

**Oracle® Hospitality Suite8**  
Voucher Management  
Release 8.9.5.0

August 2015



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# Preface

## Audience

The installation guide for voucher management is intended for system users, administrators and support familiar with Suite8.

## Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

<https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at

<http://docs.oracle.com>

## Revision History

Date	Description of Change
December, 2008	<ul style="list-style-type: none"><li>• 8.8.0.0 - Feature officially released</li></ul>
November, 2010	<ul style="list-style-type: none"><li>• 8.8.4.1 - Added Voucher Management Online Selling and enhancements for configuring a voucher, Voucher Management under Cashiering and linking Vouchers to reservations, profiles and online reservations</li></ul>
December, 2010	<ul style="list-style-type: none"><li>• 8.8.4.2 - Added User log entries</li></ul>
December, 2012	<ul style="list-style-type: none"><li>• 8.9.2.4 - New Layout and updated Features to 8.9.2.4, added license information for Voucher Management, the license code on the price list is called Certificate Management</li></ul>
November, 2013	<ul style="list-style-type: none"><li>• 8.9.4.2 - Added additional payment gateways for online payment</li></ul>
February, 2014	<ul style="list-style-type: none"><li>• 8.9.5.0 - New Layout and Options</li></ul>

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# 1 Voucher Management

Voucher Management also referred to as Certificate Management allows easy administration of Vouchers provided by the property without using an external voucher management system. It is possible designing templates and printing the Vouchers as well as entering internal notes. Default Letters and Voucher templates can be defined as well as different number cycles and different Voucher number templates per voucher type. Voucher Batches can be generated by using Voucher Orders functionality. From the Cashiering drop down menu when selecting Voucher Management and producing a Voucher, a personal note can be added as 'Dedicated' text and it is possible creating or selecting a reservation and creating an 'Arrangement Voucher'. Vouchers can also be sold using Suite8 home page & Telecash.

## Feature Availability

This feature is available in both the Professional and the Small Business Editions and is fully released with Version 8.8.0.0. Voucher management functionality is controlled by the license **Voucher Management**. When using Voucher Management & Suite8 Homepage, a valid Telecash account has to be configured.

## Prerequisites

- License request for the Module Certificate Management

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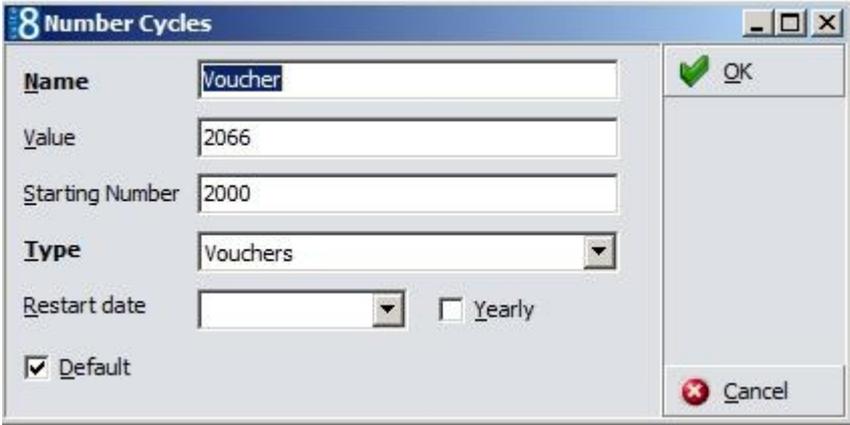
## 2 Configuration

### License

Enter a valid license code for the Voucher Management under **Configuration-> Miscellaneous->License Code->V8 Sublicense**. The requested license code is for the Module Certificate Management.

### Cashiering->Number Cycles

Define a number cycle per voucher type; the selected type has to be set to **Vouchers**:



The screenshot shows a dialog box titled "Number Cycles" with the following fields and options:

- Name:** Voucher
- Value:** 2066
- Starting Number:** 2000
- Type:** Vouchers (selected from a dropdown menu)
- Restart date:** (empty dropdown menu)  Yearly
- Default
- Buttons:** OK (with a green checkmark icon) and Cancel (with a red X icon)

## Cashiering->Financial Account Group

Define a financial account group for the vouchers:

**8 Financial Account Groups**

**Name** FAV

**Description** FA for Vouchers

**Type** FA for Vouchers

**Default folio** Folio Detailed

Autonumber  Default  Inactive

Send key-commands to IFC for this group automatically

Open make-key screen for this FA group

Ignore Fiscal Printer for this group

Nopost Default

**Colour** Fuchsia

**Hotel segment** Main Building

Automatic Checkout

Payment

Key Interface

OK

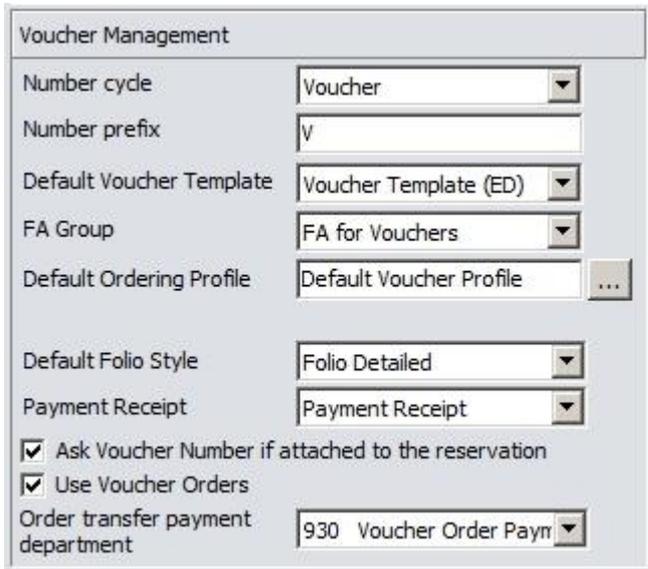
+ Details

Cancel

If **Automatic Checkout** is selected, voucher financial accounts with a zero balance will be checked out during night audit.

## Global Settings->Generic3 tab

Define the general settings and defaults, such as Number cycle, Number prefix, Voucher Template, Financial Account Group, default Ordering Profile, Folio Style, Payment Receipt and if a question should prompt for the voucher number, when a voucher is linked to the reservation as well as defaults for Voucher Orders:



Field	Definition
Voucher Management	
Number Cycle	The default number cycle for the vouchers can be selected from the list. However each voucher type can be assigned its own number cycle on the Voucher Type configuration.
Number prefix	Defines the default number prefix.
Default Voucher Template	The default voucher template. Reports with the section role <b>Voucher</b> can be selected from list. The voucher template can be designed under Miscellaneous->Reports.
FA Group	Select the defined financial account group for the vouchers
Default Ordering Profile	The default ordering profile
Default Folio Style	The default folio style
Ask Voucher Number if attached to reservation	If a voucher is linked to a reservation, a message prompt for entering or scanning the voucher number is prompted upon check in
Use Voucher Orders	Defines if Multiple Vouchers can be generated, for example if a company orders multiple vouchers for rewarding their employees. On the Voucher Management dialog box Voucher Orders are administered and created when opening the Order tab.
Order transfer payment department	Only available with the flag: <b>Use Voucher Orders</b> ; allows selecting a payment department code for the order transfer.

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## User Rights

Under **Users->User Definition->Rights** assign rights for accessing the configuration of Voucher Management and for the Menu Options when opening Voucher Management from the Cashiering drop-down menu:

☐ Voucher Management	Y
View	Y
Edit	Y
Insert	Y
Print	Y
Reprint	Y
Billing	Y
Edit Arrangement Reservation	Y
Complimentary Voucher	Y
Change number	Y
☐ Order	Y
View	Y
Edit	Y
Insert	Y

## User Log

The following actions can be recorded in the User Log file:

☐ Voucher Management	Y
New Voucher	Y
Update Voucher	Y
Delete Voucher	Y
Redeem Voucher	Y
New Voucher Order	Y
Update Voucher Order	Y

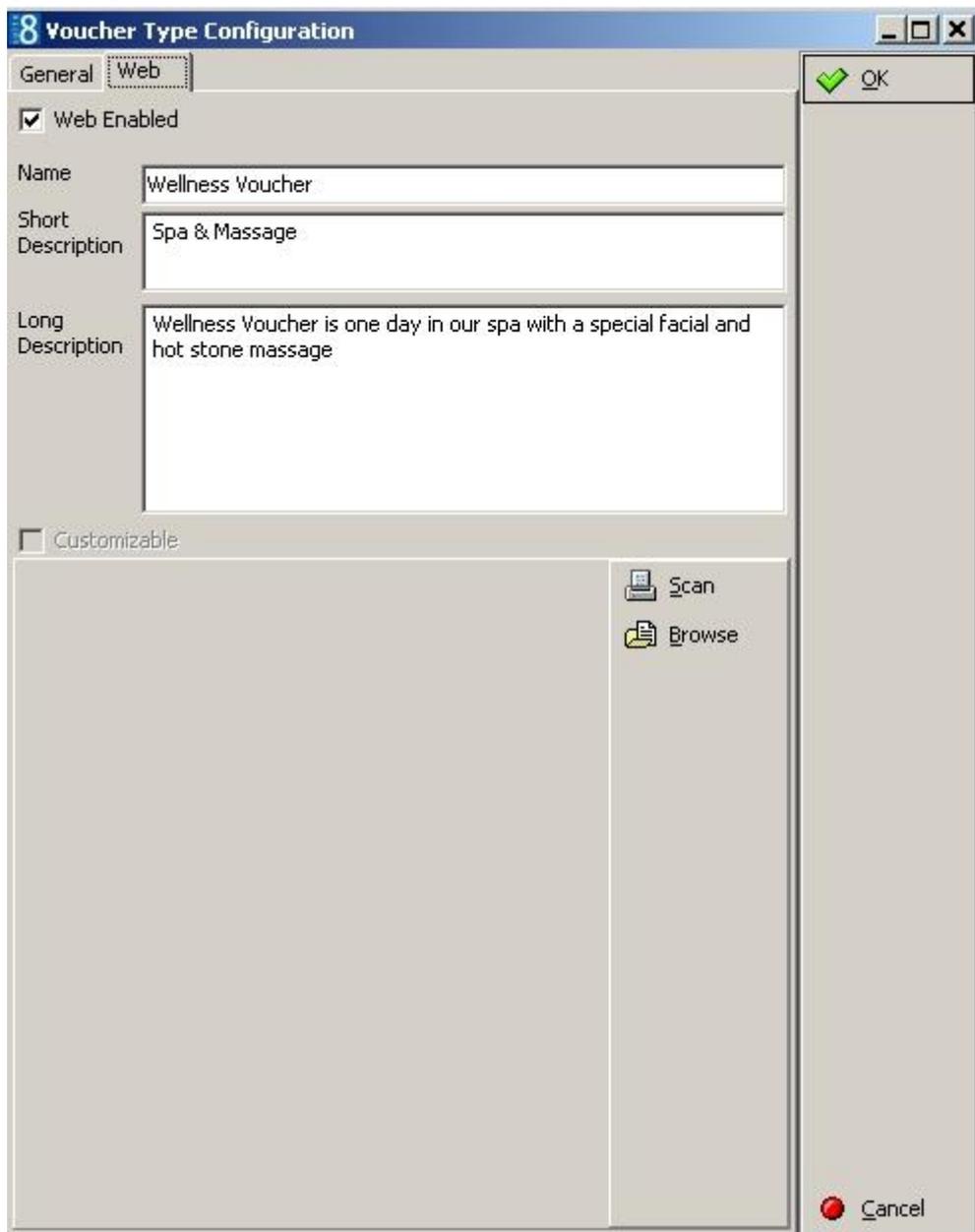
## Voucher Management->Types

This option is used for defining the Voucher types. The following Voucher types can be configured:

- Product Vouchers - Global items such as a wellness voucher or a food and beverage voucher.
- Value Vouchers - Specific items such as a massage or a dinner.
- Arrangement - An arrangement voucher covers an arrangement such as stay at the property including packages. A template reservation has to be created for this type of voucher and this voucher is redeemed without checking the revenue department codes. This type of voucher can be marked as Customizable on the Web tab, allowing customization of the reservation template on the web.

Field	Definition
Name	The name of the treatment.
Default Price	The default price of the voucher.
Voucher Text	The text as it should appear on the voucher.
Voucher Description	The voucher description.

Redemption Dep. Code	The department code on which the voucher is redeemed.
Revenue Dept. Codes	The department codes used for posting the revenue on can be selected from the list of available department codes.
Selling Dept. Code	The department code on which the voucher is sold.
Default Validity (Days)	The default validity in days
Voucher Type	<p>Defines the type of voucher:</p> <p><b>Product</b> - this voucher type refers to a specific product, such as a 'Candle Light Dinner', and it is required to configure 'Revenue Department Codes', which are used to check for existing revenue when redeeming the voucher.</p> <p><b>Value</b> -this type of voucher does not refer to a specific product and normally partial redemption is allowed. Also the flag <b>Post Voucher Payment Only</b> should be enabled, to make sure, that VAT for this voucher will be only calculated when redeeming the voucher and not when selling it.</p> <p><b>Arrangement</b> - this type of voucher enables the user to create a voucher for overnight stay and packages, using the given logic of Suite8 reservation handling. A template reservation needs to be created in order to configure the rate code, possible packages, and number of persons and length of stay for the arrangement voucher. Press <b>Edit Reservation</b> button to configure the template. The configurable options 'Redemption Dept. Code', 'Revenue Dept. Code', 'Partial Redemption Allowed' and 'Post Voucher Payment Only' are disabled for Arrangement voucher as they are not required.</p>
Partial Redemption Allowed	Defines if partial redemption is allowed for this type of voucher. This is only recommended on value vouchers
Post Voucher Payment Only	Defines if Voucher Payments can be posted. This should be activated on vouchers of the type <b>Value</b> to make sure, that VAT for this voucher will be only calculated when redeeming the voucher and not when selling it.
Complimentary	Defines if the Voucher can be set as 'Complimentary'
Email Letter	The email template used when the voucher is send via email
Voucher Template	The voucher template
Number Cycle	The number cycle used for this voucher type
Number Template	The number template



Field	Definition
Web Enabled	Defines if the voucher type is available on Suite8 home page
Name	The name of the voucher
Short Description	The short web description
Long Description	The long web description
Customizable	Defines if the voucher template is customizable, only available on vouchers of the type <b>Arrangement</b>
Scan	Allows scanning a picture for the voucher
Browse	Allows selecting a picture for the voucher from a folder

## Configuring Vouchers of the type arrangement

Arrangement vouchers cover an arrangement such as a stay at the hotel including packages or treatments. A reservation template has to be created for this type of voucher by pressing **Edit Reservation** button. This type of voucher can be marked as Customizable on the Web tab, allowing customisation of the reservation template on the web.

**8 Voucher Type Configuration**

General | Web

**Name**: Stay Well

**Default Price**: 250.00

**Voucher Text**: Stay one night at the Fidelio Demo Hotel, enjoy our breakfast buffet and get one massage treatment of your choice in our day spa

**Voucher Description**: One night stay including breakfast and massage treatment

**Redemption Dept. Code**: 622

**Revenue Dept. Codes**: 622

**Selling Dept. Code**: 622

**Default Validity (Days)**: 0

**Voucher Type**:  Product  Value  Arrangement

**Partial Redemption Allowed**:

**Post Voucher Payment Only**:

**Complimentary**:

**Email Letter**: Voucher Email template

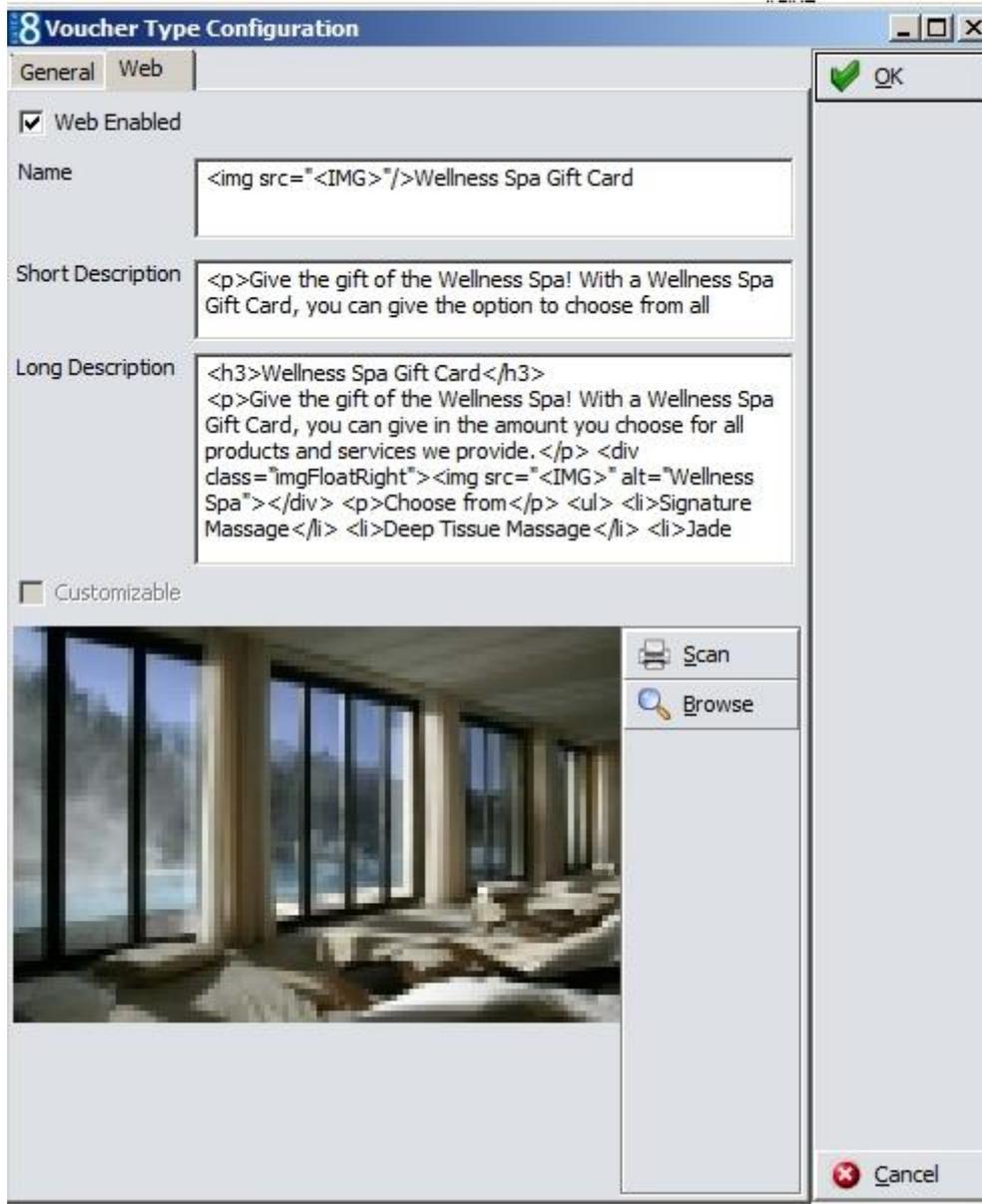
**Voucher Template**: Voucher Management

**Number Cycle**: Voucher

**Number Template**:

OK  
Edit Res.  
Cancel

The Web Tab:



It is also possible redeem Vouchers using a bar code reader, then the bar code reader has to be installed and configured under **Setup->Configuration->Miscellaneous->Terminals & Printer->Terminals** tab for each workstation with a bar code reader connected. Prefixes for Bar Codes have to be defined under **Setup->Configuration->Miscellaneous->Bar Code Prefixes**.

# 3 Voucher Management

## Vouchers

Voucher Management is accessible from the Cashiering drop down menu and by clicking on the **Voucher** icon from the Cashiering Toolbar. The Voucher option can also be added to the Favourites Toolbar. When opening Voucher Management, the **Vouchers** tab is opened by default; the **Orders** tab is only available if the flag: **Use Voucher Orders** is activated:

Number	Article	Description	Issued	From	Until	Clearing Date	Amount
--------	---------	-------------	--------	------	-------	---------------	--------

The upper dialog consists of the search criteria, such as Number, Description, Article, Redeemed or not redeemed, Finalized, On Hold, Voided or not paid completely Vouchers. Search can also include Last Name, First Name, Order Reason, The User who created the voucher, Created date range or if the Voucher was send. Pressing **Search** button launches the query and the results are returned on the lower grid.

**Voucher Management Search**

Vouchers | Orders

Number:   Include voided  Not paid completely Total Voucher: **71**

Description:  Last Name:  Total Amount: **8,569.28**

Article:  First Name:  Vouchers to be paid: **36**

Redeemed:  All  Redeemed  Not redeemed Order Reason:  Amount not paid: **4,927.00**

Finalized:  All  Finalized  Not Finalized Created By:  Redeemed amount: **117.00**

On Hold:  All  On Hold  Not On Hold Created:  to

Send by Post:  All  To be sent  Sent

Number	Article	Description	Issued	From	Until	Clearing Date	Amount
110512_SA6B_2...	Restaurant Voucher	Restaurant Voucher	5/16/2012 3:23:34 PM	5/16/2012	5/16/2013	7/7/2012 2:...	
110817_39A8_2...	Restaurant Voucher	Restaurant Voucher	7/7/2012 2:57:57 PM	7/7/2012	7/7/2013	7/7/2012 3:...	
2	Wellness Voucher...	Wellness Voucher	3/15/2012 4:47:50 PM	3/15/2012	3/15/2012		
20023620	Weekend Stay	Weekend Arrangement D...	3/30/2012 12:00:01 PM	3/30/2012	10/18/2021		
2004	Wellness Voucher...	65. Birthday of Mrs. Demo	3/30/2012 2:48:55 PM	3/30/2012	3/30/2013		
2005	Wellness Voucher...		3/30/2012 2:49:02 PM	3/30/2012	3/30/2013		
2006	Wellness Voucher...		3/30/2012 2:54:02 PM	3/30/2012	3/30/2013		
20083620	Weekend Stay	Weekend Arrangement D...	3/30/2012 3:29:44 PM	3/30/2012	3/31/2022		
20093620	Weekend Stay	Weekend Arrangement D...	3/30/2012 3:32:12 PM	3/30/2012	3/31/2022		
20103620	Weekend Stay	Weekend Arrangement D...	4/21/2012 5:31:40 PM	4/21/2012	4/21/2013		
2011	SPA Voucher		3/26/2012 5:39:15 PM	3/26/2012	3/26/2013		
2012	Wellness Voucher...		4/3/2012 4:43:21 PM	4/3/2012	4/3/2013		
2013	SPA Voucher		4/5/2012 5:28:11 PM	4/5/2012	4/5/2013		

Search, Reset Filter, User Log, New, Edit, Copy, Payment, Print, Billing, Convert, HTML Comp., Sent by Post, Loyalty Service, Close

On the left upper side an overview of the Total Voucher, Total Amount, Vouchers to be paid, Amount not paid and Redeemed amount is displayed.

## Selling Vouchers

1. Press **New** button  
The new voucher dialog box is displayed:

2. Select the Article from the list of defined Voucher Types
3. The number is assigned according to the defined number cycle
4. Select a profile under Consuming Guest
5. The default Ordering Profile is used
6. Enter a Voucher Description and Text  
Defaults from the defined voucher type are filled.
7. Enter a dedication, such from whom the voucher is, or 'Happy Birthday'
8. The dates are automatically filled with the default validity defined on the selected voucher type.
9. The field **Finalized** is only available if the selected Voucher Type is an arrangement voucher
10. Enter an ordering reason
11. Enter an internal information
12. The field **Voided** is only available, when editing a voucher, allowing to Void it, then an extra field becomes available for entering a void text
13. Define if the voucher is 'On Hold', vouchers set to 'On Hold' cannot be redeemed
14. The payment screen is prompted next:

**8 Payment Posting**

Payment Department:

Amount:  EUR

Foreign Amount:

Comment:

Print Receipt

Card Type:

Card No.:

Expiry (MM/YY):

Holder's Name:

15. When pressing **Post** button the invoice is generated and printed.

16. Pressing **Voucher** Button opens the Voucher Management Dialog box

**8 Voucher Management Search**

Number:  Include voided:  Not paid completely:

Description:  Last Name:

Article:  First Name:

Redeemed:  All  Redeemed  Not redeemed

Order Reason:

Finalized:  All  Finalized  Not Finalized

Created By:

On Hold:  All  On Hold  Not On Hold

Send By Mail:  All  To be sent  Sent

Total Voucher: 2  
Total Amount: 75.00  
Vouchers to be paid: 0  
Amount not paid: 0.00  
Redeemed amount: 0.00

Number	Article	Description	Issued	From	Until	Clearing Date	Amount
123	Wellness Voucher	one day in our Spa	11/10/2010 2:13:28 PM	11/10/2010	11/10/2011		5
1234	Massage Voucher	One Back Massage	11/10/2010 2:16:42 PM	11/10/2010	11/10/2011		2

- Select the Voucher and press **Redeem** button to redeem the voucher.
- Select the Voucher and Click **Print** to print the Voucher Design Template

- Select a Voucher and Click **Billing** to open the folio

When a voucher is presented for redemption on an invoice Suite8 verifies that the revenue for the service received was posted; if none of the configured revenue department codes are found then the voucher cannot be used for redemption unless it is a value voucher.

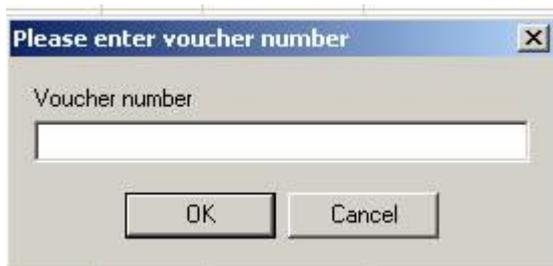
## Orders

Selecting this tab, allows generating or searching for multiple vouchers, for example if a company orders multiple vouchers for rewarding their employees. The option is only available if the flag: **Use Voucher Orders** is activated, the flag: **Order transfer payment department** under Global Settings->Generic3 tab allows selecting a payment department code for the order transfer.

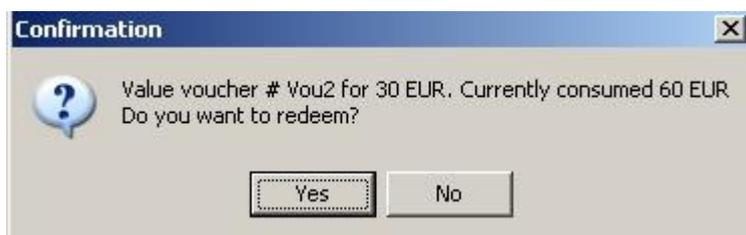
When printing vouchers from orders, only one summary invoice is printed, if the **Don't print** button is pressed, the invoice summary invoice is not printed at all. All other invoices are stored in Billing History and can be reprinted if needed.

## Cashiering->Billing->Voucher Redemption

When opening an invoice to redeem a voucher, the voucher number can be entered by selecting **Manual voucher redemption** from the options menu of the open invoice. The following dialog box is displayed for entering the voucher number manually:



When the voucher number is entered or read by a bar code reader, the invoice is checked for the posted revenue department codes, and if there are valid postings for the voucher, the voucher is redeemed, unless the voucher is defined as a value voucher, then any invoice is redeemed with the value of the voucher:



## Reservations

From the reservation options menu, vouchers can be attached or detached. If a voucher is linked to a reservation it is indicated by the Indicator **Voucher**. Selecting this opens the voucher html view with the information of the attached Voucher.

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## Loyalty Services

Only available when using **Loyalty Services AG Gift Card software**; Loyalty Services AG is a Swiss company providing solutions for gift cards (Voucher Redemption). To use this, a valid license code for the **Loyalty Services Voucher Redemption Interface** has to be entered and the Interface configured under **Global Settings->Interface6** tab. On the Voucher Type definition, the selected **Interface Type** has to be set to **Loyalty Services**. Loyalty Services provides a Software Development Kit which needs to be installed. This type of voucher is hidden on the search dialog boxes. If a card with the status 'Ready' is scanned or the number is entered manually, the user is prompted to activate and enter the payment. Redemption is working the same way as a standard voucher. If the card is not activated via Suite8, the default voucher type from Global Settings is used. Pressing **Loyalty Services** Button allows entering a Bonus Point Card and transferring this to the Loyalty Services Program.



## 4 Suite8 Homepage & Voucher Management

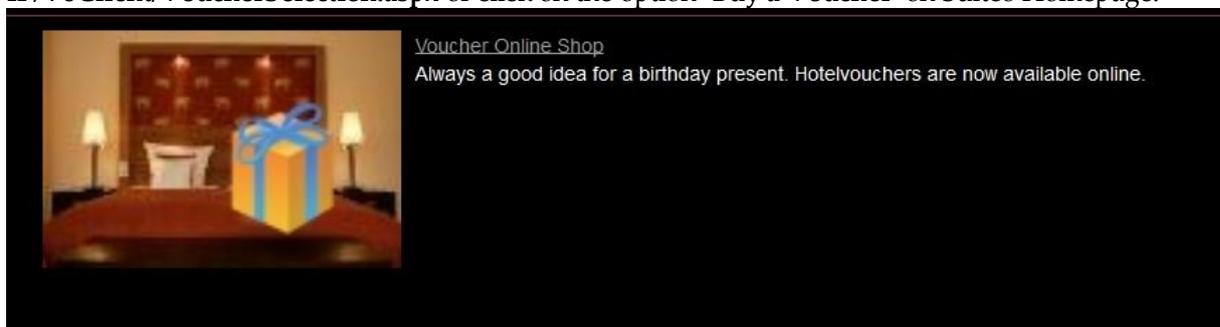
Since Version 8.8.4.1 Vouchers can be sold using Suite8 home page and Telecash. The necessary pages are provided with the install shield of Suite8 home page. Telecash offers a gateway for Internet Payments. The Telecash Interface is configured under **Suite8 Configuration->Miscellaneous-> Global Settings->Interface4** tab:

Telecash Interface	
Use Telecash Interface	<input checked="" type="checkbox"/>
URL	<input type="text" value="t/gateway/"/>
Store ID	<input type="text" value="39"/>
Telecash Currency	<input type="text" value="978"/>
Shared Secret	<input type="text" value="*****"/>
Telecash Payment	<input type="text" value="978 Telecash Currency"/>

Interface4 tab->Telecash Interface

Field	Definition
Use Telecash Interface	Defines if the Telecash Interface is used. Telecash provides a gateway for Internet Payments.
URL	The URL address of the Telecash gateway. Provided by Telecash.
Store ID	The store ID is provided by Telecash
Currency	The currency code is provided by Telecash.
Shared Secret	This is provided by Telecash
Telecash Payment	The Telecash Payment department code has to be configured and can be selected from the list of defined department codes.

To call Voucher Management online use the following URL Address: **http://Suite8 Home page IP/V8Client/VoucherSelection.aspx** or click on the option '**Buy a Voucher**' on Suite8 Homepage:



The Voucher Selection Page is displayed, listing all Vouchers marked as **Web Enabled** for selection:

### Suite 8 Homepage Demo Hotel

Franklinstr 14  
10587 Berlin

Tel.: +49 (0) 30 390476 - 0  
Fax: +49 (0) 30 390476 - 55  
vertrieb@micros.com  
http://www.micros-fidelio.eu



Select Vouchers and Quantities

Description	Price	Quantity
  <p>Wellness Spa Gift Card</p> <p>Give the gift of the Wellness Spa! With a Wellness Spa Gift Card, you can give the option to choose from all products and services we provide.</p>	50.05	- 0 +
  <p>The Spa Taster</p> <p>Foot ritual with consultation, Spa lunch, ESPA aromatherapy body massage. A short but effective treatment of your choice.</p>	25.00	- 0 +
<p>Weekend Arrangement Double Room</p> <p>Weekend Arrangement Double Room including Breakfast</p>	362.00	- 0 +
<p>Send by Post</p>		<input type="checkbox"/>
<b>Total</b>	<b>0.00</b>	

## Linking online reservations to a voucher number

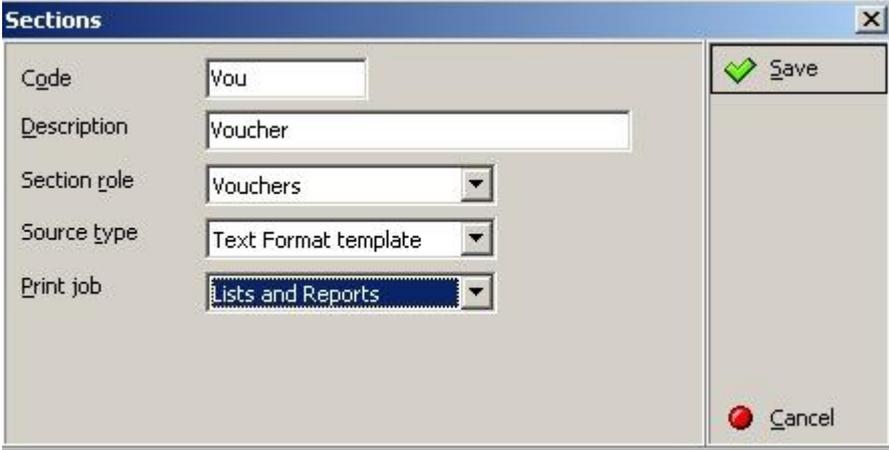
If an online reservation should be linked to a voucher by entering the voucher number, the following variable has to be activated in the Suite8 home page configuration file **Global.asax**: **hotel.attachVouchersToReservations = true; //**. Vouchers defined as **Arrangement** and **Web enabled** can be linked to the reservation on Suite8 home page by entering the Voucher Number.

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## 5 Miscellaneous->Reports

Design the voucher template under **Miscellaneous->Reports** by creating a new section for the Voucher template:



Then when editing the binary report all values can be selected from the data source:

VOUCHER

- ... COUP\_ID
- ... COUP\_NUMBER
- ... COUP\_DESCRIPTION
- ... COUP\_TEXT
- ... COUP\_ISSUE
- ... COUP\_VALIDFROM
- ... COUP\_VALIDUNTIL
- ... COUP\_CLEARINGDATE
- ... COUP\_XCMS\_ID
- ... COUP\_CART\_ID
- ... COUP\_AMOUNT
- ... COUP\_AMOUNTREDEEMED
- ... COUP\_ISVALUECOUPON
- ... COUP\_ZFAC\_ID
- ... COUP\_INACTIVE
- ... COUP\_INACTIVEDATE

The parameter **LANGUAGE\_ID** has been added allowing using the correct language when printing vouchers.

The report **FCR\_PMS\_4588\_Voucher\_Mgmt.rpt** has been added to the standard reports and can be printed from the reports menu, it details a summary of all vouchers:

**Micros-Fidelio Demo Program**

**Voucher Summary printed on: 10/14/2010**

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*Incl. Voucher Details*

Printed on 10/11/2010 - 14:57 / Supervisor, Demonstration

Voucher No.	Voucher Name	Valid from	Valid until	Amount	Redeemed	Restamount	To be paid
<b>Message (10x)</b>							
3789	Message (10x)	11/10/2010	11/10/2011	25.00	0.00	25.00	25.00
3	Message (10x)	1/5/2010	1/5/2010	225.00	0.00	225.00	0.00
<i>Subtotal</i>				250.00	0.00	250.00	25.00
<b>Message Voucher</b>							
1234	Message Voucher	11/10/2010	11/10/2011	25.00	0.00	25.00	0.00
4	Message Voucher	1/1/2010	8/23/2010	25.00	0.00	25.00	0.00
<i>Subtotal</i>				50.00	0.00	50.00	0.00
<b>Wellness Voucher</b>							
123	Wellness Voucher	11/10/2010	11/10/2011	50.00	0.00	50.00	0.00
2	Wellness Voucher	1/5/2010	1/5/2010	50.00	0.00	50.00	0.00
v5	Wellness Voucher	1/5/2010	1/5/2011	50.00	50.00	0.00	0.00
<i>Subtotal</i>				150.00	50.00	100.00	0.00
<b>Total:</b>				<b>450.00</b>	<b>50.00</b>	<b>400.00</b>	<b>25.00</b>