

## Vouchers

### Introduction:

Touch has a system for issuing and redeeming Vouchers. The Vouchers can be set to allow change if the full amount is not used or to issue a new voucher for the unused amount.

### Voucher Products:

Voucher products need to be created using the highlighted settings below. The voucher products can be fixed priced E.G £5 Voucher, £10 Voucher, £20 Voucher etc. Or you can have a single open price Voucher where you can enter any amount.

The screenshot shows the 'Product Items' configuration interface. At the top, the PLU is '0401001' and the name is 'Voucher'. The 'Settings' tab is selected, displaying a grid of options. A red box highlights the following settings, all of which are checked:

- Voucher Product
- Voucher linked to Account
- Produce Voucher Ticket
- Request Voucher Serial No.

Other visible settings include 'Stop', 'Discontinued', 'PLU is a Ghost Item', 'Non Stock Product', 'Weighable Item', 'PLU is a Recipe', 'Exclude from loyalty sale total', 'Compulsory Stock Required', 'Post sale comment required', 'Pre-select for vat change', 'Compulsory receipt issue', 'Serial number tracking', 'NO Return to Stock on Refund', 'Sell as a Condiment', 'Delivery Charge PLU', 'Expiry Dates', 'Zero Priced Item', 'Open Price Override', 'Print on EOD Report', and 'Weight Embedded Barcode'.

The Voucher settings above do the following.

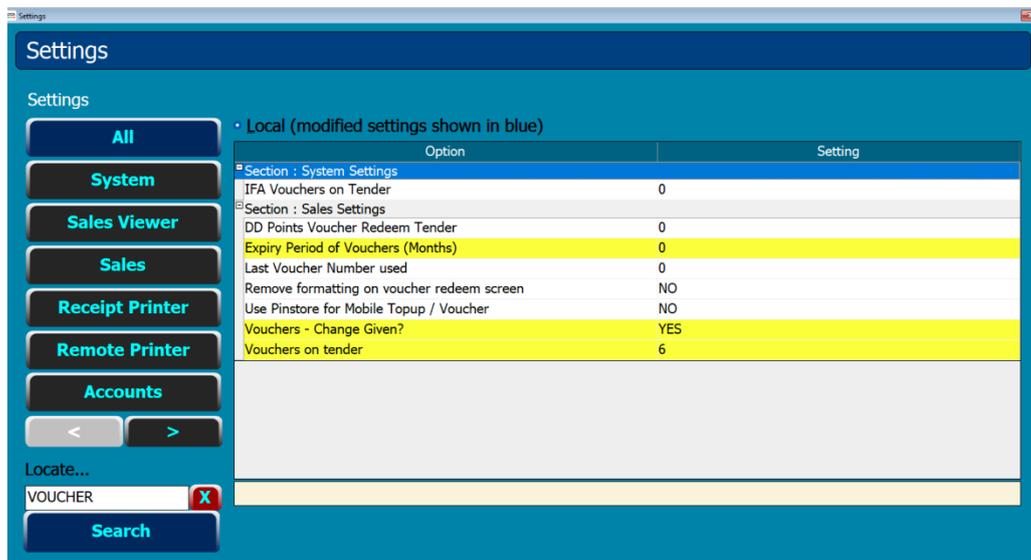
**Voucher Product** – This setting is required for all Vouchers products.

**Voucher linked to Account** – This setting is used for Gift Cards that link to accounts and use the Accounts Tender for payments.

**Produce Voucher Ticket** – This will issue a Voucher ticket on the receipt printer with a barcode that can be scanned or manually entered in the payment screen to redeem the voucher.

**Request Voucher Serial Number** – This setting will prompt a serial number screen where an alternative number can be used, EG a barcode if using bespoke vouchers.

## Back-Office Settings :



**Expiry Period of Vouchers (Months)** This setting is used to set an expiry period if required. The default setting is 0 and when set to 0 the expiry period is not in use.

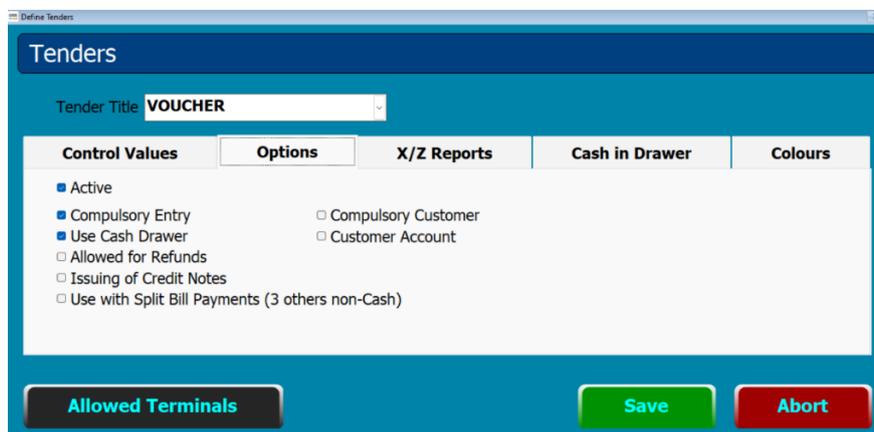
**Vouchers – Change Given** Set to Yes if you wish to allow change if the full Voucher amount is not used.

**Touch.ini setting VOUCHERPLU=XXXXXX** - Touch version 11 has the option to be able to issue a new voucher or change if the full amount is not used. (XXXXXX = the Voucher PLU number E.G. VOUCHERPLU=0401001)

**Vouchers on Tender** – This is used to set the tender used to redeem vouchers.

### Tender Settings:

Set up a tender for redeeming Vouchers, the option for Active should be ticked and the options for Allow for Refunds and Issuing of Credit Notes should be unticked.



A change limit should also be set against the Voucher tender if allowing change when the sale value is less than the value of the Voucher.

Control Values	Options	X/Z Reports	Cash in Drawer	Colours
Low Amount Lock	£	0.00		
High Amount Lock	£	100.00		
Change Limit	£	50.00		
Manager Limit	£	100.00		

The example below shows the prompt in the payment screen to Issue Voucher or Give change when the full voucher amount has not been used.

**Selling Vouchers:**

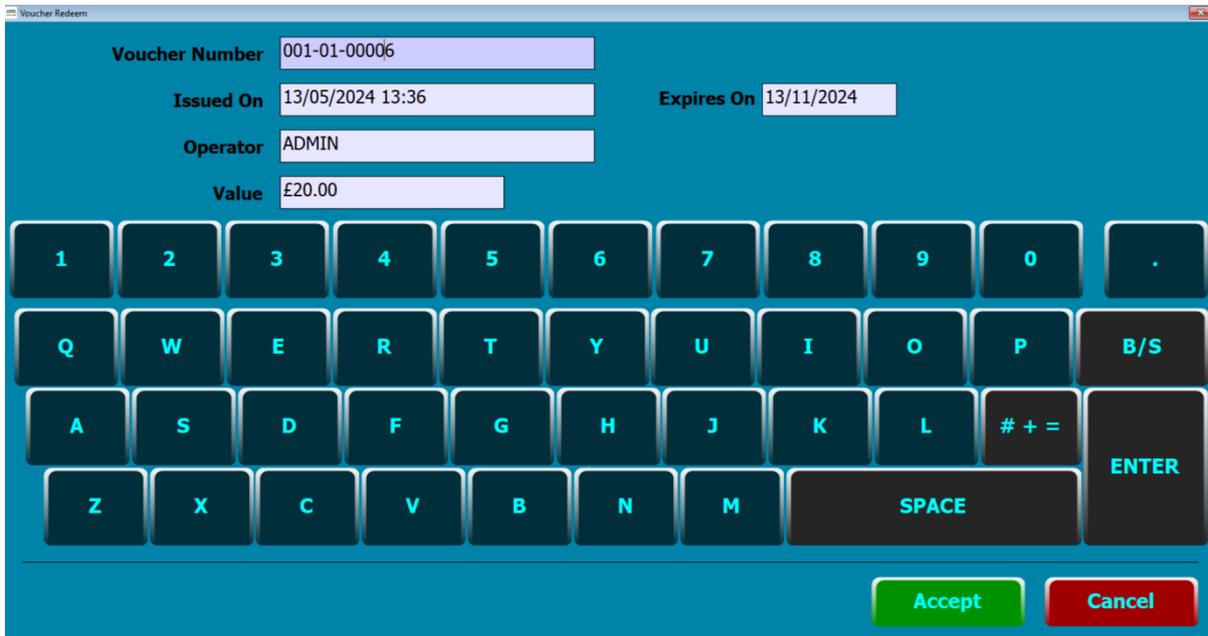
Vouchers are sold using the Voucher PLU, you can set a button command E.G. 0401001\* (0401001 is an example PLU number).

Below is an example Voucher ticket when the 'Produce Voucher Ticket' setting is enabled on the Voucher PLU. A voucher ticket will print automatically for each voucher sold, if you were to sell 3 Vouchers in the sale transaction 3 Voucher tickets will be printed.

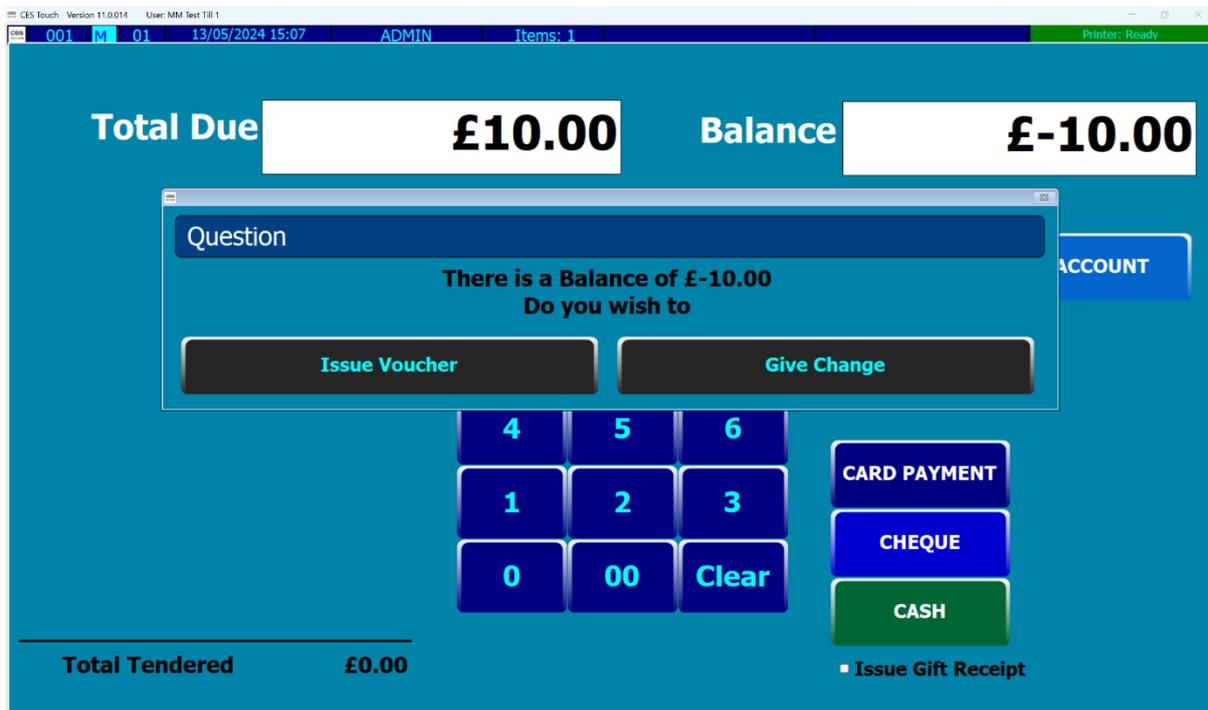


### Redeeming Vouchers:

To redeem Vouchers, use the Voucher tender to finalise the transaction. The screen below will show. The Voucher number can either be scanned or entered manually. The Voucher details will be displayed on the screen press the Accept button to redeem the Voucher.



If the full voucher amount has not been used and the system is set to Issue Voucher and Give Change the screen below will show.



## Voucher Report:

The Voucher Sales report can be found in the Sales Reports/ Product Sales section in the back-office reports.

MM Test Till 1

### Voucher Sales

13/05/2024 15:36

Customers : 1 TO 1000001  
 Date Range : 01/05/2024 TO 13/05/2024  
 Vouchers : \*\*\* ALL \*\*\*  
 Dated : 01/05/2024 to 13/05/2024

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Voucher	Value	Customer	Issued	Redeemed	Expires
<b>Outstanding</b>					
001-01-00001	20.00		13/05/2024		13/11/2024
001-01-00002	20.00		13/05/2024		13/11/2024
001-01-00003	20.00		13/05/2024		13/11/2024
001-01-00004	20.00		13/05/2024		13/11/2024
001-01-00007	10.00		13/05/2024		13/11/2024
<b>Outstanding Total:</b>	<b>90.00</b>				
<b>Redeemed</b>					
001-01-00005	20.00		13/05/2024	13/05/2024	13/11/2024
001-01-00006	20.00		13/05/2024	13/05/2024	13/11/2024
<b>Redeemed Total:</b>	<b>40.00</b>				