Issue a voucher and deduct loyalty points

Back Office and Touch. Use this when a member has built up a large points balance and that balance should be converted into a free-product voucher.

Each time the member's stored points reach the amount you set, the next qualifying Touch sale issues one voucher and deducts that many points. The member redeems the voucher later for a free product. Points are taken off when the voucher is issued, not when it is redeemed.

Example

Every 50 points becomes one free coffee, valid for 30 days. A member with 120 points gets one voucher on the next qualifying sale and is left with 70 points. The next qualifying sale issues a second voucher and leaves 20 points. The last 20 points stay on the account until the balance reaches 50 again.

Before you start

- The member must already be earning loyalty points, and the points balance in Back Office must be at least the amount you will deduct (50 in this example).
- The check uses the balance already stored against the member. Points earned on the same sale are not included, so the voucher is issued on a later sale, after those points have been updated.
- Create a voucher design that includes a barcode if the voucher will be scanned at redemption. Touch needs a barcode scanner, or a Voucher Entry POS key.

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.

Issue parameters

Option	Set to	Why
Issue Type	Enabled	Manual issue only does not deduct points on a Touch sale.
Members Only	Selected	The voucher is only issued to a member.
Member Points	50	Issued only when the balance is at least 50. Those 50 points are deducted when the voucher is issued.
Issue per sale	1	One voucher per sale, even if the balance would cover more than one.

Qty to sell / Min value	Leave at 0, unless the sale must include a specific product	Any product on the sale can then trigger the issue. A quantity or family means the sale must include that product.
Locations	The locations that should issue it	The terminal location must be included.

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. Issue it at Touch

- Add the member to the sale. Confirm in Back Office that their points are at least 50.
- Sell any product, or a product from the issue family if you set one.
- Finalise the sale.

The free-coffee voucher prints, and the member's points drop by 50. It does not print if Issue Type is Manual issue only, if the balance is under 50, or if the terminal location is not on the voucher.

4. Redeem it at Touch

- Add the member to a new 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. The points balance does not drop by another 50. A voucher that is not used within 30 days expires, and the 50 points are not returned.

If it does not issue

- Issue Type is Enabled, not Manual issue only.
- Member Points is the amount to deduct, and the member's current balance is at least that amount.
- The sale contains a qualifying product when a quantity, value, or family is set on the issue parameters.
- The voucher is assigned to the location of the terminal.
- The free-product action is on the voucher's Assigned Actions tab.