

# Managing Vouchers on Resident Pro

## STEP 1. Someone buys a voucher

Obtain a voucher number (your own voucher numbering system) and collect the customer details for your own records. Resident Pro does not create the voucher number.

On Resident Pro, go to Reception, click "ADJUST JOURNALS", enter the amount, and method of payment i.e. Cash or Plastic [not voucher], enter the sale amount, and select the Sales Category "Voucher". In description, enter your voucher number.

Your Daily Balance on Resident Pro will now balance with the money received.

## STEP 2. Someone exchanges a voucher

Update your own voucher system with the voucher that is being redeemed.

On Resident Pro, make a new booking, and enter a Deposit, but when selecting the method of payment, select "Voucher". In description, enter your voucher number.

The bill is now correct for the guest, but the sale has been entered twice (just now as a deposit, and back on Step 1 when the voucher was originally bought), so you need to do one more step...

## STEP 3. Contra entry

To make your Daily Balance and tax figures correct, straight after STEP 2 you should go to Reception, click "ADJUST JOURNALS", select "Voucher" as the payment method, enter the PURCHASE/REFUND amount of the voucher, and click "Show all categories" and select "21. Deposits In". In description, enter your voucher number.