Setting up Customer Return Vouchers

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With ShopFactory Cloud services you can set up marketing vouchers to offer discounts with online or off-line marketing campaigns and reward vouchers for customers who have placed orders to encourage them to return or sell gift vouchers to your customers.

Reward Voucher Code is a unique code provided to a qualifying order and sent to the customer after an order is processed and paid. The reward voucher has the expiry date included in the email and minimum purchase spend.

- To enable Vouchers in your shop, you must have a paid ShopFactory SF Cloud / Total Care account.

- Reward Voucher codes and Gift Voucher codes will only be sent out for "PAID" orders.
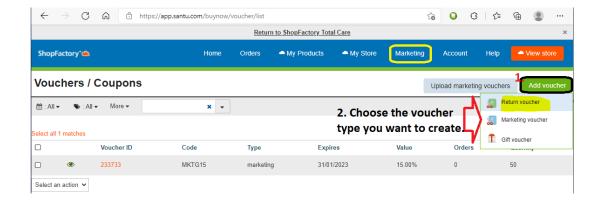
Here are the steps on how to create a Reward Voucher to entice customers to shop again in your ShopFactory online shop.

PART I. Enable vouchers in your shop

- Open your shop in ShopFactory

- Click *Services* menu -> tick "*Enable Vouchers*"

- Save and preview your shop in MS Edge or any external browser -> place a test order and check the Voucher box appears in the basket page.

- Publish your shop

PART II. Setup Vouchers in the SF Cloud backend

- Open your shop in ShopFactory

- At the ShopFactory Central page, click **My Orders** button - this will connect you to the ShopFactory Cloud backend.

- Select *Marketing* menu -> Vouchers/Coupons, https://app.santu.com/buynow/voucher/list

- Click "**Add Voucher**" button and select the voucher type you want to setup, in this case, select "*Return Voucher*"

Once the Reward Voucher is setup and active - a single use, unique Reward Voucher code is sent to your customer based on a pre-determined purchase amount. They must have previously ordered from your shop to receive this type of voucher.

Here's an example of a Reward Voucher that gives 10% discount to customers with the following conditions: