

HOSPITALITY  
WITH A  
SYSTEM



**protel hotel management software**

**protel Vouchers and protel Online Vouchers**

**User instructions on how to issue, sell, redeem and  
manage vouchers with protel's voucher module**

## protel (Online) Vouchers: User guide

### What is protel (Online) Vouchers?

protel (Online) Vouchers allows you to issue and prepare voucher templates for various purposes in protel system data (protel SD). You can choose either universal vouchers, which can be used as a method of payment, or earmarked vouchers.

Based on these templates, vouchers and gift certificates can then be offered for sale at the front desk or online via the hotel's website.

After entering all information in the voucher templates, you can then post as many of the same vouchers as you want to a guest invoice (when selling to an in-house guest) or to a non-guest invoice (when selling to a walk-in or via the Internet) in a single process. And only one click triggers print merge.

When selling vouchers automatically online, the non-guest invoice will be charged, whereas the voucher is redeemable only when payment has been received.

And you always have an overview of all sold or (partially) redeemed vouchers with the protel Vouchers in protel Front Office (protel FO).

### What is this document about?

This document uses examples to guide you through the process of creating voucher templates in protel SD and selling or redeeming them in protel FO. You will also learn how to create and manage vouchers you would like to sell online via the hotel's website.

How to redeem vouchers is also described in detail.

You will also learn how to prepare forms for printing vouchers and how to use the special printing replacement codes.

### Related documents

See the following basic manuals for more information on protel SD and protel FO:

- protel SD manual
- protel FO manual

Please find further information on protel (Online) Vouchers in the following documents:

- protel (Online) Vouchers Product information
- protel (Online) Vouchers Information on integrating the protel Online Vouchers into the hotel's website (in preparation)
- protel Web Extensions: Installation guide

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## Requirements

### Voucher management und sales with protel

- protel Vouchers version 12.473 or higher
  - Licence "Voucher"
- protel Vouchers is available for all SPE and MPE systems based on SQL, protel versions 12.473 and higher but not available for protel smart.  
The licence "Voucher" is required.
- Online voucher sale for versions 14.320 and higher.
  - Licence "Online Vouchers"
  - protel Web Extensions
  - MS Word on COM Server
- Online voucher sale is available for versions 14.320 and higher. The licence "Voucher" and the licence "Online Vouchers" is required.  
protel Web Extensions (available for versions 13.440 and higher) has to be installed and MS Word has to be available on the COM server.

## User rights

### Mandatory user rights

830	FO Voucher Management	Provides access to menu item in the protel FO "Cash Register" menu
831	FO Voucher Sales	Provides access to menu item in the protel FO "Cash Register" menu
832	SD Vouchers	Provides access to menu item in the protel SD "Reservations" menu
833	FO Voucher Use	Provides access to the FO "Voucher Use" dialogue through the "More ..." dialogue or the context menu in the "Account" dialogue
834	FO Voucher - view analysis	Provides access to the voucher statistics in the voucher management dialogue

### Optional user rights

837	FO Use vouchers of other hotels	Enables approval of vouchers across the chain
846	FO Voucher (change voucher value)	Enables a change of the amount (increase) of sold vouchers
853	FO Extend voucher expiration date	Enables to extend the validity of vouchers

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## About protel documents

### Symbols

➤ Background information or further information

➤ Please note: Important information, imperative statement

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## Introduction

### Step-by-step:

- Preparing printout forms
- Creating voucher templates
- Issuing and selling vouchers
- Redeeming vouchers
- Managing vouchers

### Issuing, selling, redeeming and managing vouchers

These instructions will show you how to create new voucher templates and forms for printing vouchers in protel SD.

You will then learn how to access these templates and forms for the online sale in protel Front Office in order to issue and sell vouchers at the front desk and via the Internet.

And finally you will learn about voucher redemption and voucher management.

Simply work through the examples shown below in order to become familiar with the workflows and functionality of this module.

### Using vouchers: practical examples

Unspecified vouchers to be used as a method of payment

- The easiest and most common voucher type is the unspecified universal voucher, which recipients can use for any services at your hotel. What if the voucher holder doesn't want to spend the night, but just wants to use your fitness room – and not just once, but several times? What if they just want to eat dinner in the restaurant? Or they want to do something else entirely? Recipients of a universal voucher have unrestricted access to all the services offered by your hotel (or even *all* your hotels).

Vouchers exchangeable for a predefined range of goods or services

- If you or the voucher buyer want to retain more control over how a voucher is used, you can earmark it for a certain range of goods or services, e.g., accommodation only, the spa, F&B et cetera. In these cases, the recipient has to pay for all other hotel services not included with the voucher.

Vouchers redeemable for fixed packages only

- If you want to give voucher buyers and recipients a truly carefree experience, you can define a distinct purpose by issuing attractive package vouchers. Package vouchers can mirror already existing package rate codes or TAA packages as well. Unlike the above described vouchers such package vouchers can exclusively be redeemed for the described services.

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## EXCURSUS

▶ Please observe your country's prevailing laws and administrative rules when selling and redeeming vouchers!

### Vouchers and VAT liability

Please note, that VAT may come due when vouchers are sold or redeemed.

In Great Britain for instance sellers who both issue the voucher and take on the obligation to accept it in return for goods or services they supply account for VAT when the voucher is redeemed. There is no VAT payable on the transaction at the time of sale (except to the extent (if any) that the consideration exceeds the face value of the voucher).

In Germany or Austria on the other hand VAT either comes due at the time of sale or when the voucher is redeemed dependent on whether the voucher is used as a universally applicable method of payment or whether its use is restricted to a distinct purpose, e.g. theatre tickets.

### Three voucher types for every need

protel's voucher management approach is built around practical examples from everyday use.

There are three predefined voucher types you can easily customize to issue vouchers for any need. This includes

Three predefined types:

Universal vouchers

- universal vouchers, which can be used as a method of payment.

Earmarked vouchers

- earmarked vouchers, which can be used as a method of payment and can be posted to a range of accounts up to a predefined maximum amount.

Package vouchers

- package vouchers, which refer to distinct purposes and can only be posted to predefined transaction accounts.

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## Sell and redeem vouchers with protel (Online) Vouchers

Set up voucher templates  
(protel SD)



You start by creating once in protel SD one or more voucher templates with predefined parameters (name, purpose, value etc.).

In this process, you make sure that the voucher can only be used a certain way because the information you enter will be checked when the voucher is redeemed. This will prevent users from posting a "balance" to any TAA other than the one you have specified.

What is more, you also make sure that the value-added tax is charged correctly.

Sell vouchers (protel FO and online)



These templates can later be used in protel FO to issue, sell and print specific vouchers without further ado. Additional settings allow the use of voucher templates in the system data for online sale.

In all these cases, you use protel's voucher management tool to determine how a voucher is to be used by assigning – or not assigning – it to one or several specific transaction accounts (TAA).

Redeem vouchers (protel FO)



In this process, you make sure that the voucher can only be used a certain way because the information you enter will be checked when the voucher is redeemed. This will prevent users from posting a "balance" to any TAA other than the one you have specified. Furthermore, you also ensure that the VAT is charged correctly.

Voucher sale evaluation  
(protel FO)

In protel FO you can manage and evaluate your entire voucher sales. Here you can find a complete overview of all sold and (partially) redeemed vouchers of all houses. Diverse sorting and filtering options allow a transparent overview.

The following chapters will guide you through the preliminary work necessary and then teach you, in order, how to

- Create voucher templates
- Issue, print and sell vouchers
- Redeem vouchers
- Manage vouchers

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## GETTING STARTED 1

### Creating "Voucher" as a method of payment

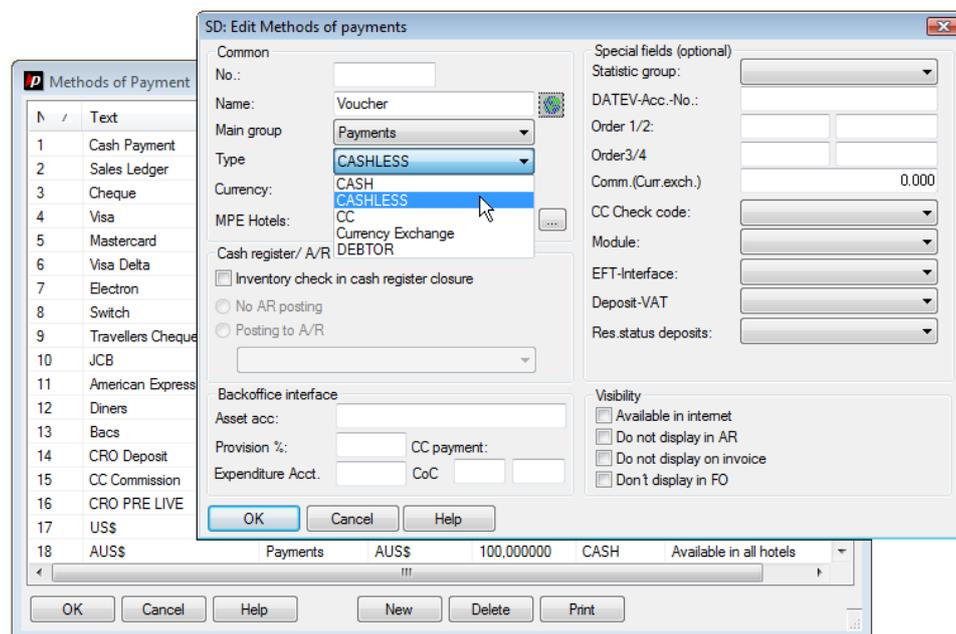
In order to correctly post vouchers issued and sold with the voucher module, you need to designate a new method of payment for invoicing vouchers that are to be used as a method of payment.

This is how you create a new method of payment for vouchers:

protel SD → Bookkeeping → Revenue and Payments → Methods of Payment

Click [New] in the "Methods of Payment" dialogue in order to open the "Edit Methods of Payment" window:

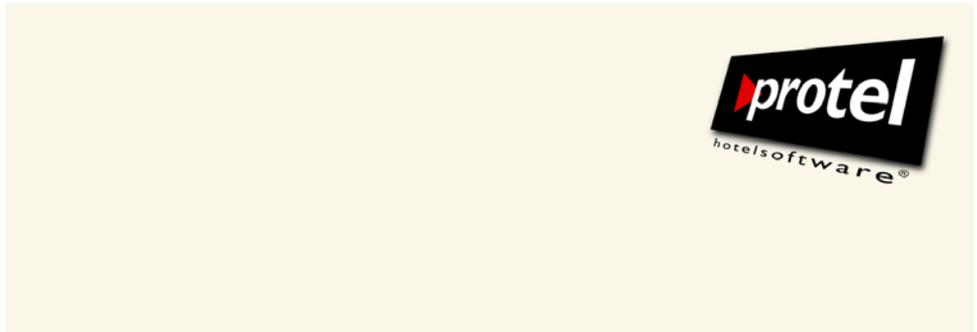
protel SD →  
Bookkeeping →  
Revenue and Payments →  
Methods of Payment →  
Edit Methods of Payment



protel SD | Bookkeeping: Create a new method of payment

Enter the necessary data.

➡ Select "CASHLESS" from the "Type" drop-down menu.



## GETTING STARTED 2 Creating voucher printout forms

Printing plays an important role in selling and redeeming vouchers. Once printed, a voucher is as good as cash for the recipient. And when it is redeemed for services, the voucher serves as physical proof that the recipient is entitled to (certain) services. Printing is thus extremely important.

Another reason why we cover this issue rather at the beginning of this manual is, that we will use those printout forms later on when introducing other features in the voucher module.

protel helps you create suitable printout forms with its familiar form administration features.

➤ There is a special group of replacement codes to transfer data from the voucher module. The annex contains a complete list of the replacement codes for voucher forms!

The following section describes how to create a new "\*Vouchers" form group and various voucher printout forms.

### Creating a "Vouchers" form group

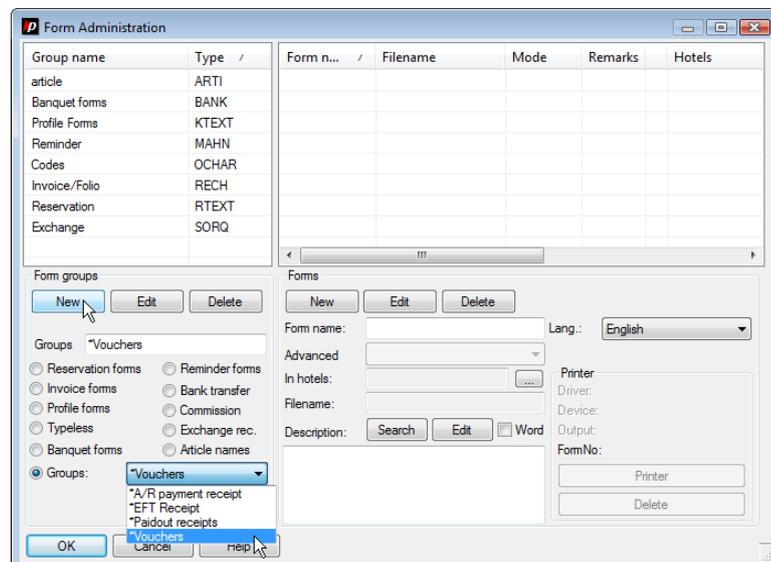
Open the Form Administration dialogue in protel SD. In the left section, begin by creating a new form group.

Open the "Groups" drop-down menu, select "\*Vouchers", enter the term "\*Vouchers" in the "Groups" field and click on [New]:

protel SD → Text → Form Administration:

protel SD →  
Text →  
Form Administration

➤ For this special group, do not change the name in the drop-down menu: do not remove the asterisk!



protel SD | Form Administration: Creating a new form group

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## Creating voucher printout forms

Printout templates for the front desk and for the online sale

Next, create the first voucher printout form in the new "Vouchers" group. Generally, these forms can be used for both sales at the front desk or online. Please note the following though:

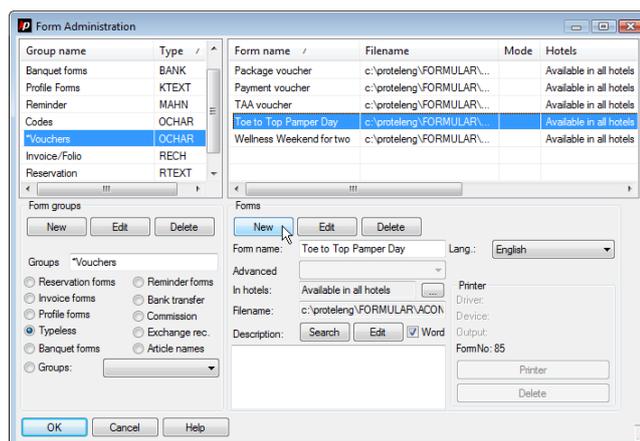
➡ Make sure to save the forms for the online sale on the COM server!

Use the new replacement codes especially to be used in voucher forms. See annex!

Next, create the first voucher printout form in the new "Vouchers" group.

- Highlight the "Vouchers" group name on the left side of the dialogue.
- Activate the "Word" checkbox, click on [Edit]. MS Word opens an empty document. Issue your voucher here (using voucher replacement codes, see below). Save the document **to the default location** and close MS Word.
- Click [Search], find your document in the list, highlight it, and open it in the Form Administration dialogue. Enter the most descriptive name you can under "Form Name" (this will eventually appear in the voucher dialogue drop-down menu). Example: "Vpay\_any amount" (universal voucher, all hotels). Finish by clicking [New] and close the dialogue with [OK]:

protel SD →  
Text →  
Form administration



protel SD | Form Administration: Creating a new printout form

Repeat these steps until you have created printout forms for all your vouchers.

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The result: protel offers the new voucher printout forms in the Front Office dialogue you use to sell vouchers (see chapter below):

A screenshot of a software dialog box titled "Voucher printout:". On the left, there is a list of voucher types: "Package voucher", "Payment voucher", "TAA voucher", "Toe to Top Pamper Day", and "Wellness Weekend for two". The "Toe to Top Pamper Day" option is highlighted in blue, and a mouse cursor is pointing at it. On the right side of the dialog, there is a checkbox labeled "not changable" which is currently unchecked.

## Editing voucher printout forms

You might want to offer certain vouchers on multiple occasions, for example over the course of several years. Here`s how to update the vouchers each time: Open the Form Administration dialogue in protel SD.

From the left section, select the "Vouchers" group name and double-click the voucher form that you would like to edit from the list on the right – it will open in MS Word. Edit, save it under a new name and link it to the correct form.

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## Creating voucher templates in protel SD

We will begin by creating new voucher templates. This is done in the "Vouchers" dialogue in protel SD.

- The following sections start by familiarizing you with **the dialogue's structure and functions**.

Then, we will use examples to demonstrate how to create voucher templates on the basis of the three predefined voucher types.

## The "Vouchers" dialogue

protel SD →  
Reservation →  
Vouchers →  
Voucher templates

Create voucher templates for  
different purposes

The empty dialogue "Voucher templates". You create and administer voucher templates here.

## Explanation of dialogue entry fields and drop-down menus

### Voucher overview

The left side of the dialogue displays all existing voucher templates in a table with all the pertinent information you need to identify them clearly. This is where you access your templates when you need to change them or create new templates based on them.

➤ The table is empty before the first template is created.

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## Internal name

Abbreviated name for the new template. It will appear in the left-hand table in the "Name" column.

## Sales name

Full name for the new template. It will appear in the table on the left in the "Sales name" column, in the "Vouchers" lists and on several invoice and voucher print outs.

Click the globe  to open the dialogue „Language dependent text“. Enter the sales name in different languages.

## Replacement codes

➤ Use the replacement code "\$Salesname" to print out this information on the voucher.

## Voucher type

Voucher type drop-down menu: How should vouchers be used that are to be issued based on the new template? Select:

Voucher type:	0 Universal voucher (used like method of payment) 
	0 Universal voucher (used like method of payment)
	1 Earmarked voucher (use limited to TAAs in list)
	2 Package voucher (use limited to predefined arrangement)

### Type 0: Universal voucher

This type of voucher is used as a method of payment. It is not restricted to any distinct purposes and can be redeemed for any products or services your house offers.

### Type 1: Earmarked voucher

This type of voucher also can be used as a method of payment. It is restricted in as much as it is bound to one or several protel transaction accounts (TAA). The voucher user can choose from this predetermined range of products and services up to a fixed maximum amount.

### Type 2: Package voucher

A package voucher is meant to be redeemed exclusively for a predefined arrangement of certain products and services. The amount is fixed and reckoned as redeemed even if not all of the included services have been called upon.

➤ You will learn more about the special characteristics of the three voucher types later on, when this manual explains how to use them to create voucher templates.

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## Method of payment (types 0+1)

Drop-down menu. Specifies which method of payment should be used.

➤ Because only types 0 and 1 are used as a cash equivalent you only have to select a method of payment for templates based on these two types.

For templates based on the type 0 and 1 select: "Voucher"  
(see p. 8 on creating the required method of payment):

Method of Payment: American Express  
AUS\$  
Bacs  
CANS\$  
Cash Payment  
CC Commission  
Cheque  
CRO Deposit  
CRO PRE LIVE  
Deposit  
Diners  
Electron  
Euro  
Head Office Payment  
JCB  
Man Adjustment accts use  
Mastercard  
Member  
PRE PROTEL S/L  
Sales Ledger  
South African Rand  
Switch  
Voucher  
Visa  
Visa Delta

➤ For type 2 templates (package vouchers) simply leave this field empty!

## Maximal amount

By entering an amount in this field you set a default for the vouchers that will be sold in protel on the basis of this template.

First, select the currency from the drop-down menu, then enter the amount:

Max. amount: [dropdown] 0.00  not changable

By marking the "not changeable" checkbox, you can prevent this amount from being changed when vouchers based on this template are sold: the field in protel FO will then be inactive.

## Minimal amount

Determine the minimum amount for which vouchers can be issued based on this template:

Min. amount: [input] 0.00

➤ The currency is adopted from the maximum amount field.

Any entry prevents the selling of vouchers beneath the named amount: protel FO will issue an error message.

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## Sales period

Enter the beginning and end date of the sales period.

Sales in period:

Open a calendar by clicking the button with three dots  to select a different date.

When the sales period ends, the template is permanently removed from the "Vouchers" dialogue!

## Valid in period

Enter the beginning and end date of the period during which the voucher can be redeemed.

Valid in period:

Open a calendar by clicking the button with three dots  to select a different date.

## Replacement codes

Use the replacement codes "\$ValidFrom" and "\$ValidTo" to print out this information on the voucher.

## Expires after months

Enter a number of months to determine the date, when the vouchers shall expire that will be sold in protel FO on the basis of this template.

The date of expiration is the date of sales plus x months:

Expires after months:  latest:

The default setting is 24 months. You can enter a different value or simply leave it blank.

Please note: It is your responsibility to abide by any laws applicable to you in your use of these codes.

Validity expirations (German Civil Code [BGB] § 307) and statutes of limitation (German Civil Code [BGB] § 195) for purchased vouchers are a contentious issue in German case law. However, the courts have generally held that vouchers cannot be set to expire in 12 months.

## Replacement code

Use the replacement code "\$Expires" to print out this information on the voucher.

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## Write-off using

Here you can select the method of payment for writing-off of expired vouchers.

Writing off single or all expired vouchers can be done via “Vouchers” in protel Front Office.

➤ To guarantee correct financial accounting and in order for all payments to be reported correctly, write-offs are done via a temporary reservation.

## Voucher printout

➤ This list will remain empty until you create voucher printout forms!

You can choose one of the “\*voucher” printout forms you created previously from the menu:

Voucher printout:  not changable

- Package voucher
- Payment voucher
- TAA voucher
- Toe to Top Pamper Day
- Wellness Weekend for two

This step saves users from having to select a printout form (possibly the same one) each time they issue vouchers.

Marking the checkbox  not changable prevents users from selecting another printout form when issuing a voucher in protel FO.

➤ See previous sections for details on creating the necessary printout forms.

## Internet form

➤ This field is only relevant for online voucher sales.

How to create and prepare vouchers for online sales and how to sell these via the Internet, is described in a different chapter (starting on page 43).

➤ Please leave this field empty if you do not want to sell vouchers online!

## Buyer address

Specifies whether buyer details can OR must be provided when the voucher is issued in protel FO:

Checkbox active:

Buyer details are required (this field must be filled out when an actual voucher is issued in protel FO).

Checkbox inactive:

Buyer details are optional.

➤ When issuing a voucher, you can use the information from the buyer's protel guest profile. If the buyer does not yet have a profile, a new guest profile must / can be created for them when the voucher is issued.

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To overview the replacement codes regarding the buyer details see attached table!

➤ If the buyer details are optional and you forego to enter any when selling a voucher in protel FO, protel will automatically create a guest profile for a fictitious guest called “\_Voucher Sales”. All voucher invoices for anonymous guests will be attached to this profile; see the tab “Invoices” to overview all invoices.

## Receiver address

Specifies whether recipient details must be provided when the voucher is issued in protel FO:

Checkbox active:

Recipient details are required (this field must be filled out when an actual voucher is issued in protel FO).

Checkbox inactive: Recipient details are optional.

To overview the replacement codes regarding the receiver details see attached table!

➤ When issuing a voucher, you can use the information from the recipient's protel guest profile. If the recipient does not yet have a profile, a new guest profile must / can be created for them when the voucher is issued.

## Partial use

Activate this checkbox  if you want to allow the voucher to be redeemed in “instalments.”

## Zero-use allowed

Activate this option, to create and redeem vouchers with the amount 0.00.

## Voucher number

protel automatically numbers all vouchers in the order in which they are sold (starting from the installation of the module with “1”).

Activate the checkbox  manually registered If you wish to additionally enter a number manually in protel FO to the vouchers based on this template.

## Replacement code

➤ Use the replacement code “\$Number” to print out this information on the voucher.

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## Voucher created inactive

Activate this checkbox , if a voucher, that was issued using this template and where invoice payment is selected, should be redeemable only when invoice is settled.

If you are using the protel Accounts receivable, the voucher will automatically be set to “active” once the payment has been received and has been fully derecognised via the accounts receivable.

Should you not be working with the accounts receivable, vouchers have to be set to “active” manually after payment was received. This can be done by deactivating the option “Voucher is inactive” in protel FO Vouchers.

➡ This dialogue field is particularly important when selling vouchers online. How to create voucher templates for online sales and which setting to pay attention to, is described on page 42.

## Discount

Here you can define settings for discounts. Upon purchasing the voucher, the buyer will receive the predefined discount.

➡ Discount setting can be made per voucher template for a single transaction account.

➡ If you would like to give a discount for purchasing a certain voucher, it's best to create a specific transaction account (for instance “Voucher discount”).

In the first field you can define a fixed value and/or in the second field you can enter a percentage value:

Rabatt:  +  %

➡ Please note that the entered amounts are added when using both fields.

## Example

If you give a fixed discount of 3 € and 10% (as shown in the example above) for a voucher with a value of 100 €, the buyer will only have to pay 87 €.

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## [Assign transaction accounts]

Click on the [Assign transaction accounts] to open the “TAA list” dialogue and assign specific TAAs to Type 1 and Type 2 voucher templates:

## TAA list (Type 1 and 2)

protel SD →  
Reservation →  
Vouchers →  
TAA list

Quan...	TAA	List	Amount
1	860 Butterfly spa treatment		0.00
1	861 Massage		0.00
1	820 Pool Table		0.00
1	510 Leisure Sales Sunbeds		0.00
1	509 Leisure Sales Beauty Retail		0.00
1	508 Leisure Sales Hair Retail		0.00

Quant.: 1  
TAA: 228 Welcome drink  
Or list:  
Amount:  
OK  
Partial use allowed

- 827 Ticket Sales 1
- 828 Ticket Sales 2
- 829 Ticket Sales 3
- 830 Ticket Sales 4
- 831 Ticket Sales 5
- 832 Xmas Package Allocation
- 833 Equipment Hire Owned
- 834 Equipment Hire Hired
- 835 Foreign Exchange
- 836 Showcase Income
- 837 Corkage
- 848 Leisure Club Vcr Redeemed
- 849 Leisure Membership Sales
- 850 Guest Payout Commission
- 860 Butterfly spa treatment
- 861 Massage
- 888 Conference Package I
- 990 Conf. Package I
- 991 Discount other
- 997 Commission TA
- 999 Balance Trxf from old PMS

➡ If and how you assign transactions accounts to a voucher template depends on the type of vouchers you want to issue and sell with it. See the following chapters for details on how to create templates of the types 0, 1 and 2!

➡ The dialogue will only be displayed if you have selected a voucher type to be edited!

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## Remarks for sales

Text entry field. Leave helpful remarks for the sales users who will ultimately sell the vouchers.

➤ The contents of this field will be displayed in the Front Office dialogue for issuing and selling vouchers.

## Voucher type inactive

Highlight a template in the left-hand overview and activate the checkbox  if this template is not to be sold (example: seasonal business).

➤ Effect: The template will no longer be available in the Front Office “Voucher” dialogue.

You can reinstate an inactive template at any time simply by deactivating the checkbox.

➤ The final activation of voucher templates for the online sale will be explained in a different chapter (protel Web Extensions). Please see pages 46.

## Standard buttons

[New]

[Change]

[Delete]

[OK]

[Cancel]

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## How to create new voucher templates

### Type 0 template

### Creating a template for universal vouchers

Open the "Vouchers" dialogue in protel SD (for details see left side).  
If you follow all the instructions, you should get the following result:

protel SD →  
Reservation →  
Vouchers →  
Voucher templates

protel SD | Voucher templates: creating / editing a universal voucher template

## Determining voucher type and name

### 1. Voucher type

Select the desired voucher type from the list.  
In this example: 0 Universal voucher

### 2. Internal name

Enter a short description of the template.  
In this example: Vpay\_any amount

### 3. Sales name

Enter the sales name used to offer the product to customers. In this example:  
"protel voucher"

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## Selecting a method of payment and entering amount details

1. Method of payment  
Select a method of payment from the list. For a universal voucher template: "Voucher"
2. Maximum amount  
Select the currency from the currency menu, leave the field blank. Deactivate the "not changeable" checkbox.  
**►** Only activate the "not changeable" checkbox if you want to make sure that this amount is fixed and cannot be changed when the voucher is sold (e.g. a series of vouchers with fixed total amounts).
3. Minimum amount  
Enter a minimum amount, if desired.

## Managing expiration dates

1. Sales in period  
Our voucher templates are kept very general so they can continually be used as a basis for newer vouchers over the long term.  
For this reason, do not change the default setting (set for 2050).
2. Valid in period  
This also applies to the "valid in period".
3. Expires after months  
Since the case law is not entirely clear, we should err on the side of generosity in terms of voucher expiration dates. Our vouchers should be valid for three years after issue.  
Overwrite the default setting with "36".  
**►** Please observe all applicable laws!
4. Partial use  
Should the voucher recipient be able to use one voucher on several occasions in order to, e. g. pay for three trips to the spa?  
We want to allow this in our example: activate the "Partial use" checkbox.
5. Valid for hotels  
If you are using an MPE system, you can determine in which hotels future vouchers can (not) be redeemed (see above).  
Do not change the default setting, "Available in all hotels".
6. Create inactive ...  
(only valid upon payment)  
A universal voucher is the same as cash. Make sure you do not "pay out" anything until the voucher is paid for.  
Activate the checkbox "Create inactive ..."
7. Voucher type inactive  
**►** Caution! Activating this checkbox will remove the voucher template from the sales dialogue in Front Office!

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## Select templates for the voucher printout

### Voucher printout

Select the printout template for universal vouchers.  
For our example please activate the checkbox “not changeable.”

### Internet form

This voucher template is meant to be available online as well.  
To accomplish this, please choose the respective printout template, on the basis of which the voucher will be created and which will be converted to a PDF and sent to the buyer via e-mail for him to print out.

➤ Learn more on online sales of vouchers on page 43.

## Predetermining individual voucher details

### 1. Buyer address

Activate the checkbox: Buyer details shall be required (i.e. this field must be filled out when an actual voucher is issued in protel FO).

### 2. Receiver address

Deactivate the checkbox: Recipient details shall be optional (i.e. this field does not have to be filled out when a voucher is issued in protel FO).

### 3. Voucher identification number

Who should assign the voucher identification number? The sales user or protel?

Deactivate the checkbox "manually registered" to number automatically.

Click the [New] button to save your work. The new voucher template is now displayed in the dialogue table.

➤ See the illustration at the beginning of this section.

# PROTEL (ONLINE) VOUCHERS



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## Type 1 template

## Creating a template for earmarked vouchers

Unlike a universal voucher, an earmarked voucher cannot be used for any service. However, voucher recipients do have a certain freedom of choice within established limits.

For our example, we will limit their use of the voucher template we are about to create to spa services.

➡ Please observe the instructions regarding method of payment and transaction accounts!

Open the "Vouchers" dialogue in protel SD (see previous section).

If you follow all the instructions, you should get the following result:

protel SD →  
Reservation →  
Vouchers →  
Voucher templates

protel SD | Voucher templates: creating / editing an earmarked voucher template (type I)

## Determining the voucher type, entering names and information

Select the voucher type "1 Earmarked voucher (use limited to TAAs in list)" and for the sales name enter "Top to Toe Pamper Day".

Proceed as described above.

# PROTEL (ONLINE) VOUCHERS



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## Selecting a method of payment

For type I vouchers select “voucher” as the method of payment.

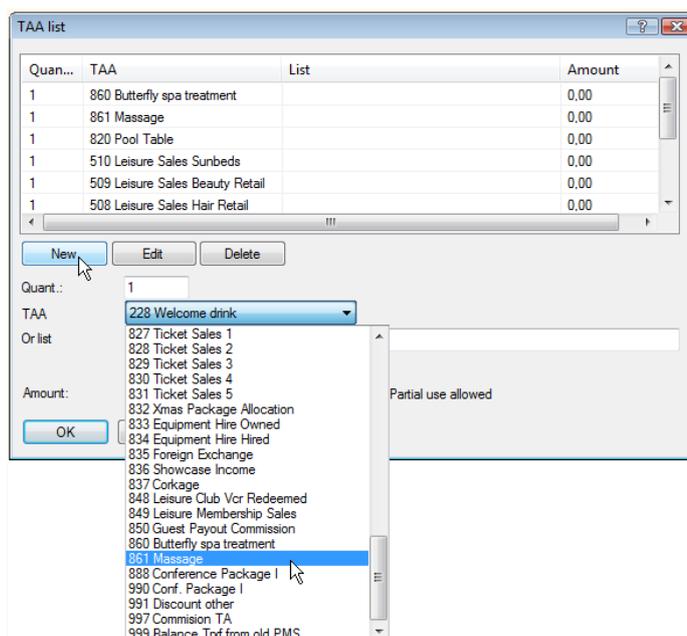
## Assigning TAAs one by one

Now earmark the range of services from which the future guest can choose when redeeming his or her voucher.

To do this click the [TAA list] button.

In the "TAA list" dialogue, you can now assign accounts to the voucher template (in this case the accounts that fall under Wellness/Spa):

protel SD →  
Reservation →  
Vouchers →  
TAA list



protel SD | Vouchers → TAA list: assign single TAAs to a voucher template

➡ For type I vouchers do not enter any amounts.

Here you do not sell a product or a service but a cash equivalent. What you are doing here is to determine for what kind of products or services the voucher can be exchanged later on.

The value of the voucher, meaning the maximum amount the voucher user is entitled to call upon, will be set in the voucher template (or when the voucher is issued and sold in protel FO).

➡ If there are amounts assigned to the TAAs, they will be displayed here but will be irrelevant when redeeming vouchers on the basis of this template later on. Only the scored amounts will become effective.

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## Assigning a whole group of TAAs in batch

Instead of assigning TAAs one by one you can alternatively select a whole group of accounts by entering their account numbers in the field “list”.

Example: In a given installation the numbers of all transaction accounts that fall under “Wellness/Spa” begin with a “9”. Enter “900-999” to earmark the entire “Wellness/Spa” account group:

protel SD →  
Reservation →  
Vouchers →  
Voucher templates →  
TAA list

Quan...	TAA	List	Amount
1		900-999	0.00

New Edit Delete

Quant.: 1

TAA

Or list: 900-999  
(e.g. 100.101.102 or 100-200 or 1,2,3,7-40)

Amount: GBP 0.00  Partial use allowed

OK Cancel

protel SD | Vouchers → TAA list: assign a group of TAAs to a voucher template

The vouchers created and sold on the basis of these templates can then be applied to any accounts of the predefined main group when redeeming.

Confirm with [OK] and get back to our voucher template.

➤ There you can leave helpful remarks for the sales team so that voucher sales users can advise guests properly!

## Select templates for the voucher printout

### Voucher printout

Now choose the appropriate printout template for the front desk sale. In this example, you should use a specific printout template (with specific redemption policies!) that covers all contingencies. Make sure also to mark "not changeable".

### Internet form

This voucher template is meant to be available online as well.

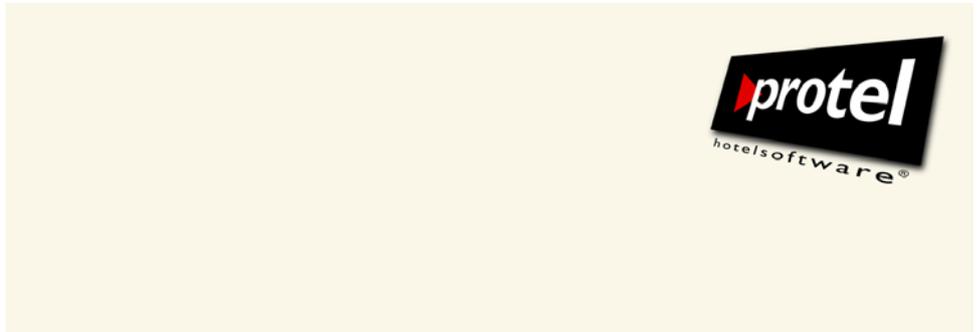
To accomplish this, please choose the respective printout template, on the basis of which the voucher will be created and which will be converted to a PDF and sent to the buyer via e-mail for him to print out.

➤ Learn more on online sales of vouchers on page 43.

Click the [New] button to save your work. The new voucher template is now displayed in the dialogue table – just like the first one.

➤ Do not click [Change]: that would overwrite the first template!

# PROTEL (ONLINE) VOUCHERS



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## Type 2 template

## Creating a template for package vouchers

Package vouchers have very specific uses: they can only be redeemed for predefined service packages or arrangements.

A package voucher mirrors an arrangement that has already been specified in protel's rate management (by a rate code detail including a fixed package of splits). When you book this arrangement for the voucher user you use the corresponding rate code. When issuing the invoice at check-out and you redeem the voucher each invoice item will be covered by a corresponding item of the package voucher.

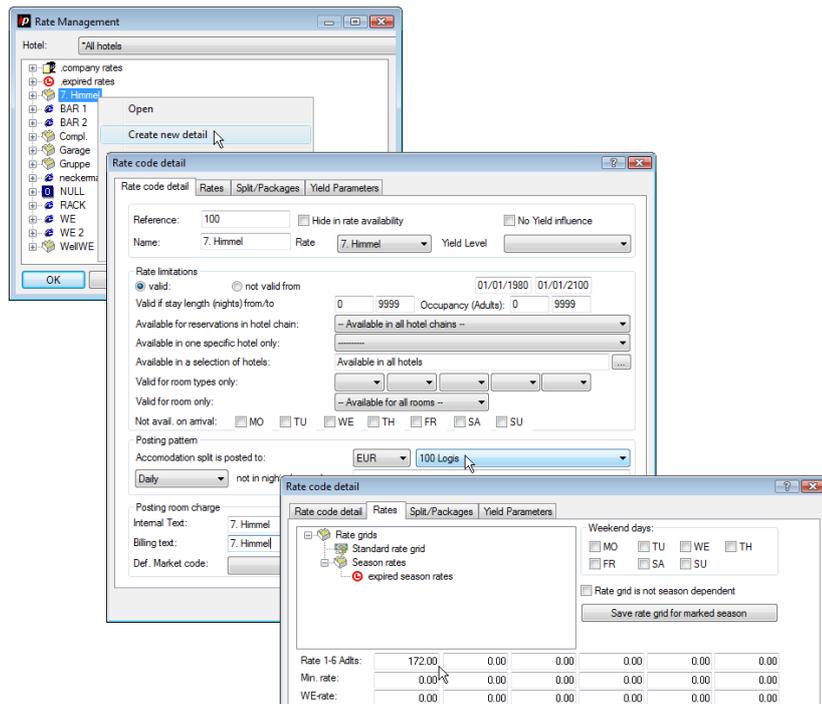
The following example will clarify this correlation.

 Please observe the instructions regarding method of payment and transaction accounts!

### Requirement: rate code with splits

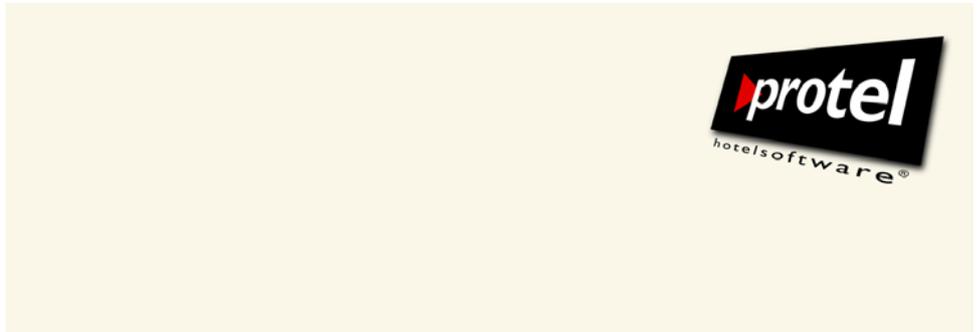
First, let us look at a rate code that could be mirrored by a package voucher.  
Example: a simple arrangement consisting of accommodation and an F&B-item:

- protel SD →
- Rates →
- Rate Code Details →
- Rate Management →
- Rate Code Detail | Rate Code Detail
- ...
- Rate Code Detail | Rates



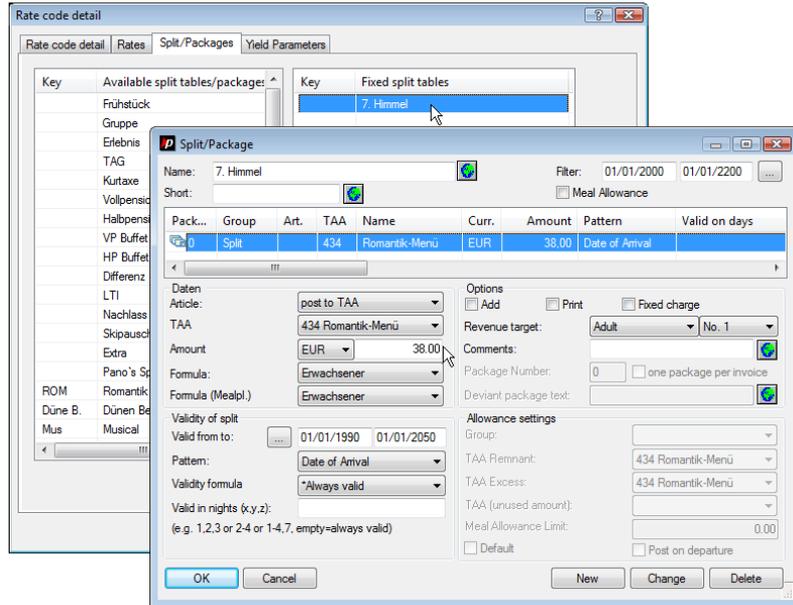
Rate code „7. Himmel“ and rate code detail „7. Himmel“: set rates

# PROTEL (ONLINE) VOUCHERS



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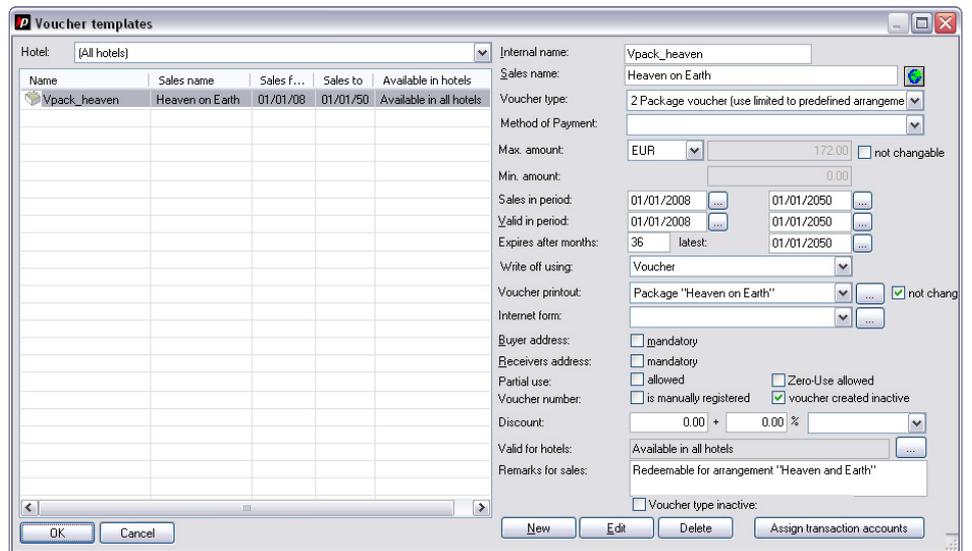
- protel SD →
- Rates →
- Rate Code Details →
- Rate Management →
- Rate Code Detail | Split/Packages →
- Split/Package



Rate code detail „7. Himmel“ with fixed split „Romantik-Menü“

Now open the "Vouchers" dialogue in protel SD (see previous sections).  
If you follow all the instructions, you should get the following result:

- protel SD →
- Reservation →
- Vouchers →
- Voucher templates



protel SD | Voucher templates: creating / editing a package voucher template

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## Select the voucher type, enter information

Select the voucher type "2 Package voucher ..." and for the sales name enter "Heaven on Earth".

Fill in all the other details (see picture).

➡ Do not enter an amount in this dialogue! The value of a package voucher will be calculated automatically later after you have arranged the package you want to sell by it.

## Select a method of payment

A package voucher is no cash equivalent like vouchers of the types 0 and 1.

By selling a package voucher specific services are sold; it is therefore taxable for VAT and consequently causes an invoice liable to VAT. (At redemption this voucher type generates a "negative package" that reduces VAT again)

➡ Select NO method of payment.

## Create a voucher package by assigning TAAs

Next, prepare the package you want to sell by vouchers that will be issued based on this template.

To mirror the arrangement shown above you have to select the correspondent transaction accounts.

To do this click the [TAA list] button.

In the "TAA list" dialogue, you now select all required accounts one by one:

Quantity	TAA	List	Amount
1	100 Logis		134,00
1	434 Romantik-Menü		38,00

Quant.: 1  
TAA: 100 Logis  
Or list: (e.g. 100,101,102 or 100-200 or 1,2,3,7-40)  
Amount: EUR 134,00  Partial use allowed

protel SD | Vouchers → TAA list: assign TAAs to the package voucher template

protel SD →  
Reservation →  
Vouchers →  
Voucher templates →  
TAA list

# PROTEL (ONLINE) VOUCHERS



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## Enter amounts to calculate the package voucher's value

Because with a package voucher you sell concrete services and products you have to enter the quantity and an amount for each transaction account.

protel Vouchers uses these amounts to calculate the value of the package voucher. You will find the amount in the field „Maximum amount“ in the voucher template dialogue.

So then, confirm your entries with [OK] and return to the voucher template dialogue.

➤ There, leave helpful remarks so that voucher sales users can advise guests properly!

The calculated amount in the field „Maximum amount“ in the voucher template dialogue:

Max. amount:	EUR	172.00	<input type="checkbox"/> not changeable
--------------	-----	--------	---

See picture at page 33!

➤ This amount cannot be changed. You have to go to the TAA dialogue and change the amount assigned to a transaction account. Then, let the protel Vouchers calculate a new all total price.

## Select templates for the voucher printout

Voucher printout

Now choose the appropriate printout template for the front desk sale.

You've already prepared a printout template for the package "Seventh Heaven." Select it now and tick the box "not changeable"

Internet form

In our example this voucher template is not meant to be used for online sales. Thus, you do not need to select an online printout template.

➤ Learn more on online sales of vouchers on page 43.

Click the [New] button to save your work. The new voucher template is now displayed in the dialogue table – just like the first two.

➤ Do not click [Change]: that would overwrite an older template!

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## Issuing and selling new vouchers in protel FO

Vouchers can either be sold at the front desk or via the hotel's website. This chapter describes how to issue, sell and print vouchers at the front desk.

### Two use cases: vouchers for hotel guests and non-hotel guests

There are two possibilities to open the dialogue in order to issue and sell vouchers. Your choice depends on whether you intend to sell the voucher to a hotel guest or non-hotel guest.

#### Hotel guests

To sell a voucher to a hotel resident open the voucher sales dialogue via the navigator / more ... dialogues for the respective guest.

→ protel will automatically post the voucher to the guest's bill.

#### Non-hotel guests

To sell a voucher to a non-resident (chance sales) open the voucher sales dialogue via the FO menu Cash Register → Vouchers → Voucher Sales.

→ protel will create a new invoice.

In both cases the same dialogue will be opened. The only difference: the targeted invoice is already predefined - or not.

➡ To use the dialogue, a cash register must be opened:



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## The voucher sales dialogue

Open the "Voucher" dialogue in protel FO (see above).

The dialogue is very intuitive and guides you through three easy steps – selecting the template, entering data and posting the voucher.

In the lower right section, in read-only-mode, it also provides additional details on the selected template that you previously defined in protel SD:

- protel Front Office →
- Cash Register →
- Vouchers →
- Voucher Sales

Name	Sales name	Price	Valid from	Valid	Expires	Sales from	Sales to	Rel
Vpack_heaven	Heaven on Earth	172,00	01/01/08	01/01/50	01/01/50	01/01/08	01/01/50	Fre
PGS_Grube	Grubenzauber	38,50	01/01/08	01/01/50	01/01/50	01/01/08	01/01/50	Pa
PGS_LDP	Lasst euch mal richtig pflegen!	767,00	01/01/08	01/01/50	01/01/50	01/01/08	01/01/50	Pa
EGS_F&B_50	All you can eat für 50 EUR	50,00	01/01/08	01/01/50	01/01/50	01/01/08	01/01/50	Au
EGS_Cos...	...	100,00	01/01/08	01/01/50	01/01/50	01/01/08	01/01/50	Au

protel FO | Issuing a voucher based on a voucher template

## Replacement code

➤ In protel, "Sales user" is always the user who is currently logged in; you can use this information by using the replacement code "\$User" in the printout template.

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## How to issue and sell vouchers - step by step

### Step 1

#### Choosing a voucher template

You can find all the voucher templates previously created in protel SD in the upper section of the dialogue.

Select the desired voucher type, e.g., "VP\_Xmas – Heaven on Earth":

1 Select voucher type						
Name	Sales name	Price	Valid from	Valid	Expires	Sales from
VTAA_Spa	Top to Toe Pamper Day	150,00	01/01/08	01/01/50	01/01/50	01/01/08
Vpay_any amount	protel Voucher	0,00	01/01/08	01/01/50	01/01/50	01/01/08
VP_Xmas	Heaven on Earth	450,00	01/01/08	01/01/50	01/01/50	01/01/08

➤ Alternatively, you can use the "Voucher type" drop-down menu (see the following section).

### Step 2

#### Adding details required by the template

Fields required by the template are shown in the central section of the window:

2 Enter voucher data	
Voucher type:	VP_Xmas - Heaven on Earth
Buyer:	<input type="text"/> ? ...
Recipient:	<input type="text"/> ? ... Identical with buyer
Amount:	GBP 450,00
Payment:	0 New invoice
Remarks:	<input type="text"/>

Fields which cannot be changed are greyed out.

➤ Depending on how you set your options when you created the voucher template,

- these fields may or may not be mandatory.
- the default values may or may not be changeable.
- it may or may not be possible to change a default selection.

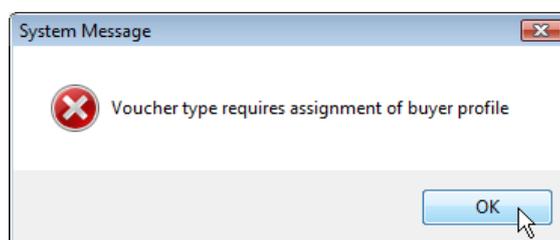
# PROTEL (ONLINE) VOUCHERS



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## Example:

This template requires us to provide the buyer's personal information. A system message will appear in Front Office if you attempt to post the voucher without entering a buyer:



## Buyers and recipients

If you open the voucher sales dialogue via the navigator dialogue protel will automatically enter the name of the guest in the field "Buyer".

If you open the voucher sales dialogue via the FO menu Cash Register → Vouchers → Voucher Sales you must or can add this information manually:

"Buyer" and "Recipient" are not entry fields. Click on the question mark button in order to open the dialogue to search for a guest profile. Select an existing profile or create a new one.

If necessary, add the recipient's information in the same way.

➤ By clicking on the button [Identical with buyer] you transfer the buyer's information to the "Recipient" field.

### Replacement codes

➤ Use the replacement codes "\$Buyer ..." and "\$Recipient ..." to print out information about buyers and recipients on the voucher. The information will be taken from their guest profiles.

## Currency and amount

The voucher template also specifies whether the currency and the voucher amount are pre-defined and/or whether these defaults can be changed.

### Replacement codes

➤ Use the replacement codes "\$Curr" and "\$Amount" to print out this information on the voucher.

➤ Additionally / alternatively you can print out the amount in words. To do this, use the replacement codes "\$.en.AmountInWords" (for the whole number) and "\$.en.AmountInWordsDecimals" (for everything "after the decimal marker").

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## Payment

The voucher will be posted depending on how you open the dialogue:

- If you open the voucher sales dialogue via the navigator / more ... dialogues for a hotel resident, protel will automatically post the voucher to the guest's bill.
- If you open the voucher sales dialogue via the FO menu Cash Register / Vouchers / Voucher Sales, protel will create a new invoice. In case you have added information on the voucher buyer, protel will transfer his or her name to the invoice. If not, protel will fall back on the default “\_Voucher Sales”.

## Remarks

When necessary or desired, leave helpful remarks for the people who will be redeeming the voucher (will be shown in the dialogue for voucher redemption).

## Step 3

### Sell voucher

Use the third section of the dialogue to sell and print the voucher(s):

3 Sell voucher

Number of vouchers: 1

Voucher number:

Voucher form: Payment voucher

Preview

## Number of vouchers

Define the number of vouchers to be sold here.

Should you want to issue and sell more than one voucher, change the number of vouchers in the respective entry field (above).

➤ Vouchers issued like this “in series” are listed separately and posted to a single collective invoice. They are displayed as consecutively numbered individual items.

## Voucher number (optional)

In the course of posting a voucher, protel will always automatically assign a non-reversible number.

If, in the voucher template, you selected the option to enter an additional number manually, you now have to enter something in the field “Voucher number” (you may use any notation you want).

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## Replacement code

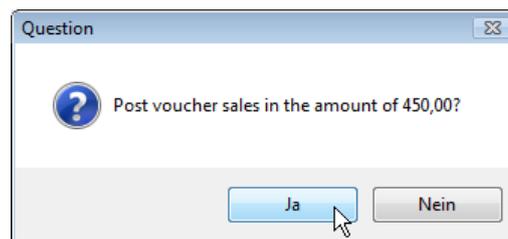
You will find this number in the voucher management dialogue (for more see sections below).

➡ Use the replacement code "\$Number" to print out this information on the voucher.

## Sell voucher

Click on the button [Buy] in the bottom section of the dialogue to sell the voucher:

A confirmation prompt will appear asking you to reconfirm the amount entered:

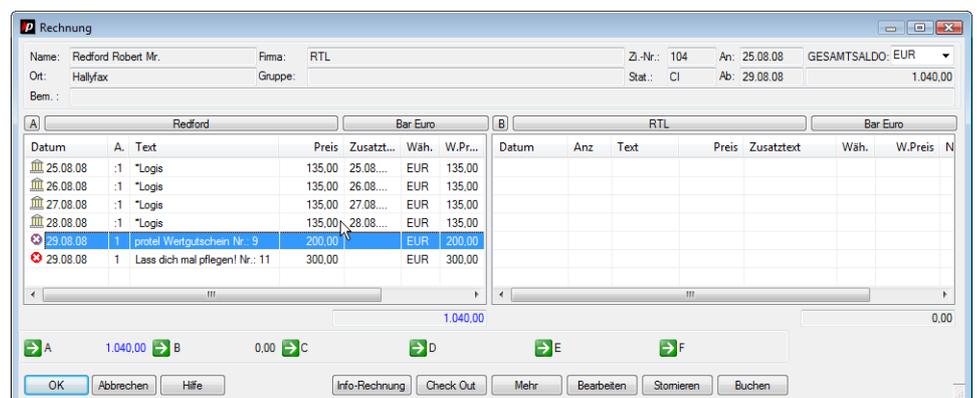


➡ Reason: Vouchers cannot be cancelled or deleted.

## Use case I: Hotel resident

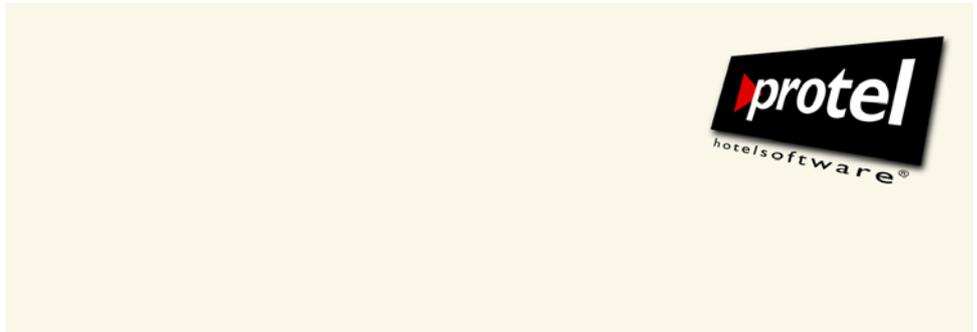
If you opened the voucher sales dialogue via the navigator → More ... dialogue, the amount is posted directly to the invoice of the respective guest.

Open the invoice to have a look at it:



protel FO | Guest invoice: vouchers on invoice

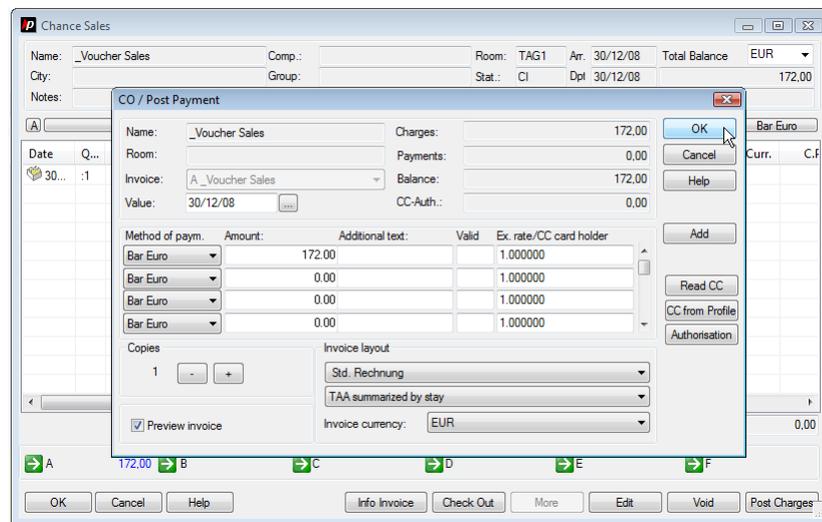
# PROTEL (ONLINE) VOUCHERS



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## Use case 2: Non-resident

If you opened the voucher sales dialogue via protel FO → Cash Register → Vouchers → Voucher Sales, protel will post the voucher to a new invoice:



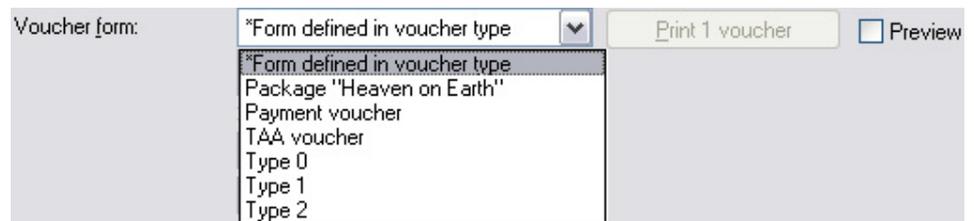
protel FO | Voucher sales | New invoice: vouchers on invoice

The printout of this invoice displays the voucher name and the voucher identification number.

## Printing a voucher

➤ Please note: The voucher can only be printed after it has been posted.

### Voucher form



➤ The selection from the "Voucher form" menu is only available if so defined in the voucher template.

Overview replacement codes  
see annex!

➤ Replacement codes add selected details from the FO dialogue "Voucher" to the printout.

A complete list of all voucher replacement codes is included in the annex.

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## Preview

Activate the checkbox “Preview” if you would like to see the filled in printout form as a preview first. This way, for instance, you can add more information if required.

## Print

Click on the button [Print voucher] to print the voucher.

➤ You can print out all sold (online) vouchers (protel FO → Cash register → Vouchers).

## Print merge

If you’ve issued and sold more than one voucher, they will be printed in one step.

A screenshot of a software dialog box titled "3 Sell voucher". It contains three input fields: "Number of vouchers:" with the value "3", "Voucher number:" with the value "50", and "Voucher form:" with a dropdown menu set to "Payment voucher". To the right of the "Voucher number" field is a "Sell" button. Below the "Voucher form" field is a "Print 3 vouchers" button and a "Preview" checkbox. At the bottom of the dialog are "OK" and "Cancel" buttons.

➤ To do so, you only have to enter the first number and the printout will continue automatically.

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## Online sale of vouchers

A different option for selling vouchers is selling them online via the hotel's website. Rather than the hotel employee, the guest can now choose an appropriate template via the Internet fills it in and prints out the voucher.

To make this available, you will have to adjust certain settings.

Online voucher sales:

Create voucher templates



Activate online availability



Voucher distribution: Create template for e-mail message



Make online sale available

The following chapters will describe in detail

- how to create voucher templates for online sales and which setting to pay particular attention to.
- how to activate and deactivate voucher templates for online sales.
- how to create the e-mail template, which serves as the basis for the e-mail message sent to the buyer of the voucher and to which the printable voucher as PDF is attached.
- The guest's procedure of the online sale via the hotel's website.

## Prepare voucher templates for online sales

You can either use the same voucher templates as used for front desk sales or create specific ones for the online sale.

In both cases, there are two requirements for voucher templates (also) used for the online sale:

- A valid "Internet form" has to be selected.
- The option "Voucher created inactive" has to be activated.

You can either create new voucher templates which include the following two settings (as described in the relevant chapters for the FO voucher sale) or add the settings to your already existing templates:

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To do so, please open the dialogue “voucher templates” under protel SD → Reservations → Vouchers / Voucher templates ...

protel SD

→ Reservation

→ Vouchers

Example on the right:  
Template Payment vouchers  
for the front desk and online sales

Name	Sales name	Sales ...	Sales to	Available in hotels
Vpay_any amount	protel voucher	01/01/...	01/01/50	Available in all hotel

Internal name: Vpay\_any amount  
Sales name: protel voucher  
Voucher type: 0 Universal voucher (used like method of payment)  
Method of Payment: Voucher  
Max. amount: EUR 0.00  not changable  
Min. amount: 35.00  
Sales in period: 01/01/2008 ... 01/01/2050 ...  
Valid in period: 01/01/2008 ... 01/01/2050 ...  
Expires after months: 36 latest: 01/01/2050 ...  
Write off using: Voucher  
Voucher printout: Payment voucher  not chang  
Internet form: Payment voucher  
Buyer address:  mandatory  
Receivers address:  mandatory  
Partial use:  allowed  Zero-Use allowed  
Voucher number:  is manually registered  voucher created inactive  
Discount: 0.00 + 0.00 %  
Valid for hotels: Available in all hotels  
Remarks for sales: Redeemable for any services and products  
 Voucher type inactive

... and make sure to add the following settings (see also red box in diagram above):

## Internet form

All voucher templates used for online sales, require an appropriate printout template so the guest can print out the voucher himself.

To make this available please select “Internet form.” This allows you to select from all existing templates, which have been created in the Form Administration (protel SD → Text → Form Administration).

➡ Make sure that all forms chosen for the online sale are on the COM server!

➡ If you would like to use the same voucher template for sales at the front desk and online, please define one form for each sale option, that is, “Voucher printout” for sales at the front desk and “Internet from” for online sales.

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## **Activate that voucher is redeemable after payment**

Make sure that vouchers are redeemable only after balance is settled.

To do so, activate the option “Voucher created inactive.” The voucher will then automatically be set to “active” once the payment has been received and has been fully derecognised via the accounts receivable.

➤ Important: Please make sure that this option is activated for all vouchers used for online sales.

➤ You can change the state of individual vouchers by (de-)activating the option “Voucher is inactive.”

➤ Detailed information on all required settings for the activation of online sale templates is described in the following two chapters.

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## Activate online availability

To make sure online sale via your website is available you will have to proceed with two further steps:

1. online voucher sales and
2. template for the e-mail to the buyer, which will include the printable PDF of the voucher.

To activate the voucher templates for the online sale, start the protel Web Extensions via the menu Add-ons in protel FO.

Select protel Online Vouchers in the left menu. Then, below that, please click on “Online Setup”:

In the dialogue “Online setup” displays the sales name, currency, valid from and to and the sales amount (if not selectable by buyer) as well as the online availability for every voucher template.

➤ For a better overview you can sort and filter your templates by name, sales period and amount.

- protel FO
- Add-ons
- protel Web Extensions
- protel Online Vouchers:

Salesname	Curr	Valid From	Valid To	Amount	Internet	Nbr. Sales	SalesAmount
Romantic Special	EUR	01.01.2008	01.01.2012	222,00	<input checked="" type="checkbox"/>		
Wellness Weekend	EUR	01.01.2008	01.01.2012	200,00	<input checked="" type="checkbox"/>		
Value Voucher	EUR	01.01.2008	01.01.2012	0,00	<input type="checkbox"/>		

In this example only the vouchers “Romantic Weekend” and “Wellness Weekend” have been activated for the online sale and are thereby available via the Internet.

## Online settings

The activation of the voucher templates is easily done by just clicking the checkbox in the column “Internet” for the respective voucher template.

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Online availability:  
(De-)activate voucher templates

➤ Of course you can also deactivate all templates used for the online sale at any time. Just remove the check in the checkbox behind the respective template by clicking it again.

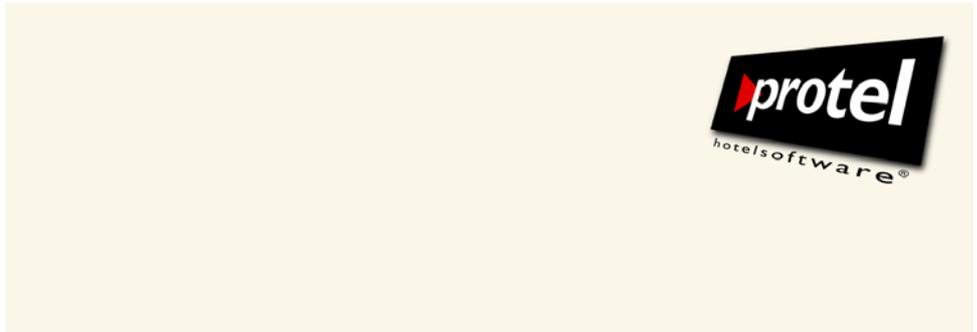
Sales period

The valid sales period is displayed for every sales template as defined in the voucher templates in the system data.

➤ Changes to the displayed information (name, validity, amount, etc.) can generally only be changed in the respective template in the system data.

➤ The dialogue window Online setup serves the sole purpose of activating or deactivating existing templates for the online sale.

# PROTEL (ONLINE) VOUCHERS



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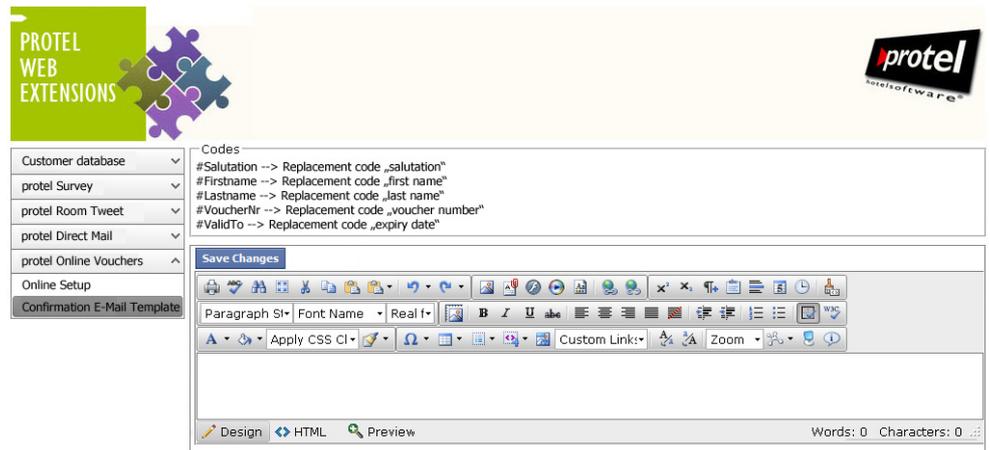
## Create confirmation e-mail template

Confirmation e-mail

Next, create a default template for the e-mail message to the buyer of the voucher.

To do so, please click on the second sub-item in the menu “protel Online Vouchers” in the protel Web Extensions:

- protel FO
- Add-ons
- protel Web Extensions
- protel Online Vouchers
- E-mail template



The menu item “Confirmation E-Mail Template” offers a text editor with all commonly known functions to create an e-mail confirmation.

➤ To create the template use the editor and all necessary replacement codes (including the number sign) which are listed and explained above the editor.

Online voucher sales:  
Replacement codes for the confirmation e-mail template

#Salutation	Salutation
#Firstname	First name
#Lastname	Surname
#VoucherNr	Voucher number
#ValidTo	Valid to

Based on your e-mail template, the voucher buyer will automatically receive a confirmation mail with the attached voucher as a PDF

➤ Please make sure to inform the buyer of all relevant information concerning the terms of payment and redemption.

# PROTEL (ONLINE) VOUCHERS



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## Voucher sale on the hotel's website from the guests' point of view

Your guests can buy vouchers via your website as soon as the function for online voucher sale is integrated.

Integration into your website

➤ The integration of the application into the hotel's website has to be done by your web designer. We'll be happy to provide any required information on how to proceed.

Please do not hesitate to contact us at [support@protel-net.com](mailto:support@protel-net.com)!

On the hotel's website, the guest can click on the respective button of the voucher application and is lead through the four steps of the purchase process.

Step 1:  
Select voucher



Step 1 of 4: The guest selects the voucher of his choice on the hotel's website: quick and easy!

Step 2/3 of 4:  
Enter buyer /recipient



Step 2/3 of 4: Enter buyer /recipient

Step 4:  
Add individual message to recipient  
(optional)



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## Print voucher

After you have entered all required information, the guest will automatically receive a confirmation e-mail with the voucher attached as a printable PDF.

➤ All vouchers sold over the Internet will become valid and redeemable after payment if the option “Voucher created inactive” is activated.

## Payment of voucher

➤ The payment method can be defined in the e-mail template which is used as a basis for the confirmation e-mail (incl. the PDF voucher).<sup>48</sup>

Payment of online vouchers is usually done via invoicing. This means, once the invoice is settled, the voucher can be redeemed.

➤ Thus, please make sure to follow the instructions regarding the settings for online voucher templates in the chapter “Online voucher sale.”

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## Redeem vouchers

There's only one way to redeem vouchers, regardless of how the voucher was bought.

For both, front desk and online sales, when a voucher is redeemed, the settings defined in the voucher templates take effect.

Most important in this context is the voucher type you chose when setting up your templates. When redeeming general, earmarked or package vouchers different mechanisms will be effective.

### Two use cases - two ways to open the dialogue

Like the voucher sales dialogue the dialogue to redeem vouchers is also opened in different ways:

- Apply the voucher to the invoice of a resident guest
- Accept the voucher of a non-hotel guest and redeem it for services offered by your hotel.

Use case 1:  
Hotel resident

#### Redeem a voucher for a hotel resident

For applying a voucher to a current guest invoice either open the navigator of the respective guest and select "Voucher use" in the "More..." menu.

Or open the dialogue directly from the "Invoice" dialogue via the context menu.

Use case 2:  
Non-resident

#### Redeem voucher for a non-hotel guest

If a visitor wants to redeem a voucher at your hotel, first create a new invoice via Front Office menu → Cash register → Chance sales. Post the invoice items to be redeemed by the voucher. Then open the voucher redemption dialogue via the context menu.

► If you do not know the visitor and you do not want to enter his data into a protel guest profile, create the new invoice for "\_Voucher sales" (that is the anonymous guest profile created by the voucher module when the buyer is unknown).

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In all cases the same dialogue opens. The only difference: either an invoice name is predefined – or not.

In the following paragraphs you will learn in detail how to find and select a voucher for redeeming and how to proceed when redeeming the three voucher types.

Doing this, you will become familiar to the settings and functions of the dialogue.

## Search for and select a voucher

When you open the “Redeem voucher” dialogue as described above, it will open “empty”. To redeem a certain voucher, you have to find and select it first:

- If you know the voucher identification number, enter it in the field “Voucher number” and click [Search].
- If you do not know the voucher number click [Select voucher from list] ...

protel FO →  
Navigator →  
[More] menu →  
Voucher use

Alternatively:  
protel FO | invoice dialogue →  
context menu of invoice item →  
Voucher use

Account	Name:	Optional TAA-list	Amount	Open

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... to open a list of all vouchers that have not yet been redeemed:

Select a voucher and click [OK]

➤ Double-clicking a voucher opens the "Voucher" dialogue. There you can review the voucher details if necessary.

No.	Date	Vouch...	Internet	Invoice	Curr.	Amount	Used	Valid from	Valid	Expires
2008-11-11_001	21/03/08				EUR	100,00	100,00	01/01/08	01/01/50	21/03/08
2008-11-11_002	21/03/08				EUR	25,00	25,00	01/01/08	01/01/50	21/03/08
2008-11-11_003	21/03/08				EUR	110,00	10,00	01/01/08	01/01/50	21/03/08
2008-11-11_004	21/03/08				EUR	35,00	35,00	01/01/08	01/01/50	21/03/08
2008-11-11_005	21/03/08				EUR	730,00	433,50	01/01/08	01/01/50	21/03/08
2008-11-11_006	21/03/08				EUR	75,00	75,00	01/01/08	01/01/50	21/03/08
2008-11-11_007	21/03/08				EUR	25,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_008	21/03/08				EUR	25,00	0,00	01/01/08	01/01/50	21/03/07
2008-11-11_008	21/03/08				EUR	75,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_009	21/03/08				EUR	730,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_010	21/03/08				EUR	120,00	100,00	01/01/08	01/01/50	21/03/08
2008-11-11_011	21/03/08				EUR	100,00	0,00	01/01/08	01/01/50	21/03/08
22	21/03/08				EUR	15,00	0,00	01/01/08	01/01/50	21/03/08
23	21/03/08				EUR	37,50	0,00	01/01/08	01/01/50	21/03/08
24	21/03/08				EUR	300,00	0,00	01/01/08	01/01/50	21/03/08
25	21/03/08				EUR	30,00	0,00	01/01/08	01/01/50	21/03/08
26	21/03/08				EUR	35,00	0,00	01/01/08	01/01/50	21/03/08

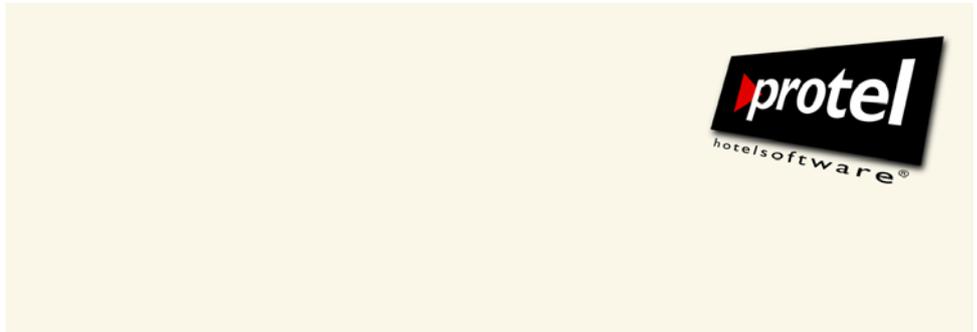
Buttons: New Voucher, Edit, Change amount, Write Off, Print, OK, Cancel

Summary:

Total vouchers:	31.393,05	Usable:	18.180,65
used:	4.981,50		
Open total:	26.511,55	Expired:	8.330,90

Double-click a list entry to open the "Redeem voucher" dialogue.

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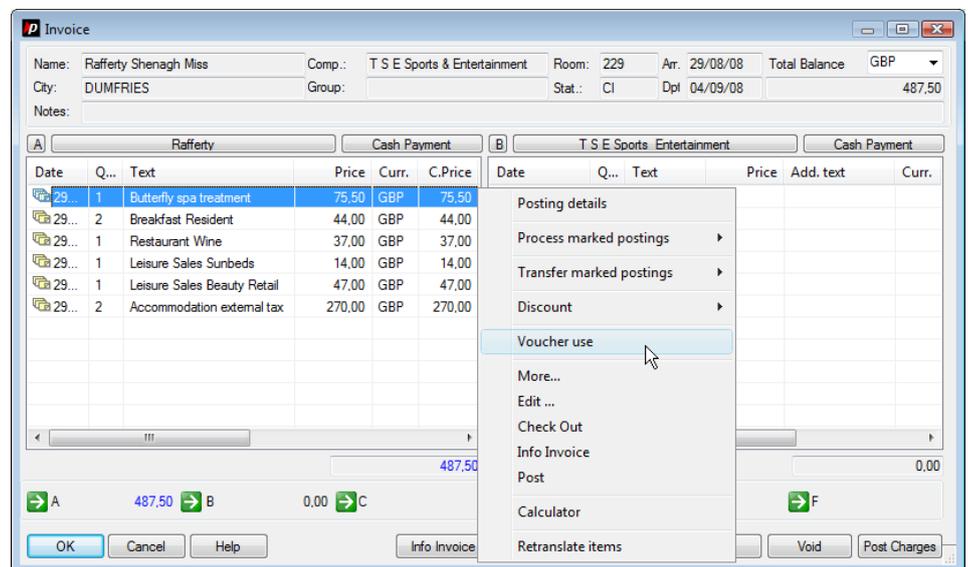


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## Redeeming a type 0 voucher (universal voucher)

Open the “Voucher use” dialogue either directly from the “Invoice” dialogue or by the Navigator and the “More ...” menu

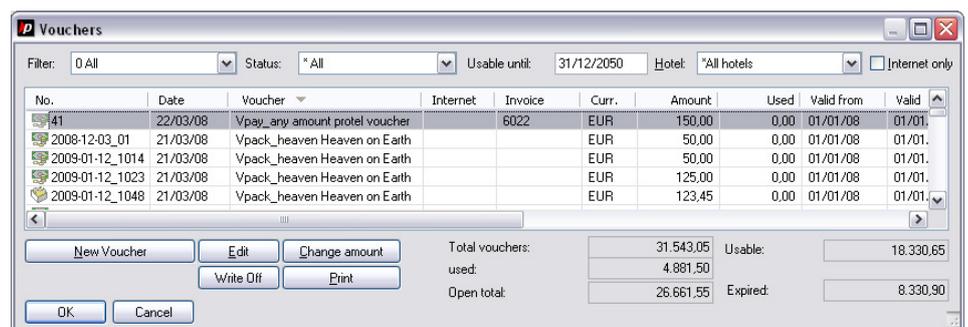
protel FO / invoice dialogue →  
context menu via item →  
Voucher use



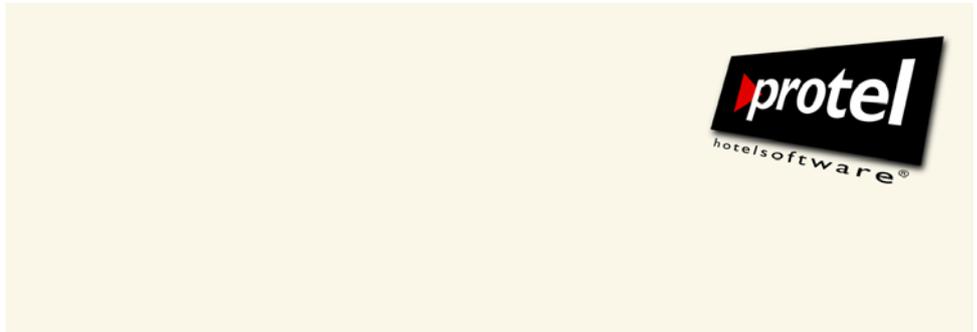
Choose “voucher use” from the context menu. Open ...

... and select a universal voucher type 0 voucher (for details see section above):

protel FO / invoice dialogue →  
context menu via item →  
voucher use/  
[Select voucher from the list] →  
Vouchers (list of all vouchers)



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The “Redeem voucher” dialogue now displays the information on and the options of the voucher you have selected:

protel FO/ invoice dialogue →  
Redeem voucher

Account	Name:	Optional TAA-list	Amount	Open

Click on [OK] to redeem the voucher.

➤ If the template this voucher is based upon allows partial redemption you can enter a partial amount in the field “Amount to be used”.

Enter the desired amount and click on [OK].

Acknowledge the following confirmation prompt:+

The guest invoice will credit the voucher amount towards the balance owed:

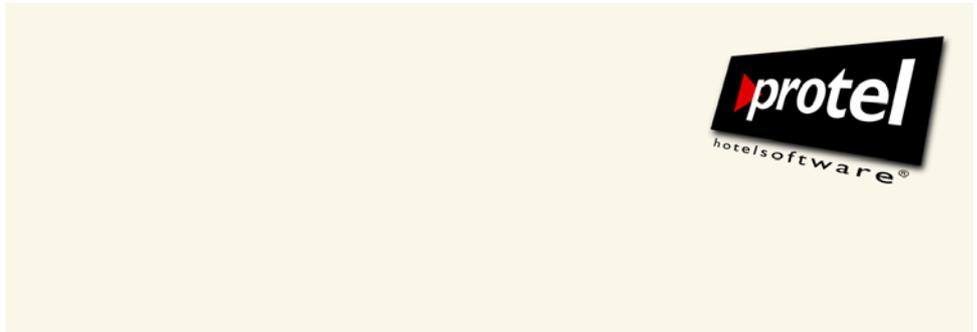
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# PROTEL (ONLINE) VOUCHERS



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## Redeeming a type 1 voucher (earmarked voucher)

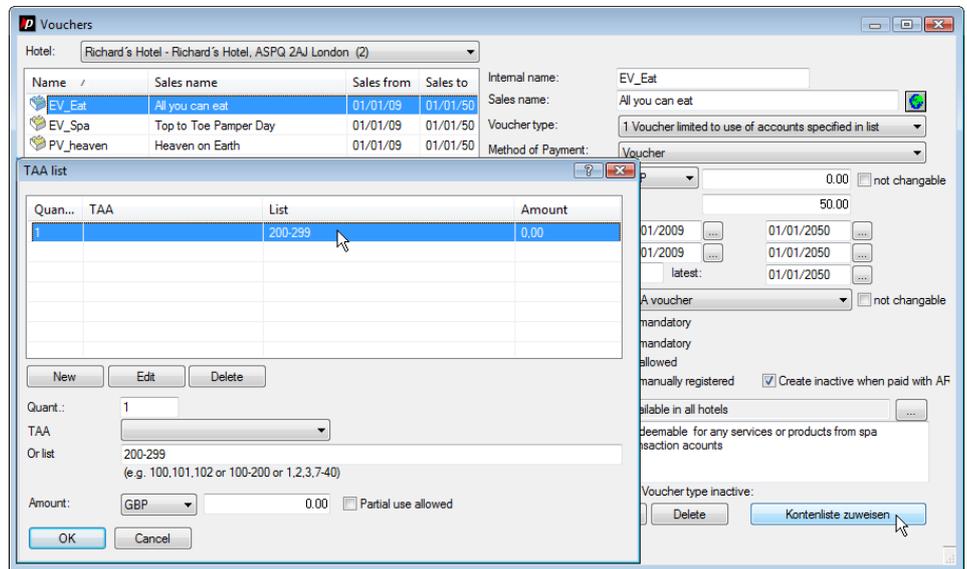
Review:

A restricted voucher can be redeemed for services posted to certain TAAs up to a defined maximum amount. These accounts are defined while creating the voucher templates:

Example:

TAA nos. 200 - 299 represent the main group “Food & Beverage”

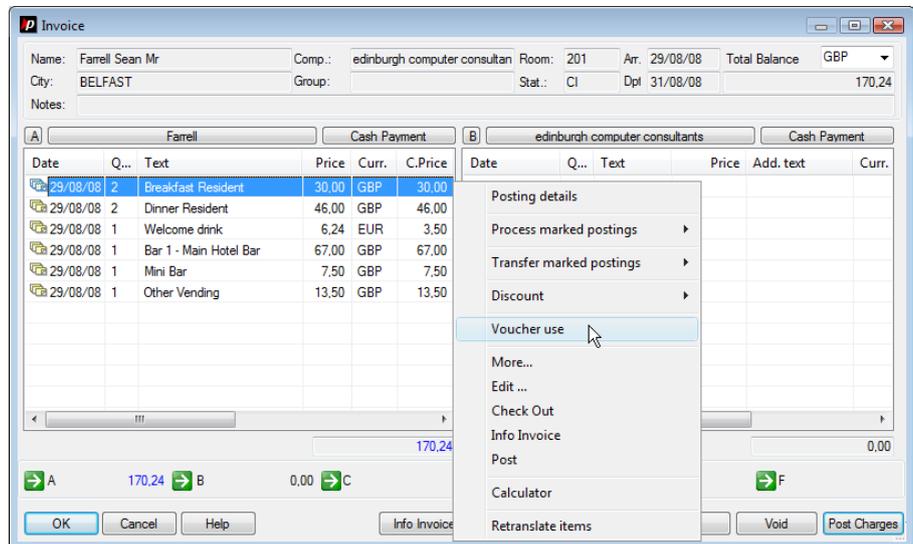
Allocating the TAA group “F&B” to the template of a restricted voucher



Such a voucher can be applied to all items in any invoices that correspond with these accounts:

Information on the invoice items:

The consumption of beverages in the “Main hotel bar” as well as “other vendings” do NOT fall in the category F&B!



# PROTEL (ONLINE) VOUCHERS



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## Partial or full use of vouchers

Right-click any item of the invoice to open the context menu and select “Voucher usage”.

Choose the desired voucher (as described above). The “Voucher usage” dialogue will display the details of the selected voucher:

Account	Name:	Optional TAA-list	Amount	Open	Use
*		200-299	--	--	82.24

The information table in the middle of the dialogue shows you the TAAs set in the respective template. In our example these would all be F&B accounts.

The F&B accounts on our sample invoices amount to a total of 82.24 GBP.

But in any case only the maximum amount, in this case 75 GBP, defined in the concrete voucher can be applied.

For applying the total amount click on [OK].

➤ If the template this voucher is based upon allows for partial redemption you can enter a partial amount in the field “Amount to be used”.

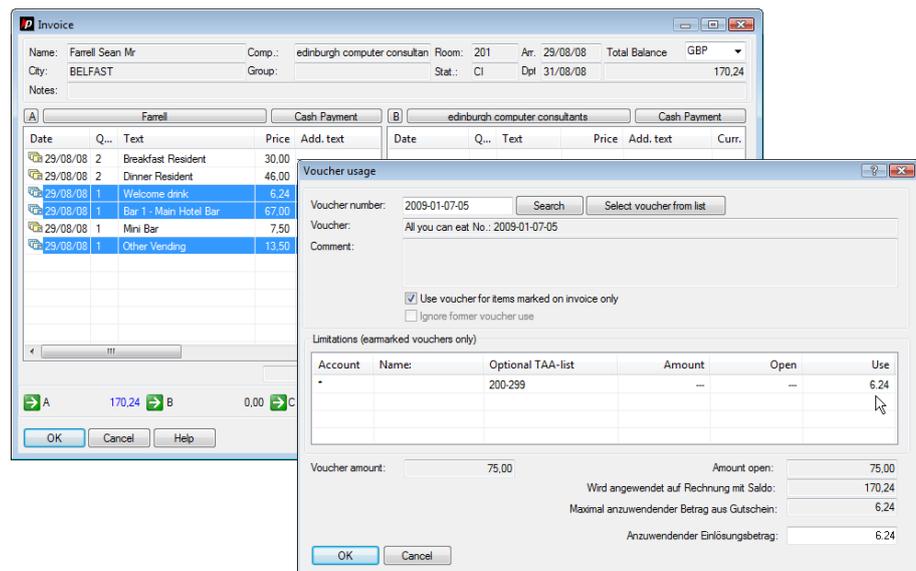
Enter the desired amount and click on [OK].

### Applying voucher to selected invoice items

Alternatively it is possible to apply the voucher amount only to invoice items. This, however, requires that these items must correspond to the TAAs set in the template.

To do this, mark those invoice items to which the voucher shall be applied. This could be either a single item or a selection as well.

Select the desired voucher (as described above) and activate the checkbox “Apply voucher only to marked invoice entries” in the “Voucher usage” dialogue:



Now, the voucher module compares the TAAs set in the template that can be applied to the selected invoice items. In this case: The only item that can be redeemed by this voucher is the “Welcome drink” - as it is the only F&B item of the selection.

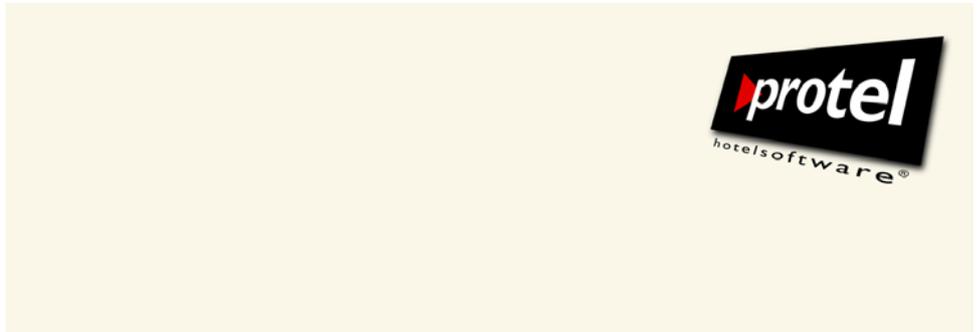
It calculates the maximum amount to be used and displays it in the information table.

Click [OK] to redeem the voucher for the chosen invoice items.

➤ If the template this voucher is based upon allows for partial redemption you can enter a partial amount in the field “Amount to be used”.

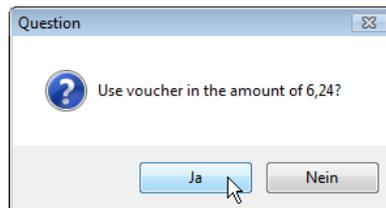
Enter the desired amount and click on [OK].

# PROTEL (ONLINE) VOUCHERS

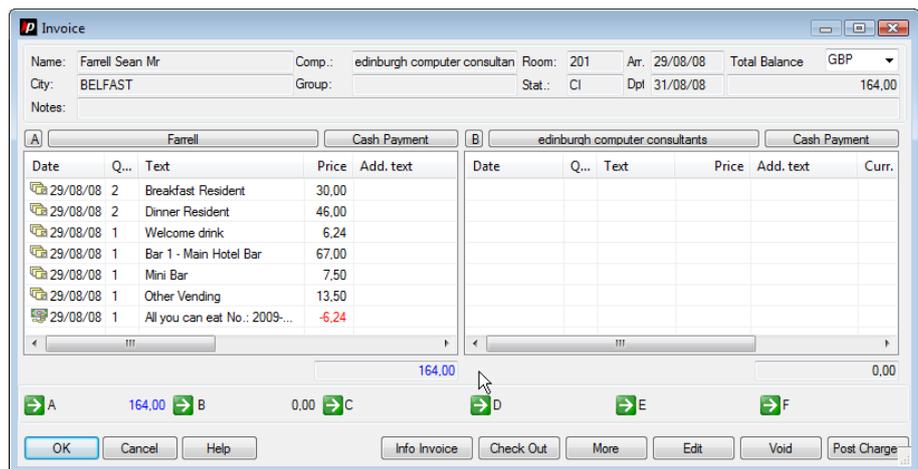


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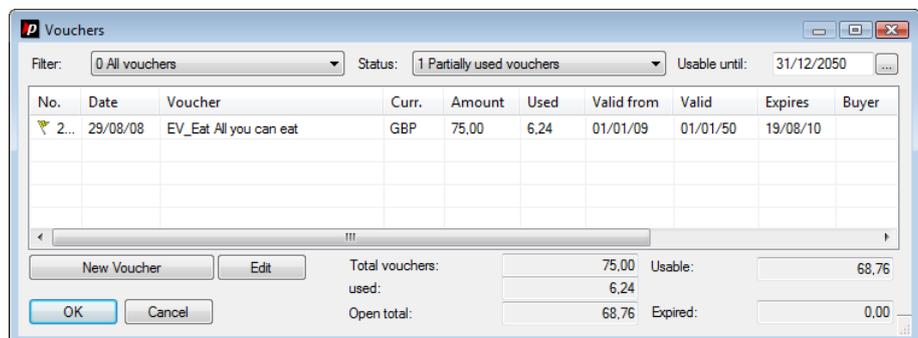
Acknowledge the following confirmation prompt:



The guest invoice will credit the voucher amount towards the balance owed:

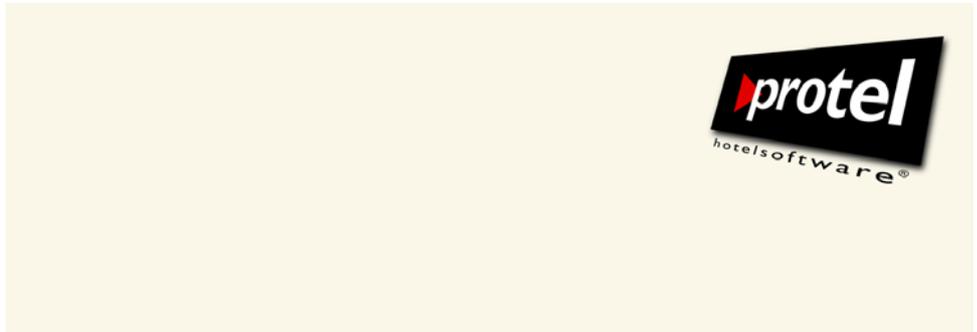


➤ This means, only 6.24 GBP of the voucher’s maximum amount of 75.00 GBP have been used. You will therefore find the voucher again in the voucher management dialogue under “partially used vouchers”:



Learn more on how to manage unused and fully or partially used vouchers in the last section of this instruction manual!

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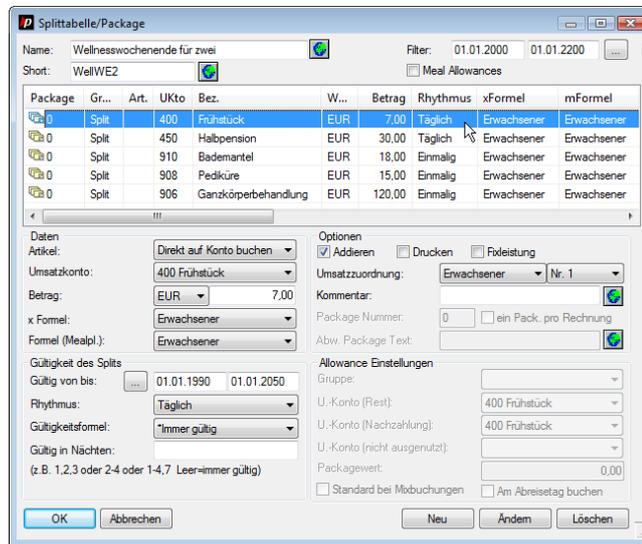
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## Redeeming a type 2 voucher (package voucher)

### Review 1

Redeem a package voucher when a corresponding arrangement has been booked beforehand.

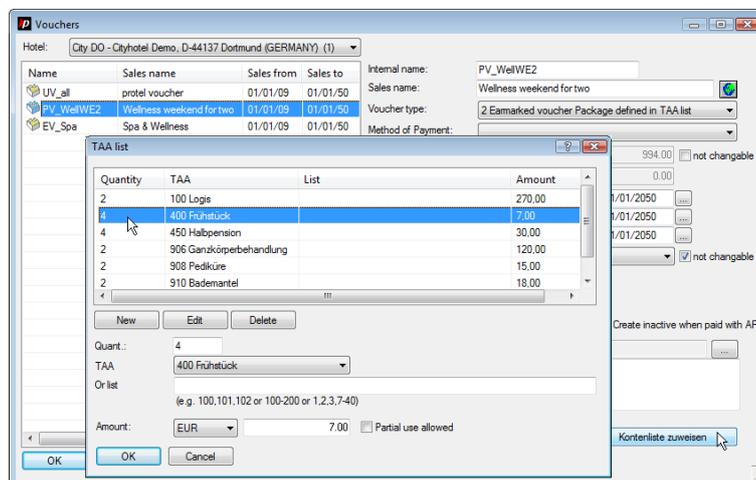
Thus, for the following example a rate code with split was created in protel SD:



By the way, the lodging part is 270.00 € per night, while the total arrangement amounts to 994.00€.

### Review 2

Subsequently, a corresponding package voucher was created in protel SD mirroring the rate code:



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When applying the respective rate code at the reservation ...

Status	Arrival	Nght	Dpnt.	Qty	R. type	R. no.	Adlt. Rate code	Rate	Cn. Det	Sp.
1 GRT(D)	30/12/08	2	01/01/09	1	Business	118 Clez	2 WellWE	650.00 EUR		Ok
2 GRT(D)	30/12/08	2	01/01/09	1	Deluxe	123 Clez	1 RACK	180.00 EUR		Ok
								0.00		Ok

... protel provides it with the split as shown above ...

Day	Date	Curr.	Price	Comment
Fr	02/01...	EUR	650.00	
Sa	03/01...	EUR	344.00	

Total: 994.00  Net Rates

... and creates the following invoice at check-out:

Date	Qty.	Text	Price	Curr.	C.Price
30...	-1	*Wellness-Arrangement ...	650.00	EUR	650.00
30...	:1	*Wellness-Arrangement ...	344.00	EUR	344.00

- Posting details
- Process marked postings
- Transfer marked postings
- Discount
- Voucher use**
- More...
- Edit ...
- Check Out
- Info Invoice
- Post
- Calculator
- Retranslate items

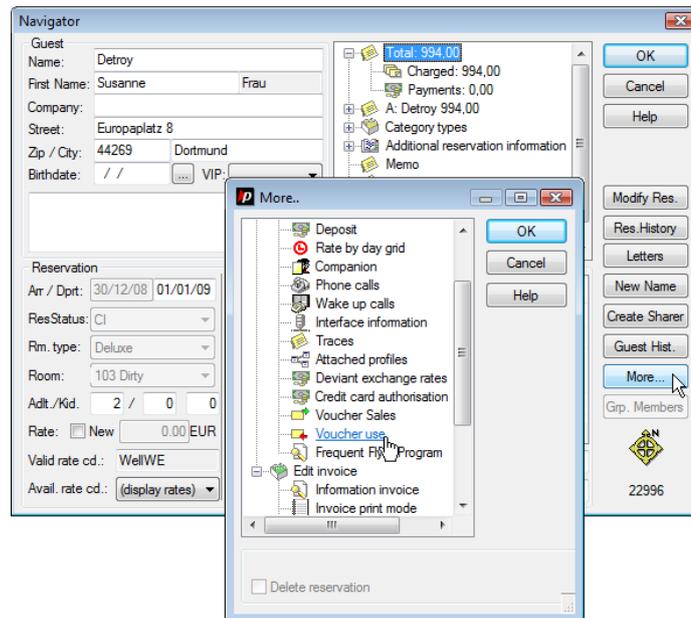
Open the context menu via one of the invoice items and select “Voucher use”.

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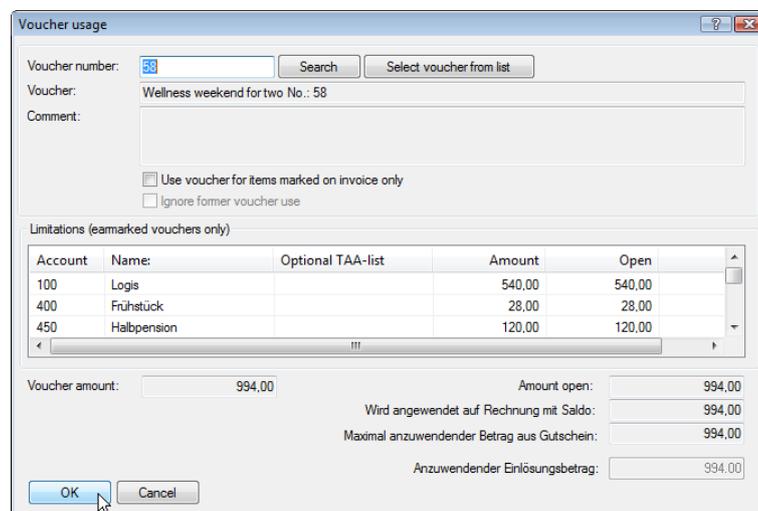
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Alternatively, you can open the dialogue “Redeem voucher” via the Navigator and the [More] menu:



Select the desired voucher as described above.

The “Voucher usage” dialogue will show you the details of the chosen voucher for reviewing and editing:



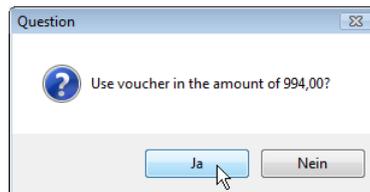
Click on [OK] to redeem the voucher.

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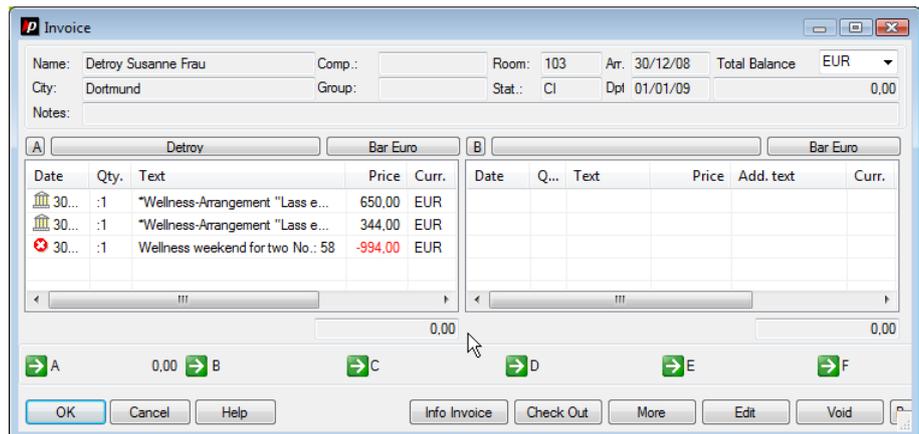


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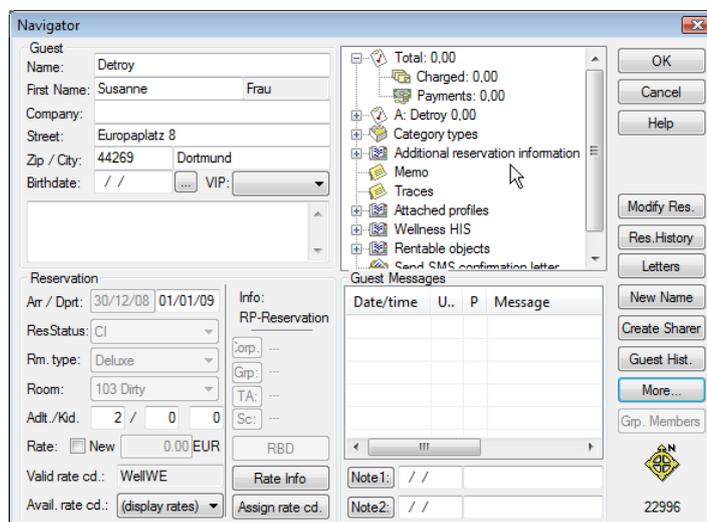
Do you really wish to redeem the given amount? When you have confirmed the security query ...



... the redeemed voucher will appear on the invoice:



The Navigator also will display the new balance of the invoice:



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## Managing vouchers

To help you manage sold, used and especially unused vouchers, you can build specific lists according to your needs.

### All vouchers at a glance

To access the dialogue for viewing and managing all the vouchers, open the "Cash Register" menu and then the "Vouchers" dialogue in protel Front Office. The default view displays all the vouchers that have been created so far:

protel FO →  
Cash Register →  
Vouchers →  
Voucher use

Icons indicate the voucher's status

Statistics on the current state  
of voucher sales

No.	Date	Vouc...	Internet	Invoice	Curr.	Amount	Used	Valid from	Valid	Expires
2008-11-11_001	21/03/08				EUR	100,00	100,00	01/01/08	01/01/50	21/03/08
2008-11-11_002	21/03/08				EUR	25,00	25,00	01/01/08	01/01/50	21/03/08
2008-11-11_003	21/03/08				EUR	110,00	10,00	01/01/08	01/01/50	21/03/08
2008-11-11_004	21/03/08				EUR	35,00	35,00	01/01/08	01/01/50	21/03/08
2008-11-11_005	21/03/08				EUR	730,00	433,50	01/01/08	01/01/50	21/03/08
2008-11-11_006	21/03/08				EUR	75,00	75,00	01/01/08	01/01/50	21/03/08
2008-11-11_007	21/03/08				EUR	25,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_008	21/03/08				EUR	25,00	0,00	01/01/08	01/01/50	21/03/07
2008-11-11_008	21/03/08				EUR	75,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_009	21/03/08				EUR	730,00	0,00	01/01/08	01/01/50	21/03/08
2008-11-11_010	21/03/08				EUR	120,00	100,00	01/01/08	01/01/50	21/03/08
2008-11-11_011	21/03/08				EUR	100,00	0,00	01/01/08	01/01/50	21/03/08
22	21/03/08				EUR	15,00	0,00	01/01/08	01/01/50	21/03/08
23	21/03/08				EUR	37,50	0,00	01/01/08	01/01/50	21/03/08
24	21/03/08				EUR	300,00	0,00	01/01/08	01/01/50	21/03/08
25	21/03/08				EUR	30,00	0,00	01/01/08	01/01/50	21/03/08
26	21/03/08				EUR	35,00	0,00	01/01/08	01/01/50	21/03/08

➤ You can sort the table in ascending or descending order by clicking on each column's header.

➤ If you would like an overview of only those vouchers sold online then please tick the checkbox "Internet only."

Inactive vouchers

➤ Inactive vouchers are indicated by a red symbol on the far left of the overview as shown above: voucher 23.

Write off

Expired vouchers can be deleted individually from the overview by selecting each one and then clicking [Write Off]. You can also filter for all expired vouchers and write them off in a single step.

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## Filtering voucher information

Sort and filter vouchers

You can narrow your search by combining two criteria from the "Filter" and "Status" menus:

A screenshot of two dropdown menus. The left menu is labeled "Filter:" and has "0 All" selected. The right menu is labeled "Status:" and has "\* All" selected. Both menus are open, showing a list of options.

Filter:	0 All	Status:	* All
	0 All		* All
	1 sold today		1 No invoice issued
	2 sold within the last 30 days		2 Inactive
	3 sold this year		3 Usable
	4 sold by me		3a Not used
			3b Partially used
			4 Fully used
			5 Expired
			6 Written off

## Annex

### Overview of replacement codes for voucher forms

Voucher buyer

\$Buyer.Add1	Salutation
\$Buyer.Add2	First name and last name
\$Buyer.Add3	Street and number
\$Buyer.Add4	City and ZIP code
\$Buyer.Add5	
\$Buyer.Add6	
\$Buyer.Add7	
\$Buyer.Add8	
\$Buyer.Add9	
\$Buyer.AddA	
\$Buyer.AddB	
\$Buyer.PersAnrede	Informal salutation
\$Buyer.CustomerId	Customer number
\$Buyer.Anrede	Salutation
\$Buyer.Name	Last name
\$Buyer.Fax	Fax number

Guest profile information

Voucher recipient

\$Recipient.Add1	Salutation
\$Recipient.Add2	First name and last name
\$Recipient.Add3	Street and number
\$Recipient.Add4	City and ZIP code
\$Recipient.Add5	
\$Recipient.Add6	
\$Recipient.Add7	
\$Recipient.Add8	
\$Recipient.Add9	
\$Recipient.AddA	
\$Recipient.AddB	
\$Recipient.PersAnrede	Informal salutation
\$Recipient.CustomerId	Customer number
\$Recipient.Anrede	Last name
\$Recipient.Name	Last name
\$Recipient.Fax	Fax number

Guest profile information

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## Voucher

Issued by ... on ... at ...

\$User	Sales user (logged-in user)
\$Date	Sales date (protel date)
\$Time	Time of sale (system time)

... from the Voucher dialogues  
in SD and FO

\$Ref	Voucher number (automatically)
\$Number	Voucher number (optional, added manually)
\$Salesname	Sales name
\$Amount	Amount
\$Curr	Currency
\$Expires	Expiration date
\$ValidFrom	Date: valid from
\$ValidTo	Date: valid to
\$Remarks	Remarks (protel Version 14.255 or higher)

\$en.AmountInWords	
\$en.AmountInWordsDecimals	

## Overview of replacement codes for online voucher sale: E-mail template

#Salutation	Salutation
#Firstname	First name
#Lastname	Surname
#VoucherNr	Voucher number
#ValidTo	Valid to

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If you have questions or wish for further information, please do not hesitate to contact us!

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