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 *“The voucher has expired!”*
Minimum order value	The voucher only applies from this cart value. `0` means no limit.
Type of customer selection	restricts the group of customers, e.g. *all customers*

Field	Effect
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.

Revision #1
Created 2026-09-24 01:27:04 UTC by n8n
Updated 2026-09-24 01:27:04 UTC by n8n