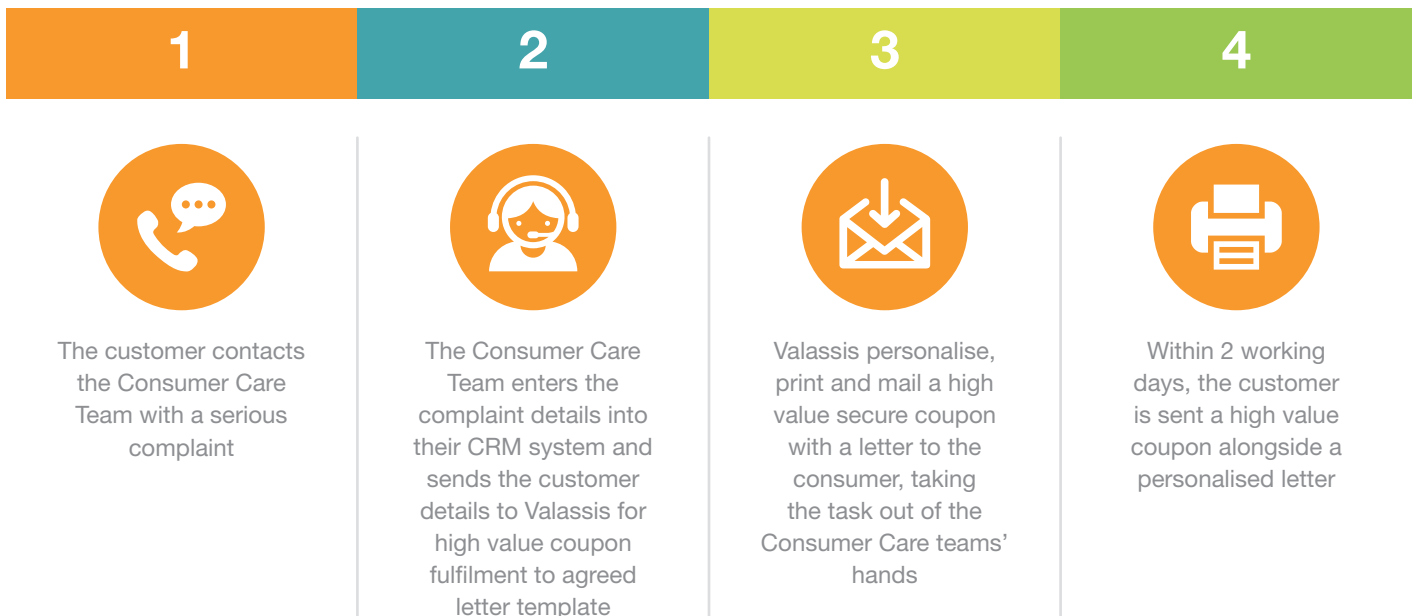
- Integrable with CRM systems or as a stand-alone solution
- Customisable print coupon design
- PIN code technology to link coupons with individuals
- Product specific or generic coupons
- Issue multiple, variable value coupons for larger compensations and easier instore redemption
- Send coupons by email or private messages on Facebook
- Coupon incorporated into client designed email template
- Automatic email population with the printable coupon
- Retailer verification, only legitimate retailers are paid
- Consumer access to Valassis' helpdesk for print queries
- Multi-language, multi-currency



How it works: Low value coupons



High value coupons



Valassis provide a range of solutions to meet your marketing objectives, why not ask about our other solutions including:



Print@Home™

Create digitally distributed coupon campaigns that can be redeemed in-store and online



CouponGalleries™

A managed end-to-end service to provide multiple coupons on websites, Facebook or in newsletters