Issue a voucher and deduct loyalty points at a Custom Kiosk

Reception Custom Kiosk. Use this when the member should choose to spend points on a free-product voucher. The kiosk prints the voucher and deducts the points. This is not a cash purchase, and it is not the same as issuing the voucher automatically on the next Touch sale.

What the member sees

On a Custom Kiosk layout that includes an Available Vouchers control, the member swipes their card and sees vouchers worded like "50 Points Free Coffee for 50 Points". They tap one. The screen asks them to confirm by swiping again. The kiosk then prints the voucher and deducts the Member Points amount.

The voucher only appears in that list when both of these are set:

- Member Points is not zero.
- Member Required is selected. This is the lock-to-member option. If it is off, the voucher is left off the kiosk list even when points are set.

The kiosk issues the voucher with the points check turned on, so the points are deducted even when Issue Type is Manual issue only. On Touch, Manual issue only prints a voucher and leaves the points balance unchanged.

Example

50 points buys one free coffee, valid for 30 days. A member with 120 points swipes at the kiosk, confirms the coffee voucher, and is left with 70 points. They can buy another on a later visit while the balance is still at least 50. They redeem the printed voucher at Touch.

1. Create the free-product action

- In Back Office, open Voucher Actions and create a new action.
- Set Action Type to Free Product/s.
- Set the free product to the coffee family (or a single coffee PLU) and set the quantity to 1.
- Save the action. For example, name it Free Coffee.

2. Create the voucher

- Open the Vouchers screen and select New.
- Name the voucher. For example, 50 Points Free Coffee.
- Select the voucher design in the header. Include a barcode if it will be scanned at Touch.

Issue parameters

Option	Set to	Why
Issue Type	Manual issue only	The member chooses it at the kiosk. Enabled would also issue it automatically on the next qualifying Touch sale and deduct points again.

Member Points	50	Shown as the points cost, and deducted when the member confirms the purchase.
Member Required	Selected	Required for the voucher to appear in Available Vouchers. This option locks the voucher to the member.
Members Only	Selected	Only a member can take it.
Locations	The kiosk location	The kiosk location must be included.

Qty to sell and minimum value are not used for this kiosk purchase. No product has to be sold.

Redemption parameters

Option	**Set to**
Days Valid	30
Trigger type	Single Use
Member Required	Selected
Min Qty	1, if the member must select one product when redeeming
Cannot be used with any other voucher	Selected, if it must be used on its own

On the Assigned Actions tab, add the Free Coffee action. Save the voucher.

3. Kiosk layout

- The Custom Kiosk layout must include an Available Vouchers control.
- The voucher must be available to that kiosk's location.

4. What the member does

- Swipe at the kiosk. The coffee voucher shows with the points cost.
- Tap it, then swipe again to confirm.
- The voucher prints and the balance drops by 50. If the balance is under 50, the purchase fails and nothing is deducted.

5. Redeem it at Touch

- Add the member to a sale.
- Scan the voucher barcode, or use the Voucher Entry POS key and enter the barcode.
- Select the coffee and finalise the sale.

The coffee is added at no charge. Points are not deducted a second time. A voucher that is not used within 30 days expires, and the 50 points are not returned.

Do not use these for a points purchase

- Interactive Kiosk entry validation does not sell this voucher. A swipe there can still issue other vouchers, such as a random draw or a voucher whose Issue Type is Enabled.
- Custom Kiosk Game is a win or lose draw. Its Issue Type is Custom Kiosk Game. It is not a points purchase. If Member Points is also set, a win can still deduct points.
- The kiosk does not serve the free coffee. The printed voucher is redeemed at Touch.

Touch and kiosk side by side

	Touch auto-issue	**Custom Kiosk**
Who starts it	The next qualifying sale	The member, after a second card swipe
Issue Type	Enabled	Manual issue only
Member Required (lock to member)	Selected	Selected, or it will not show
When points are deducted	When the voucher prints	When the member confirms
Where the free product is taken	Touch	Touch