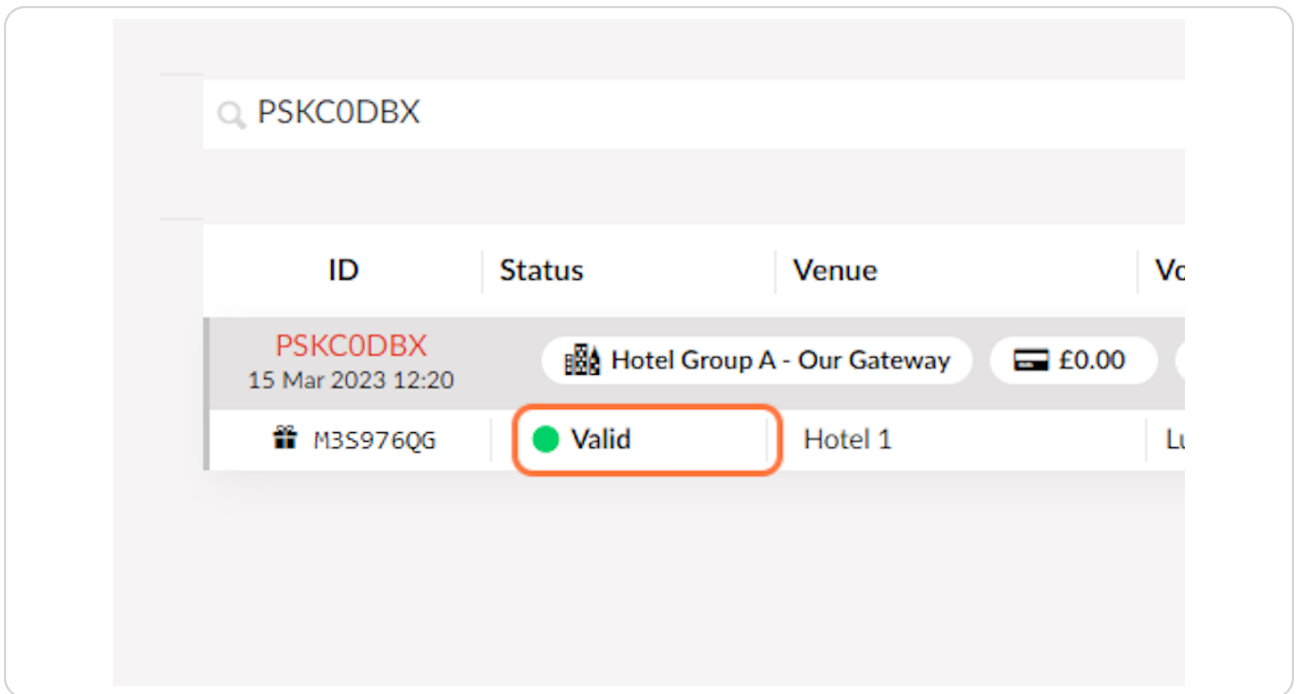


STEP 1

When a voucher is 'Valid' this means that it is within date and is available to be used by the guest. This voucher can be accepted/redeemed.

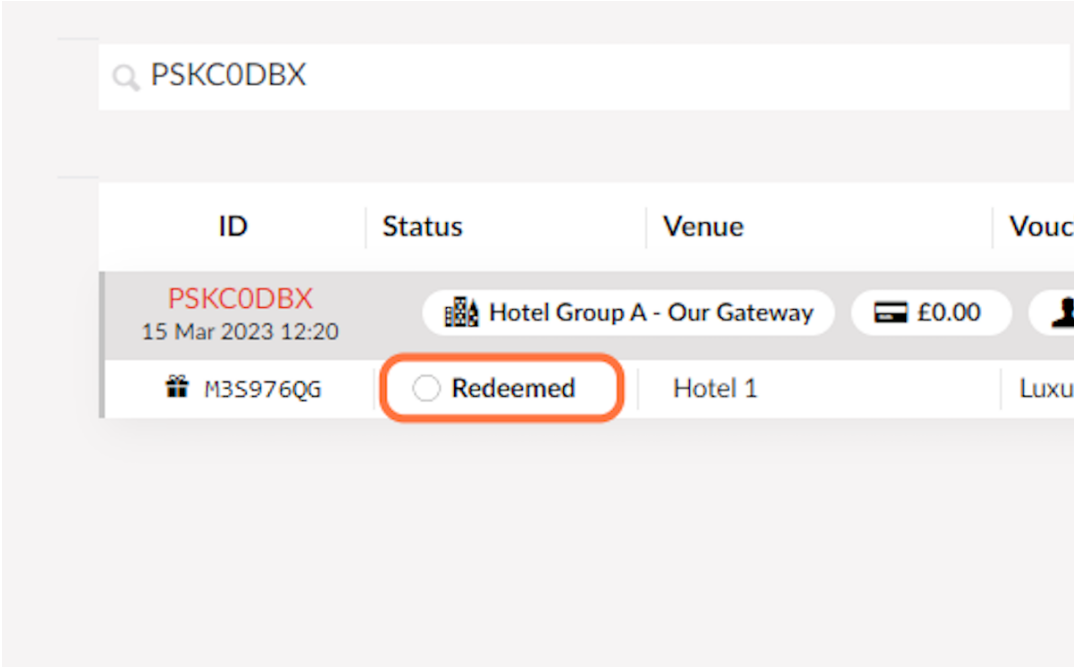
Tip: To redeem a voucher click the three dots on the far right of the order. There will be a drop down with a series of actions. You should see 'Redeem Voucher' at the top of this drop down.



STEP 2

When a voucher is 'Redeemed' this means that the guest has already used the voucher or that it has already been marked as redeemed in the system.

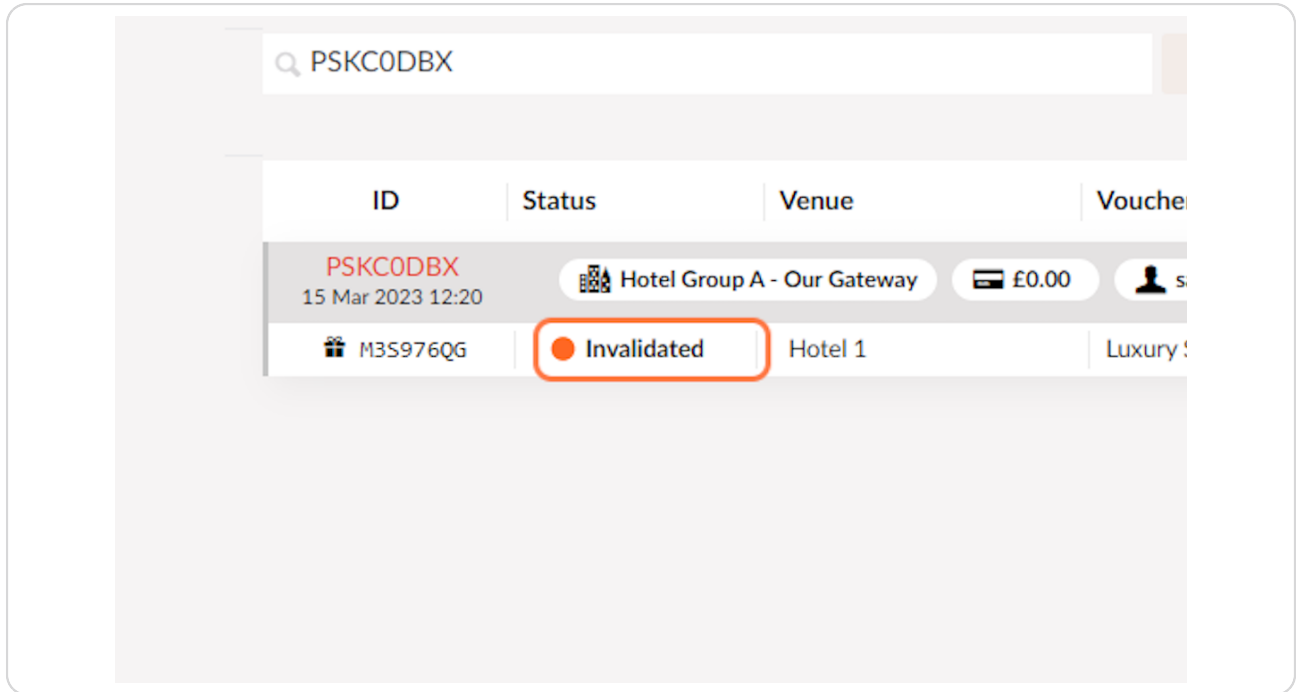
Tip: If you want to know when this was redeemed you can click on the reference code. This will open a window and at the top you will see a tab that says 'Redemptions'. Click on this to see what date the voucher was redeemed on and by what user.



ID	Status	Venue	Vouc
PSKCOBXX 15 Mar 2023 12:20		Hotel Group A - Our Gateway	£0.00
M3S976QG	Redeemed	Hotel 1	Luxu

STEP 3

When a voucher is 'Invalidated' this means that it is not available for use and can not be accepted. You would change the voucher status to invalidated if you want to cancel or refund a voucher so that it can not be used.



STEP 4

When a voucher is 'Expired' this means that it is unable to be redeemed as it has past its validity.

You can still accept expired vouchers, this is a decision for you at the venue. If you would like to accept an expired voucher you must first extend it so that it is showing as 'Valid'. You can then redeem it as normal.

