How to Process a Gift Voucher with Cash or Cheque Payment

- Go to your hotel’s website and click on the gift voucher link. A new window will open onto your gift voucher website.

- Select the Login link. Located at both the bottom of the page or top right

- Enter your username and password

- In most cases a buyer will be purchasing face to face if they wish to pay with cash or cheque

- Ask buyer which voucher they would like to purchase

- To locate voucher, select the appropriate category (i.e. Dining, Overnight Stays, Spa etc.) and browse the vouchers available or type voucher name into search box near top right of page

- Click on ‘More Info’ to see Overview, Validity and Terms & Conditions of voucher. Check your internal procedures as to whether you need to read the Terms & Conditions and give Validity to your customer.

- Add a voucher to basket by clicking on ‘Add to Order’

- Click on the Basket Icon near the top right of the page to view items in basket or proceed to checkout
How to Process a Gift Voucher with Cash or Cheque Payment

- Select the ‘Print Internally’ delivery method (this option can only be viewed when logged in).

A. Personal Message

- The option to Add Message will appear, ask the buyer if they would like to add a message
- If they would, click ‘Add Message’ for dropdown box to appear
- A Message of up to 205 characters can be entered, click ‘Confirm Details’ when complete
How to Process a Gift Voucher with Cash or Cheque Payment

Character count will disappear if 205 characters are exceeded and will be replaced by the following message. The buyer will not be able to type any further.

You have reached the maximum number of characters for your message

- Select ‘Confirm Details’ to move onto next stage

B. Packaging

- There is normally only one option for packaging to select and in most cases this option is free (some hotels may attribute a charge)

- Click ‘Confirm Options’ to continue
How to Process a Gift Voucher with Cash or Cheque Payment

C Purchase Summary

- Any packaging charges are now added to the total to pay.
- Inform the buyer of their total amount to pay

Payment

- Ask the buyer for their name and contact details. The email address supplied here is where the receipt for the order will be sent.
How to Process a Gift Voucher with Cash or Cheque Payment

- Select ‘Process Offline’

- The card details section will now disappear and be replaced with the offline options

- Tick either the Cash or Cheque option to reflect how the buyer is paying
How to Process a Gift Voucher with Cash or Cheque Payment

- Ask the buyer if they would like to opt in to future updates and any other marketing questions that now appear

- Click ‘Confirm and Pay’ to complete transaction

![Confirmation & Printing Voucher](image)

**Confirmation & Printing Voucher**

- A message will appear advising the payment has been successful

- A confirmation email is automatically sent by the system to the address entered

- Select the print option near the bottom of the message, which will take you to a template to print the voucher off in house for the buyer

  See ‘How to print gift vouchers in house (print internally)’ procedure for more info

- Make a note of the **Unique Order ID** number (or transaction code)

- Click ‘Go Back to Shop’ button
How to Process a Gift Voucher with Cash or Cheque Payment

Change Status of the Voucher to ISSUED

- Select ‘Admin’ button at top right of homepage (next to Login button)
- Click on gift manager
- Enter the Order ID number (order transaction code) into the ‘Order ID’ field and click ‘search’
How to Process a Gift Voucher with Cash or Cheque Payment

- The order details will appear, put a tick in the box at the end of the row so that the row turns orange

- Go to the drop down menu ‘Update Status To’: and selected ‘Issued’

- Click on ‘Update Status’ to reflect that the voucher has been issued to the buyer

- Check that the status of the voucher has updated by looking at the status at the end of the row

- Take cash or cheque from the buyer and follow internal procedures for accepting cash or cheque