

Gift vouchers

How to set up the gift vouchers your till sells, and how to look up any voucher, its balance and where it was spent.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

- Go to **Settings**, then **Payments**, then **Gift Vouchers**.
- Tap **NEW TYPE** to add a voucher type, such as a cash voucher or a set package like Pie & Wine.
- Search any voucher by code, name, phone or email to see its balance and history.

1 Open Gift Vouchers

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Payments** and tap **Gift Vouchers**. At the top are your **Voucher types**. Below them are three totals: **Total issued (all time)**, **Outstanding balance** (what customers can still spend, with the number of active vouchers) and **Vouchers in DB**, the total count.

Gift Vouchers
Look up, void, or review redemption history for issued vouchers. REFRESH

VOUCHER TYPES + NEW TYPE

- Cash Gift Voucher**
£10.00 £20.00 £50.00 + custom
- Pasta & Prosecco**
£24.95 full only
- Pie & Wine**
£24.95 full only
- Deposit**
£50.00 £100.00 £200.00 + custom

TOTAL ISSUED (ALL TIME)
£1307.85

OUTSTANDING BALANCE (11 ACTIVE)
£624.95

VOUCHERS IN DB
29

Search code, name, phone, email ALL ACTIVE REDEEMED VOIDED

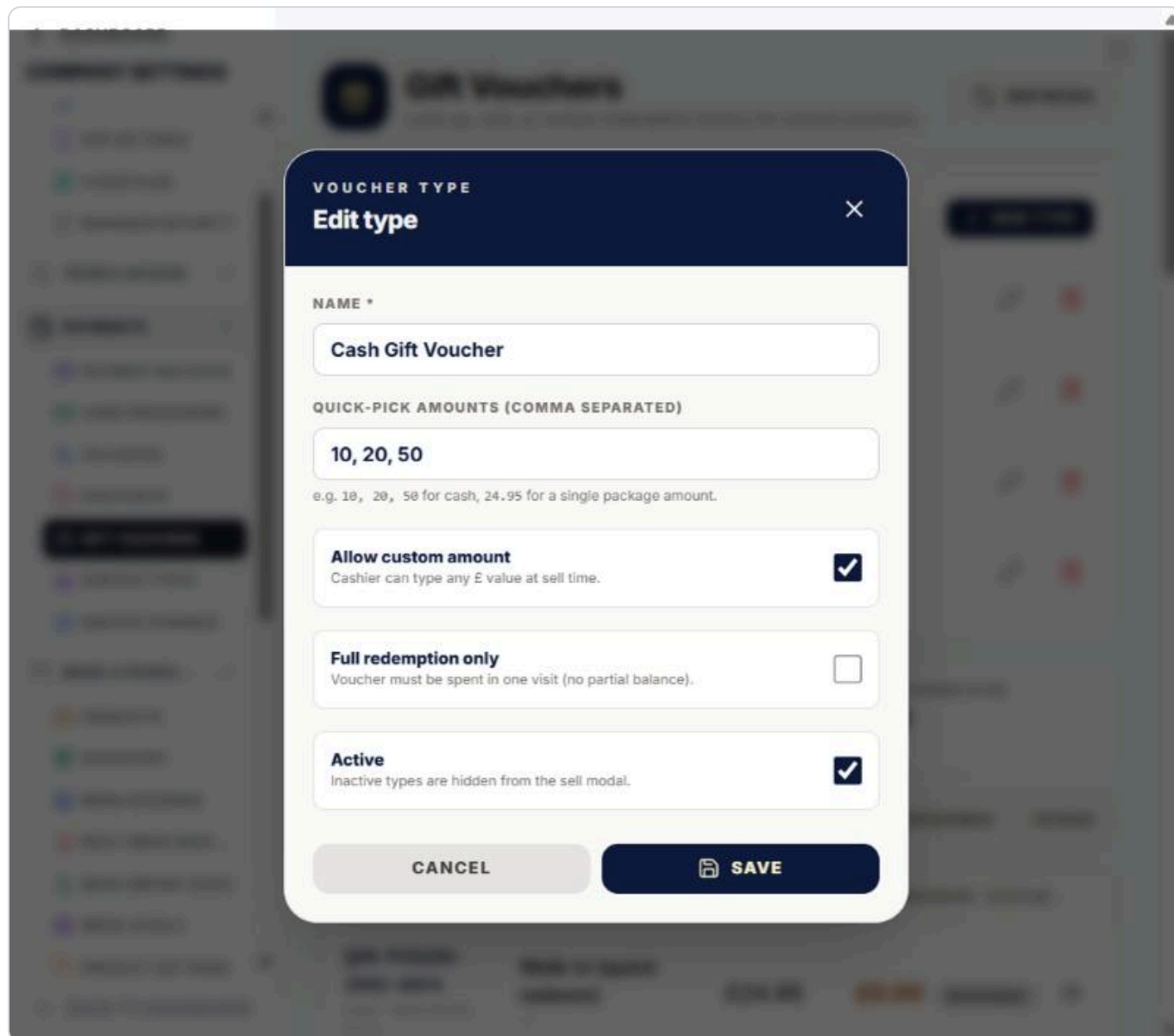
CODE	CUSTOMER	INITIAL	REMAINING	STATUS
QVR-PIEWIN-ZKRZ-4AF4 Cash · 30/07/2026, 07:51	Walk-in (quick redeem)	£24.95	£0.00	REDEEMED

Tip. The outstanding balance is money you have taken but not yet earned. It is worth checking at month end.

2 Add or edit a voucher type

Tap **NEW TYPE**, or the pencil on an existing type. The bin deletes a type.

- **Name:** what staff see on the till, for example Cash Gift Voucher.
- **Quick-pick amounts:** comma separated, for example 10, 20, 50. For a set package use one amount, such as 24.95.
- **Allow custom amount:** staff can type any value when they sell it.
- **Full redemption only:** the voucher must be spent in one visit, with no balance left over. Use this for packages such as Pasta & Prosecco.
- **Active:** inactive types are hidden on the till.



The screenshot shows a mobile application interface with a modal window titled "VOUCHER TYPE" and "Edit type". The modal has a dark blue header with a close button (X). The background is a blurred view of the app's main screen, which shows a list of voucher types and a sidebar menu.

Inside the modal, the following fields and options are visible:

- NAME ***: A text input field containing "Cash Gift Voucher".
- QUICK-PICK AMOUNTS (COMMA SEPARATED)**: A text input field containing "10, 20, 50". Below this field, a small note reads: "e.g. 10, 20, 50 for cash, 24.95 for a single package amount."
- Allow custom amount**: A checkbox that is checked. Below the checkbox, a small note reads: "Cashier can type any £ value at sell time."
- Full redemption only**: A checkbox that is unchecked. Below the checkbox, a small note reads: "Voucher must be spent in one visit (no partial balance)."
- Active**: A checkbox that is checked. Below the checkbox, a small note reads: "Inactive types are hidden from the sell modal."

At the bottom of the modal, there are two buttons: "CANCEL" and "SAVE". The "SAVE" button has a small icon of a floppy disk next to the text.

Tap **SAVE**, or **CANCEL** to leave it unchanged.

3

status.

← DASHBOARD

COMPANY SETTINGS

STORE DETAILS

APP SETTINGS

FLOOR PLAN

MANAGER SECURITY

TEAM & ACCESS

PAYMENTS

PAYMENT METHODS

CARD PROCESSORS

TAX RATES

DISCOUNTS

GIFT VOUCHERS

SERVICE TYPES

SERVICE CHARGES

MENU & PRODU...

KITCHEN & PRIN...

REPORTS

POS REASONS

CHANNELS & IN...

DATA CLEANUP

← BACK TO DASHBOARD

Gift Vouchers

Look up, void, or review redemption history for issued vouchers.

REFRESH

VOUCHER TYPES

+ NEW TYPE

Cash Gift Voucher

£10.00

£20.00

£50.00

+ custom

Pasta & Prosecco

£24.95

full only

Pie & Wine

£24.95

full only

Deposit

£50.00

£100.00

£200.00

+ custom

TOTAL ISSUED (ALL TIME)

£1307.85

OUTSTANDING BALANCE (11 ACTIVE)

£624.95

VOUCHERS IN DB

29

GV-4ZE8

ALL

ACTIVE

REDEEMED

VOIDED

CODE	CUSTOMER	INITIAL	REMAINING	STATUS
GV-4ZE8-NB38				
Cash · 04/06/2026, 07:45	—	£50.00	£50.00	ACTIVE

4 See its history

Tap the eye icon on a row. The voucher card shows the owner, phone, starting and remaining value, type, status and any notes, with a **Redemption history** list of each time it was used, when and by which staff member.

VOUCHER
QVR-PIEWIN-ZKRZ-4AF4

OWNER Walk-in (quick redeem)	PHONE —
INITIAL £24.95	REMAINING £0.00
TYPE Cash	STATUS redeemed

NOTES
Quick redeem at till — Pie & Wine 24.95

REDEMPTION HISTORY

30/07/2026, 07:51:07 · Ali Khan	£18.80
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Tip. The cross icon beside the eye voids an active voucher. Only void a voucher you are sure should no longer be spent.

If something is not right

A voucher type is missing on the till

Edit the type and tick **Active**.

A customer wants to spend part of a package voucher

Package types with **Full redemption only** must be used in one visit.
Use a cash-value type for vouchers that can be spent over several visits.

A customer has lost their code

Search by their name, phone or email.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.