Portal User Guide

Vouchers

Contents

Managing vouchers

You can create vouchers with a dollar value that can be redeemed to pay for transactions. Each voucher is identified by a unique voucher code in the Portal, to track how much it is worth, the customer the voucher has been allocated to, and the dollar amount and time of redemptions. The Portal can maintain a variety of voucher types for different purposes, such as gift vouchers or pre-purchased meal cards, with different features.

Types and sub-types

The behaviour of vouchers in the Portal is controlled by the voucher type. You can create as many voucher types within the Portal as required. You can also create sub-types, which behave identically to the parent type, but are differentiated for reporting reasons.

Redeeming and recharging

Vouchers can be redeemed for all or part of their value during a transaction, and recharged by adding an amount back onto the voucher's value. For example, spending from and recharging a meal card in a food court.

You can control whether a voucher can be redeemed, partially redeemed and recharged by the settings in the voucher type.

Deposits and Fees

You can create vouchers that require a deposit when creating the voucher. The deposit is not included in the value to be redeemed, but is returned to the customer when the voucher is refunded. For example, if a meal card has a $5 deposit and a customer wants to put $20 on the card, they must pay $25 including the deposit. They can only spend the $20 they put on the card, but when they return the card, they receive the $5 deposit back.

Alternatively, you can charge a fee for the creation of the card. This works similarly to the deposit, but the fee is not returned. Both deposits and fees are controlled entirely by the voucher type, and cannot be set or modified on a per-voucher basis.

Masks

Masks are pre-defined formulas that control what identification codes are valid for specific voucher types. For example, you can ensure that all gift vouchers start with **210**, and are between 6 and 13 digits long. This helps prevent problems arising from incorrectly-scanned or mistyped voucher codes.

See *Managing masks* on page 23.

Also see:

- *Voucher Type Maintenance screen* on page 45.
- *Voucher Sub-Type Maintenance screen* on page 54.

- *Voucher Maintenance screen* on page 57.

- *Voucher Transaction History report* on page 63

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- *Import Pending Upload report* on page 104.

- *Voucher Global report* on page 87

- *Voucher Summary report* on page 91.

- *Voucher Transaction report* on page 98.
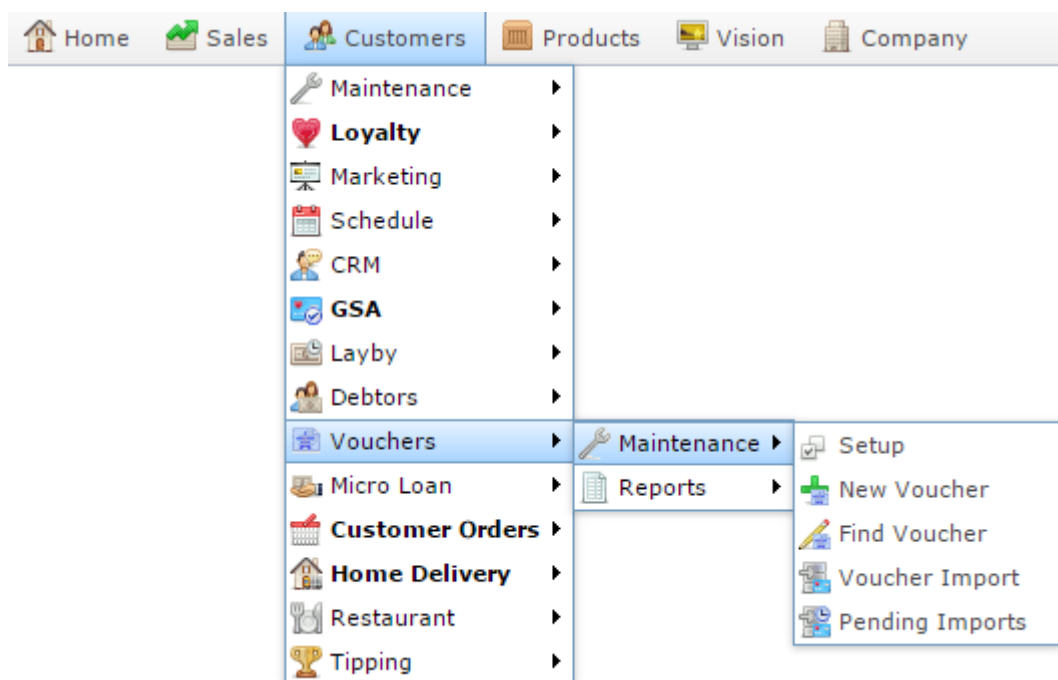
What you can do:

- *Creating a new voucher type* on page 5.

- *Editing a voucher type*.

- *Deleting a voucher type* on page 11.

- *Creating a new voucher sub-type* on page 14.

- *Editing a voucher sub-type* on page 17.

- *Deleting a voucher sub-type* on page 20.

- *Creating a voucher mask* on page 25.

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- *Deleting a voucher mask* on page 27.

- *Creating a new voucher* on page 29.

- *Creating a new voucher with a deposit* on page 31.

- *Finding an existing voucher* on page 33.

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- *Preparing the voucher import CSV file* on page 39.

- *Importing voucher information from a file* on page 43.

Creating a new voucher type

Create a new voucher type so it can be used as a template to control how a specific kind of voucher should behave.

To create a new voucher type:

1. Press ![Customers] from the menu bar.

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Voucl Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓	✓					Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Give/			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

3. Press Create Voucher Type.

   The Voucher Type Maintenance screen is displayed.

Voucher Type Maintenance

Setup | Voucher Mask

Voucher Type:	
Description:	
Type:	Normal
Expiry Period:	No Expiry
Voucher Case:	Non Case Sensitive
Deposit:	
Sales Fee:	
Auto Assign:	False
Encrypted:	False
Linked to Loyalty:	False
Linked to Give Away:	False
Use Voucher Mask:	False

Allow Sale:	False
Allow Recharge:	False
Allow Redeem:	False
Allow Part Redeem:	False
Pre Allocated Sale:	False
Pre Allocated Redeem:	False
Sales Department:	Use Default
Redeem Department:	Use Default
Enable Sale Denominations:	False
Enable Redeem Denominations:	False

Save

4. Type a name to identify the vouc her type in the **Voucher Type** field.

5. Type a description of the voucher type in the **Description** field.

6. Select the fields to control how the voucher behaves in the Portal.

   See *Voucher Type Maintenance screen* on page 45.

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7. If you want to create a mask to enforce the voucher codes for this voucher type, press the Voucher Mask tab.

    See *Creating a voucher mask* on page 25.

8. Press ![Save] .

    The new voucher type is created.
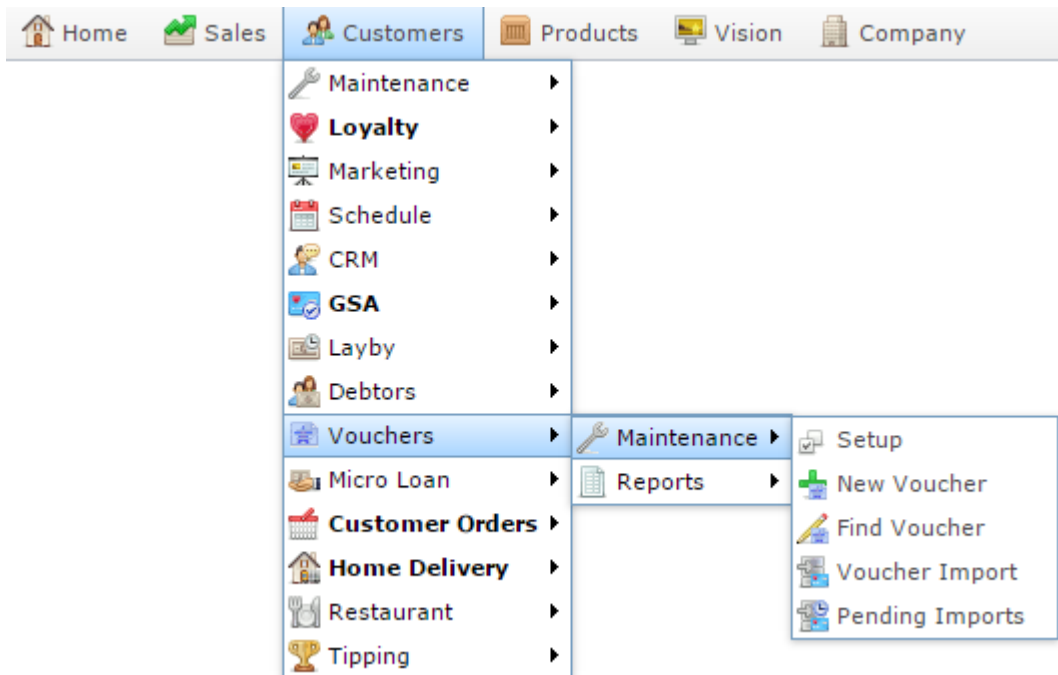
Editing a voucher type

Edit a voucher type when you want to change how it behaves in the Portal.

> ⚠️ **Important Note:** If you edit a voucher mask, any existing vouchers of this type that do not match the mask are deemed invalid and cannot be redeemed, recharged or refunded.

To edit a voucher type:

1. Press ![Customers] .

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Vouc Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Give/			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

Add to Favourites   Create Voucher Type

3. Press the **Description** of the voucher type you want to view.

   A popup menu is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Vouc Case
Coffe C	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
	Edit Voucher Type															
	Sub Type Report															
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens

Add to Favourites   Create Voucher Type

4. Press **Edit Voucher Type**.

   The Voucher Type Maintenance screen is displayed.

Voucher Type Maintenance

Setup | Voucher Mask

Voucher Type:	Coffee			
Description:	Coffee Card	Allow Sale:	True	
Type:	Normal	Allow Recharge:	True	
Expiry Period:	No Expiry	Allow Redeem:	True	
Voucher Case:	Non Case Sensitive	Allow Part Redeem:	True	
Deposit:		Pre Allocated Sale:	False	
Sales Fee:		Pre Allocated Redeem:	False	
Auto Assign:	False	Sales Department:	Cake Decorations	
Encrypted:	False	Redeem Department:	Cake Decorations	
Linked to Loyalty:	False	Enable Sale Denominations:	False	
Linked to Give Away:	False	Enable Redeem Denominations:	False	
Use Voucher Mask:	False			

New   Save   Delete

5. Make the changes as required.

    See *Voucher Type Maintenance screen* on page 45.

6. Press Save.

    The edits are saved.

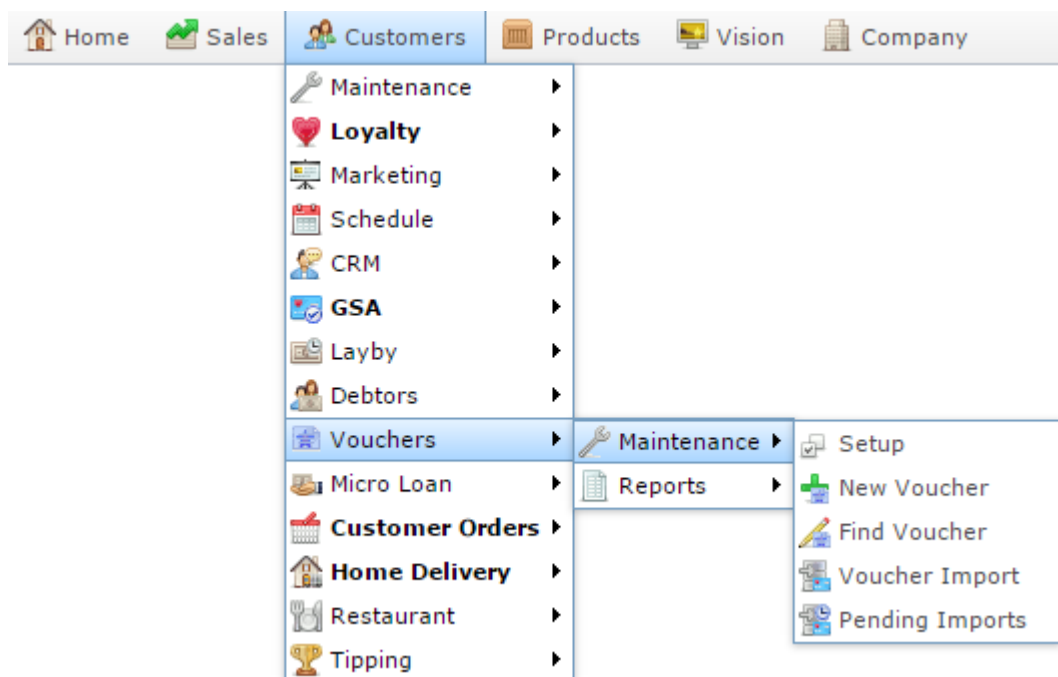AMC Convergent IT Portal Documentation

Deleting a voucher type

Delete a voucher type when you don't want it to be available in the Portal.

> ⚠️ **Important Note:** If you delete a voucher type, any existing vouchers of the type cannot be recharged, redeemed or refunded.

To delete a voucher type:

1. Press Customers .

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

3. Press the **Description** of the voucher type you want to delete.

A popup menu is displayed.

4. Press **Edit Voucher Type**.

The Voucher Type Maintenance screen is displayed.

5. Press .

   The voucher type is deleted.

Creating a new voucher sub-type

Create a new voucher sub-type so it can be used as a template to control how a specific kind of voucher should behave.

To create a new voucher sub-type:

1. Press [Customers] from the menu bar.

2. Press **Vouchers > Maintenance > Setup**.

The Voucher sub-type report is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Vouc Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Giver			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

Add to Favourites Create Voucher Type

3. Press the **Description** of the voucher type you want to create a sub-type for.

   A popup menu is displayed.

Voucher Type Report

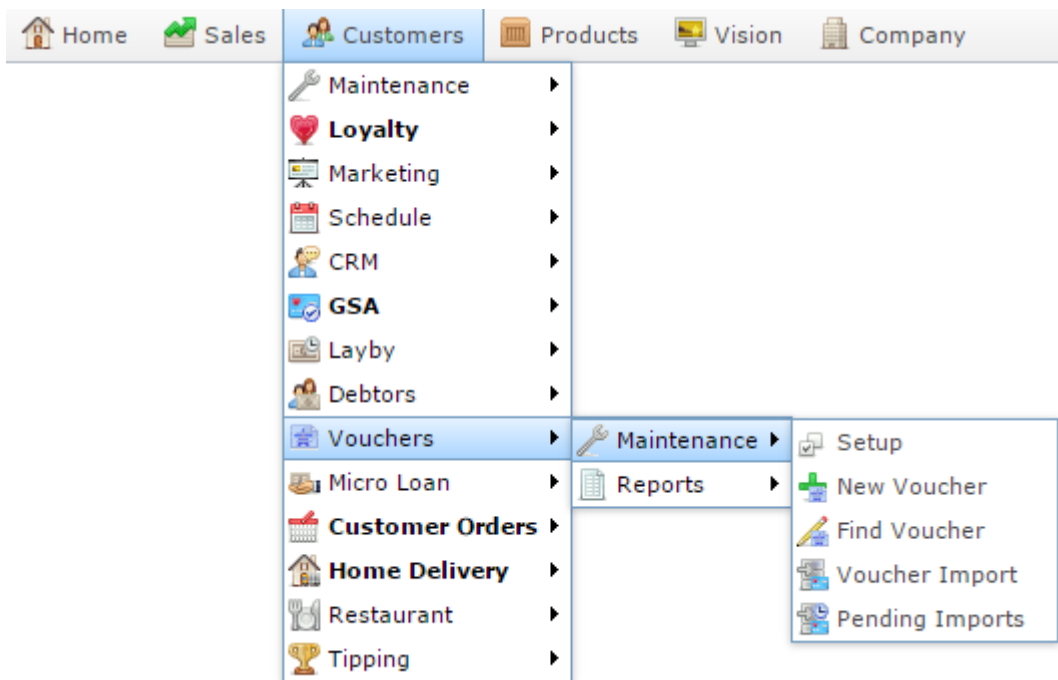| Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Vouc Case
Coffe	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Edit Voucher Type																
Sub Type Report																
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens

Add to Favourites Create Voucher Type

4. Press **Sub Type Report**.

   The Sub Voucher report is displayed.

Sub Voucher Report

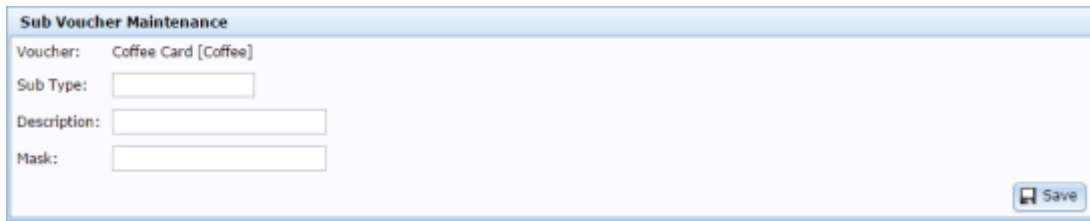| Description	Sub Type	Type	Mask
Test A	A	Gift [Gift]	723
Test B	B	Gift [Gift]	724

Add to Favourites Create Sub Voucher

5. Press Create Sub Voucher .

   The Voucher Sub-Type Maintenance screen is displayed.

6. Type a name to identify the voucher sub-type in the **Sub-type** field.

7. Type a description of the voucher sub-type in the **Description** field.

8. Press .

   The new voucher sub-type is created.

Editing a voucher sub-type

Edit a voucher sub-type to change its description or the mask it uses to verify voucher codes.

To edit a voucher sub-type:

1. Press ![Customers] .

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Sub-Type report is displayed.

3. Press the **Description** of the voucher Sub-Type you want to view.

    A popup menu is displayed.

4. Press **Sub Type Report**.

    The Sub Voucher report is displayed.

5. Press the **Description** of the sub-type you want to edit.

    The Voucher Sub-Type Maintenance screen is displayed.

6. Edit the fields as required.

   See *Voucher Sub-Type Maintenance screen* on page 54.

7. Press .

   The voucher sub-type is saved.

Deleting a voucher sub-type

Delete a voucher sub-type to remove it from the Portal.

To delete a voucher sub-type:

1. Press .

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Sub-Type report is displayed.

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Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sale: Fee	Expir Perio	Vouc Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Give			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

Add to Favourites | Create Voucher Type

3. Press the **Description** of the voucher Sub-Type you want to view.

   A popup menu is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sale: Fee	Expir Perio	Vouc Case
Coffe	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Edit Voucher Type																
Sub Type Report																
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens

Add to Favourites | Create Voucher Type

4. Press **Sub Type Report**.

   The Sub Voucher report is displayed.

Sub Voucher Report

| Description	Sub Type	Type	Mask
Test A	A	Gift [Gift]	723
Test B	B	Gift [Gift]	724

Add to Favourites | Create Sub Voucher

5. Press the **Description** of the sub-type you want to delete.

   The Voucher Sub-Type Maintenance screen is displayed.

6. Press Delete .

    The voucher sub-type is deleted.

Managing masks

The Portal uses three rules working together to verify if a voucher code is valid:

- The mask, which defines the numbers that a voucher code must start with to be valid,
- The minimum length of the code.
- The maximum length of the code.

> **Note:** The minimum and maximum can be the same number, allowing you to specify that a code must be an exact length.

See:

- *Creating a voucher mask* on page 25.
- *Editing a voucher mask* on page 26.
- *Deleting a voucher mask* on page 27

Mask rules

You can configure multiple masks for a voucher type. The Portal attempts to match the longest mask first.

For example, if you have a mask of 21 that allows 6 digits, and a mask of 210 that allows 13 digits, the Portal attempts to match the 210 mask, and then the 21 mask. With these two masks, the following example voucher codes would be permitted or denied:

Example	Action	Reason
211000	Accepted	- Matches the 21 mask digits - Matches the 21 mask length requirements.
219456	Accepted	- Matches the 21 mask digits - Matches the 21 mask length requirements.
2100000000000	Accepted	- Matches the 210 mask digits - Matches the 210 mask length requirements.
210000	Denied	- Matches the 210 mask digits - Fails the 210 mask length requirements.

2145658	Denied	▪ Matches the 21 mask digits
		▪ Fails the 21 mask length requirements.

2100000000	Denied	▪ Matches the 210 mask digits
		▪ Fails the 210 mask length requirements.

Enforcing masks

You can control whether vouchers must always adhere to a mask, or only need to adhere to a mask if their initial digits match, allowing vouchers to be valid it they are totally different to listed masks. This is controlled by the **Use Voucher Mask** field on the Setup tab of Voucher Type Maintenance.

See *Voucher Type Maintenance screen* on page 45.

Using the example of the 21 and 210 masks above, the following codes would be accepted or rejected:

Example	Use Voucher Mask selected	Use Voucher Mask unselected
211000	Accepted (full match with 21 mask)	Accepted (full match with 21 mask)
210000	Denied (matches 210 mask digits, fails length requirements).	Denied (matches 210 mask digits, fails length requirements).
8469821	Denied (does not match initial digits of any mask, so is denied).	Accepted (does not match initial digits of any of the masks, so masks do not apply).

Creating a voucher mask

Create a voucher mask to enforce a specific format for voucher identification codes, such as the length and starting digits.

See *Managing masks* on page 23.

> **Note:** You can select whether all vouchers of this type must obey the mask, or only vouchers where the code matches the initial mask digits, using the **Use Voucher Mask** field in the Setup tab. See *Voucher Type Maintenance screen* on page 45.

To create a voucher mask:

1. Open Voucher Type Maintenance for the voucher type you want to create a mask for.

   See *Finding an existing voucher* on page 33.

2. Press the Voucher Mask tab.

   The Voucher Mask tab is displayed.

3. Press ➕ Add .

   A new mask entry is created.

4. Type the minimum number of digits required for a voucher code in the **Min Length** field.

5. Type the maximum number of digits allowed for a voucher code in the **Max Length** field.

6. Press 🔄 Update .

   The mask is created.

Editing a voucher mask

Edit a voucher mask to change the format for voucher identification codes, such as the length and starting digits.

See *Managing masks* on page 23.

> ⚠️ **Important Note:** If you edit a voucher mask, any existing vouchers of this type that do not match the mask are deemed invalid and cannot be redeemed, recharged or refunded.

To edit a voucher mask:

1. Open Voucher Type Maintenance for the voucher type you want to edit a mask for.

   See *Finding an existing voucher* on page 33.

2. Press the Voucher Mask tab.

   The Voucher Mask tab is displayed.

3. Edit the fields of the mask.

   See *Voucher Type Maintenance screen* on page 45.

4. Press ⟳ Update.

   The mask is edited.

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Deleting a voucher mask

Delete a voucher mask if you do not want it to enforce the format of voucher codes. See *Managing masks* on page 23.

> ⚠️ **Important Note:** If you edit a voucher mask, any existing vouchers of this type that do not match the mask are deemed invalid and cannot be redeemed, recharged or refunded.

To delete a voucher mask:

1. Open Voucher Type Maintenance for the voucher type you want to delete a mask from.

   See *Finding an existing voucher* on page 33.

2. Press the Voucher Mask tab.

   The Voucher Mask tab is displayed.

3. Select the mask you want to delete in the mask grid.

4. Press [− Delete].
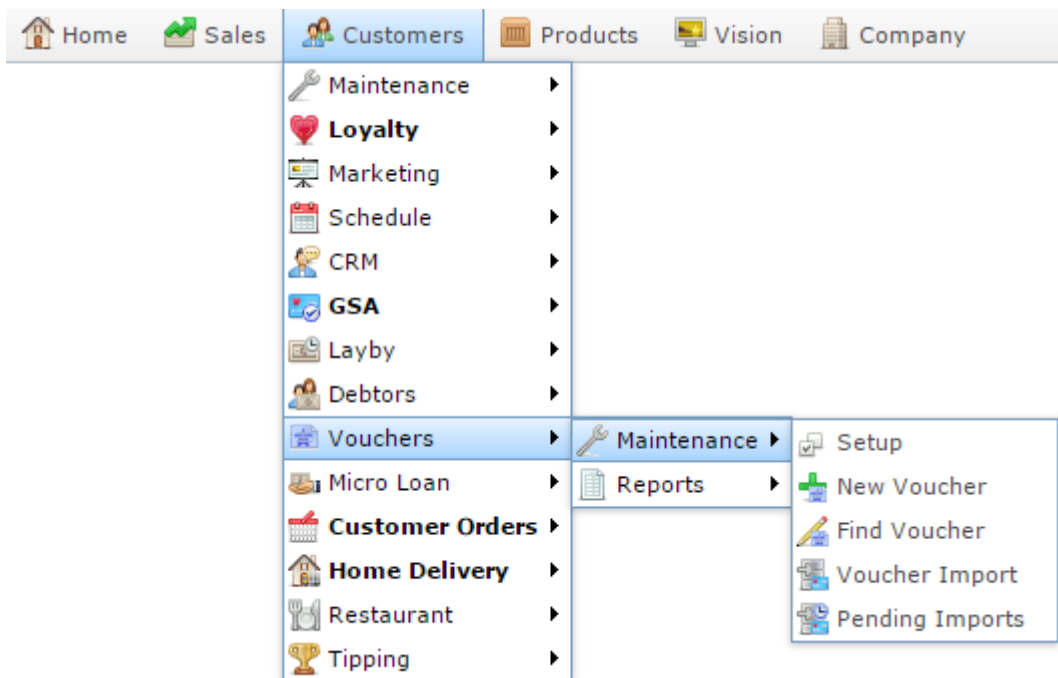
The mask is deleted.

Creating a new voucher

Create a voucher to provide a customer with credits to use in transactions at your company.

To create a voucher:

1. Press ![Customers] .
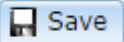
2. Press **Vouchers > Maintenance > New Voucher**.

   The Voucher Maintenance screen is displayed.

3. Select the voucher type to create in the **Voucher Type** drop-down field.

4. Type a code to uniquely identify the voucher in the **Voucher** field.

> **Note:** If this voucher type uses a mask to control the format of the voucher code, the voucher code must obey the mask or the Portal will not create the voucher.

5. Type the name of the voucher recipient in the **Customer** field.

6. Type the recipient's address, phone and email address in the **Address**, **Phone** and **Email** fields.

7. Type the amount of money the voucher is worth in the **Value** field.

8. Select the date the voucher expires in the **Expiry Date** field.

9. Press 🖫 Save .

    The voucher is created.

Creating a new voucher with a deposit

Create a voucher with a deposit to provide a customer with credits to use in transactions at your company, with a deposit to secure the voucher. The deposit amount is not available as a credit in a transaction, but can be returned to the customer if the voucher is refunded, encouraging the customer to return the voucher or card. If the voucher is created at the Point of Sale, the Point of Sale automatically includes the deposit amount in the transaction.

> **Note:** To create a voucher with a deposit, you must select a voucher type that requires a deposit. You cannot add a deposit to a voucher type that does not use deposits. See *Voucher Type Maintenance screen* on page 45.

To create a voucher with a deposit:

1. Press **Customers** .
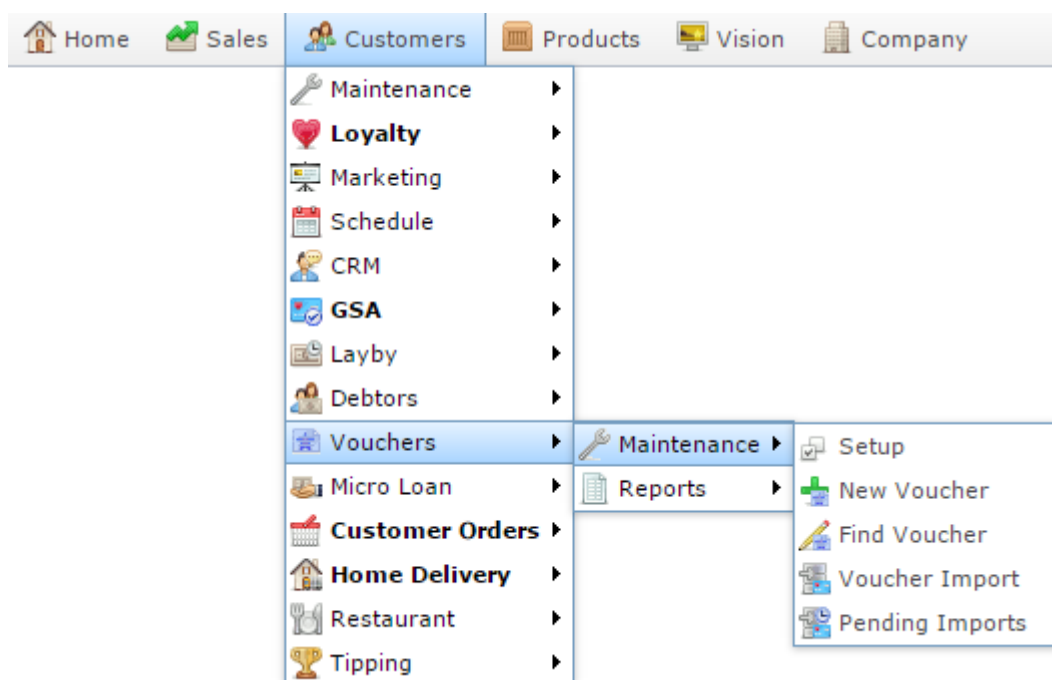
2. Press **Vouchers > Maintenance > New Voucher**.

The Voucher Maintenance screen is displayed.

3. Select the voucher type to create in the **Voucher Type** drop-down field.

> **Note:** The maintenance screen does not indicate whether the voucher type uses deposits, because the deposit amount cannot be changed. If you want to check whether this voucher type uses deposits, view the voucher type. See *Voucher Type Maintenance screen* on page 45.

4. Type a code to uniquely identify the voucher in the **Voucher** field.

> **Note:** If this voucher type uses a mask to control the format of the voucher code, the voucher code must obey the mask or the Portal will not create the voucher.

5. Type the name of the voucher recipient in the **Customer** field.

6. Type the recipient's address, phone and email address in the **Address**, **Phone** and **Email** fields.

7. Type the amount of money the voucher is worth in the **Value** field.

8. Select the date the voucher expires in the **Expiry Date** field.

9. Press ![Save].

The voucher is created.

Finding an existing voucher

Find a voucher when you want to manually edit it via the Portal.

To find a voucher:

1. Press ![Customers] from the menu bar.
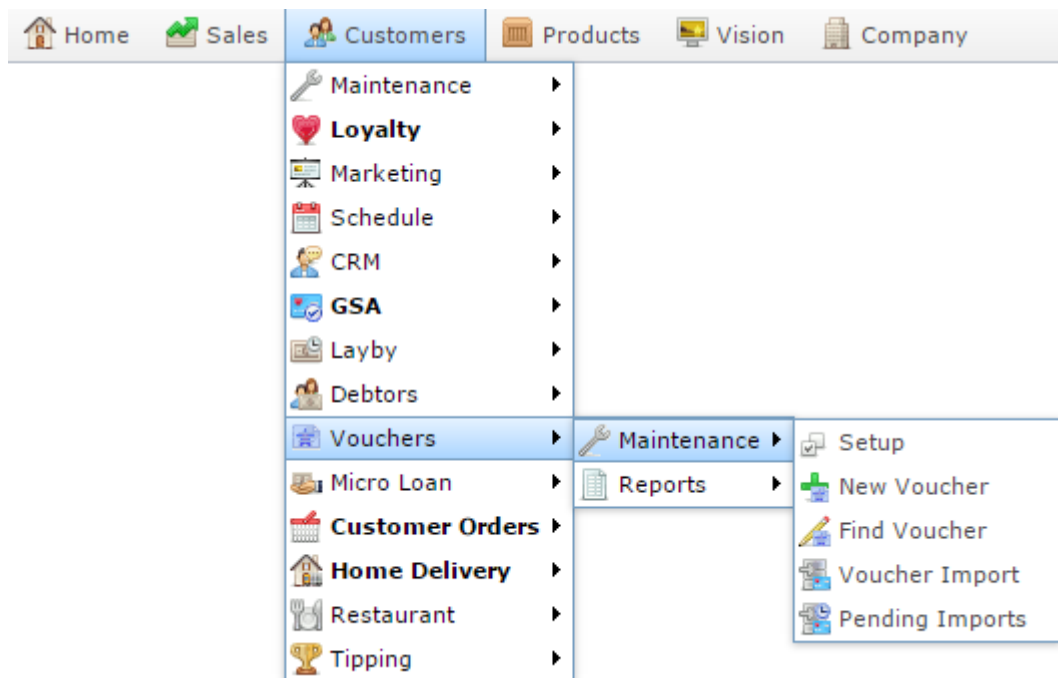
2. Press **Vouchers > Maintenance > Find Voucher**.

The Search For Voucher report is displayed.

3. Select the type of gift voucher you want to find using the **Type** filter field.

4. Select the field you want to search on using the **By** field.

5. Type all or part of the search information in the **Voucher** field.

See *Search For Voucher report* on page 80.

A list of matching vouchers is displayed.

Editing a voucher

Edit a voucher to change the value, allocate it to a customer, or change the voucher status.

To edit a voucher:

1. Press ![Customers].

2. Press **Vouchers > Maintenance > Find Voucher**.

   The Search for Voucher report is displayed.

2. Type the code of the voucher you want to view in the **Voucher** field.

3. Press the **Voucher** field of the voucher you want to open.

The Voucher Maintenance screen is displayed.

4. Edit the required fields.

    See *Voucher Maintenance screen* on page 57.

5. Press [Save].

    The voucher details are saved.

Deleting a voucher

You cannot delete a voucher entirely from the Portal, but you can set it to a **Cancelled** status.

> **Note:** Vouchers with a **Locked** status are used when vouchers are created or purchased in a large block, to be allocated later.

To delete a voucher:

1. Press Customers .

2. Press **Vouchers > Maintenance > Find Voucher**.
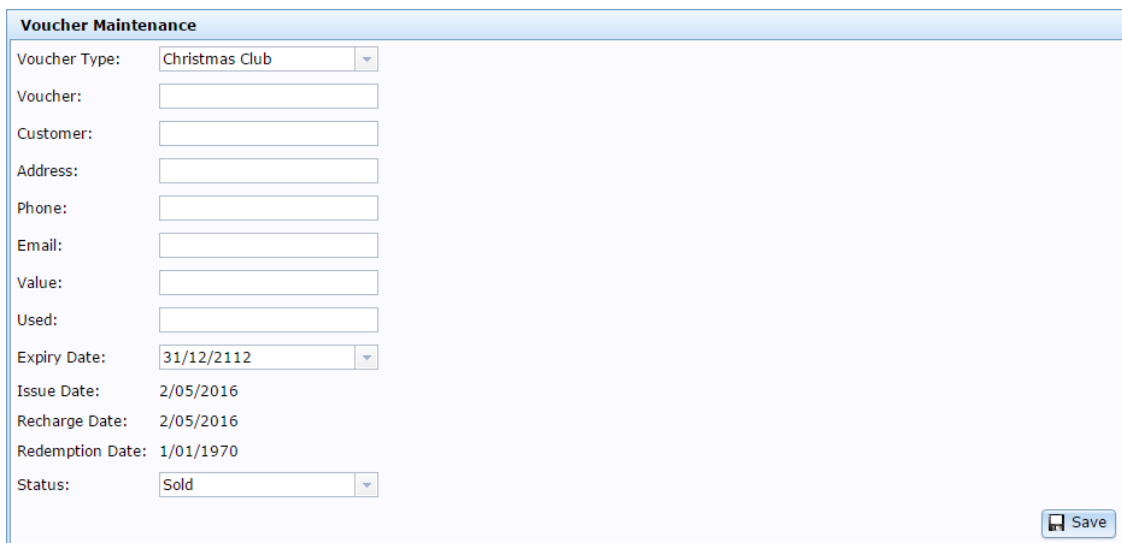

The Search for Voucher report is displayed.

2. Type the code of the voucher you want to view in the **Voucher** field.

3. Press the **Voucher** field of the voucher you want to open.

   The Voucher Maintenance screen is displayed.

4. Select **Cancelled** from the Status drop-down field.

5. Press [Save].

   The voucher cannot be used.

Preparing the voucher import CSV file

You can import vouchers into the Portal via a Comma Separated Value (CSV) file.

CSV files are text files that list each record in a separate line, with the fields separated by commas. CSV files usually have a "header row" at the top of the file which specifies the order of the fields. You can put fields in any order you want, as long as you use the field headers that the Portal recognises.

To prepare the file for import:

1. Create a text file.

2. At the top of the file, add the header fields, separated by a comma. These fields tell the Portal what order you're going to put the information.

> **Tip:** You can use a space in addition to the comma if you want the file to be easier to read, as in the example shown.

> **Note:** Some fields are compulsory; others may be optional. See the table below for more details.
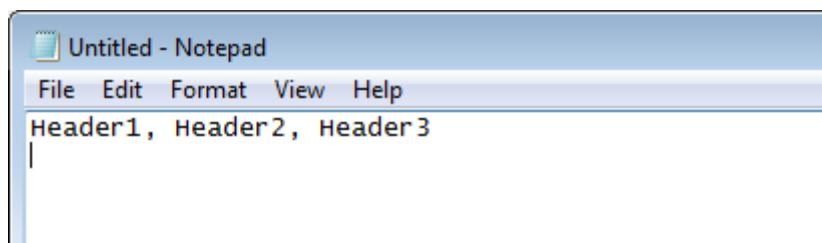
3. Add each record on its own line with:

   - The fields in the same order as the header fields.

   - Each field separated by a comma.

> **Tip:** Make sure the fields you're typing don't have a comma within the field, or the file will not upload properly. For example, if a description field is originally **Green with red, blue, and yellow stripes**, you must remove the commas to be **Green with red blue and yellow stripes**.

> **Note:** It does not matter if the fields don't "line up" vertically. But make sure all fields are in the same order as the header fields. If you need to leave a field empty, add the comma that would have separated that field. For example: Field1**,** Field3.
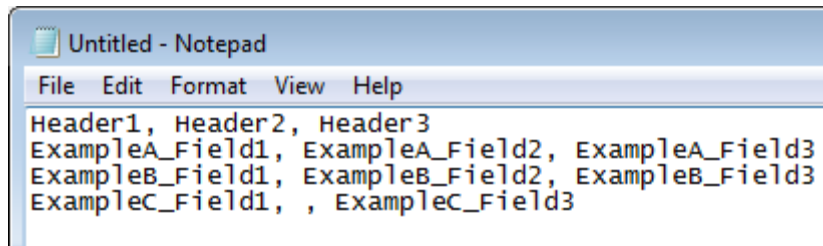
4. When you have added all the records you want to import, save the text file.

    The file is ready for importing.

    See *Importing voucher information from a file* on page 43.

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Voucher CSV File Headers

Use this table to create the header line and order the information in your CSV file.

Field	Description
ID	The ID of the voucher type to use. If blank, voucher defaults to the type of Gift.
CARD	Code identifying the voucher.
CASE	Control the case conversion:
	U Convert the voucher code to uppercase.
	L Convert the voucher code to lowercase
	Blank Do not convert the voucher code.
SITE	Site the voucher is created for.
VALUE	Value of the voucher.
USED	Amount of the value that has been used.
NAME	Name of the customer the voucher has been allocated to.
ADDRESS	Address of the customer the voucher has been allocated to.

Field	Description
PHONE	Phone of the customer the voucher has been allocated to.
EMAIL	Email address of the customer the voucher has been allocated to.
SUBTYPE	Subtype of the voucher.
STATUS	Status of the voucher.
	Note: If left blank, the status will be set to **S** (Sold), meaning the voucher has been allocated to a customer.
EXPIRYDATE	Date the voucher expires.
UPDATEVALUE	If you are updating an existing voucher, set to either:
	▪ **Yes:** Update the value amounts and create a transaction accordingly.
	▪ Any other value: Update the name and address details only.

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Importing voucher information from a file

Import voucher information from a CSV file if you want to add a lot of vouchers to the Portal at once.

Note: Before you can upload the file, you must make sure it is in the correct format. See *Preparing the voucher import CSV file* on page 39.
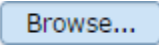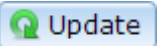
To import vouchers using a CSV file:

1. Press ![Customers] from the menu bar.
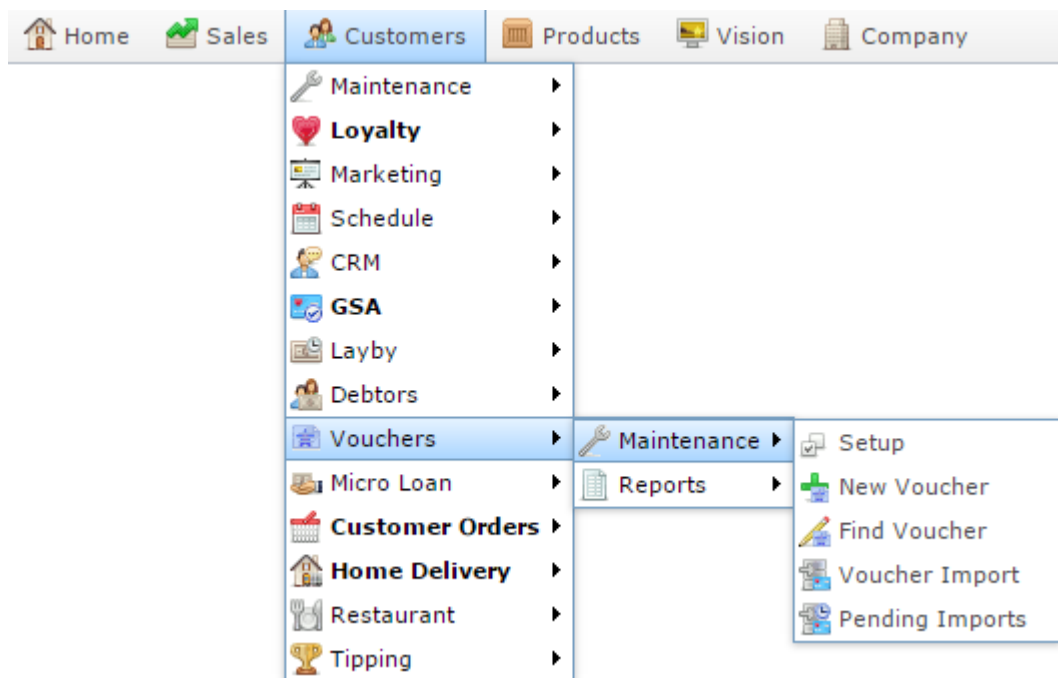
2. Press **Vouchers > Maintenance > Voucher Import**.

   The Online Voucher Upload screen is displayed.

3. Press ![Browse...].

   The File Chooser screen is displayed.

4. Select the CSV file you want to upload.

5. Press ![Update].

The CSV file is imported into the Portal.

> **Note:** You can watch the progress of your import files using the Import Pending Upload report. See *Import Pending Upload report* on page 104.

Voucher Type Maintenance screen

Use the Voucher Type Maintenance screen to create types of vouchers for use in the Portal. Voucher types dictate how the vouchers operate.

Opening the Voucher Type Maintenance screen

To open the Voucher Type Maintenance screen:

1. Press . .

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

3. Press the **Description** of the voucher type you want to view.

   A popup menu is displayed.

4. Press **Edit Voucher Type**.

   The Voucher Type Maintenance screen is displayed.

Voucher Type Maintenance screen key fields and buttons

Common buttons

Field	Description
New	Create a new voucher type.
Save	Save changes to the voucher type.
Delete	Delete this voucher type.

Setup tab

Use this area to define the rules the voucher operates by.

Field	Description
Voucher Type	The name of the voucher type.
Description	Description of the voucher type.
Type	Select the level of the voucher:

	Normal	The voucher is available within this company.
	Global	The voucher is available to all companies on this Portal.
	Business Unit	The voucher is available to all companies within this business unit.

Field	Description
Expiry Period	The period of time after creation that the voucher expires.

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Field	Description
Voucher Case	Select whether the voucher uses. This can be used to compensate for scanners automatically converting letters to uppercase when scanning codes.

Non Case Sensitive	Uppercase and lowercase letters
Uppercase	Uppercase letters only.
Lowercase	Lowercase letters only
Numbers	Numbers only.

Field	Description
Deposit	The deposit required to create a voucher of this type.
Sales Fee	The fee incurred when creating the voucher, applied to the transaction when the voucher is sold to cover the cost of processing the transaction.
Auto Assign	Select whether to automatically assign the voucher number when a voucher is created. This is used when importing vouchers with blank voucher numbers.
Encrypted	Select if a separate PIN should be produced for phone recharging via an external company.
Linked to Loyalty	Select whether the voucher is linked to a loyalty program. If linked, the Portal checks loyalty for a marching voucher number and loads name and addresses.

Field	Description
Linked to Give Away	Select whether the voucher is linked to a give away. This field is used if your Point of Sale system can only select Gift vouchers, but you want to provide give-away vouchers, such as compensation vouchers.
Use Voucher Mask	Select whether the voucher identification codes are controlled by the mask designated on the Voucher Mask tab. **Note:** If a mask exists for this voucher type, vouchers that match the initial digits of the mask must follow the mask rules to be valid, even if this field is not selected.
Allow Sale	Select whether vouchers can be purchased.
Allow Recharge	Select whether vouchers can be loaded repeatedly after the initial creation.
Allow Redeem	Select whether voucher values can be exchanged for credit during a transaction.
Allow Part Redeem	Select whether part of the vouchers value can be exchanged for credit during a transaction.
Pre Allocated Sale	Select whether vouchers must exist in the Portal with a status of **A** (Available) in order to be sold on the Point of Sale. Vouchers cannot be created on the Point of Sale. **Note:** These vouchers have no value in calculations and reports until sold to a customer.

Field	Description
Pre Allocated Redeem	Select if this voucher must exist within the Portal and have value in order to be redeemed. **Note:** Deposits are not included in a voucher's value when redeeming. Any pending redemptions are also accounted for when calculating the voucher's remaining value.
Sales Department	Select the department that sales of vouchers are attributed to.
Redeem Department	Select the department that redemptions of vouchers during transactions are attributed to.
Enable Sale Denominations	Select whether the voucher amount uses pre-determined denominations when vouchers are sold. For example, 5, 10, 20, 50. **Note**: This feature is only used on PosPortal.
Enable Redeem Denominations	Select whether the voucher amount uses pre-determined denominations when vouchers are redeemed. For example, 5, 10, 20, 50. **Note**: This feature is only used on PosPortal.

Voucher Mask tab

Use this area to define the pattern of the voucher identification number used.

See *Managing masks* on page 23.

Field	Description
Mask	Type the code you want the start of the voucher to match For example, if you want vouchers that start with 210 to be valid, type 210.
Min Length	The minimum number of digits the voucher identification code must be to be valid.
Max Length	The maximum number of digits the voucher identification code can be to be valid.
➕ Add	Add another mask to verify voucher identification codes. **Note:** If you have more than one mask, the Portal attempts to match the longest mask code first. For example, if you have a mask of 21 and another of 210, the Portal attempts to match 210 first.
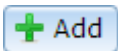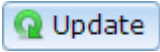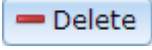
Field	Description
Update	Save any changes to the voucher masks.
Delete	Delete the selected voucher mask.

Voucher Sub-Type Maintenance screen

Use the Voucher Sub-Type Maintenance screen to create sub-types of voucher types for use in the Portal. Voucher types dictate how the vouchers operate; sub-types are a way of making two different voucher types that behave the same way slightly different for reporting purposes. For example, you can use voucher sub-types to differentiate between gift vouchers purchased by loyalty members or by the general public. Sub-types may use different masks to their parent type.

Opening the Voucher Sub-Type Maintenance screen

To open the Voucher Sub-Type Maintenance screen:

1. Press ![Customers] .

2. Press **Vouchers > Maintenance > Setup**.

   The Voucher Type report is displayed.

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Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Voucl Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Give			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

3. Press the **Description** of the voucher type you want to view the sub-types of.

   A popup menu is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Voucl Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Edit Voucher Type																
Sub Type Report																
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens

4. Press **Sub Type Report**.
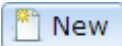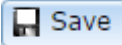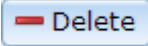
   The Sub Voucher report is displayed.

Sub Voucher Report

Description	Sub Type	Type	Mask
Test A	A	Gift [Gift]	723
Test B	B	Gift [Gift]	724

5. Press the **Description** of the sub-type you want to edit.

   The Voucher Sub-Type Maintenance screen is displayed.
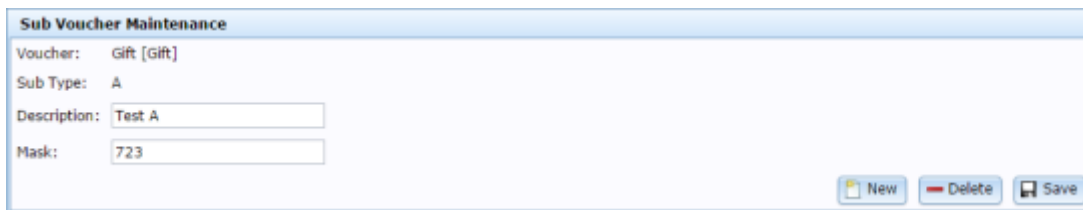
Voucher Sub-Type Maintenance screen key fields and buttons

Field	Description
Voucher	The parent type of the voucher.
Sub Type	The unique code identifying the sub-type.
Description	The description of the sub-type.
Mask	The mask that controls the voucher IDs for the sub-type.
New	Create a new voucher sub-type.
Save	Save changes to the voucher sub-type.
Delete	Delete this voucher sub-type.

Voucher Maintenance screen

Use this screen to edit existing vouchers or create new ones.

Opening the Voucher Maintenance screen

To open the Voucher Maintenance screen:

1. Press ![Customers] .

2. Press **Vouchers > Maintenance > Find Voucher**.

The Search for Voucher report is displayed.

2. Type the code of the voucher you want to view in the **Voucher** field.
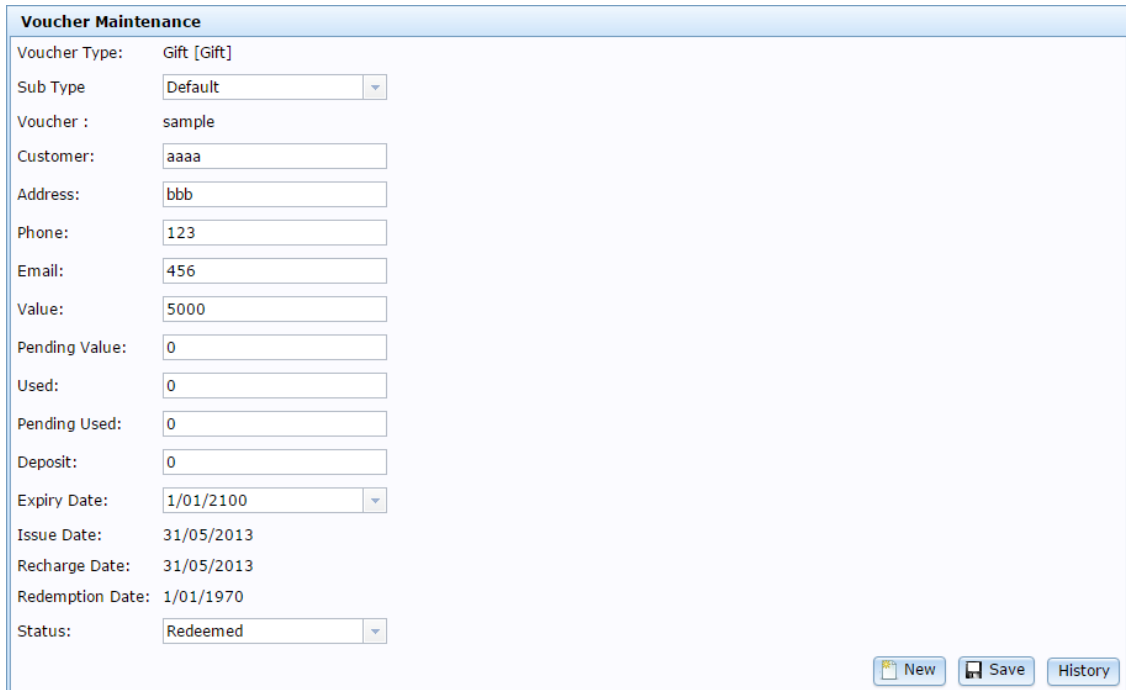
3. Press Search .
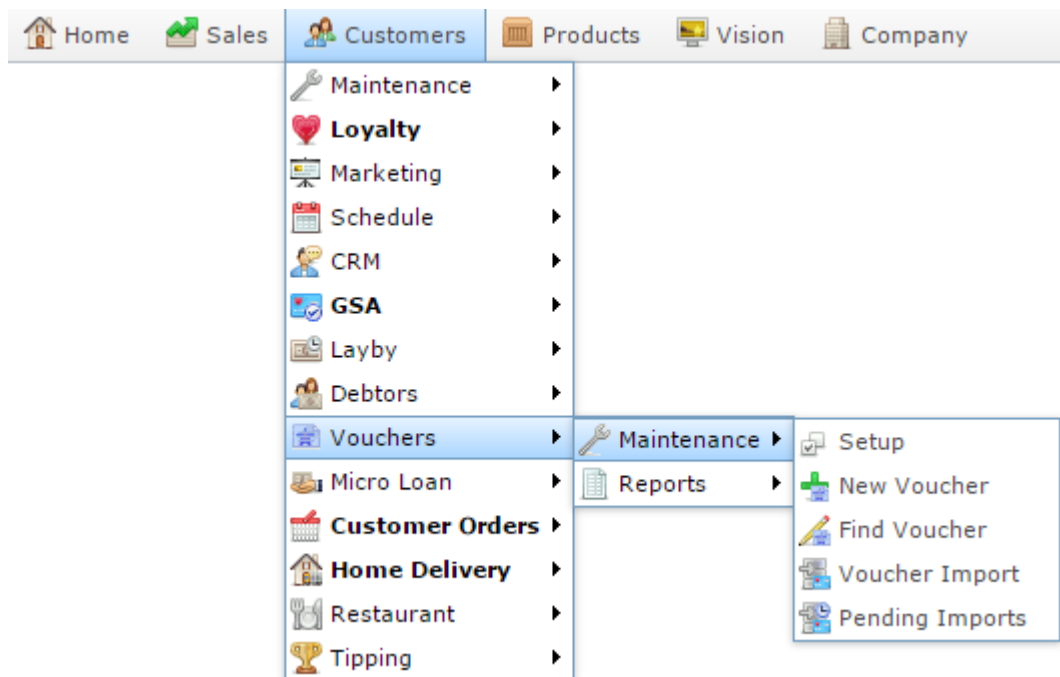
    The search results are displayed.

4. Press the **Voucher** field of the voucher you want to open.

    The Voucher Maintenance screen is displayed.

Voucher Maintenance screen key fields and buttons

Field	Description
Voucher Type	Select the type of voucher.
Sub Type	Select the voucher sub-type.
Voucher	Type the unique code to identify the voucher.
	Note: If the voucher type uses a mask to dictate the structure of codes, the voucher number must obey the mask.

Field	Description
Customer	Name of the customer receiving the voucher.
Address	Address of the customer receiving the voucher.
Phone	Phone number of the customer receiving the voucher.
Email	Email address of the customer receiving the voucher.
Value	Total dollar value of the voucher currently. **Note:** This amount may change if the voucher is recharged.
Pending Value	Total dollar value of the voucher awaiting transaction clearance.
Deposit	Amount reserved on the voucher as a deposit.
Used	Amount that has been spent from the voucher.
Pending Used	Amount that has been spent from the voucher, pending transaction clearance.
Expiry Date	Date the voucher expires.
Issue Date	Date the voucher was issued.
Recharge Date	Date the voucher had an amount added to its value.

Field	Description
Redemption Date	Date the voucher was spent.

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Field	Description
Status	Current status of the voucher:

Available	Voucher has been created but not assigned to a customer.
Sold	Voucher has been sold to a customer.
Redeemed	Voucher has been redeemed for credits during a purchase.
Recharged	Voucher has had credit added to it.
Part Redeemed	Voucher has been partially redeemed for credits during a purchase, but some balance still remains.
Given Away	Voucher has been given to a customer for free.
Cancelled	Voucher has been created but cancelled and cannot be redeemed.
Locked	Voucher has been created but cannot be redeemed.
Pending Sale	Voucher has been created and is waiting a sale completion to be assigned to a character.
Pending Full Redeem	Voucher is about to be redeemed in full for credits in a purchase and is waiting for the sale to be completed.
Pending Part Redeem	Voucher is about to be partially redeemed for credits in a purchase and is waiting for the sale to be completed.

Field	Description
New	Create a new voucher.
Save	Save any changes to the voucher.
History	View the redemption and recharge transaction history of this voucher. See *Voucher Transaction History report* on page 63.

Voucher Transaction History report

Use the Voucher Transaction History report to view the recharge and redemption transactions of this voucher.

Opening the Voucher Transaction History report

To open the Voucher Transaction History report:

1. Press .
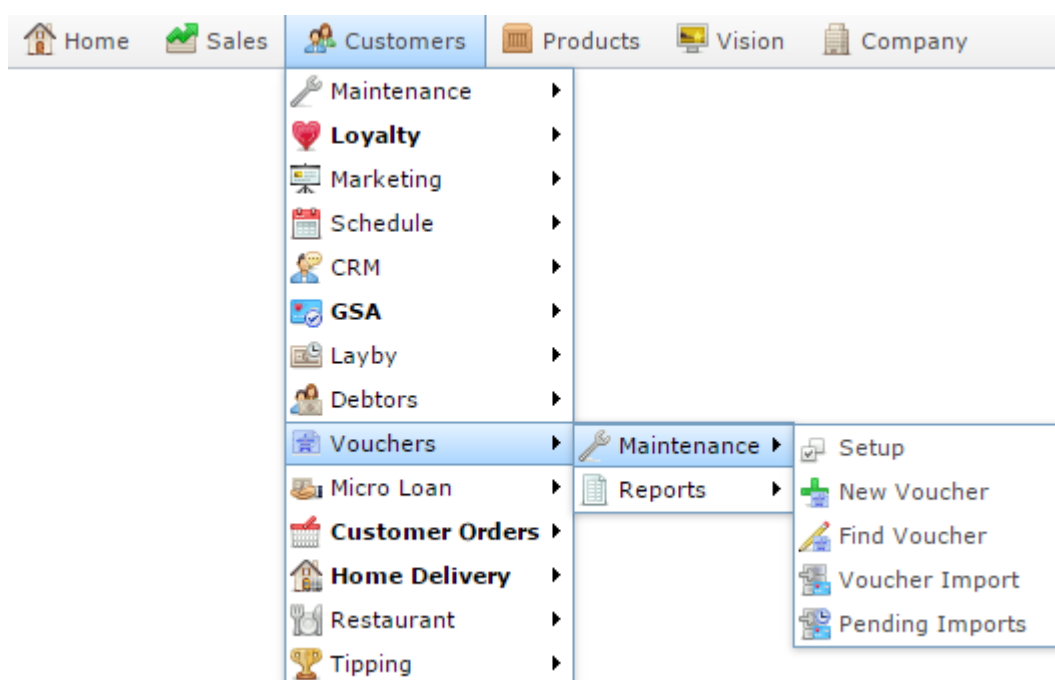
2. Press **Vouchers > Maintenance > Find Voucher**.

The Search for Voucher report is displayed.

2. Type the code of the voucher you want to view in the **Voucher** field.

3. Press the **Voucher** field of the voucher you want to open.

   The Voucher Maintenance screen is displayed.

4. Press ⎡History⎤.

   The Voucher Transaction History report is displayed.

Voucher Transaction History report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / **Serial Number**	Unique code identifying the voucher.
Voucher Type / **Type**	Voucher type.
Function	The type of transaction that occurred. For example, a recharge or partial redemption.
Transaction Time	The date and time the transaction occurred.
Opening Balance	The balance of the voucher before the transaction.
Sales	The amount added to the voucher balance.
Redemption	The amount used from the voucher to pay for a transaction.
Delta Amount	The total change in the amount of the voucher.

Field	Description
Closing Balance	The balance of the voucher after this transaction.
Deposit	Amount of money paid in deposit when creating the voucher. Deposits are not available to be redeemed, but are refunded if the voucher is refunded.
Site	Site the voucher was sold or recharged.
Terminal	The terminal where the voucher was sold or recharged.
Operator	Operator who performed the transaction.
Journal	Unique number identifying the transaction.
Audit	Show manual edits or uploads.
Refund	Amount that was refunded from the voucher for cash via the Point of Sale.
Sequence	A unique code identifying the transaction.
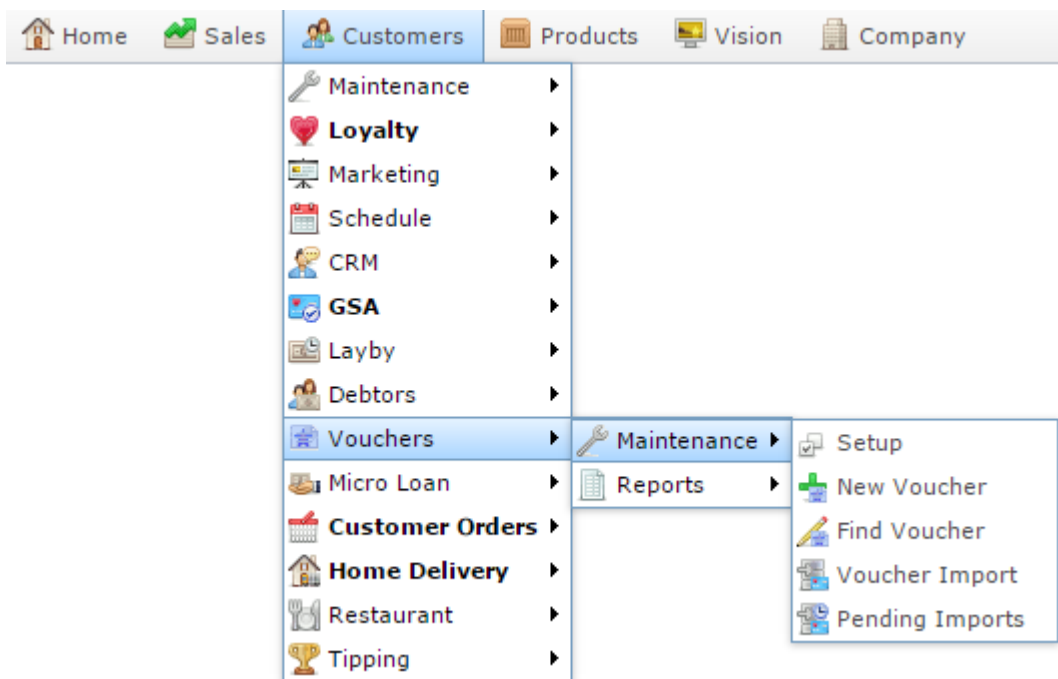
Online Voucher Upload screen

Use this screen to upload vouchers that have been created externally into the Portal so they can be redeemed or otherwise used.

Opening the Online Voucher Upload screen

To open the Online Voucher Upload screen:

1. Press [Customers icon] from the menu bar.

2. Press **Vouchers > Maintenance > Voucher Imports**.
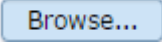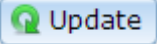
The Online Voucher Upload screen is displayed.
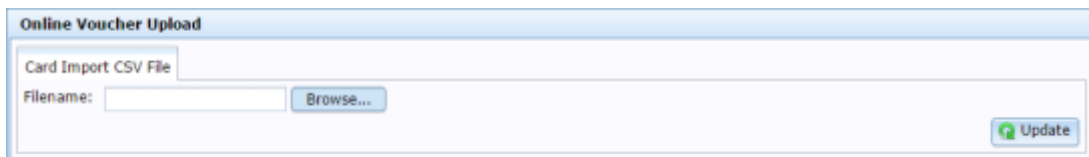
Online Voucher Upload screen key fields and buttons

Field	Description
Filename	The name of the file to import.

Field	Description
Browse...	Press to open the file chooser and find your import file.
Update	Import the selected file.

Voucher Type report

Use the Voucher Type report to view the types of vouchers available for use in your Portal.

Opening the Voucher Type report

To open the Voucher Type report:

1. Press ![Customers] from the menu bar.
2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

Voucher Type Report

Desc	Vouc Type	Allow Sale	Allow Rech	Allow Rede	Allow Part Rede	Pre Alloc Sale	Pre Alloc Rede	Auto Assig	Linke to Loyal	Give Away	Enab Sale Deno	Enab Rede Deno	Type	Sales Fee	Expir Perio	Voucl Case
Coffe Card	Coffe	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens
Gift Certif	GC	✓	✓	✓	✓	✓	✓		✓				Globa	$0.00	None	Non Case Sens
Gift	Gift	✓	✓	✓	✓		✓						Norm	$0.00	None	Non Case Sens
Give Away	Givea			✓	✓		✓			✓			Norm	$0.00	None	Non Case Sens
Phon Card	Phon	✓											Globa	$0.00	18 Montl	Non Case Sens
Test Vouc	TEST	✓	✓										Norm	$0.00	None	Non Case Sens
Chris Club	XMA	✓	✓	✓	✓								Norm	$0.00	None	Non Case Sens

Add to Favourites

Create Voucher Type

Voucher Type report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Create Voucher Type	Press to create a new voucher type.

Report area

This area displays report information.

Note: Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / **Description**	Description of the voucher type.
Voucher Type / **Type**	Voucher type.
Allow Sale	Indicates whether this voucher type can be sold to customers.
Allow Redeem	Indicates whether this voucher type can be redeemed to pay for purchases.
Allow Recharge	Indicates whether this voucher type allows money to be added to the value after the voucher is created.
Allow Part Redemption	Indicates whether this voucher type allows partial redemption, where only some of the voucher's value is spent to pay for a transaction.

Field	Description
Pre Allocate Sales	Indicates whether vouchers must exist in the Portal with a status of **A** (Available) in order to be sold on the Point of Sale. Vouchers cannot be created on the Point of Sale.
Pre Allocate Redemption	Indicates whether vouchers must exist in the Portal with a value in order to be redeemed on the Point of Sale.
	Note: Deposits are not included in a voucher's value when redeeming. Any pending redemptions are also accounted for when calculating the voucher's remaining value.
Auto-Assign	Indicates whether this voucher type is automatically assigned a voucher code on import.
Linked to Loyalty	Indicates whether this voucher type is linked to loyalty members.
Give Away	Indicates whether this voucher type is used as a give-away on a Point of Sale that can only use Gift vouchers.
Enable Sale Denomination	Indicates whether the voucher allows the amount to be set when it is created.

Field	Description
Enable Redeem Denomination	Indicates whether the voucher uses pre-determined denominations. This feature only applies to PosPortal.
Type	The business level the voucher operates at:

	Global	This voucher type is available to all companies within the Portal.
	Normal	This voucher type is available within your company only.
	Business Unit	This voucher is available to all companies within your business unit.

Field	Description
Sales Fee	The fee for purchasing this voucher.
Expiry Period	The amount of time after the voucher is created that it expires.
Voucher Case	Indicates whether the voucher is case sensitive, or requires upper or lower case voucher codes only.

Sub Voucher report

Use the Sub Voucher report to view the sub types of a specific voucher type available for use in your Portal.

Opening the Sub Voucher report

To open the Sub Voucher report:

1. Press ![Customers] from the menu bar.

2. Press **Vouchers > Maintenance > Setup**.

The Voucher Type report is displayed.

3. Press the **Description** of the voucher type you want to view the sub types of.

   A popup menu is displayed.

4. Press **Sub Type Report**.

   The Sub Voucher report is displayed.

Sub Voucher report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Create Sub Voucher	Press to create a sub-type of this voucher type.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / **Description**	Description of the voucher type.
Voucher Type / **Type**	Voucher type.
Sub Type	Sub-type of the voucher.
Mask	Mask the voucher code must obey to be valid.
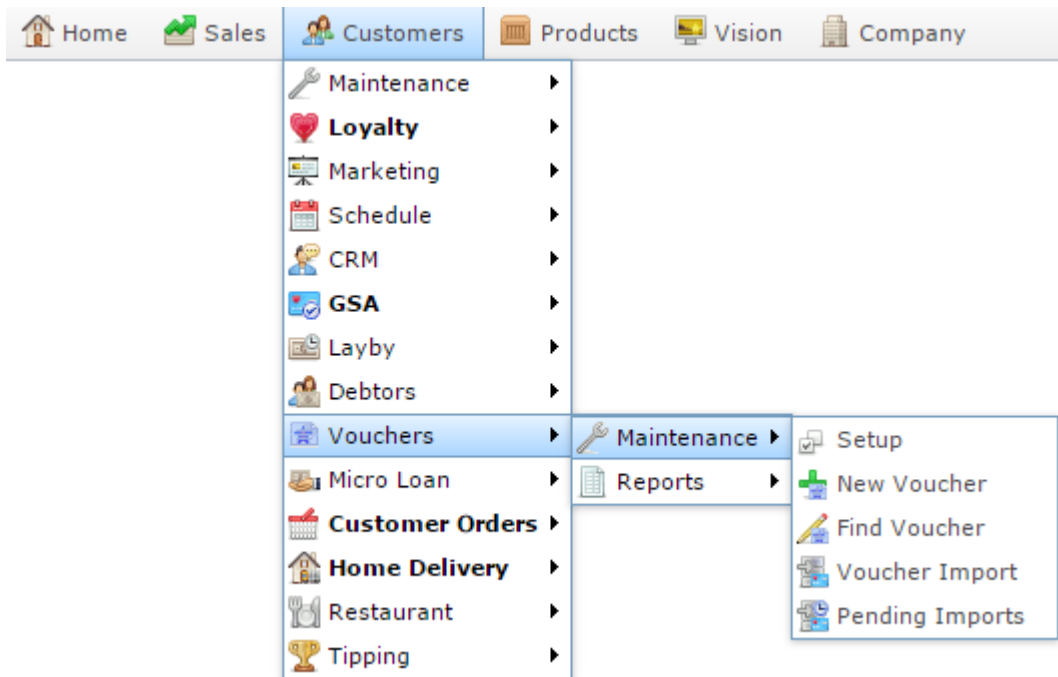
Search For Voucher report

Use the Search For Voucher report to find vouchers to view or edit.

Opening the Search For Voucher report

To open the Search For Voucher report:

1. Press [Customers icon] from the menu bar.

2. Press **Vouchers > Maintenance > Find Voucher**.

The Search For Voucher report is displayed.

Search For Voucher report key fields
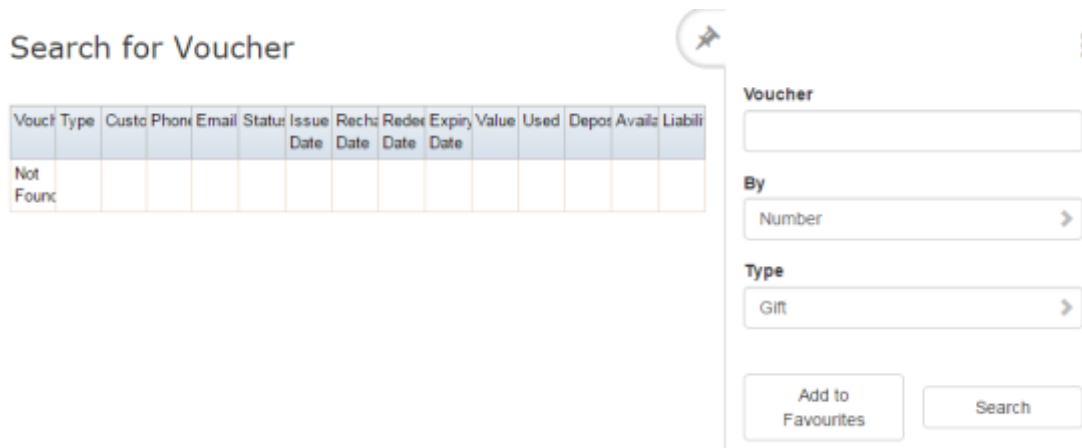
Filters area

Use this area to filter the results shown in the report.

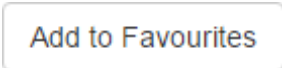| Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Search	Press to search according to the criteria you have selected.
Voucher Type / Type	Select the type of voucher to display.

Field	Description
By	Select the field to use to search for vouchers:

Number	Search by the unique voucher code.
Email	Search by the customer's email address.
Phone / Mobile	Search by the customer's phone numbers.
Name	Search by the customer's name.
Voucher Liability	Search for vouchers with an equal remaining value, including any deposit.
Voucher Liability >	Search for vouchers with a greater remaining value, including any deposit.
Voucher Liability <	Search for vouchers with a lesser remaining value, including any deposit.
Voucher Value	Search for vouchers with an equal remaining value.
Voucher Value >	Search for vouchers with a greater remaining value.
Voucher Value <	Search for vouchers with a lesser remaining value.

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Field	Description
Voucher	Type the search information to find the voucher.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Name / **Customer /** **Customer Name /** **Debtor**	Name of the debtor or customer.
Mobile	Customer's mobile number.
Email	Customer's email address.
Voucher / **Serial Number**	Unique code identifying the voucher.
Voucher Type / **Type**	Voucher type.
Status	Status of the voucher. For example, redeemed, expired, etc.
Issue Date	Date the voucher was created.

Field	Description
Recharge Date	Date the voucher was last recharged.
Redemption Date	Date the voucher was redeemed, including partial redemptions.
Expiry Date	Date the voucher is due to expire.
Value	Amount of money the voucher is worth.
Used	Amount of money that has been spent from the voucher.
Deposit	Amount of money paid in deposit when creating the voucher. Deposits are not available to be redeemed, but are refunded if the voucher is refunded.
Available	Remaining amount of money available to be spent from the voucher.

Field	Description
Liability	Amount of money that would be due if the voucher was refunded.

> **Note:** This field accounts for the value of any deposit on the voucher, which may not be redeemed to pay for a transaction, but may be refunded to the customer if the voucher is refunded.

Voucher Global report

Use the Voucher Global report to view a summary of vouchers that have not been fully redeemed in your Portal.

Opening the Voucher Global report

To open the Voucher Global report:

1. Press [Customers icon] **Customers** from the menu bar.

2. Press **Vouchers > Reports > Global**.
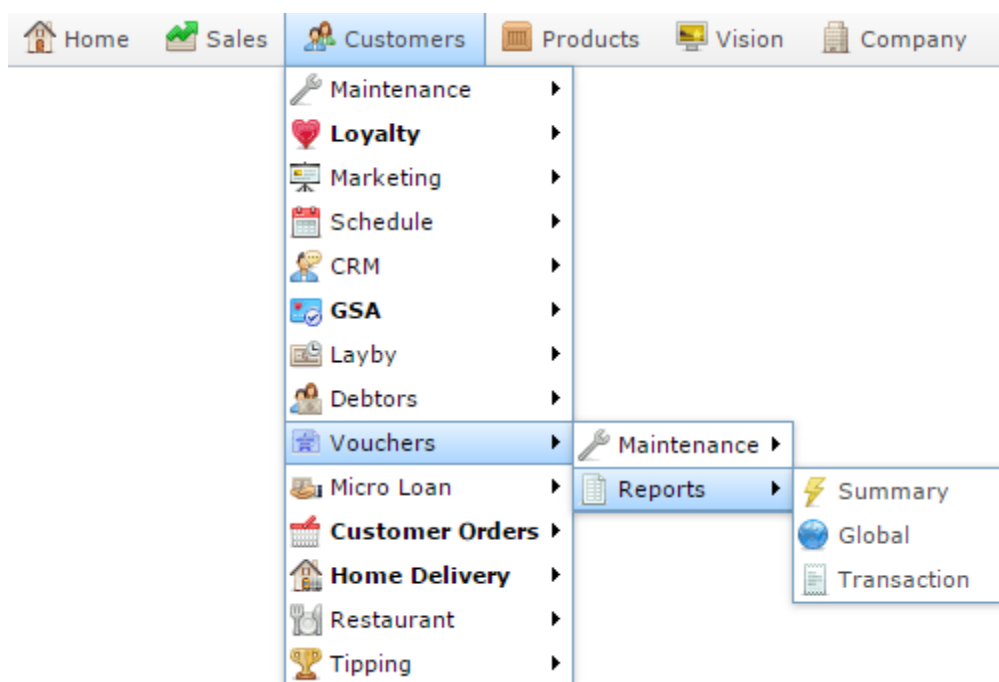
The Voucher Global report is displayed.

Non settled Global Voucher Summary Report : 📌
between 02 Apr 2016 and 2016-05-02

Description	Type	Sold	Redeemed	Liability
Total:				

Site

FLC　　　　　　　　　>

Type

Gift　　　　　　　　　>

Sub Type

All　　　　　　　　　>

From Date

2/04/2016

To Date

2/05/2016

Option

Date Range　　　　　>

Add to Favourites

Voucher Global report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Site / **Sites**	Select the site or sites to report on.
Date / **Date From and Date To /** **As of /** **Start Date and End Date**	Select the date or date period to report on.
Voucher Type / **Type**	Select the type of voucher to display.
Sub Type	Select the voucher sub-type to report on.
Option	Select to display: ▪ All information. ▪ Information from a selected date range. **Note:** Additional filter fields may be displayed depending on your selection.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / Description	Description of the voucher type.
Voucher Type / Type	Voucher type.
Liability	Amount of money that would be due if the voucher was refunded. **Note:** This field accounts for the value of any deposit on the voucher, which may not be redeemed to pay for a transaction, but may be refunded to the customer if the voucher is refunded.
Sold / Sales	The total value of vouchers of this type that have been sold.
Redeemed	The total value of vouchers of this type that have been redeemed.

Voucher Summary report

Use the Voucher Summary report to view a summary of voucher transactions in your Portal.

Opening the Voucher Summary report

To open the Voucher Summary report:

1. Press **Customers** from the menu bar.

2. Press **Vouchers > Reports > Summary**.
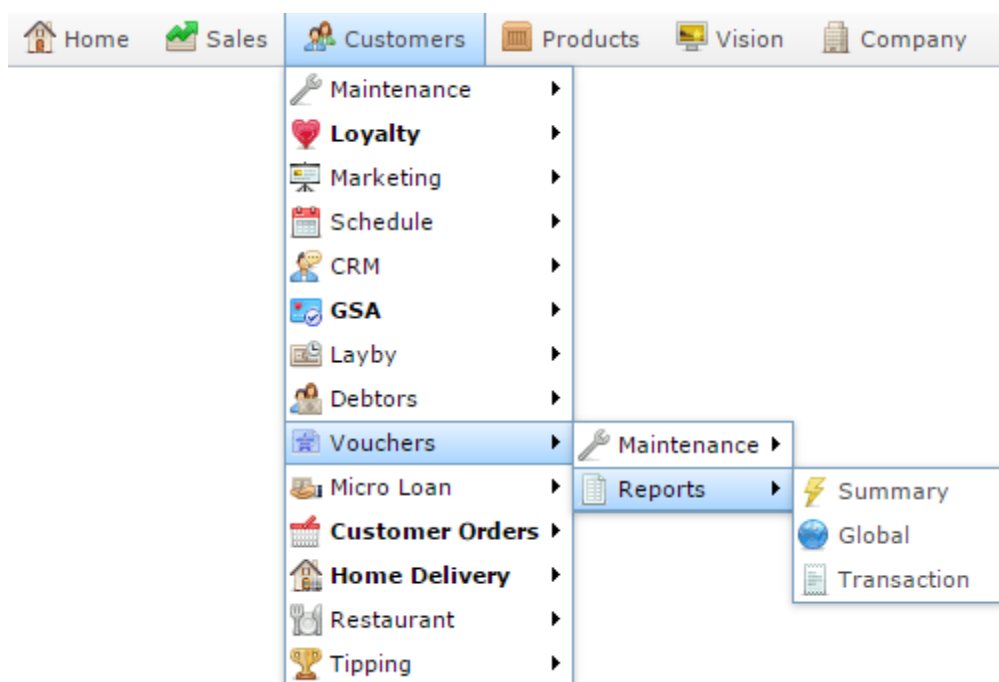
The Voucher Summary report is displayed.

Voucher Summary Report : Between 2016-04-02 and 2016-05-02

Description	Type	Sub Type	Status	Value	Used	Available	Liability
Gift	Gift	Default	Recharged	$90.00	$0.00	$90.00	$90.00
Gift	Gift	Default	Part Redeemed	$100.00	$100.00	$0.00	$0.00
Gift	Gift	Default	Sold	$0.00	$0.00	$0.00	$0.00
Total:				$190.00	$100.00	$90.00	$90.00

Type

Gift >

Sub Type

All >

Option

Date Range >

Selection

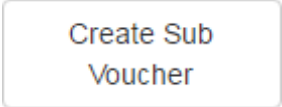All >

From Date

2/04/2016

To Date

2/05/2016

Add to Favourites

Voucher Summary report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Date / **Date From and Date To /** **As of /** **Start Date and End Date**	Select the date or date period to report on.
Voucher Type / **Type**	Select the type of voucher to display.
Sub Type	Select the voucher sub-type to report on.

Field	Description
Selection	Filter the report:

	All	Display all vouchers.
	Available	Display vouchers that have been created but not assigned to customers.
	Sold	Display vouchers that have been sold to customers.
	Recharged	Display vouchers that have had their remaining value added to.
	Sales	Display vouchers that have been sold, recharged or redeemed.
	Redeemed	Display vouchers that have been redeemed to pay for all or part of a transaction.

Field	Description
Part Redeemed	Display vouchers that have been partially redeemed to pay for all or part of a transaction.
Redemptions	Display voucher redemptions.
Given Away	Display vouchers that have been given away to customers.
Cancelled	Display vouchers that have been created but cancelled.
Locked	Display vouchers that have been created in a block but not yet assigned to customers.
Portal Edit	Display vouchers that have been edited on the Portal.
Import	Display vouchers that were imported via a file.

Option	Select to display:
	▪ All information.
	▪ Information from a selected date range.
	Note: Additional filter fields may be displayed depending on your selection.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / Description	Description of the voucher type.
Voucher Type / Type	Voucher type.
Status	Status of the voucher. For example, redeemed, expired, etc.
Value	Amount of money the voucher is worth.
Used	Amount of money that has been spent from the voucher.
Deposit	Amount of money paid in deposit when creating the voucher. Deposits are not available to be redeemed, but are refunded if the voucher is refunded.
Available	Remaining amount of money available to be spent from the voucher.

Field	Description
Liability	Amount of money that would be due if the voucher was refunded.

> **Note:** This field accounts for the value of any deposit on the voucher, which may not be redeemed to pay for a transaction, but may be refunded to the customer if the voucher is refunded.

Voucher Transaction report

Use the Voucher Transaction report to view how different voucher types are being used in your Portal.

Opening the Voucher Transaction report

To open the Voucher Transaction report:

1. Press ![Customers] from the menu bar.

2. Press **Vouchers > Reports > Transaction**.
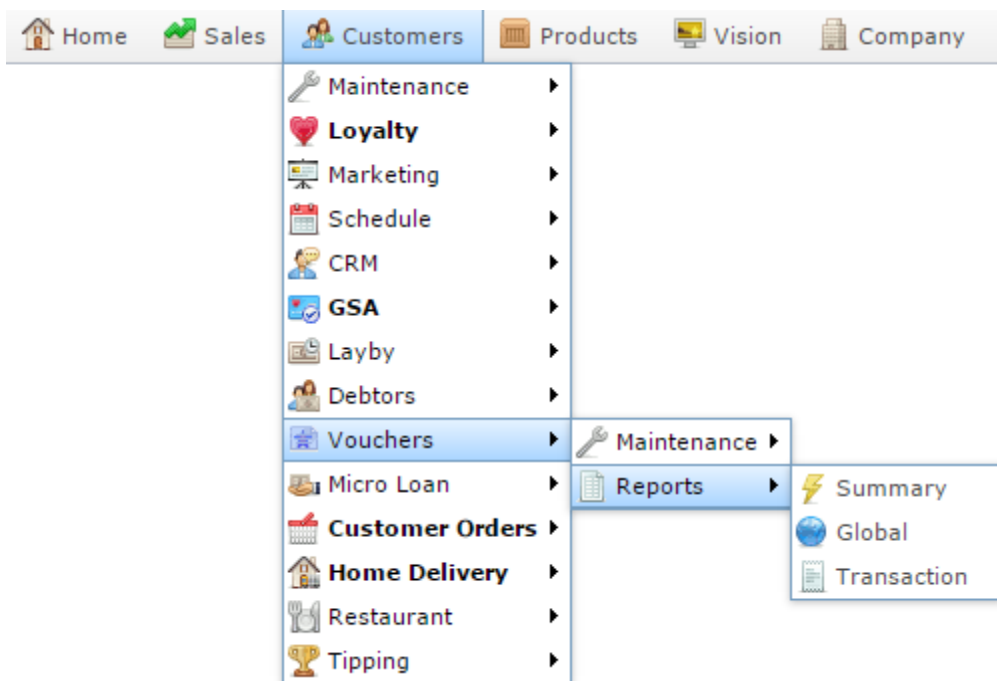
The Voucher Transaction report is displayed.

Voucher Transaction Report Between '18 Apr 2016' And '02 May 2016'

Description	Total Vouchers	Total Transactions	Sales	Redeemed	Delta Amount
Gift	5	48	$2,875.00	$1,945.00	$930.00
Total:	**5**	**48**	**$2,875.00**	**$1,945.00**	**$930.00**

States

VIC

Site

FLC

Type

Gift

Sub Type

All

Date From

18/04/2016

Date To

2/05/2016

By

Range

Selection

All

Add to Favourites

Voucher Transaction report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.
Site / **Sites**	Select the site or sites to report on.
By	Select to display the report for a specific day, week, month or year.
Date / **Date From and Date To /** **As of /** **Start Date and End Date**	Select the date or date period to report on.
States	Select a state or county to filter the report by.
Voucher Type / **Type**	Select the type of voucher to display.
Sub Type	Select the voucher sub-type to report on.

Field	Description
Selection	Filter the report:

	All	Display all vouchers.
	Available	Display vouchers that have been created but not assigned to customers.
	Sold	Display vouchers that have been sold to customers.
	Recharged	Display vouchers that have had their remaining value added to.
	Sales	Display vouchers that have been sold, recharged or redeemed.
	Redeemed	Display vouchers that have been redeemed to pay for all or part of a transaction.

Field	Description
Part Redeemed	Display vouchers that have been partially redeemed to pay for all or part of a transaction.
Redemptions	Display voucher redemptions.
Given Away	Display vouchers that have been given away to customers.
Cancelled	Display vouchers that have been created but cancelled.
Locked	Display vouchers that have been created in a block but not yet assigned to customers.
Portal Edit	Display vouchers that have been edited on the Portal.
Import	Display vouchers that were imported via a file.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Voucher / Description	Description of the voucher type.
Total Vouchers	The total number of vouchers of this type.
Total Transactions	The total number of transactions that
Sold / Sales	The total value of vouchers of this type that have been sold.
Redeemed	The total value of vouchers of this type that have been redeemed.
Delta Amount	The difference between the amount sold and redeemed.

Import Pending Upload report

Use the Import Pending Upload report to view the progress of voucher imports.

Opening the Pending Imports report

To open the Import Pending Upload report:

1. Press ![Customers] from the menu bar.

2. Press **Vouchers > Maintenance > Pending Imports**.

The Pending Imports report is displayed.
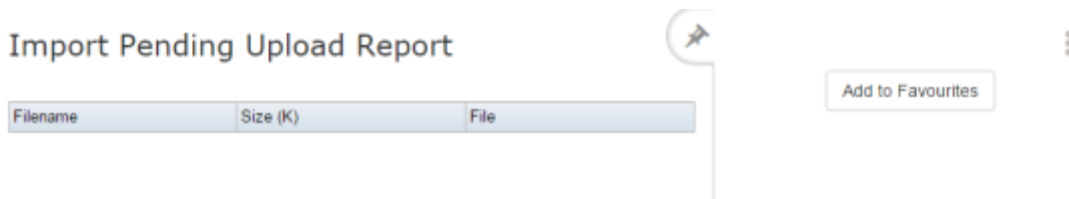
Import Pending Uploads report key fields

Filters area

Use this area to filter the results shown in the report.

Field	Description
Add to Favourites	Press to add this report to your Portal favourites for easier access.

Report area

This area displays report information.

> **Note:** Not all fields may be displayed at once. Some fields depend on your filter field selections.

Field	Description
Filename	Name of the file being uploaded. **Note:** Press to delete or process the file immediately.
Size (K)	Size in kilobytes of the file being uploaded.
File	Name of the file.

AMC Convergent IT Portal Documentation

Glossary

Account

An account is a general ledger structure that categorises particular kinds of income or expenditure for financial reports. Accounts may also be called Ledgers in the Portal.

Aged balance

An aged balance is an amount of money owed that has been adjusted to factor an interest rate applied over time. For example: you owe a creditor $1000, with a 10% interest. You pay $700, leaving $300 still to pay. After the interest period elapses, 10% interest is applied to the remaining $300. Your aged balance is now $330.

Balance

A balance is the total amount of money owed either by yourself to a creditor, or by a debtor to you. A balance may be:

- Positive, indicating money is owed.
- Zero, indicating no money is owed.
- Negative, indicating the party who owed money has over-paid. For example, if you pay a creditor $1000 when you only owed $999, your balance would be -$1.

Barcode

A barcode is a string of numbers that links to an item. Items can have multiple barcodes assigned to them. Some barcodes called Price Embedded Barcodes encode information such as the quantity, weight or price of the item into the barcode. You can configure different types of price embedded barcodes in the Portal.

Batch (kit manufacture)

When manufacturing kits, a batch identifies a single point in time where a specified number of kits were manufactured together.

Batch (stock take)

When performing a continuous stock take, a batch identifies a collection of items scanned at one time by one or more PDTs.

Brand

A brand is a means of identifying items that belong to the same product line. Items can only have one brand, but items from different suppliers may have the same brand.

Company

A company represents your organisation within the Portal. A company can have one or more sites, representing physical locations of stores, including online stores. Some Portal configurations and features affect the entire company, other configurations can be specified per site.

Complete Order

A customer order is complete when:

- The order has been fulfilled on the Portal.

- The order has been marked as paid in full on the Portal or the customer has paid the remaining amount on the Point of Sale.

- The order has been collected or delivered.

Contract

A contract is a set of rules dictating the price, quantity and incentives offered by a supplier for a specific item, used by the Portal when calculating the best supplier to purchase a particular quantity of that item. Each contract relates to a single supplier and item, and you can have multiple contracts for each supplier and each item.

Controlled purchase order / Controlled requisition

A controlled purchase order or requisition cannot be finalised until it has been authorised by Head Office.

Cost matrix / price matrix

A cost matrix or price matrix is a means by which the Portal can automatically calculate the price of an item at each price level based on the item's supplier cost. You can create multiple cost levels, so that the price levels of an item that cost $5 might be calculated very differently from an item that cost $10.

A price matrix can be:

- Department-based, where all items within a department follow the same cost level rules.

- Supplier-based, where all items from the same supplier follow the same cost level rules.

Only one method can be used. You can also elect to use neither.

Credit adjustment

A credit adjustment adds credit to a balance, decreasing the amount of money owed. For example, if you owed a creditor $100, a $10 credit adjustment would mean you owed $90. Credit adjustments are usually used to correct errors. If you need to decrease money owed due to a refund or return, you should use a credit note instead.

Credit limit

A credit limit is the maximum amount of money a debtor is allowed to owe your organisation at any one time. For example, if a debtor's credit limit is $1000 and they already owe $900, they can only go into debt to the value of another $100.

Credit note

A credit note adds credit to a balance, decreasing the amount of money owed. It is usually created when a balance needs to be adjusted due to a return, refund or rebate.

Creditor

A creditor is an entity to whom your company owes money. They may be a supplier, providing the items your company sells, or they may provide another service, such as a cleaner. The Portal treats suppliers and creditors the same. They have a balance tracking how much you owe them, and a credit limit that determines how much your company is allowed to owe them at a time.

Creditor payment

A creditor payment is a Portal record of paying invoices or debit adjustments. More than one invoice or debit adjustment may be paid either partially or in full in a single payment record. Creditor payments are a Portal record only and are not connected to your bank account.

Cross-reference

A cross-reference records the supplier's internal item code for an item to streamline the ordering process. Cross-references can make stock receipting easier, if suppliers use their internal codes on delivery dockets. Cross-references are also required to use the Portal Data Interchange (PDI) feature.

Colour

A colour is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

Customer

A customer is a person or organisation who purchases items in advance, to be collected or delivered at a later date. Customers may also have debtor accounts, where they are allowed to owe money to your organisation and can pay off that debt via the Point of Sale.

Debit adjustment

A debit adjustment debits a balance, increasing the amount of money owed. For example, if you owed a creditor $100, a $10 debit adjustment would mean you owed $110. Debit adjustments are usually only used for corrections. If you need to record a charge due to an order of goods or services, you should use an invoice.

Delivery docket

A delivery docket is a type of stock receipt that records the incoming stock without creating a creditor invoice. Delivery dockets cannot record delivery fees or discounts. You can match delivery docket stock receipts to creditor invoices.

Department

A department is a means of categorising items in your inventory. Items can belong to only one department. Depending on your Portal configuration, you may have up to five levels of departments in a hierarchy, by default called Departments, Sub Departments, Categories, Sub Categories and Ranges.

> **Note:** This documentation uses the Portal default names for these levels: Department and Division. Your Portal may be configured to use different names, but the function is the same. You can see the names and levels your Portal uses in the Department Layers tab of Company Maintenance.

Department promotion

A department promotion is a promotion that applies to all items within a specific department. A department promotion allows you to provide a discount for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

Discount

A discount is a reduction in the price of an item. Discounts can apply to:

- A selected item, calculated either per-unit or per-line.
- The whole transaction, calculated per-unit or per-line for every item in the transaction.

> **Note:** Some items may have discount maximums. If the discount you select is greater than the maximum discount allowed for the item, the item is only discounted up to its maximum level.

Per-unit discounts can:

- Reduce an item's price by a percentage of the original price. For example, 10% off.
- Reduce an item's price by a flat amount. For example, $1 off.
- Set the per-unit price to a set amount. For example, $5 per item.
- Set the price of the item to its cost price plus a set amount.
- Remove the tax of an item.

Per-line discounts can:

- Cap the total price for an item line to a predetermined amount. For example, the line total may be anything up to a maximum of $10.

- Set the total price for an item line to a predetermined amount. For example, the line total is $10.

A discount may also prompt the operator for a discount amount.

> **Note:** The item and transaction discounts available and the item discount maximums are configured in the Portal.

> **Note:** Special discounts such as some senior citizens or disability discounts make an item tax exempt. If a tax exempt discount is applied, the customer must supply their Senior Citizen or Tax Exempt ID during the tender process in order to receive the discount. The Point of Sale displays the discount as if from the normal tax-inclusive price.

Division

Divisions are top-level classifications for departments in your company. The Portal offers two kinds of divisions to support the Oracle financial interfaces: Reporting and Financial. Each department belongs to a single reporting division and a single financial division.

DSD

A DSD is an external supplier that is not part of your company. You may configure different rules and restrictions for direct suppliers than are used for the company warehouse. You can also restrict sites to use only warehouse suppliers and prevent them from ordering from direct suppliers.

Employee

An employee is a member of your company staff that you want to roster on to your staff schedule. Employees may or may not have access to Portal and Point of Sale systems.

Fashion

Fashion is the Portal feature that allows you to create variation of items, such as different colours, sizes and styles of the same item. The default labels of colour, size and style can be changed to something that suits your inventory.

Fixture

A fixture is a physical structure or area within your site that contains stock. This may include gondolas, counters, refrigerators, back-room receipt trolleys, tables, wall sections or any other area that regularly contains stock on your site. Fixtures are used primarily during stock take.

Group promotion

A group promotion is a promotion that applies to all items within a group that you define. A group promotion allows you to provide a free item or a discount for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

Group purchase order

A group purchase order is a purchase order that combines the requisitions from several sites into one purchase order. Stock levels can be allocated to each site during the creation of the order.

Inventory

The inventory is the Portal feature of maintaining all items that you offer for sale in your company.

Invoice

An invoice details an amount owed by an entity such as your company or a debtor, and the goods or services that incurred that cost. An invoice usually details the period of time by which it must be paid.

You can also receipt stock using an invoice. An invoice stock receipt automatically creates an invoice for that creditor in your Portal records, and allows you to record additional information such as delivery fees and discounts.

Inter-branch transfers (IBT)

An inter-branch transfer is a transfer of stock from one site within a company to another.

Item

An item represents a good or service provided by your organisation. Items are added to transactions in order to sell or return them. An item will include information about its:

- Barcode.

> **Note:** An item can have more than one barcode.

- Description.
- Unit of measurement, for example an item may be sold by weight or as individual units.
- Price per unit of measurement.

Items also have additional information stored on the Portal, such as stock on hand, promotions and discount maximums.

Item options

Items can be modified with options to detail the customer's specific request. For example, a coffee order may contain soy milk or extra sugar. The options available for each item must be configured in the Portal.

Item variation

An item variation is an item that uses Fashion variations of colour, size and style. The default labels of colour, size and style may be renamed for your Portal configuration.

Journal

A journal is a unique code identifying a date, site and terminal for a transaction within the Portal.

Kit

A kit is an item that is made up of several other items in your inventory. The kit item itself does not have a stock-on-hand. Instead, when a kit item is sold, the stock-on-hand of the component items is decreased accordingly.

Label

A label is attached to an item and displays information about that item, such as the item's price, best before date and quantity, cooking or nutritional information, or a barcode. Labels can be printed via the Point of Sale.

Ledger

A ledger is a financial category or general ledger grouping that a transaction corresponds to for accounting purposes. For example, Expenses, Staff Salary, etc. The Portal uses a ledger for the Trail Balance Profit report. Your Portal may be configured not to use other ledgers.

Ledger type

A ledger type is a category or grouping of ledgers for accounting and reporting purposes, such as Income or Expenses. Your Portal may be configured not to use ledgers.

Line minimum

A line minimum is the minimum number of different items that must be in a transaction to trigger an effect, such as a promotion. Each unique item in a transaction creates its own line. Multiple units of the same item are recorded on the same line. A line minimum of 3 requires 3 unique items to be purchased.

Manufactured Kit

A manufactured kit is an item that is made up of several other items in your inventory. The kit item must be manufactured on site before it can be sold, and the stock-on-hand of the kit item is tracked by the Portal. When you manufacture a kit, the stock-on-hand of the component items is decreased and the stock-on-hand of the kit item is increased accordingly.

Matching

Matching is the process of linking a delivery docket receipt with a creditor invoice you have created in the Portal. Invoice-type stock receipts automatically create a creditor invoice and do not need to be matched.

Menu area

A menu area is a category of items designed to group items into meal types during table service. For example, coffees, mains, desserts. Menu areas control which modifier items can be applied to which prime items.

Modifier item

A modifier item is an item in your inventory that is used to add a modification to another item, such as adding 'soy milk' to a coffee. While modifier items can have costs and add to the price of the item they are modifying, they cannot be sold directly on the Point of Sale.

Open transaction

An open transaction is a transaction that has not yet been finalised. For example, a creditor invoice that has not been paid.

Operator

An operator is a staff member who uses the Point of Sale to process transactions or manage the cash drawer. Each operator is identified by a unique operator code and password that they use to log into the Point of Sale. Operator codes are unique to each site, but do not have to be unique within a company.

Pack

A pack represents the number of units that an item is supplied in. For example, you may sell cans of soft drink individually, but they are be ordered in packs of 24 from the supplier. This is different to a referral, where both the single can and the pack of cans are tracked in the inventory.

Pallet

A pallet is a set of cartons containing items that are grouped together as a specific collection so they can be tracked from supplier through to sale via barcodes. A pallet usually has a special barcode that encodes the number of cartons it contains, while each carton has a special barcode detailing the quantity of items it contains and their expiry dates.

Pallet barcodes may also be linked electronically to the carton barcodes.

Payment terms

Payment terms is the number of days after issuing an invoice that a creditor expects to be paid. Common payment terms are 21, 30, 60 or 90.

PDT

A PDT, or portable data terminal, is a small hand-held device with a touchscreen and an in-built scanner that can interact with the Portal to sell, order or count stock via the PDT software interface. PDTs are registered as terminals for a site, just as full Point of Sale terminals are, and require operators to log in to use them.

Portal Data Interchange (PDI)

The Portal Data Interchange (PDI) is a Portal feature that allows two separate companies that both use the AMC Convergent IT Portal to streamline their procurement process by automating the creation of customer orders and stock receipts between the companies.

Permission

A permission is a configuration that determines whether an operator is allowed to perform a specific task. For example, the ability to authorise purchase orders or change employee records may be restricted to certain individuals.

Portal operator

A Portal operator is someone with login credentials to your company's Portal. What a Portal operator can do depends on their permissions. A Portal operator cannot use their Portal login to log into the Point of Sale.

Point of Sale operator

A Point of Sale operator is someone with login credentials to your site's Point of Sale and PDTs. Depending on their permissions, they may have limited access to some Portal functionality through a PDT, but they cannot use their Point of Sale login to log into the Portal.

Point of Sale supervisor

A Point of Sale supervisor is a Point of Sale operator with some additional permissions to do things like authorise changes to the Point of Sale terminal, authorise gift voucher returns, or anything else that your Point of Sale configuration requires a supervisor's authorisation for. Their supervisor status is separate from any Portal permissions they may have. Depending on their permissions, they may have limited access to some Portal functionality through a PDT, but they cannot use their Point of Sale login to log into the Portal.

Price change

A price change updates the Portal with new prices for each price level of an item. Price changes can only be performed by operators with sufficient Portal privileges.

Price level

The Portal inventory system can store multiple price levels. For example, you may have one price level for retail customers and another for corporate or wholesale customers. The Point of Sale can be configured to use the appropriate price level when a debtor or customer is added to the transaction.

Prime item

A prime item is an item that can be sold normally through your Point of Sale. Most of the items in your inventory are likely to be prime items.

Procurement

The procurement system is the set of Portal features that manage and maintain the act of replenishing your stock levels, including managing creditors, contracts, requisitions, purchase orders, stock receipts, returns, adjustments and stock take.

Promotion

A promotion is a Portal feature which lets you create sophisticated rules to offer discounts, free items or rebates when the customer purchases a particular set of or combination of items. The Portal allows you to create promotions based on departments, suppliers, or your own custom item groups.

Promotion group

A promotion group is a group of items you define that either is used to trigger a promotion, or has the effects of the promotion applied to it. You can use the same group for multiple promotions.

Purchase order

A purchase order is a request to an individual supplier to purchase a set quantity of specific items. Purchase orders can be created manually, automatically created from finalised requisitions, or generated using procurement configurations.

Rebate

A rebate is an amount of money offered back to the customer by a supplier as an incentive to purchase. As opposed to a discount, special or promotion, where your company covers the lost profit from the price reduction, the supplier is responsible for reimbursing your company.

Rebate group

A rebate group is a collection of rebate item groups, used to easily control start and end dates of rebates.

Rebate item group

A rebate item group is a collection of rebate items, where each item has its rebate rules defined.

Receipt

A receipt is the printed record of a transaction, including the items, quantities and prices, any loyalty information, the tenders submitted and the operator, the terminal and date the transaction took place at.

Referral

A referral is a connection between two items in your inventory, where one is considered part of the other. For example, if your inventory tracks both individual cans of soft drink and crates of 24 cans, you can use a referral so that purchasing a single can (Selling item) depletes your stock of crates (Stock item) by 1/24th. This is different to using packs, as both individual cans and whole crates of items are tracked in your inventory.

Referred item

A referred item is an item that is depleted by the sale of another item. For example, if your inventory tracks both individual cans of soft drink and crates of 24 cans and sells the cans individually, the referred item is the crate of cans, which is depleted every time an individual can is sold. Referred items are also called Stock items in this documentation.

Requisition

A requisition is a list of items requested by a particular site. Each item is given a requested supplier, and all items are included in a single requisition, even if they are from different suppliers. Finalising a requisition can automatically open a purchase order for the appropriate suppliers. Requisitions from multiple sites may be combined into a group purchase order for a supplier, if your Portal is configured to permit group purchase orders.

Roster

A roster is a schedule of when specific staff members are supposed to work.

Sale minimum

A sale minimum is a minimum transaction amount used to trigger a promotion or other effect. For example, a sale minimum of $10 requires that at least $10 of items are purchased in a single transaction.

Selling item

A selling item is an item that uses a referral to track its stock levels on a different item. For example, if your inventory contains both individual cans of soft drink and crates of 24-cans, and your company sells the individual cans but tracks stock of the crates of 24 cans, then the individual can is the selling item.

Size

A size is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

> **Note:** This should not be confused with an item's size as defined in the Details tab of Inventory Maintenance, which details how units of an item should be measured and sold.

Snap count

A snap count is a record of the stock-on-hand of an item or set of items at the time of the snap count, as tracked by the Portal. Snap counts are used for calculations and reporting.

Special

A special is a temporary reduced price given to a specific item for a period of time. Where a promotion applies to a group of items, a special applies only to an individual item.

Stock adjustment / write-off

A stock adjustment is a record of increasing or decreasing an item's stock-on-hand, with a reason. For example, stock was found after stock take, or stock has been damaged.

Stock item

A stock item is an item that is referred to by another item, to track the stock-on-hand. For example, if your inventory contains both individual cans of soft drink and crates of 24-cans, and your company sells the individual cans but tracks stock of the crates of 24 cans, then the crate of 24 cans is the stock item.

Stock on hand

Stock on hand is the number of units of a particular item a site currently has. It is updated automatically by stock receipting, transfers, adjustments and sales, and compared against stock take numbers to determine shrinkage.

Stock receipt

A stock receipt is the process of recording stock incoming from a supplier to a site. Stock receipts record the supplier, date, item and quantities, including any items that were received but not ordered, or items that were listed but not delivered. Stock receipts may use a delivery docket, which is a plain record of incoming stock, or an invoice, which creates a corresponding creditor invoice in the Portal to link with the stock receipt.

Stock return

A stock return is the process of returning stock to a supplier because it is faulty or otherwise unsuitable for sale. Stock returns record the date, item and quantity being returned and the reason for each item being returned.

Stock take

A stock take is the process of counting all units of stock at a particular site to obtain an accurate stock-on-hand level. Stock takes can either be continuous, where stock is counted while the site is still open for trading, or manual, where all stock is counted in a single session while the site is closed for trading.

Style

A style is one of the three item variation options under Fashion. An item with a designated style may have a colour defined, as well as a size. The terms colour size and style may be renamed for your Portal configuration.

Supplier

A supplier is a creditor from whom you purchase items in your inventory.

Supplier promotion

A supplier promotion is a promotion that applies to all items marked as purchased from a specific supplier. A supplier promotion allows you to provide a discount or supplier rebate for the items purchased, either immediately or as a credit voucher. The promotion can be restricted to only provide a discount if a minimum number of items or minimum sale amount is reached.

Terminal

A terminal is the tablet or other device that runs the Point of Sale. Each terminal is connected to the site via the base station, and is identified by a unique terminal number, which is recorded in every transaction made by the terminal.

Point of Sale Transaction

A Point of Sale transaction is an exchange of items, which represent goods or services provided by your organisation, for payment. Transactions include all the relevant information about the exchange:

- The date, time, site and location of the transaction.
- The operator who performed the transaction, and which terminal they used.
- The items purchased or returned and in what quantities.
- The amounts and types of payments provided, including any change or reimbursement provided to the customer or redeemed loyalty points.

> **Note:** Transactions cannot be finalised until they balance. That is, the amount owed by the customer is zero, and any amount that has been overtendered has been issued as change.

- The loyalty number linked to the transaction, if applicable.

You can view what is currently included in the transaction in the Transaction list of the Point of Sale.

> **Note:** In the Portal, a transaction also refers to an exchange of money, such as the payment of a creditor, or a debit adjustment.

Transaction line

A transaction line is an entry in the Transaction list that contains an item and its quantity. If more than one unit of an item is added to a transaction, the units are grouped into a single line. Actions such as price overrides, voids, discounts or refunds then apply to all units in the line.

Chicken Drum/stk 6.583kg N x $2.99/kg	$19.68
Crown Lamb Roast 1.426kg N x $12.99/kg	$18.52
Total:	**$38.20**
Credit Card	$20.00
CASH	$50.00
Change	$31.80

Warehouse

A warehouse is a supplier that represents your company's central warehouse, used when sites order some or all of their inventory from Head Office rather than directly from external suppliers. You may configure different rules and restrictions for warehouse suppliers than are used for direct suppliers. You can also restrict sites to use only warehouse suppliers and prevent them from ordering from direct suppliers.

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