

# Voucher Redemption Process

## Step 1: Redeem Voucher;

At the point of service, the member will present with the below on their smart phone. Either your staff or the customer press 'Redeem Voucher' on phone and the voucher will come up on screen to verify.

## Step 2: Verify Member/Voucher;

Once the redemption button has been pressed the following voucher screen will appear.

You will be able to see;

**The Offer:** (Circled in green) Free Car Seat installation.

**Coupon Code:** (highlighted in blue) ONLY if you added a coupon code on your listing will it appear on this screen.

**Redemption time/date:** (Circled in red) The voucher will show the current time & date unless you have a voucher restrictions in place. If the date shows earlier than current date you will know the voucher has already been redeemed.

**Small Ideas Logo** – So you know the offer is from us.

**QR Code:** If your business supports QR codes, you can scan/enter the code as each voucher has a unique QR code.

**T&C's:** (Circled in blue) If you put Terms and Conditions on your listing, they will also show on the voucher for staff to check.

**Member Details:** (Bottom Bar) It is important staff are aware that they must verify the person is a paying member buy checking down the bottom of the voucher. You will be able to see the members name, DOB and suburb. If you like you can ask the member to show photo ID to verify the person against member details.

\*As every business transacts differently, you will need to put the special offer, discount etc through on your end so the members receives the offer.

\*\*If the member is going into a low phone service area, they may choose to print the below voucher or screen shot it on phone.

