

Vouchers

“ **You need:** *Voucher manager* — *view* to browse, *Voucher manager* — *edit* to create or change. Importing needs *Voucher codes* — *import*, which is separate again.

A voucher is a fixed amount a customer can redeem once. Simpler than a promotional code — there is no campaign, no rule, just a value and a validity period.

Browsing

The list shows **available vouchers** — those not yet redeemed — for the brand.

“ Redeemed vouchers are not in this list. That is deliberate: the screen is for vouchers still in play. If you are looking for one a customer says they used, its absence here is the answer.

Creating one

Create a voucher with its amount and validity. This is the right path for a single customer — a service recovery, a goodwill gesture, a one-off.

For many vouchers at once, import them instead — see [Importing from a CSV](#).

Editing

You can update an existing voucher: its amount, its dates. Only vouchers that haven't been redeemed can be changed, which is the same rule that protects bulk operations.

Expiring

Expiring ends one or more vouchers immediately. Use it when a voucher was issued in error, or when a promotion is being pulled.

Expiring is the safe option: the record survives, so there is still an answer when the customer asks what happened.

Bulk changes

Vouchers support the standard bulk pattern — read [How bulk changes work](#) first.

Voucher bulk operations match on **starting date, ending date, amount and validity days** together. All four form the criteria; they are not filters you can partly fill in and hope for the best.

Operation	Effect
Check	Counts non-redeemed vouchers matching all four criteria
Bulk update	Updates every matching non-redeemed voucher
Bulk delete	Removes every matching non-redeemed voucher

Because the criteria are a combination, it is easy to match more than you meant. Run the check and read the count — it is the only preview.

“ Only non-redeemed vouchers are ever affected. A customer who already used theirs keeps the benefit, whatever you do here.

Choosing between a voucher and wallet credit

They feel similar and behave differently:

	Voucher	Wallet credit
Shape	A fixed amount, used once	A balance that can be spent down

	Voucher	Wallet credit
Good for	A specific gesture with a clear value	Ongoing credit, refunds, loyalty balance
Expiry	Per voucher	Per credit record

If the customer should have "€10 off one order", that is a voucher. If they should have "€10 to spend", that is wallet credit — see [Wallets: managing records](#).

Related pages

- [How bulk changes work](#) — before any bulk operation
- [Importing from a CSV](#) — issuing vouchers in bulk
- [Wallets: managing records](#) — the alternative shape of credit