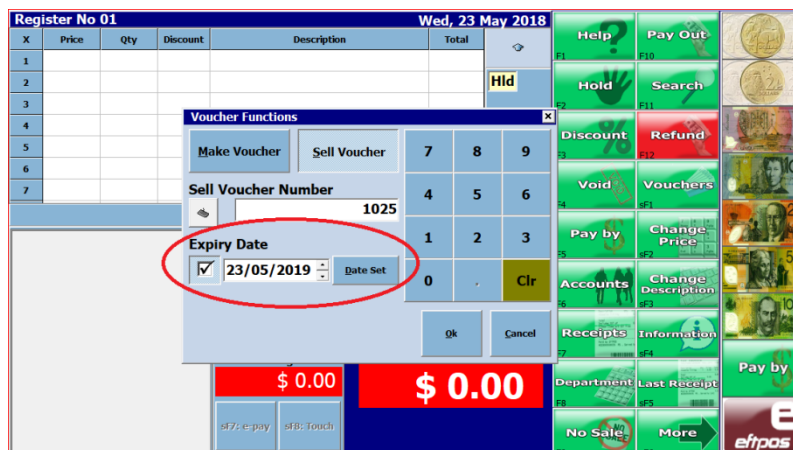# Gift Voucher Expiration Dates

Recent changes in NSW mean that any gift card or voucher sold to customers must now have an expiration date of no less than 3 years from the date of purchase. This document will go over the ways a gift voucher / card can be printed and the expiration checked.

1: Pre-printed Gift Vouchers – These can be printed from the Cash Register > Gift Vouchers menu, under the "Gift Vouchers" tab.

If these vouchers are printed without the "Activate Voucher" option ticked, then the expiry date will be set when the voucher is sold to the customer, so no changes need to be made here.

When you sell the voucher at the Cash Register, you will be prompted for an Expiry Date

If, however, the vouchers are printed with the "Activate Voucher" option ticked, an "Expire on" date field will appear, where you can set the date that will show on the vouchers printed. Please note, that this date MUST be 3 years from the date the customer purchases the voucher.

2: Vouchers made at the Cash Register – These vouchers will be printed using your receipt printer. They can be accessed by clicking on Vouchers, then Make Voucher. Once you have entered the amount, ensure that the Expiry Date below is set to a minimum of 3 years.

Head Office
2 Keysborough Close
Keysborough VIC 3173

NSW Office
Level 1/290 Main Road
Cardiff NSW 2285

3: Discount Vouchers – Whether Discount Vouchers printed with sales are included in these new laws is debatable. If you wish to extend the expiry on your Discount Vouchers, go to System Maintenance > System Setup Values. In the "Register" tab, scroll down to the Discount Vouchers heading and click edit. Modify the option "Discount vouchers expire in # months" option to be 36 or more, then click Save.

Please Note: The majority of people use an expiration of 1 -2 months currently.

Note: You can also add an extra message to the Discount Vouchers, with any other terms & conditions, or just a "Thank You" message to your customers, such as "Today's free and extra offer as a Thank You for supporting this store!"

In the same section as above, simply modify the "Optional extra message to appear on voucher" option to say whatever you would like!