

General information

The Comarch ERP Standard system offers the possibility of handling multi-purpose vouchers and allows for selling single-purpose vouchers.

A first step for starting work with vouchers consists in <<defining voucher sort>> of a specific type and indicating its properties.

Two voucher sorts are available in the system:

- **own** – issued and distributed by a company within its own shop or chain, or else accepted by its partner companies. Own vouchers are registered before initiating the process of their distribution.
- **external** – issued by one company and accepted by other shops. External vouchers are added to the system only after a payment with such voucher is registered.

On the basis of defined voucher sorts the user can create and add

new vouchers.

Items of *voucher* type can be <<sold>> through the following documents:

- **Sales order**
- **Debit memo**
- **Receipt**
- **Sales invoices**

Moreover, they can be used as <<payment form>>. It is also possible to make a refund to voucher when correcting trade documents.

Defining voucher sort

General information

To start working with vouchers in the system, first the user needs to define a voucher of a specific type (own/external). The option of adding vouchers is available in the menu of the list of voucher sorts. To open the list, it is necessary to open the menu *Configuration* → *Trade/Warehouse* → *Voucher Sorts*.

On the right side of the list, there is *Details* form containing detailed information regarding selected voucher sort.

Drag the column header here to group by that column								
Name	Type	Amount	Currency	One-off	Rechargeable	Return of Unu...	Validity Date	Active
1	Own	20.00	EUR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	365	<input checked="" type="checkbox"/>

Details

Own Active

Name: 1

Description:

Series: 1 (Numbering Scheme (Configuration Tool))

Item:

Validity Date: 365 days from activation

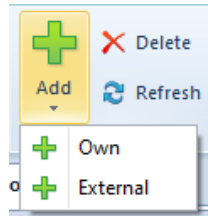
Regular Amount: 20.00 EUR Rechargeable

Loyalty program

One-off

Voucher sorts

In order to define new voucher sort, it is necessary to select **[Add]** button placed over the list of vouchers and select voucher type (own/external) from a drop-down list.



Button for
adding new
voucher
sort

After adding new item to the list, the user has to fill in the header of the form of voucher sort which is available on the right side of the window. Fields and parameters of the form of voucher sort will differ depending on voucher type.

External voucher

To define a voucher sort of *External* type, it is mandatory to enter its name.

Moreover, in the header of the form of external voucher, the following parameters are available:

- **Active** parameter deciding whether a given voucher is active
- **One-off** parameter deciding whether a voucher has to be used entirely within a single transaction. In the case of an external voucher, the parameter is checked by default and it is impossible to uncheck it.
- **Return of Unused Value** parameter deciding whether funds unused during the payment for a purchase for an amount lower than the value of the voucher are given as change

Header of external voucher type form

Own voucher

To define a voucher of *Own* type, except for the name, it is also necessary to specify *Numbering Scheme (Configuration Tool)*. The user can select it from among numbering schemes previously defined in the system or create a new one.

For an own voucher it is also possible to define:

- **Series** – initial number identifying voucher sort
- **Regular Amount**
- **Validity Date**

Hint

Parameter *from activation* is related to the field *Validity Date*. If the parameter is checked, voucher validity date is calculated from the date of its activation. If the parameter remains unchecked, voucher validity date is calculated from the date of its generation.

The other parameters available in *Details* of own voucher are:

- **Loyalty Program** – parameter deciding whether defined voucher sort can be indicated as customer's identifier in a loyalty program. Detailed information regarding associating vouchers with customers can be found in <<article>>.
- **One-off** – the parameter can be checked/unchecked by the

user at any time, its function is the same as in the case of external voucher

- **Return of Unused Value** – the parameter appears on the form after checking *One-off* parameter and its function is the same as in the case of external voucher.
- **Rechargeable** – this parameter is available on the form only if the parameter *One-off* is not checked. Checking the parameter makes it possible to recharge voucher repeatedly with any value.
- **Item** – inactive field, completed automatically upon adding association between voucher and item.

Note

After voucher sort is defined it can be added to the system as item only once.

The image shows a software interface for configuring a voucher. The form is titled 'Details' and is for an 'Own' voucher type. It includes the following fields and options:

- Own**: Active
- Name**: A text input field.
- Description**: A text area with scrollbars.
- Series**: A text input field.
- Numbering Scheme (Configuration Tool)**: A dropdown menu.
- Item**: A text input field.
- Validity Date**: A dropdown menu set to '365 days' and a checkbox for 'from activation'.
- Regular Amount**: A dropdown menu set to '0.00 EUR' and a checkbox for 'Rechargeable'.
- Loyalty program
- One-off

Header of own voucher type form

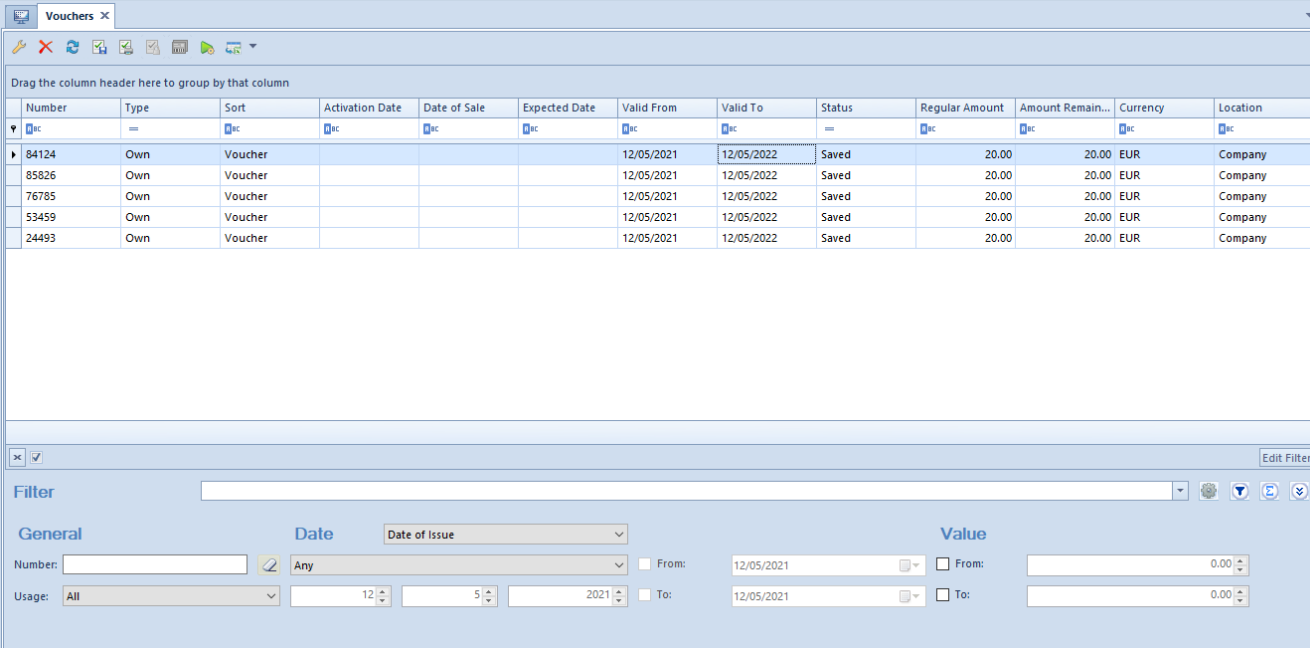
Adding vouchers to the system

In the system, it is possible to add single vouchers, as well as series of vouchers.

The option of adding vouchers is available in the menu of the list of vouchers. To open the list of vouchers, it is necessary to go to the *Main* menu and then, from *Directories* list of buttons, select [**Vouchers**] button.

Note

This way, only adding of vouchers of *Own* type is handled, since external vouchers appear on the list automatically after they are used as <payment form>> for a document and the payment is registered in the system.



The screenshot shows the 'Vouchers' application window. At the top, there is a toolbar with various icons. Below the toolbar is a table with the following columns: Number, Type, Sort, Activation Date, Date of Sale, Expected Date, Valid From, Valid To, Status, Regular Amount, Amount Remain..., Currency, and Location. The table contains five rows of data, all with 'Own' type and 'Voucher' sort. The first row is selected. Below the table is a filter section with a search bar and several input fields for filtering by number, date, and value.

Number	Type	Sort	Activation Date	Date of Sale	Expected Date	Valid From	Valid To	Status	Regular Amount	Amount Remain...	Currency	Location
84124	Own	Voucher				12/05/2021	12/05/2022	Saved	20.00	20.00	EUR	Company
85826	Own	Voucher				12/05/2021	12/05/2022	Saved	20.00	20.00	EUR	Company
76785	Own	Voucher				12/05/2021	12/05/2022	Saved	20.00	20.00	EUR	Company
53459	Own	Voucher				12/05/2021	12/05/2022	Saved	20.00	20.00	EUR	Company
24493	Own	Voucher				12/05/2021	12/05/2022	Saved	20.00	20.00	EUR	Company

Filter section:

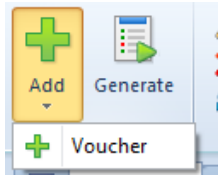
General: Number: [], Usage: All

Date: Date of Issue, Any

Value: From: 12/05/2021, To: 12/05/2021

List of vouchers

In order to add new voucher to the system, it is necessary to select [Add] button, placed in the main menu, over the list of vouchers, and select one of previously defined vouchers from a drop-down list.



Button for adding voucher to the system

After selecting voucher sort a form of newly created voucher is opened.

A screenshot of a software application window titled 'Voucher: New'. The window is divided into several sections. On the left, there is a form with fields for 'Regular Amount' (20.00 EUR), 'Amount Remaining' (20.00 EUR), 'Amount Paid' (0.00 EUR), 'Validity Date From' (12/05/2021), 'Validity Date To' (12/05/2022), 'Voucher Registration Date' (12/05/2021), 'Activation Date', 'Voucher Date of Issue', 'Date Used', 'Type' (Own), 'Sort' (Voucher), 'Number' (AUTO), 'Location' (Company), and 'Handled By'. The main area on the right is a table with columns: 'Number', 'Date of Issue', 'Customer / Vendor / E...', 'Subtotal Value', 'Total Value', 'Document Type', and 'Expected Date'. The table is currently empty. Below the table is a 'Description' field.

Form of newly created voucher

On the left side, there is the header of the voucher form with information regarding current voucher status, that is:

- **Initiated** – a voucher is being created and it has not been saved yet
- **Saved** – status assigned to a voucher upon selecting the button [**Save**] from the main menu. The user can still change its regular amount, date of validity delete it.
- **Confirmed** – status assigned to a voucher upon selecting the button [**Confirm**] from the main menu. It can be issued as a loyalty card, used to process a refund or

blocked.

- **Received in Stock** – a voucher has not been sold and is available in stock
- **Active** – status assigned to a voucher at the moment of its sale, issue or association with a customer/vendor.
- **Used** – voucher entirely used, it cannot be used again in the system.
- **Blocked** – status assigned to a voucher after selecting the option *Block* described in article <<blocking vouchers>>

And following fields and parameters:

- **Regular Amount, Validity Date** – fields completed automatically on the basis of voucher sort, they can be modified by the user
- **Date of Issue, Type, Sort, Number** – fields completed automatically on the basis of voucher sort, they cannot be modified
- **Amount Paid, To be Paid, Activation Date, Date of Issue, Date Used** – fields updated automatically on the basis of information retrieved from payment made with a voucher and registered in the system
- **Location, Handled By** – fields allowing for selecting center and employee issuing a voucher

Hint

The system generates automatically the number of voucher on the basis of the configuration tool assigned to it.

The form of a voucher contains also the following tabs:

Associated Documents which completed automatically by the system. In the tab, documents paid with the use of a voucher are available.

Detailed description of tabs can be found in article <<*Tab Discount Codes, Analytical Description, Attributes, Attachments and Change History*>>.

Adding vouchers in batch

To add a batch of voucher to the system, it is necessary to select button [**Generate**] located in the main menu, over the list of vouchers. In the window of batch addition of vouchers, the user specifies values for the following fields:

- **Voucher Sort** – drop-down list from which it is necessary to select one of available sorts of own vouchers.
- **Number of Vouchers** – option interchangeable with option *Import from file* which allows for importing from a csv file vouchers with specific numbers which are compliant with defined numbering scheme.
- **Regular Amount** – fields completed automatically on the basis of voucher sort, it can be modified by the user
- **Valid From** – field filled in automatically on the basis of the system date. If during the definition of the voucher sort, the parameter *from activation* was checked, the field is not visible.
- **Generate As** – drop-down list from which it is necessary to select status of generated vouchers
- **Location** – allows for selecting a center which will be the owner of vouchers

Moreover, in the window of batch additions of vouchers, the following parameters are available:

- **Print vouchers** – if the parameter is checked, newly generated vouchers are automatically printed out
- **Register delivery** – allows for registering deliveries in a warehouse with POR/IR+ documents. The parameter is active only if parameter *Create a purchase order* is unchecked and the voucher sort is associated with an item (in the system there is <<an item of voucher type>> with a given sort). Additional fields appear after checking the parameter:
 - **Document** – drop-down list from which it is necessary to select document type through which

the receipt of voucher will be processed.

- **Vendor**– field allowing for selecting vendor who will be transferred onto voucher reception document
- **Create a purchase order** – allows for issuing purchase order for vouchers generated during the process of batch addition. The parameter is active only if the parameter *Register delivery* is unchecked. Upon selecting this parameter, the field *Vendor* appears in which it is necessary to select vendor which will be retrieved onto purchase order.

Batch Voucher Addition

Voucher Sorts

Voucher

Number of Vouchers 1

Regular Amount 20.00 EUR **Valid From** 12/05/2021

Generate As Confirmed Print vouchers

Description

Location Company

Register delivery Create a purchase order

Generate Cancel

Window of batch addition of vouchers

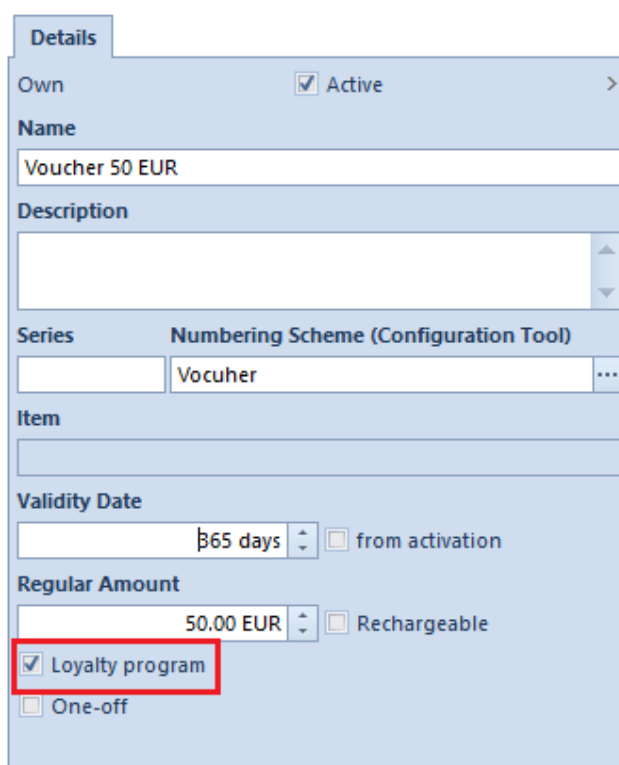
Associating voucher with a customer

In the system, it is possible to associate voucher with a customer. The associated voucher will be used as customer's ID in loyalty programme. However, the operation is possible only for voucher sorts with the parameter *Loyalty program* checked on voucher sort form and their status is *Confirmed*, *Received in stock* or *Active*.

To make such association, it is necessary to open the form of a voucher available on the <<list of vouchers>> and then, in the field *Customer/Vendor*, with the use of [...] button, select customer not associated with any voucher.

Hint

The option of associating voucher with a customer is also available in the tab *CRM* of the customer form.



The screenshot shows the 'Details' tab of a voucher sort form. The form is titled 'Own' and has a status of 'Active'. The 'Name' field contains 'Voucher 50 EUR'. The 'Description' field is empty. The 'Series' field is empty, and the 'Numbering Scheme (Configuration Tool)' field contains 'Voucher'. The 'Item' field is empty. The 'Validity Date' field is set to '65 days' and has a checkbox for 'from activation'. The 'Regular Amount' field is set to '50.00 EUR' and has a checkbox for 'Rechargeable'. The 'Loyalty program' checkbox is checked and highlighted with a red box. The 'One-off' checkbox is unchecked.

Parameter *Loyalty program* on the form of a voucher sort

Note

Upon using a given voucher sort in the system, it is not possible to edit the setting of the parameter *Loyalty program*.

Confirmed	
Regular Amount:	50.00 EUR
Amount Remaining:	50.00 EUR
Amount Paid:	0.00 EUR
Validity Date From	Validity Date To
12/05/2021	12/05/2022
Voucher Registration Date	Activation Date
12/05/2021	
Voucher Date of Issue	Date Used
Type	Sort
Own	Voucher 50 EUR
Number	
81357	
Customer/Vendor	
[Search icon] [Dropdown arrow] [More icon]	
Location	
Company	
Handled By	
[Search icon] [More icon]	

Field Customer/Vendor on the voucher form

Voucher blockade

In the system, it is possible to block existing vouchers. Vouchers with the following statuses can be blocked:

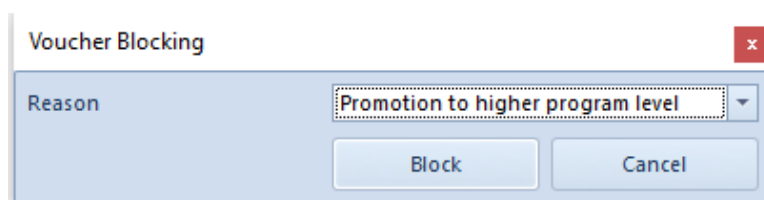
- **Active**
- **Received in Stock**
- **Confirmed**

To open the window of voucher blockade, it is necessary to

open <<the list of vouchers>> and then, after marking a voucher, select [**Block**] button which is available in the main menu.

In the blockade window, there is a drop-down list with reasons of blockade defined in the system:

- *Promotion to higher program level*
- *Unsubscription from the loyalty program*
- *Transfer to another card on customer's request*
- *Lost card*
- *Expiry*
- *Duplicated voucher number*



Voucher blockade window

Hint

The user can also define new voucher blockade reasons in generic directory *CRM* → *Reason of Blocked Voucher*.

Note

Voucher blockade is irreversible.

Transfer to voucher

In the main menu, over the [list of vouchers](#), button [**Transfer to Voucher**] is available, which allows the user to transfer information from one voucher (e.g., in case of losing or breaking a voucher) to a new voucher and associate the two vouchers. The operation is available for vouchers with [Blocked](#)

or *Active* status only. Both vouchers must be of the same sort. If the source voucher has *Active* status, then, upon transferring information to a new voucher, it becomes deactivated. The operation of transferring information to a voucher is analogical to the operation of [adding new voucher to the system](#). Information from the [form of voucher sort](#) is transferred to the form of a newly added target voucher, however, the user can edit the following fields:

- **Regular Amount**
- **Validity Date since**
- **Location**
- **Handled By**

Note

In the case of converted databases, it is possible that the system contains vouchers of the same numbers. In this case, such vouchers will be assigned with the status *Blocked*, and the system will assign the directory value *Duplicated voucher number* to the field *Reason of Blockade*. It is possible to transfer a voucher value to a new voucher in order to process a voucher payment.

Sales of items of voucher type

General information

Items of voucher sort can be sold through the following documents:

- **[Receipt](#)**
- **[Sales invoice](#)**

- [Debit memo](#)

It is also possible to issue a sales order for vouchers.

Sales of vouchers through receipt/sales invoice

With the use of a receipt or sales invoice it is possible to sell items of voucher type for which parameter *Sell through debit memos* is unchecked. An item marked as voucher is added to a document in the same way as an item of *Merchanidise* type, that is by entering voucher number or selecting an item corresponding to the voucher sort and completing voucher number property.

After confirming a receipt/sales invoice with vouchers:

- it is verified whether a voucher with a given number exists in the system
- the statuses of the vouchers added to the document are verified in order to avoid confirming of documents with vouchers whose statuses changed in the meantime
- the vouchers are activated
- date of sale, date of activation, values of vouchers, due date and location are updated
- the document is associated with vouchers added to it (the document will be displayed in tab *Associated documents* on voucher forms)
- a warehouse document SOR and associations between the R/SI and that document are created

It is possible to cancel or correct receipts and sales invoices including items of voucher type, provided that that item:

- is not selected as mean of payment on the document
- its status is *Active*
- it is not associated with a customer/vendor

- it is not expired

After canceling a document the status of an item of voucher type changes to *Received in stock* and in *Changes History* the following information appears: *Back in Stock Due To Sales Document Cancellation*. In the system, it is not possible to generate a value correction for documents containing items marked as vouchers.

Sales of vouchers through debit memo

With the use of a debit memo it is possible to sell items of voucher type for which parameter *Sell though debit memo* is checked and they have one of the following statuses:

- **Received in stock** (both with activated and deactivated sale below stock levels)
- **Confirmed** (with acitvated sales below stock levels)

To be able to sell through debit memos, it is necessary to open tab *System* → *Configuration* → *Trade* and activate parameter *Handle debit/credit memos. /alert*]

The list of debit memos is available in menu *Sales*, in *Documents* section, under [**Debit Memos**] button. In order to create new debit memo, open the list of debit memos from the level of the main menu and select [**Add**] button.

Debit Memos

Document UPC:

Drag the column header here to group by that column

Number	Date of Issue	Date of Transaction	Vendor Code	Vendor Name	Address	Value	Currency	Status	Reference Num...	Payment Status
DM/2021/00003	12/05/2021	12/05/2021	Undefined	Undefined		90.00	EUR	Unconfirmed		Open
DM/2021/00002	12/05/2021	12/05/2021	Undefined	Undefined		300.00	EUR	Unconfirmed		Open
DM/2021/00001	12/05/2021	12/05/2021	Undefined	Undefined		200.00	EUR	Unconfirmed		Open

300.00

Filter Edit Filter

Owner: All available objects

General: Status: <All>, Currency: <All>

Vendor: Code: , Address:

Date: Date of Issue, Range of Dates: from: 12/04/2021, to: 12/05/2021

Value: from: 0.00, to: 0.00

List of debit memos

DM/2021/00004

Initiated: DM / 2021 / 00004

Value: 0.00 EUR

Reference Number:

Vendor: Undefined

Date of Issue: 12/05/2021, Date of Transaction: 12/05/2021

Payment: Cash, 0 days, EOM, 0 days, 12/05/2021

Owner: Company

Vouchers Documents Vendor Amounts Associated Documents

Drag the column header here to group by that column

No.	Number	Sort	Value
1		=	

Add a description Edit Filter

Debit memo form

To add a voucher to a debit memo, select **[Add]** button, available above the list of vouchers and enter voucher's code or, with the use of [...] button, select in from the list of items of voucher type. Then, it is necessary to complete document details available in a panel on the left side. *Value* field is completed automatically on the basis of voucher's value. If the value is equal to 0, the user can define it

manually and it will be transferred onto the voucher. After confirming a debit memo containing vouchers:

- the statuses of the vouchers added to the document are verified in order to avoid confirming of documents with vouchers whose statuses changed in the meantime
- the vouchers are activated
- date of sale, date of activation, values of vouchers are updated
- appropriate IR- warehouse documents are generated
- the document is associated with vouchers added to it (the document will be displayed in tab *Associated documents* on voucher forms)
- information about voucher activation will be saved in *Change History*.

Note

A debit memo registering sales of vouchers cannot be canceled and the voucher whose sale was registered through that memo cannot be returned.

Sales order

Sales orders can be issued for items of voucher type with unchecked parameter ... Issuing of SO documents for items of voucher type is performed in the same way as in the case of sales orders for other items.