

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' interface for a 'Voucher' product. The 'PLU' is '0401001'. The 'Profile' tab is selected, and the 'Settings' sub-tab is active. The following settings are highlighted with a red box:

- ☒ 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
- ☐ Sell as a Condiment
- ☐ Delivery Charge PLU
- ☐ Expiry Dates
- ☐ Zero Priced Item
- ☐ Open Price Override
- ☐ 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
- ☐ Print on EOD Report
- ☐ 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 :

Settings

Settings

• Local (modified settings shown in blue)

Option	Setting
Section : System Settings	
IFA Vouchers on Tender	0
Section : Sales Settings	
DD Points Voucher Redeem Tender	0
Expiry Period of Vouchers (Months)	0
Last Voucher Number used	0
Remove formatting on voucher redeem screen	NO
Use Pinstore for Mobile Topup / Voucher	NO
Vouchers - Change Given?	YES
Vouchers on tender	6

Locate...

VOUCHER

Search

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.

Define Tenders

Tenders

Tender Title: VOUCHER

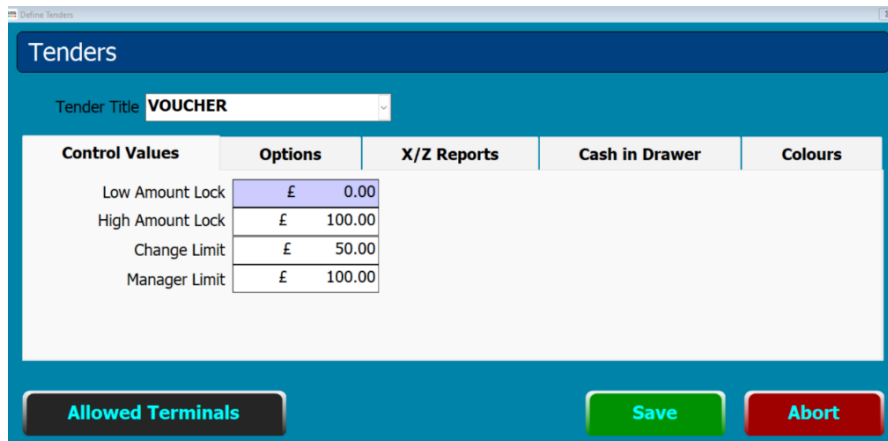
Control Values	Options	X/Z Reports	Cash in Drawer	Colours
<input checked="" type="checkbox"/> Active <input checked="" type="checkbox"/> Compulsory Entry <input checked="" type="checkbox"/> Use Cash Drawer <input type="checkbox"/> Allowed for Refunds <input type="checkbox"/> Issuing of Credit Notes <input type="checkbox"/> Use with Split Bill Payments (3 others non-Cash)	<input type="checkbox"/> Compulsory Customer <input type="checkbox"/> Customer Account			

Allowed Terminals

Save

Abort

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			

Buttons: Allowed Terminals, Save, Abort

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.

Voucher Redeem

Voucher Number: 001-01-00006

Issued On: 13/05/2024 13:36

Expires On: 13/11/2024

Operator: ADMIN

Value: £20.00

Buttons: 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, ., Q, W, E, R, T, Y, U, I, O, P, B/S, A, S, D, F, G, H, J, K, L, # + =, ENTER, Z, X, C, V, B, N, M, SPACE, Accept, Cancel

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.

CES Touch - Version 11.0.014 User: MM Test Till 1

001 01 13/05/2024 15:07 ADMIN Items: 1 Printer: Ready

Total Due: £10.00 Balance: £-10.00

Question: There is a Balance of £-10.00 Do you wish to

Buttons: Issue Voucher, Give Change, CARD PAYMENT, CHEQUE, CASH, Clear

Total Tendered: £0.00

Issue Gift Receipt

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
Outstanding					
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
Outstanding Total:	90.00				
Redeemed					
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
Redeemed Total:	40.00				