



## Travel Manager Help Sheet

### Gift Vouchers

#### 1. Issuing a Gift Voucher

Gift Vouchers are issued in the “Customer Transactions” screen in the same way as a normal booking.

The customer to be entered is the customer who purchased the Gift Voucher.

*Booking Type* - there is a default booking type for Gift Vouchers, which must be used for all Gift Voucher transactions. This is set in Utilities – System Options and is usually set to “GFT” unless it has been changed in your system.

*Travel Date* – this is not required for Gift Voucher transactions.

*No. in Party* – this is not required for Gift Voucher transactions.

*Payment* – in the Payment screen the amount of the Gift Voucher must be entered as the *Total Cost* and the payment amount must be entered as *This Amount*.

When you save the Gift Voucher booking you the next available Gift Voucher number will be assigned and displayed on the screen. You will also be asked if you want to print the Gift Voucher. You may not need to print the Gift Voucher if you are using your own pre-printed vouchers but the system assigned Gift Voucher number must be noted on your pre-printed Gift Voucher, as it is this number, which is used to redeem the Gift Voucher.

#### 2. Redeeming a Gift Voucher

When a person presents a Gift Voucher as part payment for a booking, you will create a new booking or retrieve an existing booking as normal. The Gift Voucher is redeemed in the Payment screen.

For *This Amount* enter the amount of the Gift Voucher.

For *Payment Type* “GV” must be used.

You will then be asked to enter the *Gift Voucher number*. When you press Enter on that field the system will check that the number entered is a valid Gift Voucher number and that the amount entered is within the value of the Gift Voucher. If the voucher number is not valid or if the amount exceeds the available amount for the voucher you will be notified and the payment will not proceed.

#### 3. Gift Voucher Reports

The following reports are useful in the management of Gift Vouchers:

**Gift Vouchers Sold** – this report asks you to enter a range of dates and then lists all vouchers sold within that range of dates.

**Gift Vouchers Outstanding** – this report lists all Gift Vouchers currently outstanding (i.e. not redeemed).

**Gift Vouchers Redeemed** – this report asks you to enter a range of dates and then lists all vouchers redeemed within that range of dates.