



1 Vouchers

Kitomba™ can help you to manage your Gift Vouchers and their movements, while keeping track of when they expire.

With Kitomba™ you are provided two options to manage your Vouchers, **tracked** and **un-tracked**.

Kitomba™ will work for you in whichever way best suits your business.

When you are deciding whether to track Vouchers or not, this handy list of options may help you decide;

	<u>Tracked</u>	<u>Un-Tracked</u>
How many Vouchers have been sold	✓	✓
How many Vouchers sold in any time period	✓	✓
How many Vouchers redeemed in any time period	✓	x
The value of the Vouchers sold	✓	✓
The purchaser of the Voucher	✓	x
The Voucher redeemer	✓	x
Who the Voucher was purchased for	✓	x
When the Voucher expires (if there is an expiry date)	✓	x
Voucher tracking numbers	✓	x

1.1 Tracked Vouchers

1.1.1 Setting up tracked vouchers

If you choose to allow Kitomba™ to track your Vouchers, you need to tell Kitomba™ to start tracking, by going into the Cards Tab, then selecting Products/Services and editing your Voucher Product Details.

To use Voucher tracking on Kitomba™ you will need to ensure **this box** is ticked.

The screenshot shows the 'Product/Service' edit form in Kitomba™. The 'Type' is set to 'Voucher'. The 'Code' is '999'. The 'Name' is 'Voucher'. The 'Price (incl GST)' is '\$0.00'. The 'Expire After' is '12 (Months)'. The 'GST Code' is 'Standard'. The 'Use Tracking Numbers' checkbox is checked. The 'Save' button is highlighted with a red arrow.

You also have an option to set an **automatic expiry date** for the Vouchers.

Once you have set Kitomba™ up with your Voucher selection, don't forget to **click save**.

1.1.2 Selling Tracked Vouchers

When you turn on Voucher Tracking, you still need to use your sale Invoice as you normally would, either by adding a Voucher purchase to an appointment payment, or by creating an invoice through the Cards Tab.

Kitomba™ recommend that when you sell a Voucher, you always sell it by Creating a new Client in your database.

This allows you to record the details of the person purchasing the Voucher, as manually you would have recorded them on a Voucher stub in your Voucher book.

This is useful in the case of Vouchers being lost or stolen so you can verify that it was purchased and who by.

It is not ideal to sell Vouchers with a Casual Customer, as you cannot record any purchaser details this way.

Select the Voucher Retail item either by typing in the code, or remember that you can click on the Description (or code) field and press F2 on the keyboard to show you a drop down menu to manually **search** for Voucher in your product list.

Code	Description	Staff	Qty	Price	Disc%	Total
3474635002260	VOILE PROTECTEUR 100ML					
3474635004448	VOLUMACTIVE BAIN 250ML					
3474635004462	VOLUMACTIVE MOUSSE 150ML					
3474635001669	VOLUMACTIVE VITALISEUR					
3474633000783	VOLUME EXT SPRAY					
3474633000855	VOLUME EXTREME COND. 150ML					
3474633000916	VOLUME EXTREME MOUSSE 150ML					
3474633000824	VOLUME EXTREME SHAMPOO 250ML					
3474632001220	VOLUME MOUSSE LIFT 250ML					
999	Voucher					

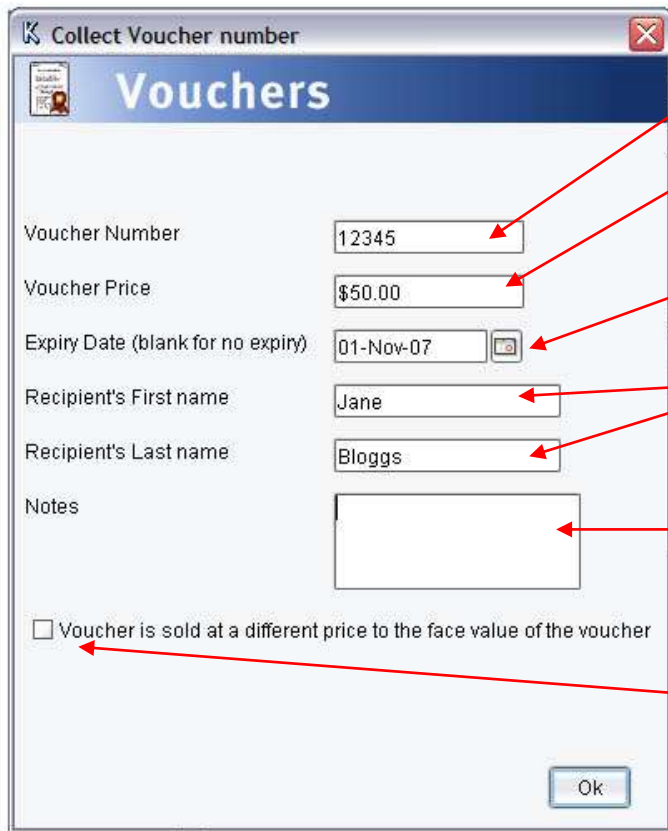


Kitomba™ Tip:

While the drop down is visible, if you begin to type in the description field, the search will narrow for you automatically!!

With your new tracking options, when you select a Voucher on an invoice, you will now get a pop up window for you to put in options for your Voucher:

Most Voucher sales will look like this;

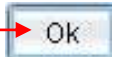


The screenshot shows a dialog box titled "Collect Voucher number" with a close button in the top right. The main title is "Vouchers". The form contains the following fields and options:

- Voucher Number: 12345
- Voucher Price: \$50.00
- Expiry Date (blank for no expiry): 01-Nov-07, with a calendar icon to its right.
- Recipient's First name: Jane
- Recipient's Last name: Bloggs
- Notes: (empty text area)
- Voucher is sold at a different price to the face value of the voucher
- Ok button at the bottom right.

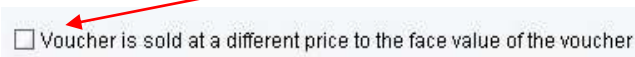
Annotations with red arrows point to the following elements:

- Voucher Tracking Number (points to the Voucher Number field)
- Voucher value (points to the Voucher Price field)
- The expiry date will appear automatically. Change it with the calendar icon. (points to the Expiry Date field and its icon)
- If the Voucher is a gift, you can put the recipient's name here (points to the Recipient's First name and Recipient's Last name fields)
- Any other notes about the Voucher can go in this field (points to the Notes text area)
- This is for when the amount the customer is paying, is different to what the Voucher will be redeemed for (points to the checkbox)

Once you are satisfied with the information in the Voucher pop up screen, click  and you will be taken back to the customers invoice, with all of the Voucher information visible.

Voucher is sold at a different price to the face value of the voucher

In the Voucher box, you will see an option to tick where it says;



Voucher is sold at a different price to the face value of the voucher

We recommend that this box stay un-ticked as this is only to be used in cases where the voucher purchase price is discounted, but the redeeming value isn't.

For example;

- A Staff Member purchases a Gift Voucher for her mother and receives a \$10.00 discount on her purchase. So she has bought a \$100.00 Voucher, but is only paying \$90.00 to the Salon for this.
- When the Staff Members mother comes to redeem the Voucher, she will redeem it for services valued at \$100.00

So after we have sold the Voucher, the **Committed Invoice**, will look like this;

Voucher number & Value

Voucher Value

Once you have committed the invoice, then Kitomba™ has a record of the Voucher.

Tip;
 If you look at a committed invoice where a Voucher has been purchased, and you double click on the Voucher item in the invoice.....

Code	Description
99	Voucher - 12345 - \$50.00

You will bring up a pop up window, showing you all of the Voucher information.

You will not be able to edit this, but you will be able to verify the Voucher information.

1.2 Redeeming Tracked Vouchers

When a customer comes in to pay with a Voucher, we call this redeeming that Voucher. When you are redeeming a Voucher that has been sold and is being tracked through Kitomba™ you will make sale on your Invoice as you normally would.

In this example, the client has had a Service and she wishes to pay with her Voucher.

Code	Description	Staff	Qty	Price	Disc%	Total
11	Cut Womens & blowwave		1	\$50.00		\$50.00

So our invoice has her Service on it, with the Service cost.

Then on the Invoice, you will select **Voucher** as the payment method.

x	Date	Payment	Amount
		Voucher	

Total Payments: \$0.00

Amount Owed: \$50.00

Also note, that if you double click on the Voucher Payment Type on a Committed Invoice, you will see this pop up window with the Voucher information inside it!

Message

You may not edit the details of a committed voucher payment. You may however delete it if you need
Voucher Number = 12345
Voucher Initial Value = 50.00
Voucher Value Remaining = 0.00

OK

Then when we select Voucher as the payment method, we get a new pop up window to put in the information about the Voucher you have been given.

Initially, you will have a blank box:

Input a Voucher number and the box changes;

The screenshot shows a window titled "Redeem Voucher" with a sub-header "Vouchers". It contains a "Voucher Number" text box, a "Notes" text area, and a message "No Voucher Found with this nbr". At the bottom are "Ok" and "No Voucher nbr" buttons.

The screenshot shows the same "Redeem Voucher" window, but now the "Voucher Number" field contains "12345", "Voucher Value" is "\$50.00", and "Voucher Redeem Amt" is "\$50.00". A red arrow points from the "Voucher Number" field in this window to the "Voucher Number" field in the next window.

As soon as we have entered a Voucher number that Kitomba™ has a record of, Kitomba™ will show you the details it has.

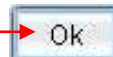
The Voucher number

The Voucher value

Any notes about the Voucher

A close-up of the voucher details section of the "Redeem Voucher" window. It shows "Voucher Number" (12345), "Voucher Value" (\$50.00), "Voucher Redeem Amt" (\$50.00), and a "Notes" text area. Red arrows from the text on the left point to each of these fields.

If the information Kitomba™ has matches the Voucher information, we can click



So your Voucher payment should look like this;

The screenshot shows a "Payments" window. On the left is a table with columns "Date", "Payment", and "Amount". The first row shows "06-Nov-06", "Voucher", and "\$50.00". Below the table are fields for "Total Payments: \$50.00" and "Change Given: \$0.00". On the right side, there are fields for "Sub Total: \$50.00", "Discount(%)", "Includes GST of: \$5.56", and "Total: \$50.00". At the bottom are buttons for "Transfer", "PDF", "Print", "Delete", "Commit", and "Cancel".

1.3 Untracked Vouchers

If you don't want Kitomba™ to track your vouchers, you can leave the Voucher product untouched and the system will function as it always has.

You will still be able to use and sell Vouchers, however you will control them manually, so when you sell a Voucher, Kitomba™ will not retain any details about the Voucher.

It is recommended that you still bill it under a client record, so you can retain information about who has purchased the Voucher, as this is your only way to determine if a Voucher may have expired and you need to check.

1.3.1 Setting up untracked vouchers

To ensure Kitomba™ doesn't track Vouchers, make sure your Voucher product in the Cards Tab, under Products/Services is set up correctly.

You will want the tick box next to **Use Tracking Numbers** to be empty.

The screenshot shows the 'Product/Service' configuration form. The 'Type' is set to 'Voucher'. The 'Price (incl GST)' is set to '\$0.00'. The 'Use Tracking Numbers' checkbox is unchecked. A red arrow points from the text above to this checkbox.

1.3.2 Selling untracked vouchers

You will sell an untracked Voucher by creating your invoice and selecting the Voucher product. You will note the Voucher has no price, to allow you to set the Voucher value. Set your price by selecting the price box and putting in your Voucher value.

The screenshot shows the 'Customer's Invoice' form. The 'Business Unit' is 'Montecarlo' and the 'Customer' is 'Joe Bloggs'. The 'Status' is 'Uncommitted'. The 'Document No.' is 'INV4001' and the 'Date' is '06-Nov-06'. The 'Reference' field is empty. The invoice table has one line item with 'Code' '999', 'Description' 'Voucher', 'Qty' '1', 'Price' '\$0.00', and 'Total' '\$0.00'. A red arrow points from the text above to the 'Price' field in the table.

1.3.3 Redeeming untracked vouchers

To redeem a Voucher, choose Voucher as the payment method.

This is a non-bank payment method, so will show on your **Cash Drawer Reconciliation** as non-bank. This means it isn't counted as funds that will be deposited into your bank account.

The screenshot shows the 'Payments' form. The 'Payment' field is set to 'Voucher' and the 'Amount' is '\$27.95'. The 'Total Payments' is '\$27.95' and the 'Change Given' is '\$0.00'. A red arrow points from the text above to the 'Payment' field.



1.4 Voucher Reports



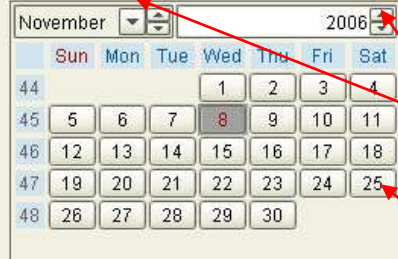
You can get Kitomba™ to give you information about the Vouchers that you have sold, redeemed, expired and pending return in an easy to read report in your Reports Tab.

1.4.1 Voucher Statistic's Report

This report will give you an “at a glance” format of where you stand with your Vouchers.

You have only two options for this report, the start date & the end date

Start Date: 
 End Date: 

Start Date: 
 End Date: 


You will see that there is a calendar icon next to the date field which if you click on it, will show you the **date picker**

You can use the monthly and yearly drop down and up/down arrow combinations to choose a specific month or year.

You can click on any date and it will select it and display it in the date field.

Your Report, will look like this when printed - this report was run from Nov 1st to the 8th

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Voucher Stats

2006-11-01 23:59:59 to 2006-11-08 23:59:59

Statistics Date Range

This report gives high level statistics about vouchers.

Current Overview

Outstanding vouchers

(Note only tracked vouchers can be identified as outstanding)

	Number of Vouchers	Value
Total outstanding	4	\$100.00
Outstanding sold more than 1 yr ago	4	\$100.00
Outstanding with no expiry date	0	\$0.00

Outstanding Voucher information

Expired Voucher details

(Note only tracked vouchers can be identified as expired)

Total expired vouchers	0	\$0.00
Due to expire in 1 month	0	\$0.00
Due to expire in 3 months	0	\$0.00
Due to expire in 6 months	0	\$0.00
Vouchers expired in period	0	\$0.00

Expired Voucher information

Details for report period

Tracked vouchers sold in period	4	\$240.00
Tracked vouchers redeemed in period	3	\$140.00
Discounted vouchers sold in period	0	\$0.00
Untracked vouchers sold in period	1	\$100.00
Untracked vouchers redeemed in period	0	\$0.00

Other Voucher related statistics

If you look closely at this report, you will see that it still gives you the information about Vouchers in the system that Kitomba™ knows you have sold, but haven't used Tracking information for - they are listed as **Outstanding with no expiry date**.

1.4.2 Voucher Trace Report

This report is a useful report for tracing particular details of Tracked Vouchers you wish to know about.

Your first option is a drop down menu that you can choose from three options: Voucher Number, Recipient or Purchased By

Options for the Voucher Trace

Once you have selected

Voucher Trace Report

Options for the Voucher Trace

Search by Voucher Number

Search by First Name

Search by Last Name

So if you are searching for a specific Voucher, you would do a search like this: You know the Recipient's name begins with the letter j

So you can choose to search by recipient

You know the initial is "j" so enter that here

You can click execute with this information and Kitomba™ will search for all Vouchers that have a recipient's name beginning with "j"

Then you will get a report with all of the information that Kitomba™ has on this.

The Voucher Number

Purchaser Information;
Date
Purchaser Name
INV information
Voucher Value

When voucher redeemed;
Redeemer Information;
Date
Redeemer Name
INV information
Amount Redeemed

Any remaining credit & expiry date

Voucher Trace Report					
This report allows you to trace the history of a particular voucher.					
Voucher Number 12345					
Purchase					
Date	Purchased by	Price paid	Recipient		
6/11/2006	Joe Bloggs	INV3978 \$50.00	Jane Bloggs		
Redemption					
Date	Redeemed by	Invoice Nbr	Amount redeemed		
6/11/2006	Jane Bloggs	INV3999	\$50.00		
Remaining Value	\$0.00	Expiry Date	1/11/2007		