

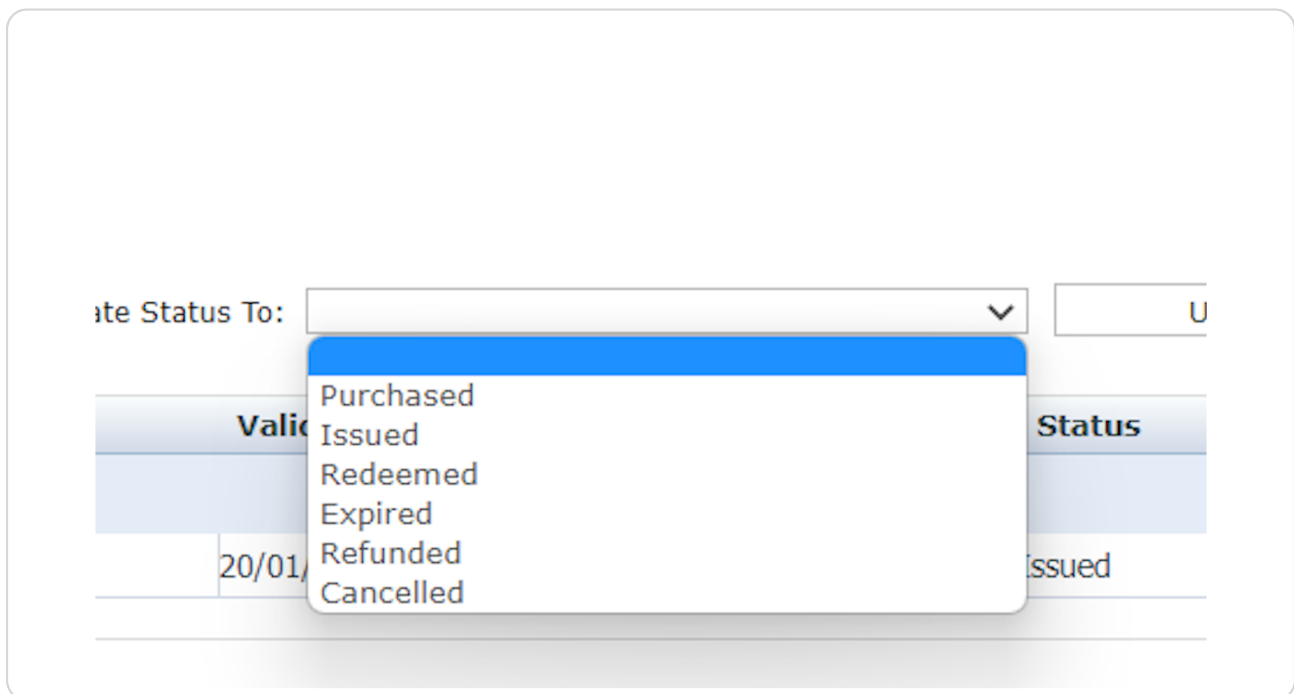
STEP 1

Understand voucher status

This PDF gives a step by step guide on how to how to understand the voucher status

STEP 2

A voucher can have one of the 6 following status in our system:



STEP 3

Status 'Purchased':

Voucher has been **sold**, is **valid** but it has not been dispatched yet

STEP 4

Status 'Issued':

Voucher has been **sold**, is **valid** and has been **dispatched**.

STEP 5

Status 'Redeemed':

Voucher has been used. **It is no longer valid.**

STEP 6

Status 'Expired':

Voucher has not been used but is **no longer valid**. Please contact your manager to enquire whether it can still be accepted.

STEP 7

Status 'Refunded':

Voucher has been refunded back to the buyer and is **no longer valid**.

STEP 8

Status 'Cancelled':

Voucher is **not valid**. This status is often used when a new voucher replacement is issued.

SKCHASE