## *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.

Please note: **The Active Kids voucher itself is official at the time of purchase, meaning the club should automatically receive the $100 from Service NSW within 3 business days once this has been redeemed.**

By approving the voucher in the Vouchers section after these 3 business days, will mean you are authorising Stripe to deduct the Swimming NSW and Swimming Australia component fees from your club's bank account.

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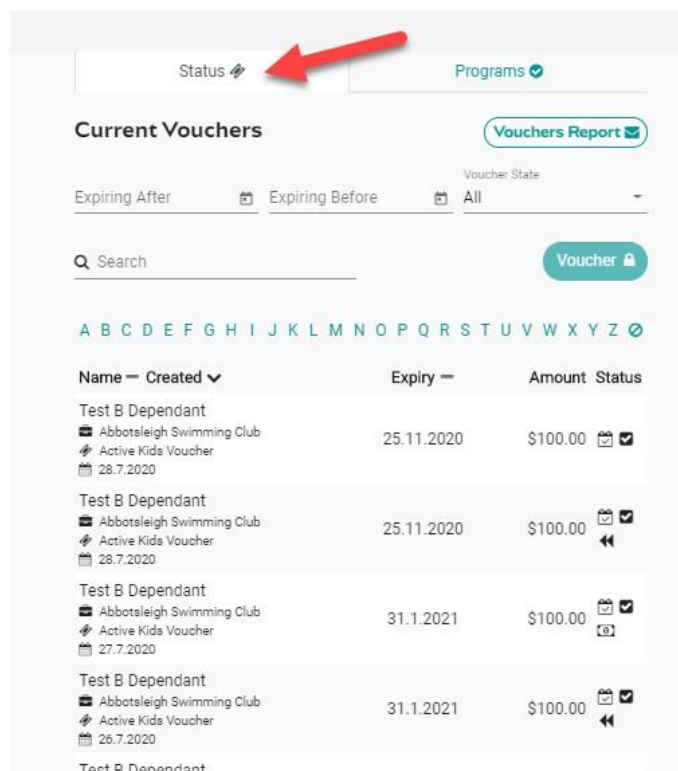
The list is filterable on Date or voucher status. Voucher status will fall into the following categories:

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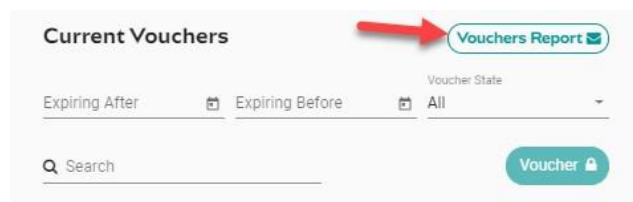
Selecting this button will trigger Swim Central to email you a copy of the current version of the vouchers list. The report includes the following columns:

- [**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