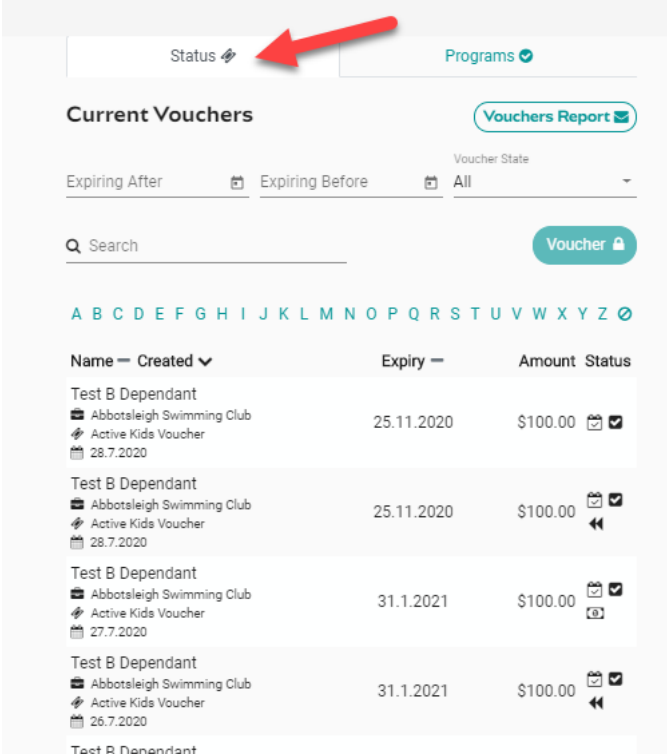


UPDATING AND TRACKING STATUS OF GOVERNMENT VOUCHERS

Once a member has redeemed a voucher towards a purchase of a membership with your club/organisation, you can manage the approval process to process that voucher payment through Stripe.

From **Entity Home** > **Vouchers** select the **Status** tab where you will see a comprehensive list of all vouchers applied for product purchases with your club/organisation.



The screenshot shows the 'Status' tab selected in the 'Vouchers' section. The page displays a table of 'Current Vouchers' with the following columns: Name, Created, Expiry, Amount, and Status. The table contains several entries for 'Active Kids Voucher' from 'Abbotsleigh Swimming Club'.

Name	Created	Expiry	Amount	Status
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	📅 ✅
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 28.7.2020		25.11.2020	\$100.00	📅 ✅
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 27.7.2020		31.1.2021	\$100.00	📅 ✅
Test B Dependant Abbotsleigh Swimming Club Active Kids Voucher 26.7.2020		31.1.2021	\$100.00	📅 ✅


The list is filterable on Date or voucher status. Voucher status will fall into the following categories:

- Expired (voucher is expired)
- Refunded (voucher found to be invalid and has been refunded or refunded on request)
- Pending Refund (refund request is pending approval)
- Pending Approval (awaiting approval by club/organization administrator to confirm Government funds in club account)
- Pending Publish (date the voucher becomes available to use in swim central)
- All


Search to find a voucher redemption using any of the following criteria: participant, voucher code, or club/organisation name.

For each voucher redemption made for a purchase, you can quickly view the name of the person for which the voucher was used, the club/organisation where the voucher was used,

the voucher name, the date of the purchase, the voucher expiry, the voucher dollar amount and the voucher status icon. Voucher status icons are defined as follows:

If voucher is published and available for use you will see 

If voucher has been approved for debit to the club account you will see 

If voucher payment has cleared 

If voucher refund complete (voucher redemption reversed) 

Selecting a voucher on the left will bring up a detail screen on the right with tabs

- Details of the voucher
- Docs - Documents attached to the voucher
- Usage - What the voucher was used for
- Help

For automatic (API) voucher tracking,

Select **Edit**

Verified Date – input the date the voucher was verified by a club/organisation administrator.

Funds Received Date – Input date the funds are received from the government to club/organisation account

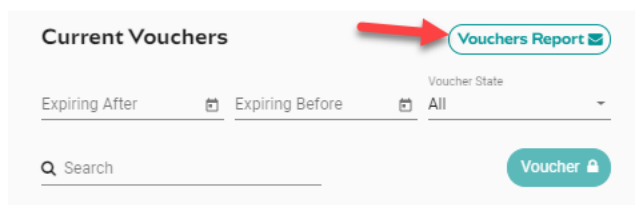
Select **Save**

Select **Approve**

Within 24 to 48 hours the funds will be withdrawn and a clearance date will be shown on the details screen and a TR code will show under “Related Transactions”

VOUCHERS TRACKING REPORT

To export a full list of vouchers for filtering and sorting, you can export the Vouchers Report by clicking the button at the top right of the Voucher Status tab.



Selecting this button will trigger Swim Central to email you a copy of the current version of the vouchers list. The report includes the following columns:

- **[Vendor]** = club the product came from
- **[Voucher Code]** = voucher code entered during transaction
- **[Voucher Expiration Date]** = voucher expiration date entered during transaction
- **[Voucher Name]** = The name of the voucher program

- **[Product Purchased]** = Product that voucher code was applied to
- **[Date of Purchase]** = Date of Purchase
- **[Status]** = pending verification (yet to be verified by the club), verified (verified by the club), funds received (funds received from government to cover the cost of the purchase), refunded (voucher was found to be invalid, product was refunded)
- **[Participant Name]** = name of child voucher was used for
- **[Participant DoB]** = date of birth of child voucher was used for
- **[Product Cost]** = Cost of product voucher was applied to
- **[Reimbursement amount]** = amount to be reimbursed by Government Voucher
- **[Date voucher was verified]** = date entered by club administrator
- **[Date funds were received]** = date entered by club administrator
- **[Date voucher was refunded]** = date voucher completed refund process