A Kerridge Commercial Systems Company

IQ
VOUCHERS

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P R E F A C E

This is the IQ Vouchers guide for IQ Retail (Pty) Ltd Accounting Software Systems. It will cover in detail, the technical aspects which are applicable to the IQ Enterprise Accounting Software system.

The IQ Vouchers document will by no means make an expert of you, but it will aid in configuration of the IQ Vouchers in order for it to function correctly with the IQ Enterprise Accounting Software system.

Although every effort has been made to keep this IQ Vouchers document up to date, some of the screen examples may not be 100% the same as the ones reflected in previous versions of IQ Vouchers. This is due to the continuous development and improvement of the IQ System.

Unfortunately, there will be a discrepancy from time to time. We do apologize for the inconvenience that it may cause.

Should you feel that the IQ Vouchers document is inadequate or requires further explanation or more and better examples, please feel free to email us.

We would love to have some feedback in order to improve the IQ Vouchers document in some way or another.

Regards,

IQ Retail (PTY) LTD

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IQ VOUCHERS

The IQ Vouchers module was designed for companies who want to use buying and selling vouchers. This document will help the user to enable his system using vouchers, to set it up and to maintain all issued or sold vouchers.

NOTE: At this stage Vouchers are not centralised, meaning that the voucher can only be used in the same company as where it was bought or issued.

Vouchers can't be used for:

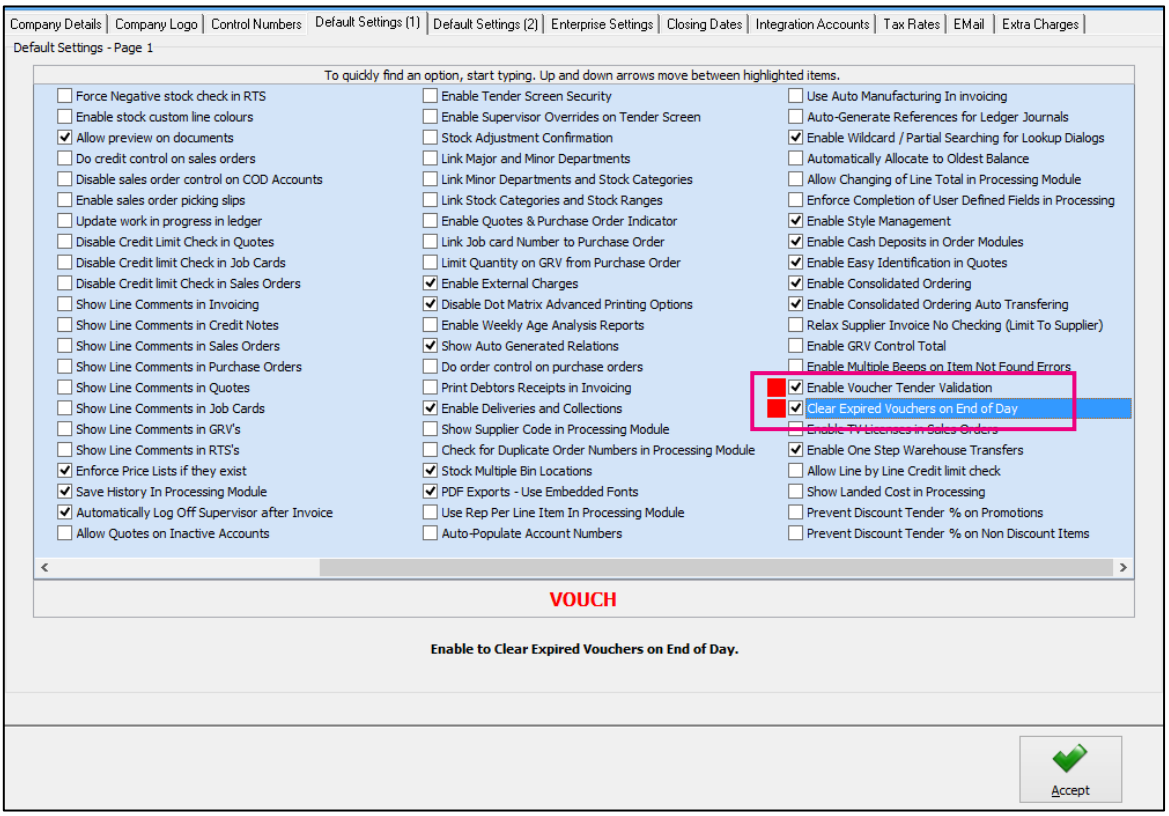
- Laybye Refunds
- Laybye Payments
- Order Deposits
- Petty Cash
- Debtors Journals
- Debtors Receipts
- TV License separate payments

SETUP

ENABLE VOUCHERS

The IQ system needs to be setup to accept vouchers as a tender media.

From the IQ main menu → Utilities → Setup → Company Details →Default Settings (1) and search for Vouchers. Tick the "Enable Voucher Tender Validation" to enable the option.



Click the Accept button on the bottom of the screen to save the changes made.

The Clear expired vouchers on End of Day option will clear all expired vouchers while the End of Day is run, to ensure that they can't be used after the expiry date.

Enable this option also on the Default Setting (1) tab in Company Details.

Click on the Accept button on the bottom of the screen to save all the changes made.

INTEGRATION ACCOUNTS

If this is a new company, the integration accounts for vouchers are already created and linked in Company Details.

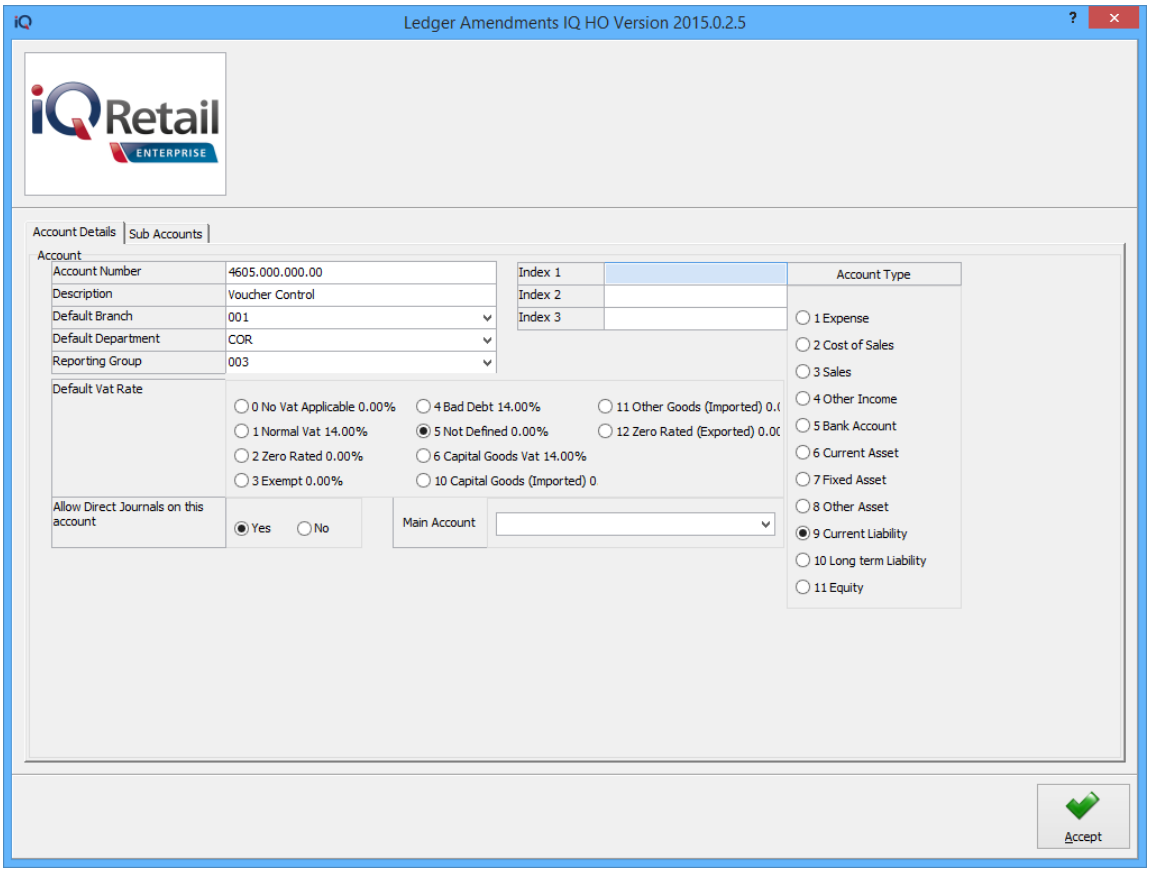
If this is an existing company, the user will have to create two (2) ledger accounts to manage the vouchers.

The ledger accounts have to be created first, before the user attempts to select them in the Integration accounts.

A Voucher Control and a Voucher Expense ledger account have to be created in Ledger Maintenance. It is optional to create a Voucher Income ledger account.

To create a new ledger account, from the IQ main menu →Ledger → Maintenance and click on the Add button on the bottom of the screen.

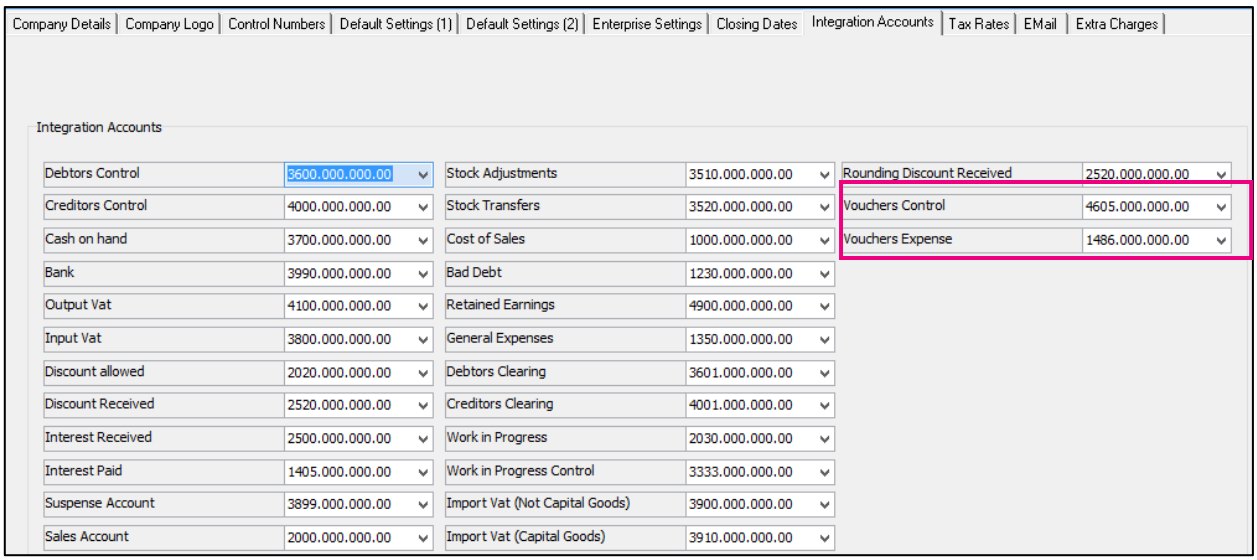
EXAMPLE: Below is an example of the Voucher Control ledger account that was created.



ACCOUNT DETAILS

ACCOUNT NUMBER	Enter a new account number with a maximum of 15 alpha-numeric characters, e.g. 1000.000.00, 1200.000, 1001.ABC, Petrol, etc. Try to keep the ledger structure the same format for all the ledger accounts.
DESCRIPTION	Enter a suitable description for the account, which can consist of 30 characters or less.

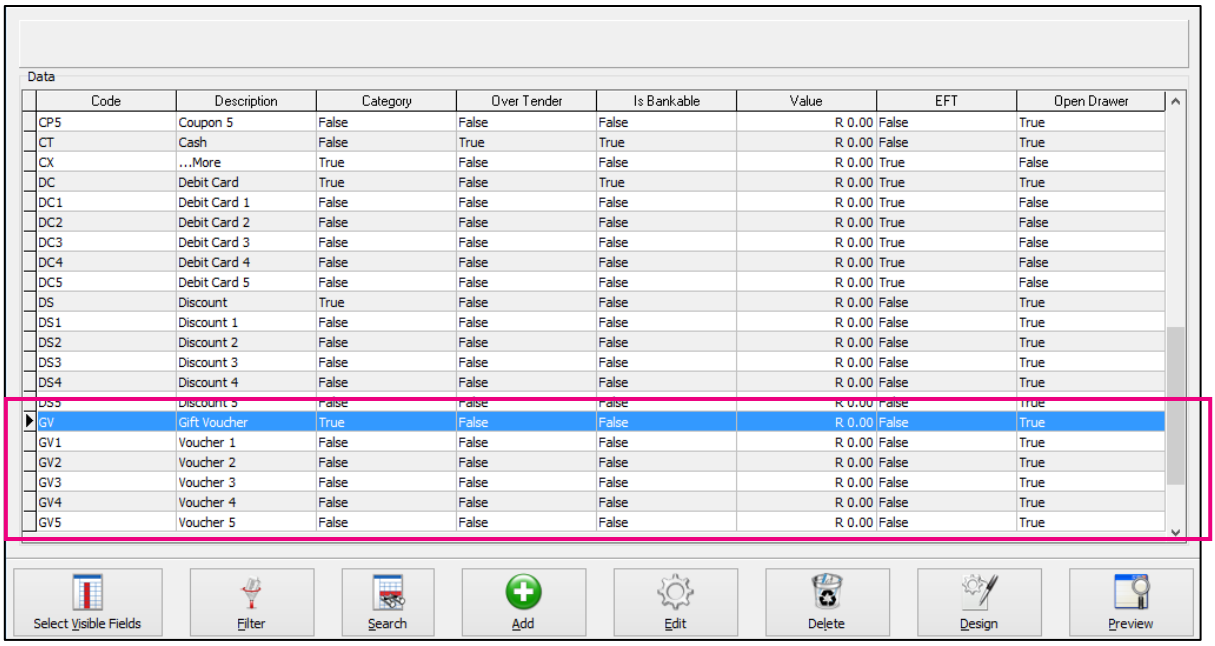
DEFAULT BRANCH	Select the default branch to be used when doing journals. Use the default branch field to group the chart of accounts into various categories. The available ledger reports will allow trial balances, income statements, budgets, etc. to be printed for a range of branches, or a particular branch.
DEFAULT DEPARTMENT	Select the default ledger department. If the financial statements and ledger reports need to reflect financial information for the different departments within a business, it is essential that the department codes are entered. To add Ledger Departments select the Utilities menu option from the IQ main menu → Setup → Module Parameters →Ledger → Ledger Departments.
REPORTING GROUP	Add the reporting group for this account. These groups are useful when certain types of accounts are grouped together for reporting purposes. It makes it a lot easier when filtering. If the spread sheet is used to extract financial reports, it is essential to create the different reporting groups. To add Ledger Departments, select the Utilities → Module Parameters Setup → Ledger Reporting Groups.
INDEX 1, INDEX 2, INDEX 3	These index fields can be used for reporting purposes as extra fields whereby certain accounts may be selected or grouped and categorised. These fields can also be used to replicate the effect of "sub-accounts" on customised reports.
ACCOUNT TYPE	Select the type (expense, income, asset, liability) of account by adding a dot in the appropriate radio button. **NOTE**: Once this account type has been selected AND transactions (journals, Invoices, GRV's etc.) have been posted to the account, the account type cannot be altered.
DEFAULT VAT RATE	In order to simplify the processing of journals and cash book entries, each account can be setup to default to a specific vat rate when processing journals and cashbook entries. It reduces the need to allocate the vat rate for each account when processing ledger transactions.
ALLOW DIRECT JOURNALS ON THIS ACCOUNT	Select whether you wish to allow direct journals on this account. This means that amounts can be directly posted to the account.
MAIN ACCOUNT	If the current ledger account is a sub-account, it can be linked to the Main Account by selecting the Main Account. **EXAMPLE**: Below is the example of the Voucher Control account created.
LINKING INTEGRATION ACCOUNTS	To link the two related voucher accounts to the integration accounts in company details, select Utilities → Setup → Company Details → Integration Accounts and setup the Voucher Control and Voucher Expense accounts, by selecting the appropriate accounts from the pull down arrows at the end of each field.



Click on Accept to save the changes made.

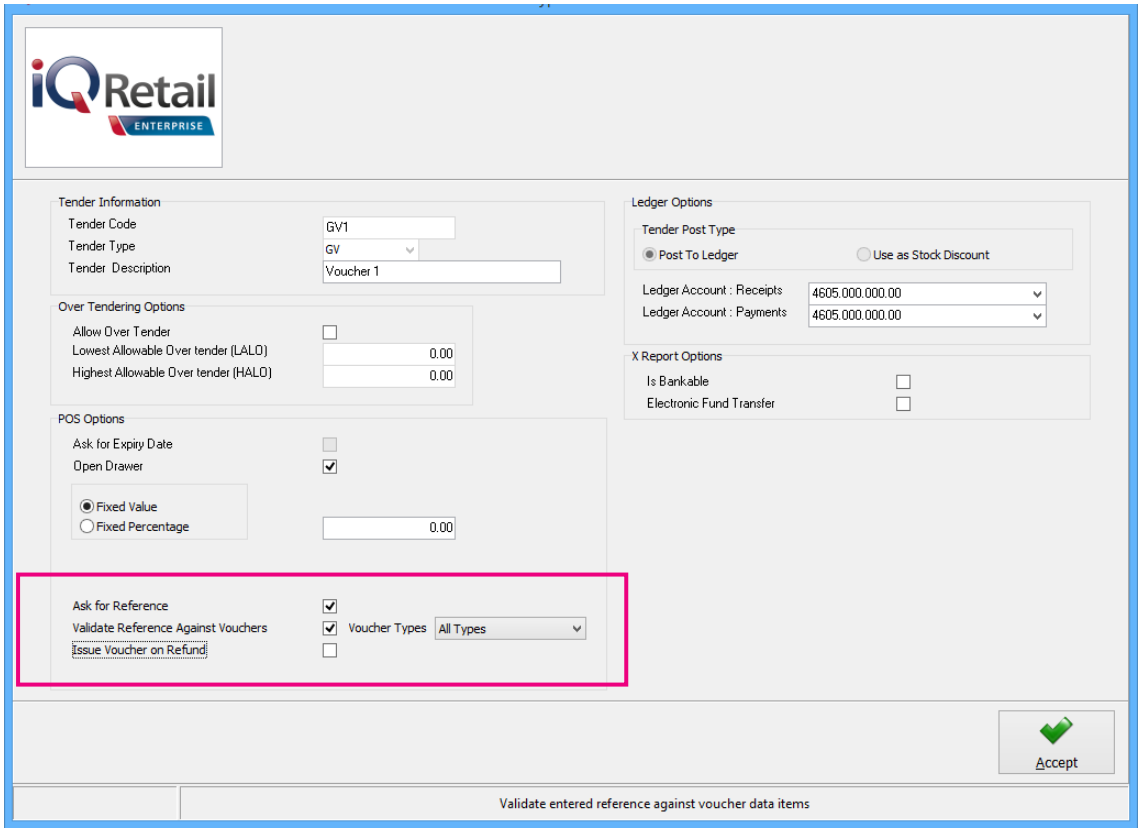
TENDER SETUP

Vouchers have to be setup in the IQ system as a Tender Type. Select the Tender Types option from the Utilities → Setup menu. Once selected the tender types maintenance screen will appear.



When concluding a Point of Sale the Main tender types will appear. Depending on how the other tender types are setup, these main tender types may have further sub tender types linked to it, e.g. The Voucher tender type as displayed above, has 5 sub tendering types linked to it, Voucher 1, Voucher 2, Voucher 3, Voucher 4 and Voucher 5. In other words, the main tender types when selected have further tender types to choose from.

Each of the tender types have the facility of having certain limitations and their own general ledger integration contra accounts to be setup.



TENDER INFORMATION (EDIT)

TENDER CODE	GV1 is the abbreviated code used for the first Voucher Sub tender type.
TENDER TYPE	For vouchers, the tender type selected is GV.
TENDER DESCRIPTION	The description for the tender can be edited. The description will appear when selecting it from the available sub tender types. The user can change the description if needed.

OVER TENDERING OPTIONS

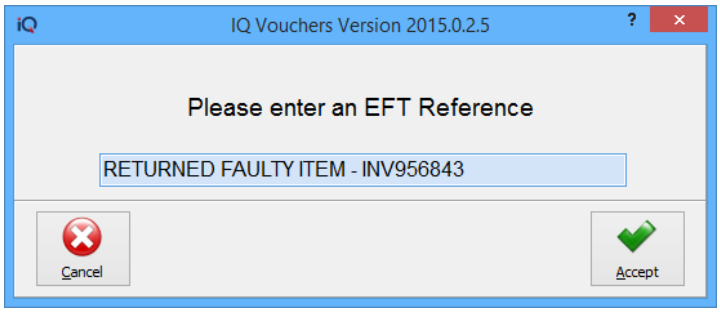
ALLOW OVER TENDER	This option can be activated to allow amounts greater than the amount due to be entered. If this option is not enabled, then the amount tendered must be exactly the same as the amount due. **NOTE**: The user should be careful when activating over tendering on Vouchers, as this option will allow the user to give change in the form of cash.
LOWEST ALLOWABLE OVER TENDER (LALO)	This option allows the entering of the lowest total that the user will be allowed to over tender on any transaction.
HIGHEST ALLOWABLE OVER TENDER (HALO)	This option allows the entering of the highest total that the user will be allowed to over tender on any transaction.

POS OPTIONS

ASK FOR EXPIRY DATE	This option is used for Credit Card Type Tenders.
OPEN DRAWER	The open drawer option allows the user to specify that when the particular tender type is used and the open drawer option is enabled, it will kick the cash drawer immediately.
FIXED VALUE	This option is only available for discount tender types.
FIXED PERCENTAGE	This option is only available for discount tender types.

ASK FOR REFERENCE

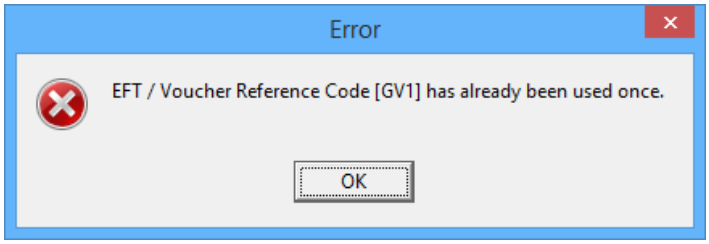
This option is used to simply capture a reference media being used at the point of selecting the tender. This doesn't have anything to do with vouchers if selected on its own.



VALIDATE REFERENCE AGAINST VOUCHERS

This option ensure that vouchers are taken into account for a tender. The user also has the option to select which voucher types should be included in the validation. The user can select one of **three options**: All Types, External Tenders (the vouchers generated at another location) or the Vouchers issued via sales / refunds / vouchers module.

NOTE: The Validate Reference against vouchers option will only apply for external vouchers, if those vouchers were entered into the vouchers module.



or

ISSUE VOUCHER ON REFUND

This option allows the system to issue a voucher for the value of the tender when doing REFUNDS only.

LEDGER OPTIONS

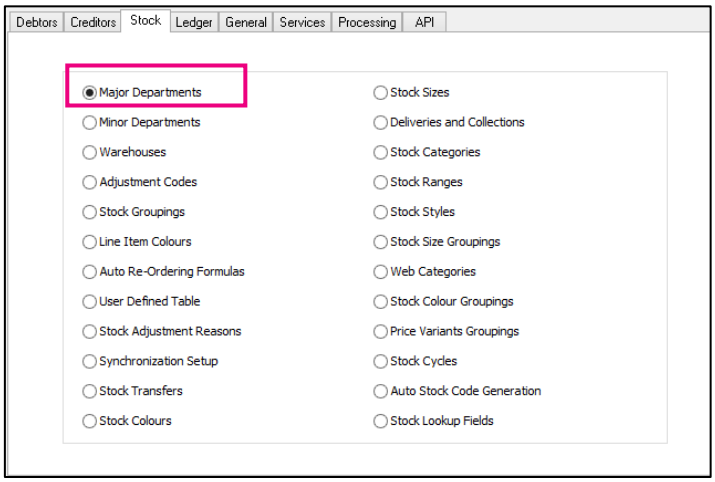
TENDER POS TYPE	**POST TO LEDGER OR USE AS STOCK DISCOUNT** This option is only available for discount tender types.
LEDGER ACCOUNT RECEIPTS AND PAYMENTS	Enter the general ledger account that must be posted to when using the specific tender type. The ledger accounts can be set different for posting receipts and payments.

X REPORT OPTIONS

IS BANKABLE	Do not enable this option for Vouchers, as they are not bankable.
ELECTRONIC FUND TRANSFER	Do not enable this option for Vouchers, as they are not electronic fund transfers.

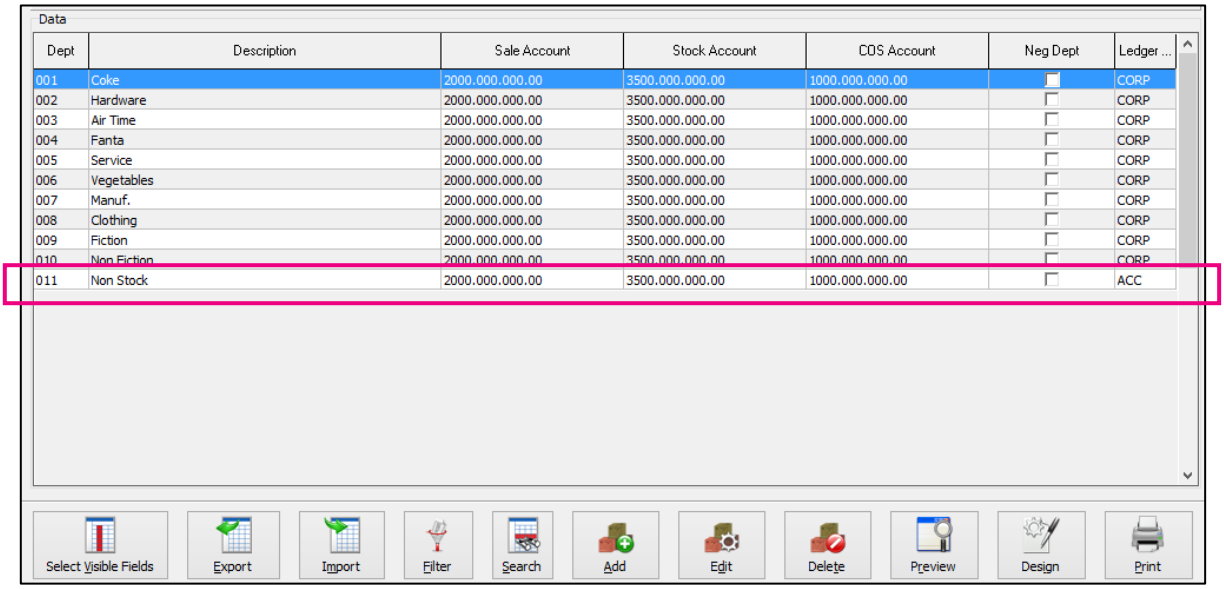
MAJOR DEPARTMENT

Gift Vouchers which can be sold to clients have to be linked to NON STOCK Major Department.



If the user needs to create a Major Department called Non Stock, from the IQ main menu select Utilities → Setup → Module Parameters → Stock → Major Departments and click on the Setup button on the bottom right of the screen.

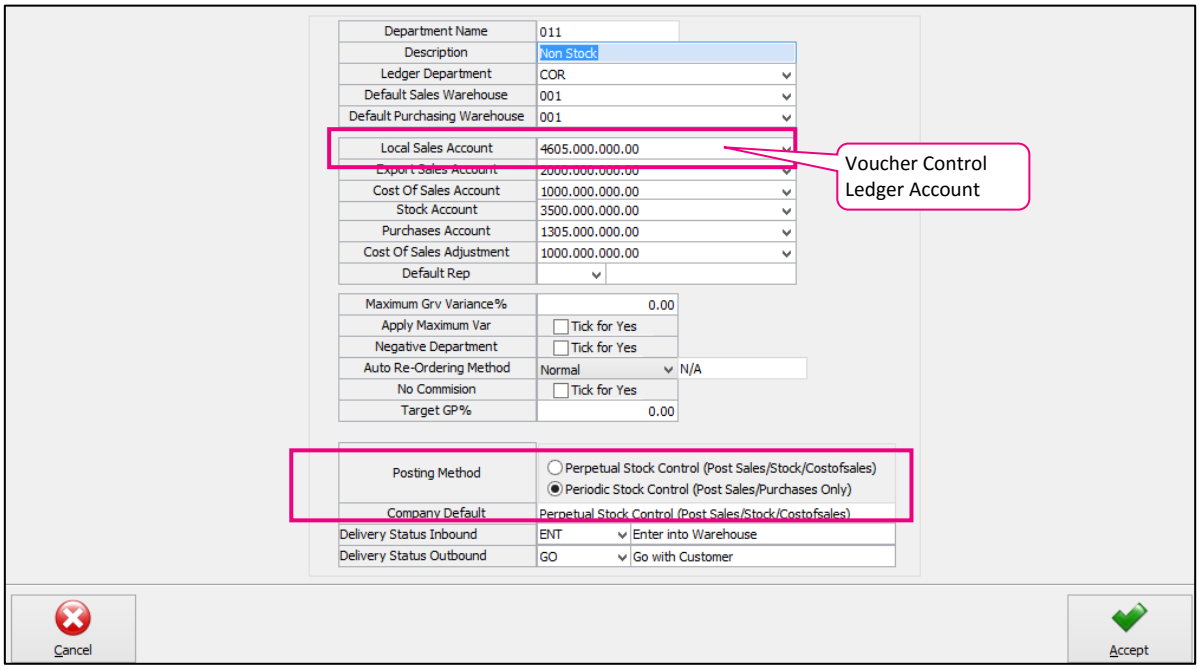
MAINTAIN MAJOR DEPARTMENTS



The Major Departments Setup screen will be displayed, with a list of all the created or available Major Departments.

If a Non Stock Department has to be added, the user has to click on the Add button on the bottom of the screen. If there is already an existing Non Stock Department, the user can click on the Edit button to enable editing.

EDITING MAJOR DEPARTMENT



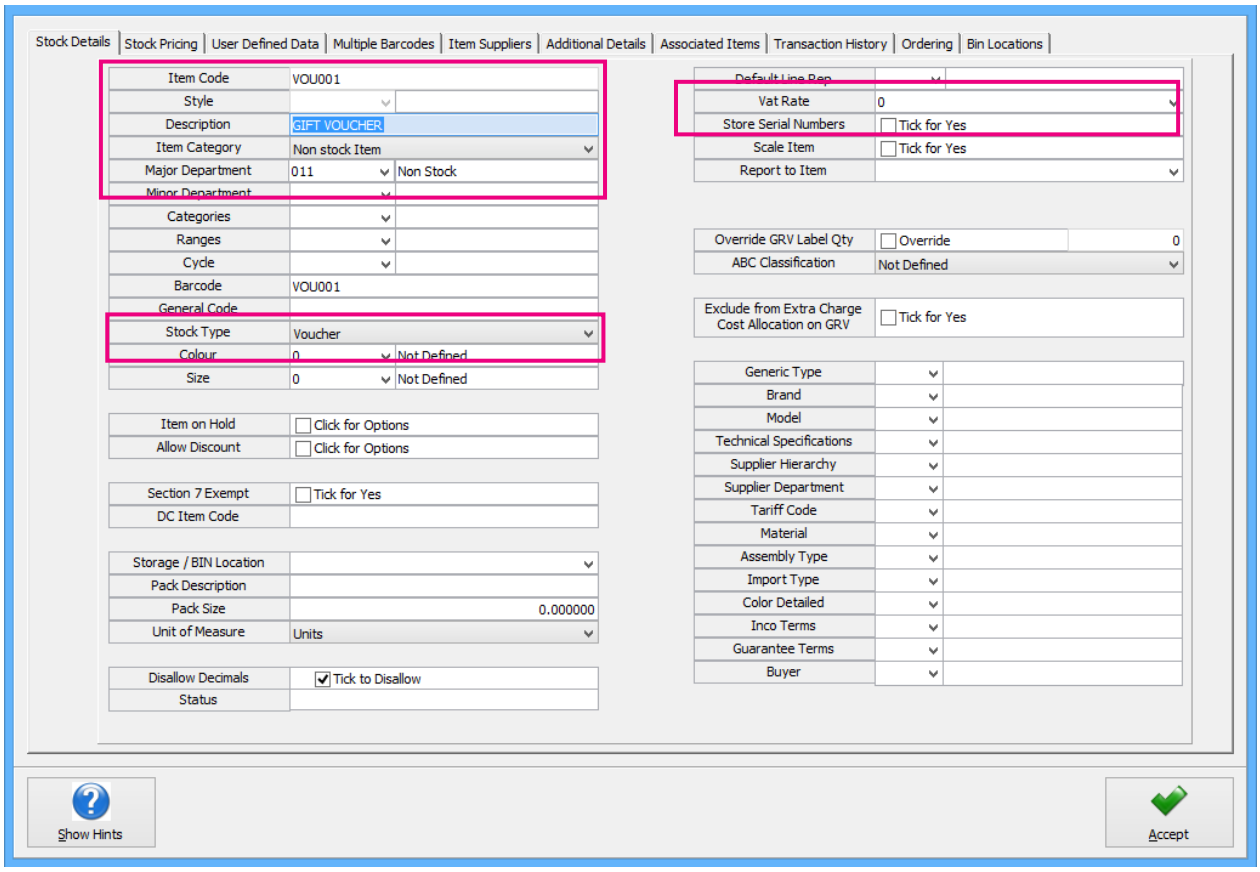
NOTE: It is advisable to select at least the Local Sales Account to link to the Voucher Control ledger account. If the Major Stock Department used for the Non-Stock Voucher Item is not linked to the Voucher Control account, the system will provide a warning when creating the voucher stock item in Stock Maintenance.

For a Non Stock item to work correctly on the system, it has to use the **PERIODIC STOCK CONTROL POSTING METHOD**.

VOUCHER ITEM SETUP

To enable the selling of gift vouchers, the user has to create a normal non-stock item in Stock Maintenance. From the IQ main menu → Stock → Maintenance.

Click on the Add button on the bottom of the screen. The Stock Maintenance screen will appear.

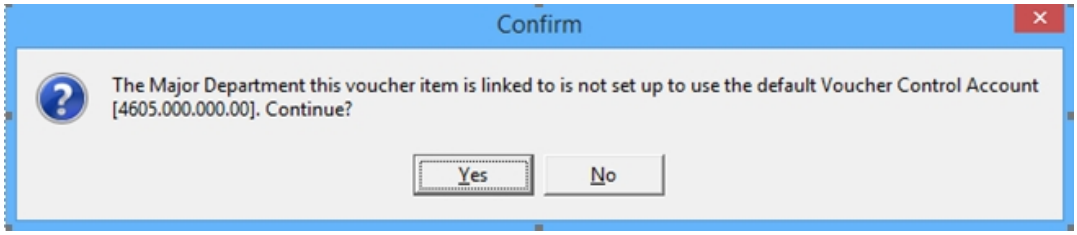


NOTE: The voucher item has to be a **NON STOCK ITEM** and has to belong to the **STOCK TYPE VOUCHER**.

NOTE: According to section 10(18) of the Value-Added Tax Act, the supply of vouchers is regarded as a medium of exchange similar to money and is **NOT** subject to **VAT** when sold. This means that the Stock item Voucher has to have a **0 TAX RATE**.

The user can decide if the price on the gift voucher has to be limited by entering a selling price, or the supervisor will have to override the amount each time a voucher is sold.

Click on Accept to save the stock item. If the Major Department linked to the Non Stock item is not set up to use the default Voucher Control account, a warning will appear, but if the user clicks on Yes, the system will continue to create the item.

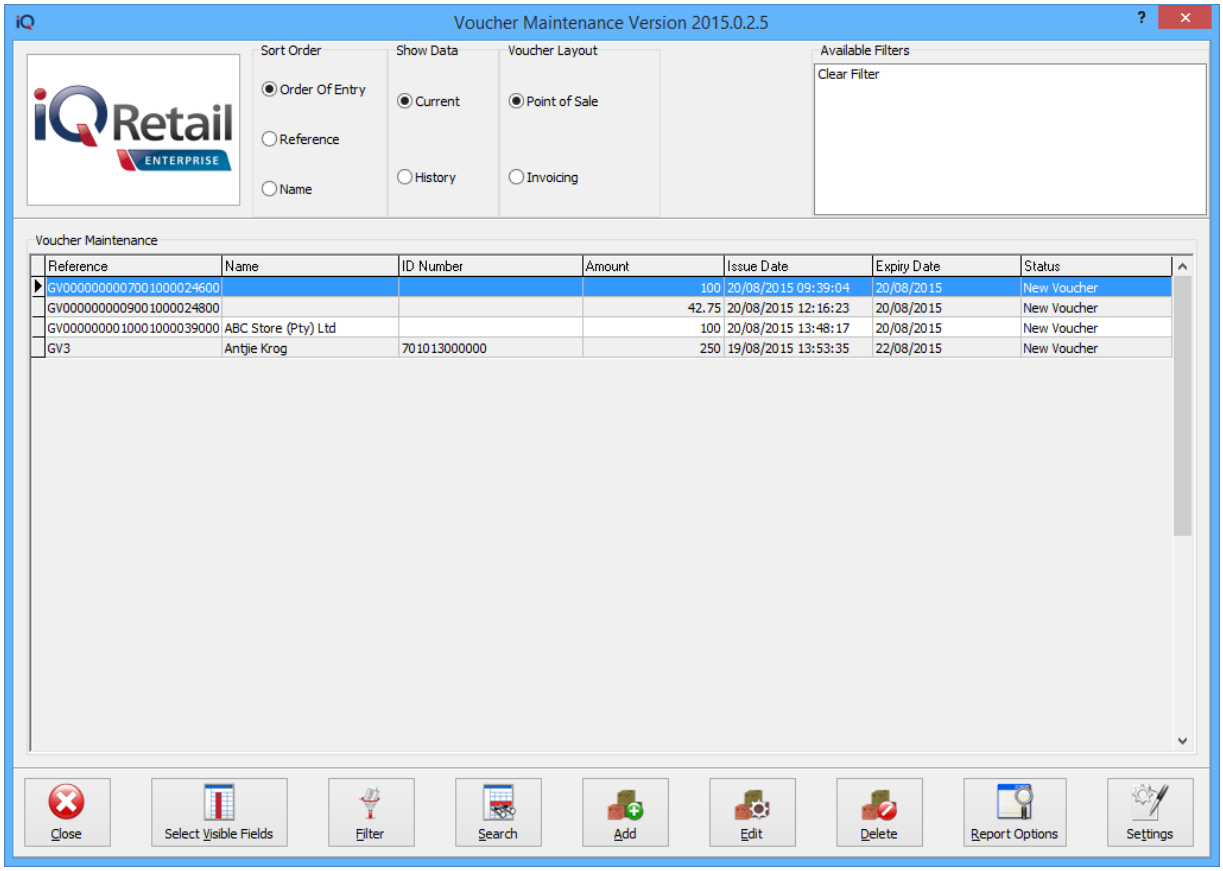


VOUCHERS – PROCESSING (MODULE PARAMETERS)

All vouchers that are sold to clients will be listed in the Vouchers Maintenance screen under Utilities → Setup → Module Parameters → Processing → Vouchers.

All vouchers that the user wants to have control over needs to be created and maintained in the Voucher Maintenance screen.

NOTE: All existing vouchers in use by the client have to be captured in the Voucher Maintenance module, to enable the system to validate the vouchers when they are used for payment. The system can then check if the voucher is valid, has not been used yet or expired.



SORT ORDER

The user has the option to change the order in which the vouchers are listed on the screen.

ORDER OF ENTRY	The order of entry is the date and time in which the vouchers were created or sold.
REFERENCE	The reference is the reference number for each voucher.
NAME	The Name is the name of the debtor or client entered when the vouchers was sold or issued.

SHOW DATA

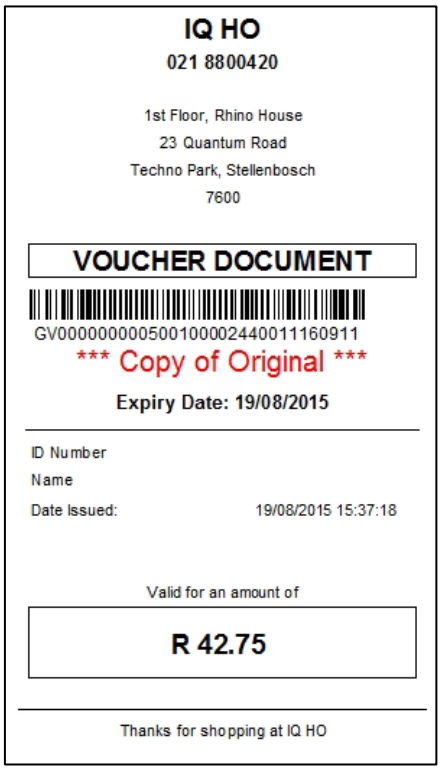
CURRENT	The current display will show all the new vouchers that are still available.
HISTORY	The vouchers listed under the history option are all the vouchers that are finalized, refunded, expired or deleted.

VOUCHER LAYOUT

There are two (2) options the user can use to print vouchers, Point of Sale or Invoicing.

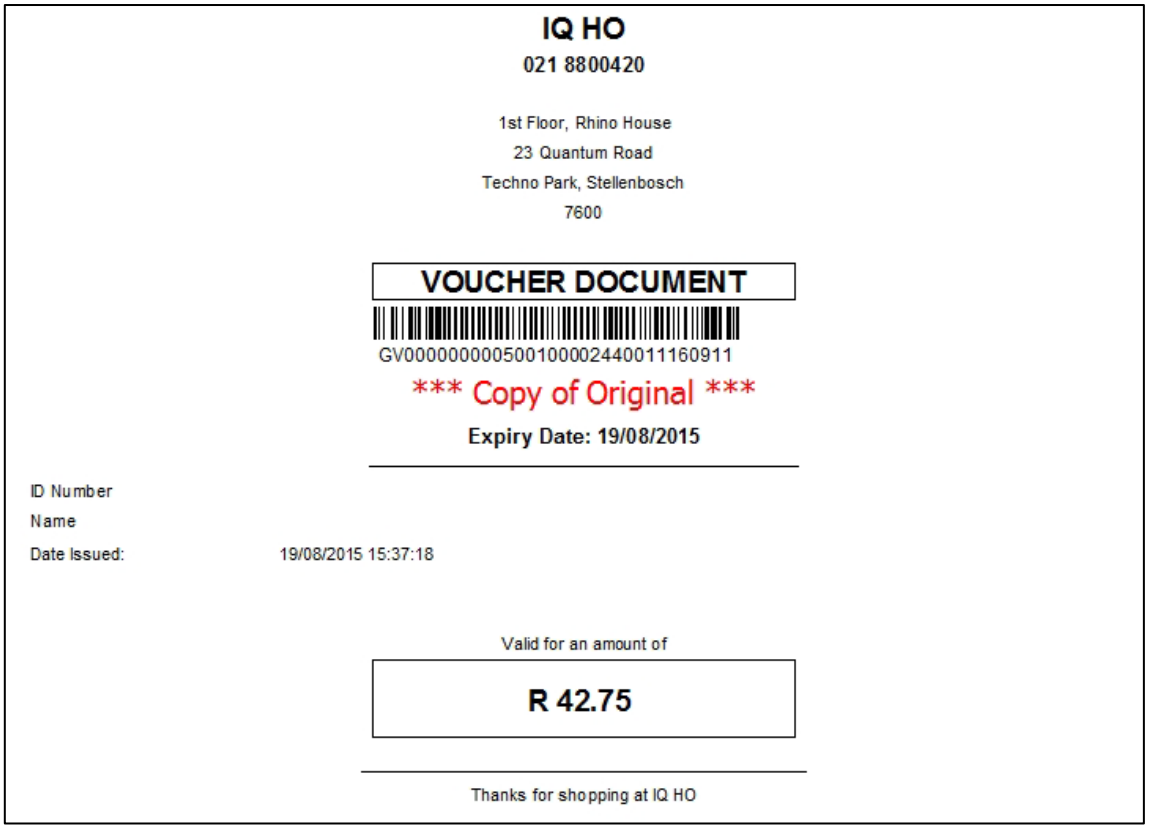
POINT OF SALE

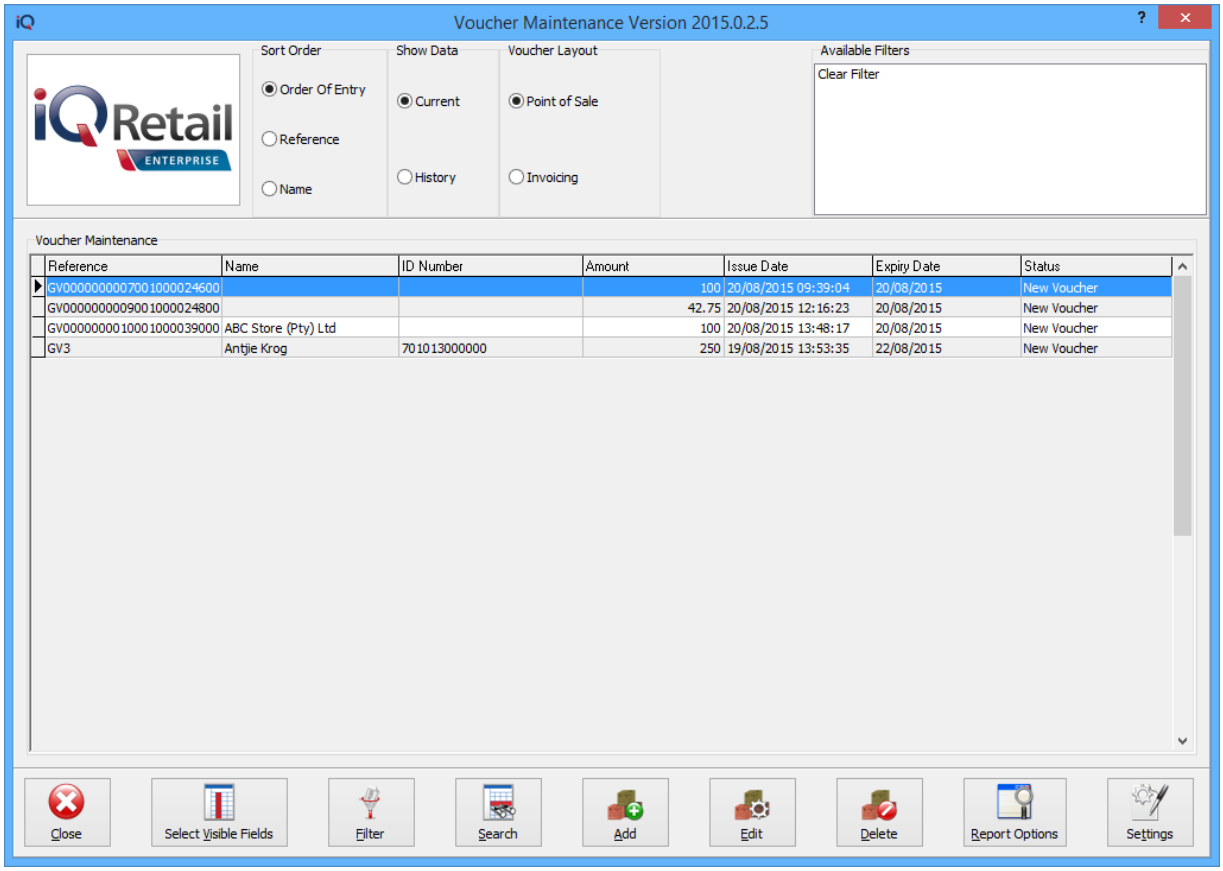
If the Point of Sale layout is selected, a slip will be printed.



INVOICING

If the Invoicing voucher layout is selected, the voucher will be printed on a A4 page.





AVAILABLE FILTERS

Once a filter has been created and saved, it will appear in the top right corner of the screen. Double click on a filter to activate it and double click on “Clear Filter” to see all the vouchers.

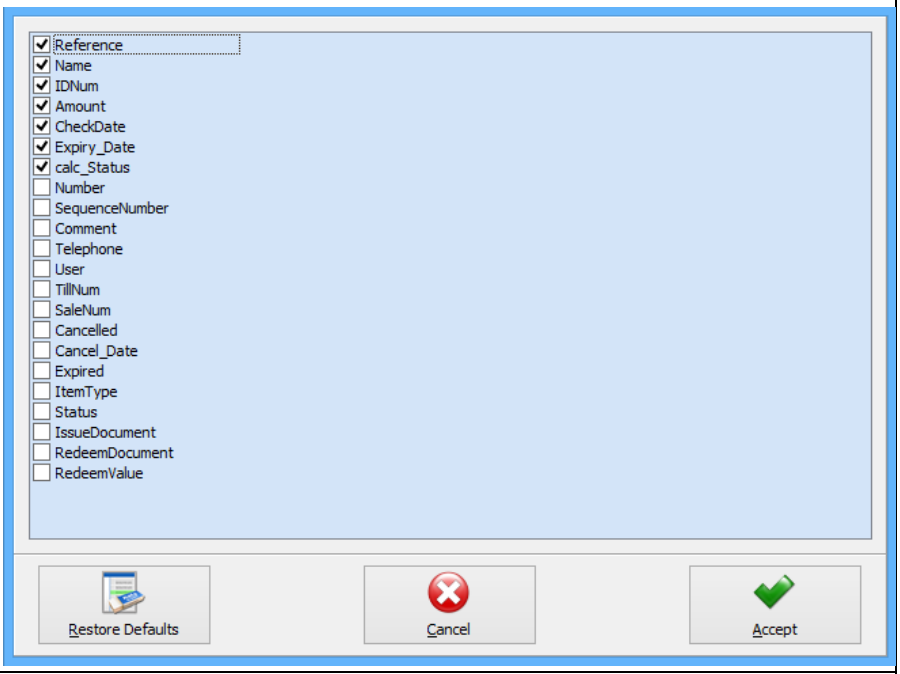
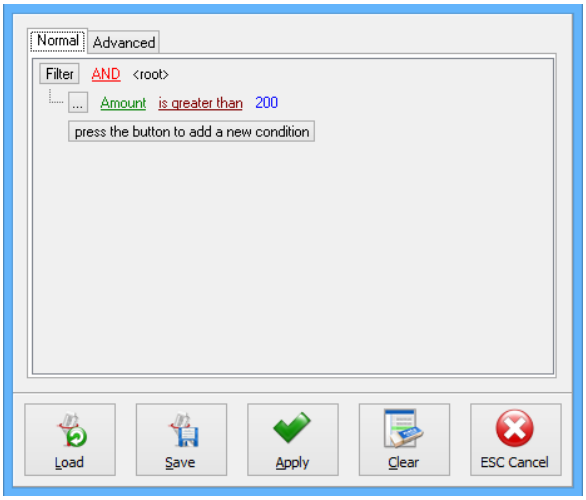
VOUCHER MAINTENANCE

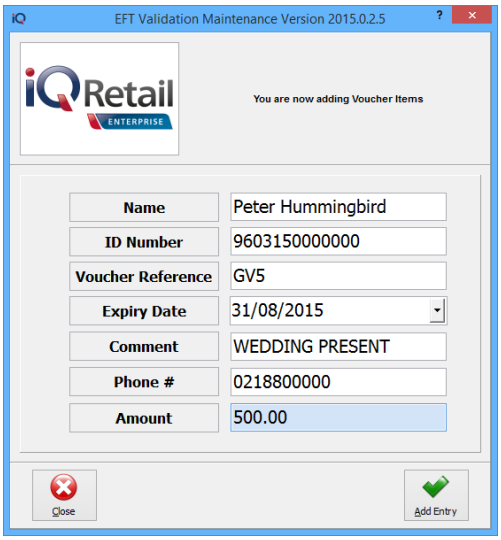
The user can decide which information should be visible on the voucher maintenance screen, but it defaults to the following columns:

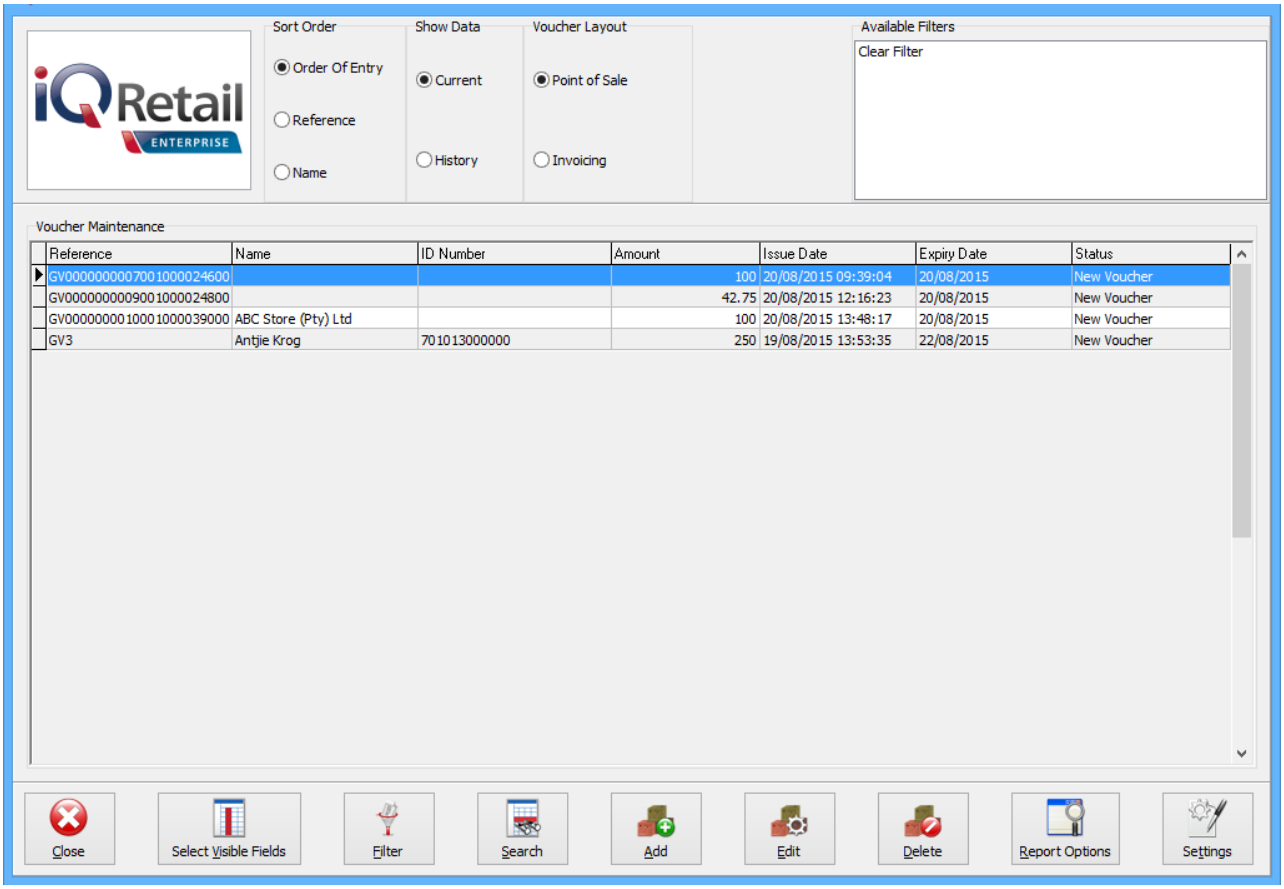
REFERENCE	The Reference is the number automatically issued to the voucher issued, or the number entered when the voucher was captured.
NAME	If the vouchers were sold through Point of Sale, Cash Sales and the cashier didn’t enter a name into the customer information field, there will not be a name in this field. The name in this field is either the Debtors Name or the Name in which the voucher was issued.
ID NUMBER	This ID Number is the ID number of the person as it was entered when the voucher was issued.
AMOUNT	The amount is the amount value of this voucher.
ISSUE DATE	The Issue Date is the date when the voucher was issued or sold to the client.
EXPIRY DATE	The Expiry Date is the date when this voucher will expire. Once an End-of Day is done, all the available vouchers that were set to expire for the day, will be moved to history and the status will change to Expired.

STATUS	The Status of the voucher indicates if the voucher is still valid or not. Only vouchers with the status "New Voucher" are still available and valid. Status 0 – New Voucher Status 1 – Cancelled Payment (Not utilized) Status 2 – Expired Status 3 – Finalized Status 4 – Refunded Status 5 - Deleted

BUTTON FUNCTIONALITY

CLOSE	The Close option allows the user to close the Voucher Maintenance screen.
SELECT VISIBLE FIELDS	The select visible fields' option allows the user to select which fields should be displayed on the Voucher Maintenance screen. 
FILTER	The Filter option allows the user to filter for specific information on the system.  **NOTE**: The filter options are case-sensitive, meaning that if the description was captured as capital letters, the filter option also has to be entered as capital letters.

SEARCH	The search option allows the user to search for any specific information regarding the Vouchers.
ADD	The Add option presents the user with a capture screen that allows capturing of multiple items without closing the screen.  **NAME** The user has the option to issue a voucher to a specific person, therefore the person's name can be entered here. **ID NUMBER** The user can enter an ID number into this field, this can be used to identity that the correct person is using the voucher. **VOUCHER REFERENCE** This field allows the user to enter his own unique number to the voucher. Reference numbers are validated and no duplicate numbers are allowed. **EXPIRY DATE** The Expiry date is determined automatically by the Settings for Vouchers, but it can be changed at the point of capturing. **COMMENT** This option allows the user to enter a comment for the user if required. **PHONE #** The customer's phone number can be entered into this field. **AMOUNT** A value greater (>0) than Zero must be entered in the amount field.



BUTTON FUNCTIONALITY

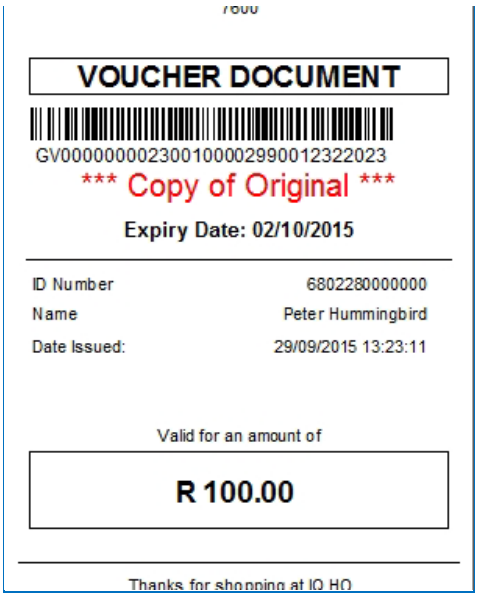
CLOSE

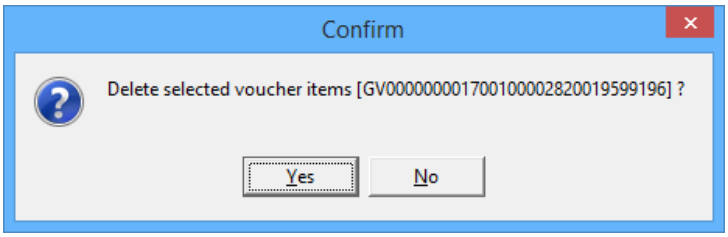
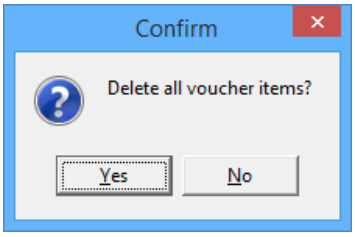
The Close option allows the user to close the Voucher Maintenance screen.

ADD ENTRY

The Add Entry option shows a confirmation and the screen remains open until all capturing has been completed.

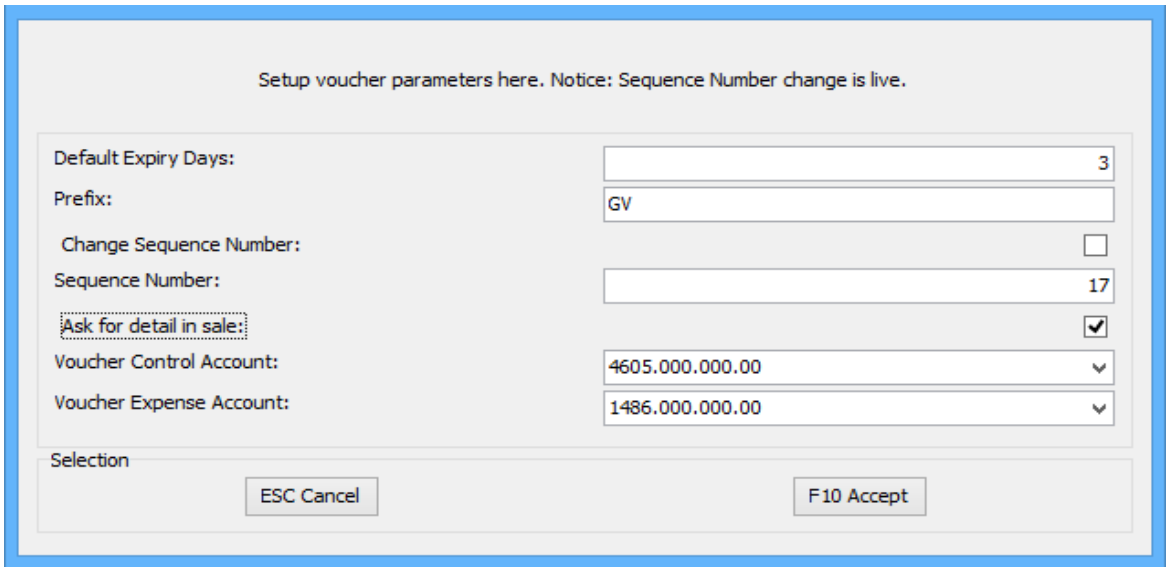
The information entered when capturing the voucher will be displayed on the gift voucher when it is printed.

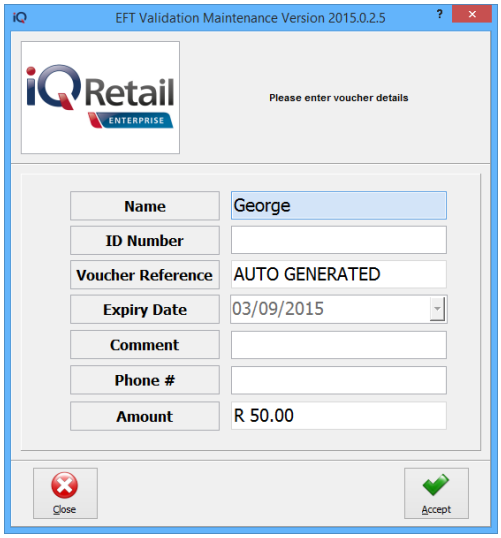


EDIT	The edit option allows the user to edit or amend a selected voucher. NOTE: No Reference numbers or amounts can be edited on vouchers. NOTE: Only current vouchers can be edited, the system won't allow the editing of any vouchers once the status have changed. The Voucher Reference number and the amount can't be changed or edited.
DELETE	The delete option has the choice for Selected or All. **SELECTED** The Deleted Selected will delete only the one (1) item that is currently selected. A confirmation box will appear to ensure that the selected voucher is the correct one to be deleted.  Deletion entails moving Current records to History or (if already in history) – removing it from the system completely. **ALL** The Delete All option will delete all items currently in the applied filter (if applicable) or it will delete All the Voucher Items in the Vouchers database. A confirmation message will appear to ensure if all the vouchers should be deleted. 
REPORT OPTIONS	**VOUCHER LISTING** The voucher listing report option allows the user to design, preview or print a list of the selected vouchers. **VOUCHER DOCUMENT** **NOTE**: Vouchers can only print 1 copy, but it can be reprinted from The Voucher Document Report options. The voucher document report option allows the user to design, preview or print the voucher document. The voucher layout has to be selected before the user prints the voucher document, to ensure that it prints on the correct paper. **NOTE**: COPY OF ORIGINAL will display when previewing and printing from this module.

SETTINGS (VOUCHER SETUP)

The Settings option allows the user to setup parameters for Voucher Processing and it includes the fields as below:



DEFAULT EXPIRY DAYS	When issuing a voucher, the number of days are added to today's date and sets the expiry date for the voucher accordingly.
PREFIX	A voucher Prefix can be entered. This Prefix is used in the auto generation of a voucher reference, when issuing vouchers via Sales or Refunds.
CHANGE SEQUENCE NUMBER	When the checkbox is selected, the sequence number will be updated as per the value entered. This works in the same fashion as normal control numbers. **NOTE**: Changing this value carries **risk** in the sense that a sequence number already used for a vouchers can be reused again
SEQUENCE NUMBER	The Sequence number displayed in this field is the sequence number for the last voucher that was sold.
ASK FOR DETAIL IN SALE	This option is used to simply capture a reference for the tender media being used at the point of selecting the voucher tender. This doesn't have anything to do with vouchers if selected on its own. To ensure that vouchers are taken into account for a tender, the "Validate Reference Against Vouchers" option has to be enabled in the Tender Type Maintenance. 

	VOUCHER CONTROL ACCOUNT Click on the down arrow next to the field to select the appropriate voucher control ledger account. **VOUCHER EXPENSE ACCOUNT** Click on the down arrow next to the field to select the appropriate voucher expense ledger account.
BUTTON SELECTION	**ESC CANCEL** The ESC Cancel option allows the user to discard any changes made and to close the Voucher Maintenance screen. **F10 ACCEPT** The user can save the changes made by either pressing the F10 key on the keyboard, or by selecting the Accept button.

USING VOUCHERS IN POINT OF SALES

Vouchers can't be used for:

- Laybye Refunds
- Laybye Payments
- Order Deposits
- Petty Cash
- Debtors Journals
- Debtors Receipts
- TV License separate payments

In the POS module, Vouchers can be sold to customers or customers can use them to pay for stock items instead of using cash. Vouchers can also be issued when doing refunds on cash sales, instead of using cash.

NOTE: Vouchers only print 1 copy at a time, but it can be reprinted from the Voucher Module under module parameters.

NOTE: Each voucher can only be used once, it will not allow the user to use it a second time. The system can be set to give change in the form of cash, or a new voucher can be issued.

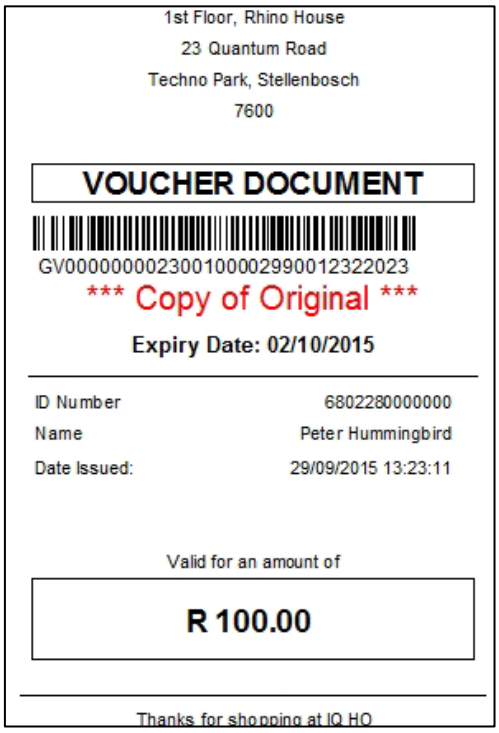
CASH SALE OF A VOUCHER

From the IQ main menu → Point of Sales → Sales → Cash Sales.

The voucher stock item code can then be entered. If the user didn't enter unit prices on his voucher stock items, the F8 – Supervisor Logon will need to be used to enter the amount of the voucher.

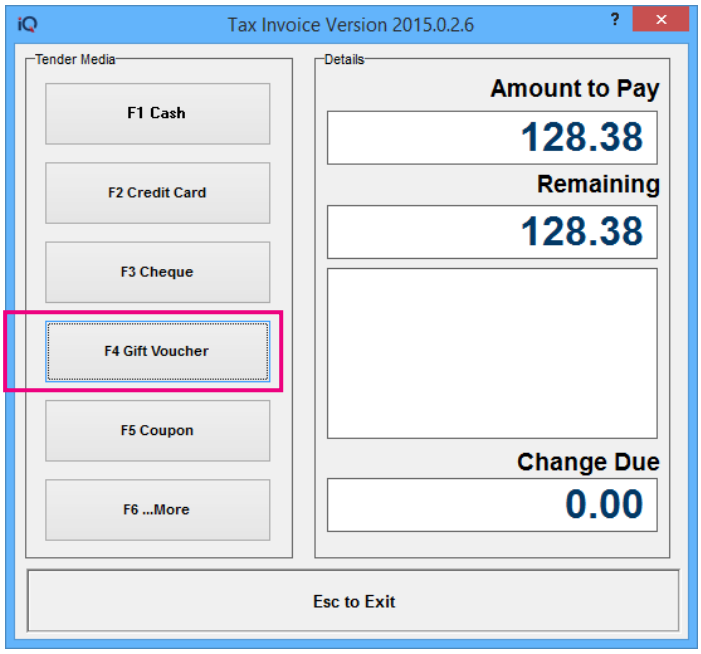
Finalise the sale by selecting the Subtotal and entering the cash tender type.

When selling a Voucher item under the POS Cash Sales, we will generate and print a voucher document for it.



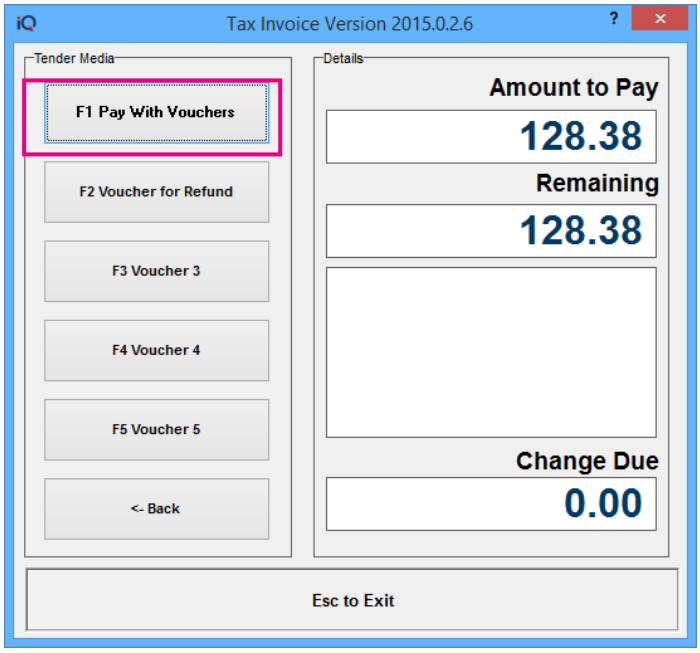
VOUCHERS AS TENDER MEDIA

When using a voucher as payment for stock, the user will ring up all the stock items purchased. After pressing F1 to get the subtotal, the user has to select the F4 – Gift Voucher to use a voucher as a tender medium.

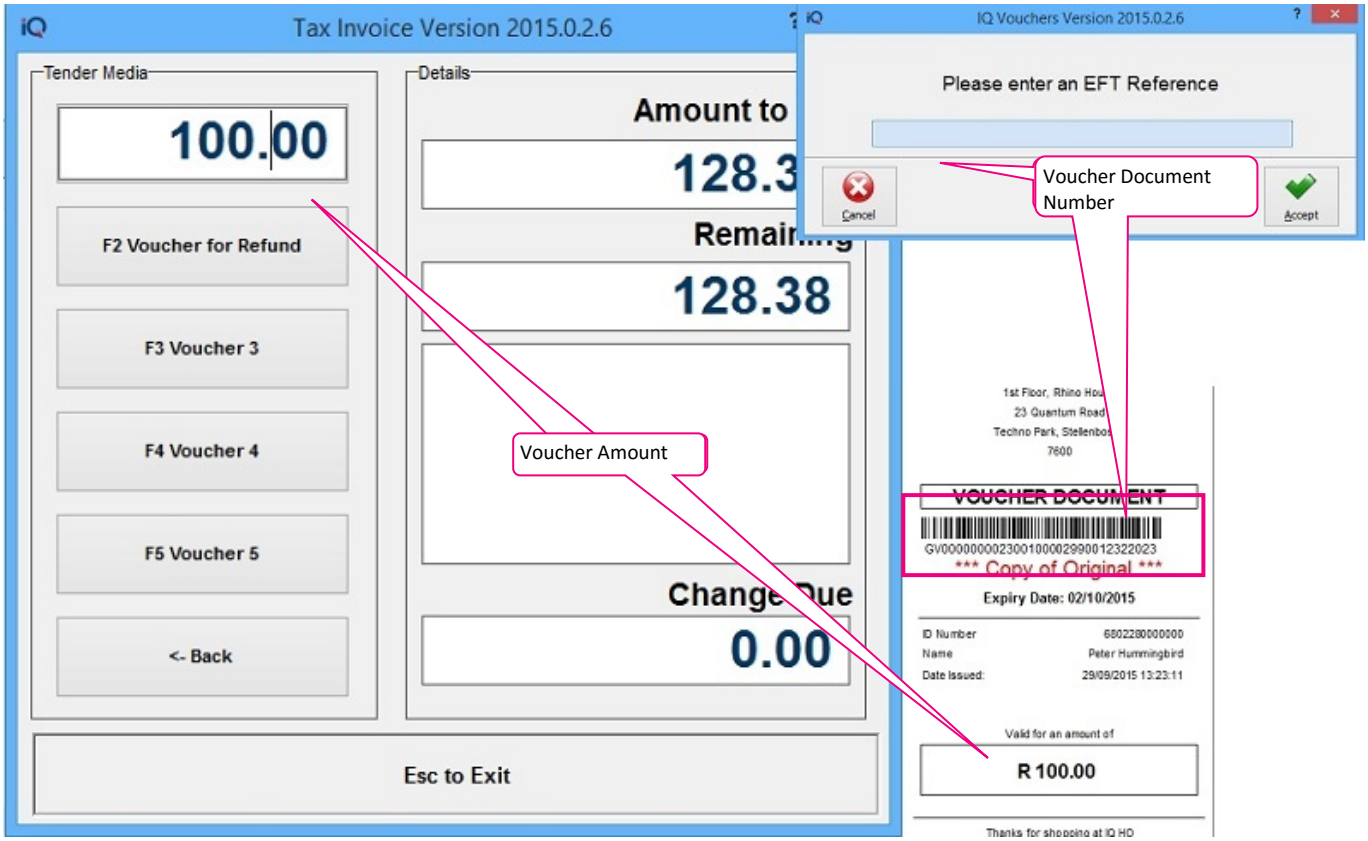


The user then must select which voucher to be used, in example below we will use F1 = Pay With Vouchers. (These are the vouchers as they have been setup in the Tender Media Setup.)

Click on the voucher type to select it.



The value of the voucher has to be entered. If the system was set to validate the vouchers, the user will be asked to enter the EFT Reference number. The Voucher Document Number can be scanned into this field, or the user can type in the number (the number has to be exactly the same, before the system will recognise it).



NOTE: If the tender amount was bigger than the voucher amount, the tender can be split into Voucher and another tender type.

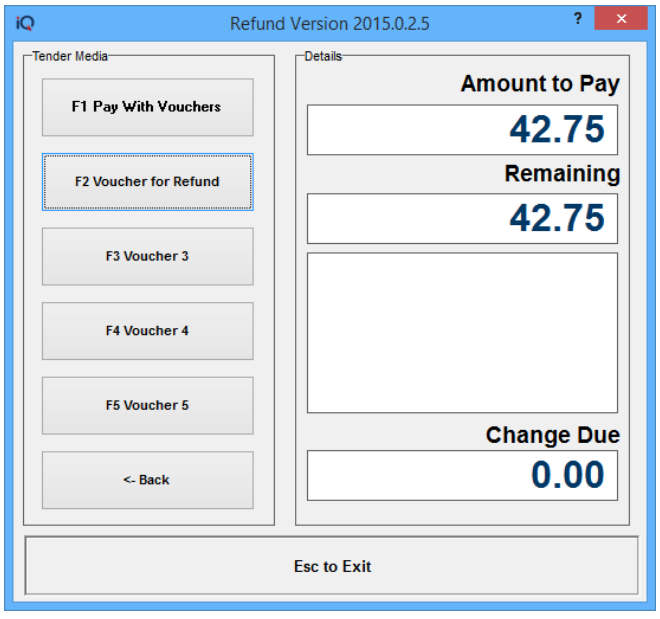
NOTE: If the tender amount was less than the voucher amount, the change can be in cash.

VOUCHERS AND REFUNDS

When Refunding a voucher item in POS Refunds, the user will be asked for a reference and **CANCEL** the originally sold voucher (moving it to history and change the **status** of the voucher to **REFUNDED**).

NOTE: Vouchers only print 1 copy at a time, but it can be reprinted from the Voucher Module under module parameters.

When the user is doing a REFUND and the tender media (where issue of vouchers has been enabled) is selected, the system will generate a voucher on finalisation of the sale and print a voucher slip for it.



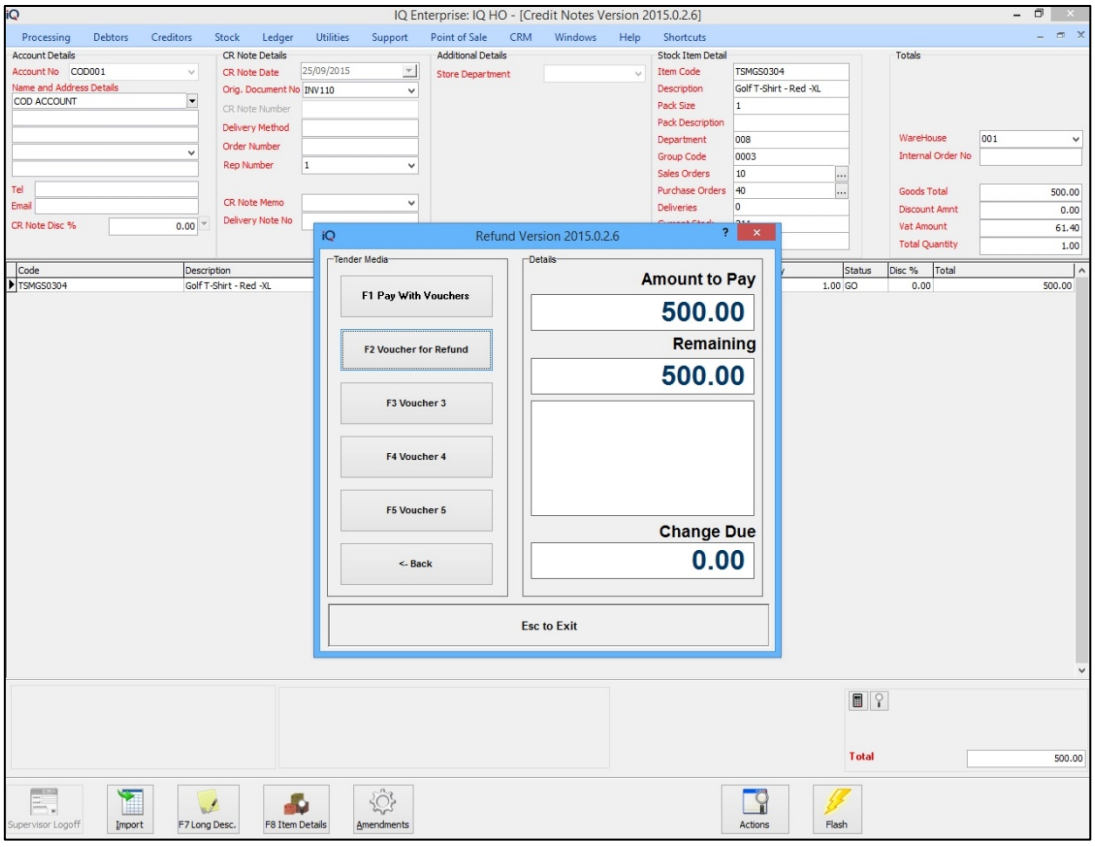
A voucher will be printed, which can then be used to pay for any stock item in the same store, before the voucher expires.

USING VOUCHERS IN PROCESSING

Vouchers can only be used for payment on COD (Cash on Delivery) accounts, where the user will be asked to select a tender media.

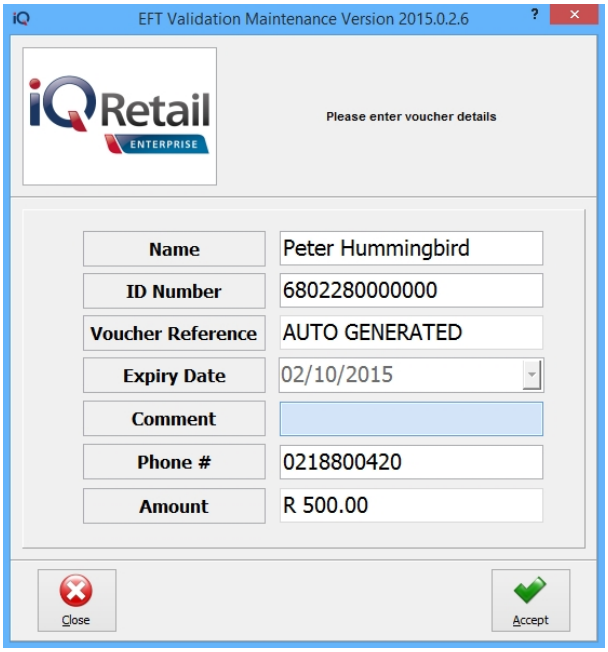
NOTE: Vouchers only print 1 copy at a time, but it can be reprinted from the Voucher Module under module parameters.

The user also has the option to issue a voucher when a credit note is done. This only applies to COD accounts. The user has to do the credit note as normal, but select the F4 - Gift Voucher type as tender medium.

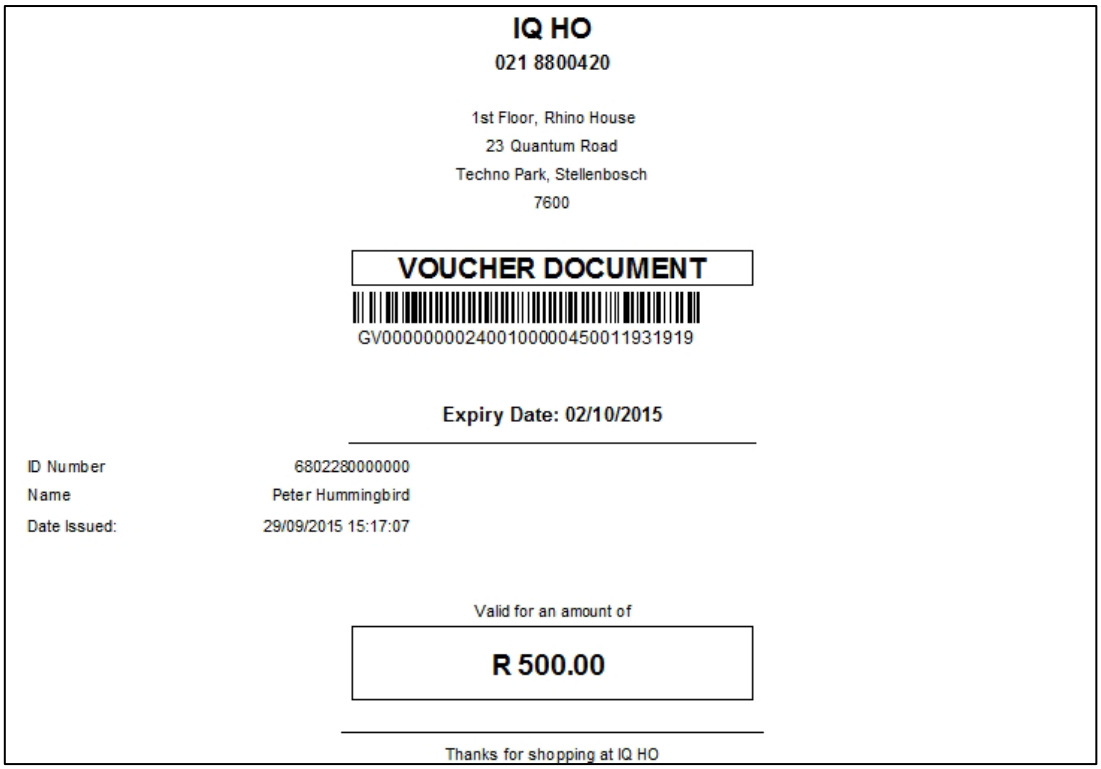


For the example above the user will use the F2 – Voucher For Refund option. This option has been setup in Tender Type Setup to print a voucher when it is processed.

The EFT Validation Maintenance screen will appear, where the user can enter the customer's information.



A credit note and a Voucher document will be printed out, once the credit note is finalised.



IQ HO

021 8800420

1st Floor, Rhino House
23 Quantum Road
Techno Park, Stellenbosch
7600

VOUCHER DOCUMENT

GV00000000240010000450011931919

Expiry Date: 02/10/2015

ID Number	6802280000000
Name	Peter Hummingbird
Date Issued:	29/09/2015 15:17:07

Valid for an amount of

R 500.00

Thanks for shopping at IQ HO

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