

3. Maintaining Discounts

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Creating and Evaluating Vouchers

Summary

Vouchers are maintained under *eCom \ Voucher management*.

A voucher is stored in the DeDeSales order as a **Header discount**. The usage rules and the effect in the order are described in the service description on the page *Vouchers and Special discounts*.

Create voucher

1. Open *eCom \ Voucher management* and add a voucher.
2. Select usage rule — one-time, multiple times, only on first order or once per customer.
3. Set discount value and specify whether it is charged **percentage** or as a **fixed value**.
4. Specify whether the voucher is **combinable with a Special discount**. See below.
5. Limit a period if necessary.
6. Save and provide data.

What you specify when creating

Besides code and discount, four fields determine for whom and when the voucher applies:

Field	Effect
From / until	Validity period. Outside this, the shop reports <i>"The voucher has expired!"</i>
Minimum order value	The voucher only applies from this cart value. <input type="text"/> means no limit.
Type of customer selection	restricts the group of customers, e.g. <i>all customers</i>
Usability	how often the code may be redeemed — one-time, multiple times, multiple times only on first order or multiple times only once per customer

The discount is granted **only as a percentage** — the field is called *Discount %*.

Combinable with a Special discount

Value	Behaviour in the shop
Yes	Both discounts are added; the total goes as Header discount into the order.
No	The voucher is refused if the Special discount is higher than the voucher discount.

With **No**, a comparison is made, not a blanket prohibition: If the voucher is better than the current Special discount, it is accepted. Only if the Special discount would be higher does the shop reject the voucher — the customer then keeps the cheaper Special discount.

So that the customer can redeem the voucher

Additionally, the setting **Voucher input** under *eCom \ Settings* must be enabled. This activates the input field in the Cart.

“ **Attention:** Both places act independently. Without the *Voucher input* setting, there is no input field — the created voucher is then not redeemable, although it is valid.

So that the discount arrives in the ERP system

Attention: The Header discount only applies in your ERP system if your interface or your connector considers it. Also check how the interface is defined: fixed amounts are passed differently than percentage values.

Evaluate who has used a voucher

1. Open *eCom \ Voucher management*.
2. Select the desired voucher.
3. Switch to the tab **generated vouchers** on the left.
4. On the right, all vouchers that have been used appear.

Create Special discounts

Summary

Special discounts are maintained under *eCom \ Special discounts*.

Unlike a voucher, a Special discount works **automatically** — the customer does not have to enter anything. It applies to all customers and all items in the specified period.

Procedure

1. Open *eCom \ Special discounts* and add a Special discount.
2. Set discount value and period.
3. Save and provide data.

What to consider

- The Special discount **cannot be restricted to individual customers or items**. If you want that, you need a voucher with a Customer list or an Order template.
- It is stored like a voucher as a **Header discount** in the DeDeSales ORDER and is subject to the same reservations when transferring to the ERP system.

If a voucher is redeemed in parallel

The behaviour is controlled not by the Special discount, but by the **voucher**. For each voucher it is determined whether it can be combined with a Special discount:

Voucher combinable	Behaviour
Yes	Both discounts are added; the total goes as Header discount into the ORDER.

Voucher combinable	Behaviour
No	The voucher is refused if the Special discount is higher.

When you start a Special discount, therefore check the ongoing vouchers — there it is decided whether the discounts add up.