

Gift Vouchers

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Summary

Use this page to view and manage Gift Vouchers.

Gift Vouchers can be used as a payment method by eCommerce Customers, or in the POS. All Vouchers are omnichannel vouchers, meaning that they can be used in-store or online.

When a customer purchases a gift voucher for the online store, a new voucher will be added to this list. You can also add new ones here manually.

The system will automatically generate a unique code for the gift voucher, or you can create one yourself.

It is not possible to change a Gift Voucher Code once it has been set

Search for a Voucher

You can search by an email address, voucher code or Customer name.

To view used or expired Vouchers, ensure that you tick the relevant boxes

Add a Voucher

Use the **+** control to add a Gift Voucher.

A Voucher added in this way will not be linked to a payment. To take payment for a Gift Voucher, please add one to a Sales Order via the CMS or the POS.

Edit a Voucher

This should be used to amend a Customer's details, or to enable an expired Gift Voucher

Field	Purpose
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Gift Voucher Code	<p><i>The Gift Voucher Code is entered at checkout, or in the POS, to validate it as a form of payment</i></p> <p><i>This may be manually entered at the POS, or in the CMS when adding a Gift Voucher, but can not be edited once the Voucher exists</i></p>
Customer's Email Address	<p><i>The email address associated with this Gift Voucher</i></p>
Message	<p><i>Add a message to the Gift Voucher</i></p> <p><i>This is included in the email sent to the Customer</i></p> <div style="border-left: 2px solid #00AEEF; padding-left: 10px; margin-top: 10px;"> <p><i>The Gift Voucher email may be resent from this screen</i></p> </div>
Voucher Balance (£)	<p><i>This shows the current Gift Voucher balance</i></p>
Delivery Date	<p><i>When creating a new Gift Voucher, this is the date that it will be sent to the recipient via email</i></p> <p><i>For existing Vouchers, this shows the date that it was first delivered by email, and can not be edited</i></p>
Expiry Date	<p><i>This will be 12 months after the Delivery Date</i></p>

Resend Gift Voucher

From the Gift Voucher Detail screen, it is possible to resend the Voucher Email; this will resend the voucher details to the email address specified on this screen.