User Guide
Voucher Manager

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About this document

This guide is to help you get the most out of **Veezi Voucher Manager**. We'll run through the initial creation of vouchers and gift cards, and then how to set Voucher Manager up.

The guide is divided into the following sections:

- Setting up Voucher Manager
- Creating voucher types
- Setting up voucher types
- Creating a timetable for voucher limitations
- Creating a recharge option for multiuse vouchers
- Creating voucher stock
- Managing inventory

Vouchers and gift cards

Vouchers and gifts cards are powerful tools to help you generate more revenue, increase customer satisfaction, and make it super easy for your customers to buy more from you. They're like cash—but often vouchers and gift cards aren't tracked or controlled as tightly. **Veezi Voucher Manager** (VVM) is the simple solution to having total visibility and control over your voucher and gift-card stock. VVM integrates with your POS workstations, allowing you to set up new vouchers from one place. Reconciling sold and redeemed vouchers and gift cards has never been easier.

Setting up Veezi Voucher Manager

1. Log in to Veezi **Back Office** and go to **Additional Modules**.

2. Click **Install** for the **Vouchers and Gift Cards** module.

3. Agree to the terms and conditions.

4. Click **Enable Vouchers and Gift Cards**.

   We will work our magic in the background to get your **Veezi Voucher Manager** (VVM) account setup. This may take five to ten minutes.

5. Check that you've received an email from us saying setup is complete.

   Your VVM account is now ready to use!

6. Click **Manage**.

   VVM opens in a new window.

7. Log in using your Veezi credentials and you're good to go.

Working with voucher types

To set up a new **multi-use voucher** or **gift card** to sell in **Veezi**, you need to set up a **voucher type** in **Voucher Manager** and **Back Office**. A voucher type defines the attributes of the voucher according to how you'd like it to work.

To set up all the aspects of a voucher type, you need to:

1. Create a voucher type for a multi-use voucher (page 5) or gift card (page 6).

2. Define the price.

3. Define when a voucher type can be sold (page 8).

Creating a multiuse voucher type

To sell a **multiuse voucher** in **Veezi**, you need to create a corresponding voucher type in **Voucher Manager**.

A multiuse voucher is a single voucher (for example, a ticket voucher) that can be used multiple times and topped up with different types of redemptions between uses.

Voucher Details

1. Click **Create Voucher Type**.

2. Enter a **Name** for the voucher type.

   Tip! Enter a name that identifies the voucher type at a glance. For example: Multiuse with 5 child tickets*.*

3. Enter a **Voucher Code**.

   This is a six-character, alphanumeric code. Letters must be capitalised.

4. For **Type of Voucher**, select **Multiuse**.

5. Enter the number of **Tickets** that the voucher will make available when it is sold.

Expiry Settings

1. Select how the **Expiry Date** is calculated.

   Calculate on sale means the redemptions will expire after a particular length of time from the date on which the voucher is sold.

   Calculate on printing date means the redemptions will expire after a particular length of time from the date on which the voucher is printed.

   No Expiry means the redemptions can be used at any time in the future. If you choose this option, the following expiry settings will become disabled.

   Calculate on session date means the redemptions will expire after a particular length of time from the session date of the ticket purchased in the same transaction as the voucher.

   For example: You could use this as part of a promotion for customers who are already purchasing a ticket. Offering them a voucher with a short expiration period, based on the session date of the existing session in their order, will encourage them to return to the cinema.

2. Enter a number into the **Expiry Unit** field to determine the number of **Days** or **Months** for which the voucher is valid after the event specified above.

3. Choose whether or not to **Set the expiry dates to the end of the month** during which the voucher expires.

4. Choose whether or not the **Sales channel can override expiry date on sale**.

   When selected, this affects vouchers sold at **POS**. **POS** will prompt the operator with the option to change the expiry date to a different one from that configured on the voucher type.

Other Options

1. Select or clear **Allow Recharge.**

2. **Save**.

3. (optional) Click **Recharging**.

4. Select this voucher's recharge options.

   Customers select these recharge options at POS, or on your website. They can buy each recharge as many times as they like.

5. Enter the voucher's recharge fees.

   The **Card Fee** is charged once per transaction. It's often used to cover the cost of printing the voucher.

   The **Sale Ticket Admin Fee** is charged per ticket. If the recharge option has five tickets, this fee will be charged five times.

Pricing

1. Go to the **Base Pricing** tab.

2. Define the default pricing for the voucher type.

   The **Ticket Admit Price** is charged per ticket. If the voucher lets you buy five tickets, this fee will be charged five times. It represents the price of the tickets.

   The **Sale Ticket Admin Fee** is charged per ticket. If the voucher lets you buy five tickets, this fee will be charged five times.

   The **Card Fee** is charged once per transaction. It's often used to cover the cost of printing the voucher.

3. Save.

Creating a gift card voucher type

To sell a gift card at POS or online (page 10), you need to create a corresponding voucher type in **Voucher Manager**.

A gift card is a voucher that's loaded with a certain amount of money. Patrons can use the money on the gift card to pay for orders at your cinema.

Before you begin:

- Use Back Office's live chat to contact Veezi support, and let us know what gift cards you want to offer your customers. We'll give you a list of voucher codes to use.

Voucher Details

1. Click **Create Voucher Type**.

2. Enter a **Name** for the voucher type.

    Tip! Enter a descriptive name that identifies the voucher type at a glance.

3. Enter a **Voucher Code**.

    The voucher code will become the prefix of the barcode for all gift cards of this type.

    Note: You need to enter a Voucher Code before you can continue. If you don't have any voucher codes you can use, contact Veezi support.

4. For **Type of Voucher**, select **Gift Card**.

Expiry Settings

1. Select how the expiry date is calculated.

    Calculate on sale means the redemptions will expire after a set length of time from the date on which the gift card is sold.

    Calculate on printing date means the redemptions will expire after a set length of time from the date on which the gift card is issued.

    No Expiry means the redemptions can be used at any time in the future. If you choose this option, the settings in steps 2 to 4 will become disabled.

2. Enter a number into the **Expiry Unit** field to determine the number of **Days** or **Months** for which the gift card is valid after the event specified above.

3. Choose whether or not to **Set the expiry dates to the end of the month** during which the gift card expires.

4. Choose whether or not the **Sales channel can override expiry date on sale**.

Redemption

1. Enter the **Minimum Value** and **Maximum Value** for the gift card.

    These determine the minimum and maximum amounts that can be redeemed from the gift card per transaction.

2. Select the **Sales Channels** via which the gift card can be used for redemptions.

3. Select **Extend on Redemption i**f you want the expiry date to be extended whenever the gift card is used.

    Note: You don't need to select this option if you've selected **No Expiry** above.

Card Features

1. If you want to allow funds on the gift card to be redeemed for cash, select **Allow cashout**.

2. Select **Allow partial approval** to allow insufficient funds on the gift card to pay for a portion of the overall transaction. The outstanding transaction amount can be covered with another payment method.

Pricing

1. Go to the **Base Pricing** tab.

2. Define the default pricing for the gift card.

3. Choose whether the base price is Fixed (only one value) or Variable (any value between the Minimum and Maximum).

4. Specify whether you want to allow patrons to reload the gift card and the activation values.

5. Save.

Defining when a voucher type can be sold

Use a **timetable** to determine when a **voucher type** can be sold at your cinema. You can create one timetable for all your voucher types, or different timetables for specific voucher types.

Tip! You don't need to use timetables if you want your vouchers to be available for sale all the time.

1. Go to **Timetables** in **Veezi Voucher Manager**.

2. Click **Create Timetable**.

3. Enter a **Name** and **Description** for the timetable.

4. Select what **Type of Timetable** you want to create. You can use the days of the week and times to define when to allow sales, or a date range to allow sales for a whole series of days.

5. Select the **Included Times** for the timetable. This defines when Veezi will allow voucher types with this timetable to be sold.

6. Save.

7. Open a **voucher type**.

Go to to the **Limitations** tab and select the timetable to use for the voucher type.

Creating recharge options

Recharge options are how your customers recharge multiuse vouchers. You'll need to make some if you want your customers to be able to recharge their multiuse vouchers.

1. In **Veezi Voucher Manager**, click **Recharge Options**.

2. Click **Create Recharge Option**.

3. Enter a **Name** for the recharge option.

4. Enter the redemption option's **Redemption Quantities.**

When a customer recharges a multiuse voucher, they'll select a recharge option. The recharge option's **Redemption Quantities** determines how many tickets will be added to the customer's voucher.

Selling physical vouchers or gift cards with Voucher Manager

If you sell physical copies of vouchers and gift cards, you need to create stock for them in **Veezi Voucher Manager** before you print them. That way, you'll have barcodes and PINs to print on to the physical stock.

Note: You don't need to create stock for online gift cards (page 10). Veezi Voucher Manager will create the stock automatically when a customer purchases them.

1. On the **Voucher Types** tab, click the **Create Stock** button beside the voucher type that you want to create stock for.

2. In the **Stock Creation Wizard**, fill in the required fields and click **Next**.

Field	Description
Delivery Date	Enter an expected delivery date for the stock. Leave this as today's date unless you have a specific need to change it. **Note**: This can help you to identify whether stock delivery has been delayed.
Delivery Location	Enter the cinema location you want the stock delivered to. **Note**: Ignore the Head Office option.
Supplier	Select a supplier to order the stock from. In this case, we'll use the **Veezi** option.
Order Reference	Enter a reference for this stock order. This is useful for keeping track of printed stock with the supplier.
Quantity	Enter the number of vouchers or gift cards you want to create.
Stock Expiry	(Optional) Enter an expiry date for the stock. If left blank, the voucher will last indefinitely. **Note**: This will be applied to the stock if no expiry settings are configured on the voucher type.

3. If you want to generate a file detailing the contents of your stock order, select **Generate barcodes file**.

   This provides you with a list of stock being generated before its processing is complete.

4. Review your order and click **Finish**.

   A message will inform you that your stock is being generated, and when the process is complete. You can continue to use the application while generation is in progress. If there is an error, Voucher Manager will inform you that the process failed, and you will have to contact Veezi Support.

   Note: Once you've created stock, the following settings cannot be altered on the associated voucher type: **Voucher Type**, **Voucher Code**, **Expiry Settings**.

Selling gift cards online

If you have **Veezi's Vouchers and Gift Card**s module, you can sell gift cards online using Veezi's online gift card store. Your customers will buy gift cards through your website, then receive an email with the gift card's details. It's a win-win; they don't have to come in store to buy a gift card, and you don't have to spend money printing them.

Before you begin:

- Create some gift card voucher types. (page 6)

Turning on the online gift care store

The online gift card store is the website that customers will purchase your gift cards on.

1. In **Back Office**, go to **Additional Modules > Vouchers and Gift Cards**.

2. Read the pages on screen instructions.

3. When you're ready, click **Enable Online Gift Shop**.

4. After you've finished customising the store, give the link for the store to whoever is in charge of your website. They'll integrate the store into your main website for you.

Adding gift cards to the online gift care store

Use items to control which gift cards customers can purchase on the online gift card store.

1. In Back Office, click **Food & Items**.

2. Click **Add Item**.

3. Enter the gift card's details as you want them to appear in the online gift card store.

4. Under **Options, Upgrades and Modifiers**, click **USE OPTIONS**.

5. Add as many gift card voucher types as you want.

6. Save.

   When your customers open the online gift card store, they'll see the item you created. When they select the item, they'll see the gift card voucher types you added to that item in step 5. Customers will then choose one of those gift card voucher types to purchase.

Manage inventory

Search for stock using the **Manage Inventory** tab. Here, you can alter the stock's status and expiry date, and export stock details to a text file for reviewing.

Search fields

Use the dynamic search fields at the top of the page to define the stock you want to review.

Label	Search option	Description
Stock Type	Gift Cards Vouchers	Search for gift cards only, or search for multiuse vouchers only.

Business Group	**All** Particular business group	Search for vouchers or gift cards belonging to all business groups, or for those belonging to a particular one.
Category	**All** Particular category	Search for vouchers or gift cards belonging to all categories, or for those belonging to a particular one.
Gift card status	*All* *Not issued* *Active* *Expired* *Deactivated* *Blacklisted*	Search for gift cards of all statuses or a particular one.
Client order	*All* Particular client order	Search for vouchers within all orders or within a particular one.
Search method	*Barcode* *Voucher Type* *and Serial* *Number*	Select *Barcode* to search for vouchers or gift cards whose barcodes fall within a particular barcode range. Select *Voucher type and serial number* to search for a voucher type whose serial number falls within a particular range. **Note**: The serial number is on your voucher type's barcodes, it's the six digits after the voucher code.
Stock details	*Search by* *location* *Search by date*	Select *Search by location* to search for vouchers or gift cards by entering their usage status and current location into the subsequent fields. Select *Search by date* to search for vouchers or gift cards by entering their usage status and the date range within which they were set to that status. **For example**: Search for vouchers that were *Redeemed* within a particular period.

Changing the status of stock

In **Veezi Voucher Manager** (VVM), you can change the status of a selection of vouchers or gift cards. This is useful if, for example, you sell vouchers in bulk to a client who then distributes them to individuals. You can change the status of all of the vouchers to **Issued** so that they can be redeemed.

1. After you've generated a selection of stock to view using the **Manage Inventory** search fields, select **Change Status**.

   Note: If you want to change the status of certain vouchers and gift cards in your search results, select their corresponding checkboxes.

2. In the **Modify Status** window, choose whether you want to adjust the selected items in your search, the items on the current page of results, or all items returned in your search.

3. In the **Status** drop-down menu, select the status you want to change the vouchers or gift cards to.

4. Optionally enter a comment about this status change.

5. Click **Modify** to save the change.

VVM briefly displays a message when the status has successfully changed. Information about the issuing of this stock is now displayed in the search-results grid.

Changing the valid dates of voucher stock

In **Veezi Voucher Manager** (VVM), you can change the valid dates of a selection of voucher stock.

*Note: The settings **Set expiry dates to end of month** and **Sales channel can override expiry date on sale** will continue to apply if they were enabled on the voucher type.*

1. After you've generated a selection of voucher stock to view using the **Manage Inventory** search fields, select **Change Valid Dates**.

   Note: If you want to change the valid dates of certain vouchers in your search results, select the corresponding checkboxes.

2. In the **Modify Valid Dates** window, choose whether you want to adjust the selected items in your search, the items on the current page of results, or all items returned in your search.

3. Enter the dates between which the stock is valid.

4. (Optional) Enter a comment about this validity-period change.

5. Click **Modify** to save the change.

   VVM briefly displays a message when the valid dates have successfully changed. The new validity period is now displayed in the search-results grid.

Exporting stock to a .csv file

You may find it helpful to review the details of your stock in a text document that you can save or print for your records.

1. Fill in the search fields on the **Manage Inventory** tab to generate a selection of stock to view.

2. Click **Export**.

   A `.csv` file is generated containing the details of all stock returned in your search.

   *Warning: Your vouchers and gift cards barcodes have 16 digits, and **Excel** can only display 15. To view your voucher's or gift card's barcodes, you'll need to open the file in a different program.*

Redeeming vouchers and gift cards at POS

Redeeming vouchers at POS

Follow these steps to redeem vouchers that your customers have purchased.

1. In **POS**, click the **Tickets** tab.

2. Next to the session the customer wants a ticket to, select the correct voucher type.

3. Scan the barcode, or manually type in the voucher number.

4. Tap **Accept**.

5. **Complete** the transaction.

After customers purchase your gift cards at POS or through your website, follow these steps to redeem the gift cards at **POS**.

1. In POS, tap the **Veezi** logo.

2. Tap **GC PAY.**

3. Scan the gift card, or enter its barcode manually.

4. Enter the gift card's PIN.

5. Complete the transaction.

Redeeming gift cards on your V-Tix website

If you have a **V-Tix** website and you want your gift cards to be a payment option on it, you need to enable gift card redemption.

1. In Back Office, go to **ADDITIONAL MODULES > V-Tix**.

2. Set **Enable Gift Card Redemption** to **YES**.

3. Save.

Checking a gift card's balance at POS

You can check a gift card's balance by scanning it at POS.

1. In POS, click the Veezi logo.

2. Click the arrows on the **GC PAY** button.

3. Scan the gift card, or enter its barcode manually.

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