



Registering an Outlet Manual

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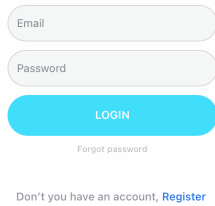
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REGISTERING AS AN OUTLET

A. Register as a New Outlet

Go to thebooking.site & click on “Register”

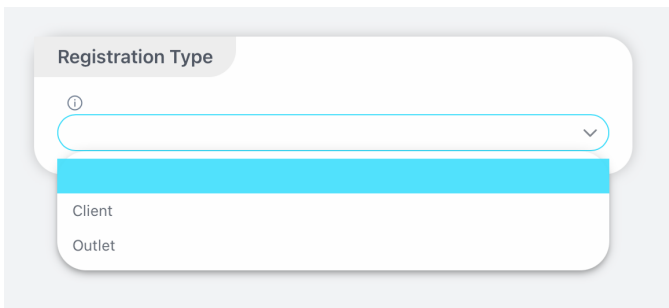
the**book**ing.site



The image shows a login form on the website. It consists of two input fields: "Email" and "Password". Below these fields is a blue "LOGIN" button. Underneath the button is a link that says "Forgot password". At the bottom of the form, there is a text prompt: "Don't you have an account, [Register](#)".



You will be given an option to choose between being a “Client” OR an “Outlet”.



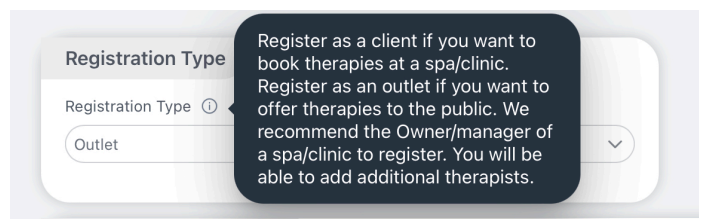
The image shows a dropdown menu titled "Registration Type". The menu is open, showing two options: "Client" and "Outlet". The "Client" option is currently selected and highlighted with a blue bar.

You do not have to be an affiliated outlet of Salvagente to join thebooking.site as an Outlet

Click on “Outlet” & Fill out all your details.

All * are compulsory details. The rest can be filled out to your discretion. It is however important to remember that the more information you give the more likely a new customer will be to click on your profile.

Throughout the site you will see information bubbles. You can click on them for more information regarding that specific heading.



The image shows the "Registration Type" dropdown menu with the "Outlet" option selected. A dark blue information bubble is overlaid on the menu, containing the following text: "Register as a client if you want to book therapies at a spa/clinic. Register as an outlet if you want to offer therapies to the public. We recommend the Owner/manager of a spa/clinic to register. You will be able to add additional therapists."

B. Setting up payment options

We require all outlets to be registered with one of the below payment gateways in order to enable us to transfer money to your account. Stripe is used worldwide except for South Africa. If your business is based in South Africa, then you'll need to register with Payfast. You will automatically be prompted based on the country you select.

Getting set up is very easy. See below for Stripe setup OR skip to page 6 for Payfast setup.

1. Stripe setup

After registering your business on theBooking.site, you'll be automatically redirected to the Stripe connect page.

STEP 1 : Here you will fill out your mobile number & email address, click **continue**.

theBooking.site
partners with Stripe for secure payments and financial services.

Powered by **stripe** ©
Contact
English (US) ↕

Get paid by theBooking.site

Fill out a few details so you can start getting paid.

Mobile number

GB ↕ +44 121 234 5678

We'll text this number to verify your account. In test mode, you can skip this with [the test phone number](#).

Email

samsmith@theozoneco.uk

We'll email you with important updates.

Continue →

A verification number will be sent to the mobile number given above. Enter the number & continue.

STEP 2 : Next fill out your business details & continue.

theBooking.site
partners with Stripe for secure payments and financial services.

Powered by **stripe** ©
Contact
English (US) ↕

Business details

Tell us some basics about The Ozone Co.

Companies House Registration Number (CRN)

12345678

We only need your 7 or 8-digit Company Number. Don't have one yet? [Apply online](#).

Registered business address

United Kingdom ↕

Address line 1

Address line 2

Town or City

Postal code

This address must match the address filed with the UK tax authority. [Find your filed address here](#).

STEP 3 : See description below “Business representative” for more info. Fill and continue.

theBooking.site
partners with Stripe for secure payments and financial services.

Powered by **stripe**
Contact
English (US)

Business representative

This account must be activated by an executive, senior manager or someone who otherwise has significant responsibility for the control and management of your business. If that's not you, please ask the right person to fill out this form.

Legal name of person

First name
Last name

Email address
sam.smith@theozoneco.uk

Job title
CEO, Manager, Partner

Date of birth

STEP 4 : Here you can add all business executives. If it's only you then click “Done, continue”.

theBooking.site
partners with Stripe for secure payments and financial services.

Powered by **stripe**
Contact
English (US)

Business executives

We're required to collect information about any executives or senior managers who have significant management responsibility for this business.

Please list all business executives from The Ozone Co.

Sam Smith
sam.smith@theozoneco.uk

+ Add another executive

Done, continue →

STEP 5 : Double check that all information is correct & submit.

theBooking.site
partners with Stripe for secure payments and financial services.

Let's review your details

You're almost ready to get started with theBooking.site. Please double-check that this information is correct.

BUSINESS DETAILS

The Ozone Co
Trafalgar Square
Trafalgar Square
London
WC2N 5DN
United Kingdom

Other information provided
CRN, DBA, Phone, Industry

You have now successfully verified your Stripe account. You will be redirected to theBooking.site

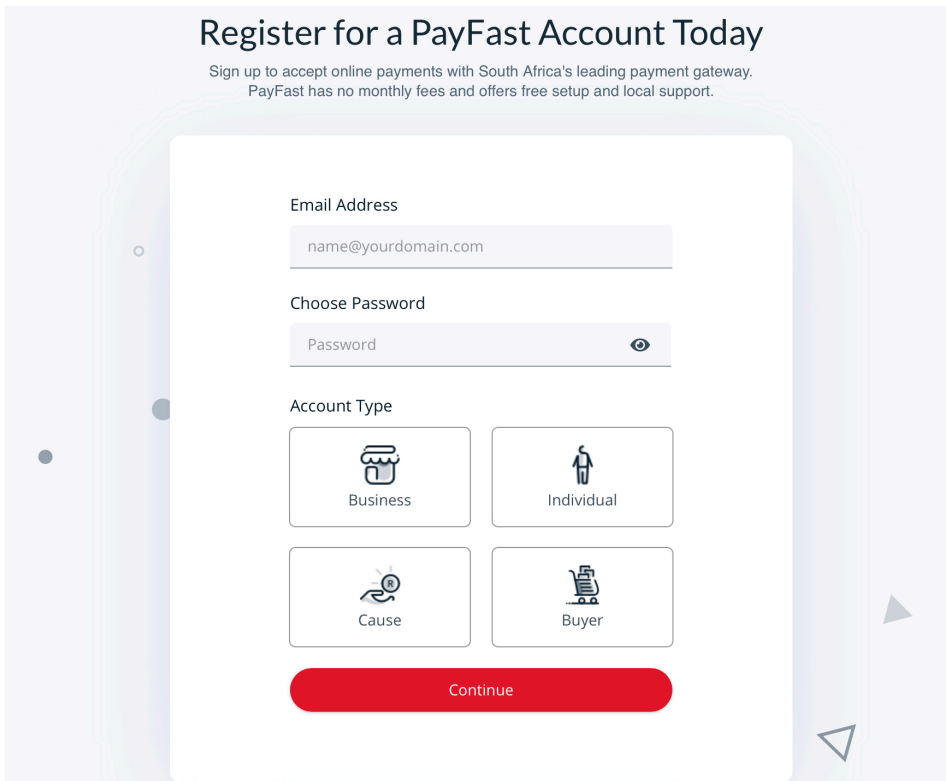
Your first booking payment might be delayed by up to 7 days as part of Stripe's security measures. Thereafter booking payments on average will reflect within 2 days in your bank account.

2. Payfast setup (only for South Africans)

We require all South African outlets to have a PayFast account in order for us to affect payments to you. Creating a PayFast account is quick & easy and free of charge.

Visit www.payfast.co.za/registration to set up your account.

You will have a choice between 4 account options:



The screenshot shows a registration form with the following fields and options:

- Email Address:** A text input field containing "name@yourdomain.com".
- Choose Password:** A password input field with a toggle icon to show/hide the password.
- Account Type:** Four selectable options with icons:
 - Business:** Represented by a storefront icon.
 - Individual:** Represented by a person icon.
 - Cause:** Represented by a hand holding a coin icon.
 - Buyer:** Represented by a shopping cart icon.
- Continue:** A prominent red button at the bottom of the form.

Your account will either be for “Business” or as an “Individual”.

OPTION 1 - Business [ONLY FOR REGISTERED PTY LTD OR CC'S]

Business

Grow your business

A Business account is designed for businesses who need to accept money on a very regular basis. This account can use any payment method and the full range of integration methods and features.

Intended for: eCommerce sites, large online traders, businesses accepting large sums of money online, etc.



Register as a Business

OPTION 2 - Individual [CAN BE UPGRADED TO BUSINESS ACCOUNT AT LATER STAGE]

Individual

Reach more customers

An Individual account is intended for use by individuals (traders, sole proprietors, etc.) who need to accept money from customers and is able to accept credit card payments. This account can use any payment method and the full range of integration methods and features.

Intended for: Online traders, market stall owners, shops with or without an ecommerce site wanting to accept payments online, etc.



Register as an individual

Registrations will only take about 2 minutes.

Verifying your PayFast account:

To verify your account you will have to submit a list of documents to PayFast. After submitting the documents, PayFast will verify that you are who you say you are.

Your account will have to be activated by the Team at [thebooking.site](#) before it will be visible to clients, this may take up to 48 hours. While you wait, log in to your account & continue setting up.

You can however use your merchant ID in our registration form before verifying your PayFast account. The Merchant ID can be found on your PayFast Dashboard.

Logged in as **Jane Doe** [Logout] Beta Dashboard Developers Need Help? +27 (0)21 300 4455

PayFast
A DPO Company

DASHBOARD PROFILE ACCOUNT TRANSACTIONS ▾ PAYOUT SETTINGS ▾

Dashboard

Wizards Create

Merchant ID: **12345678**
Merchant key: **abcdefghijklmnop**

Balance: R 0.00

Notifications

2345678 Jane Doe
User account not verified

Profile 83% complete ?

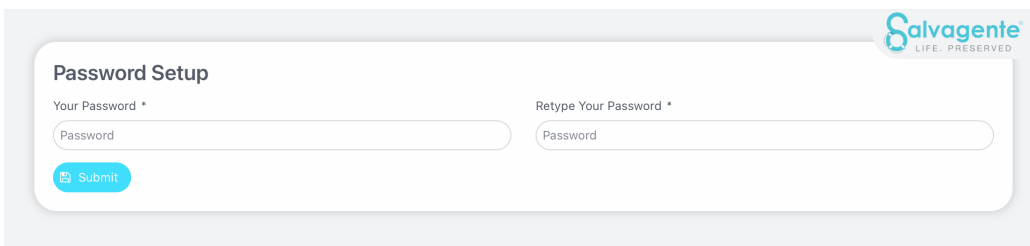
C. Completing Outlet Registration

After submitting your form on [thebooking.site](#) you will be sent 2 emails.

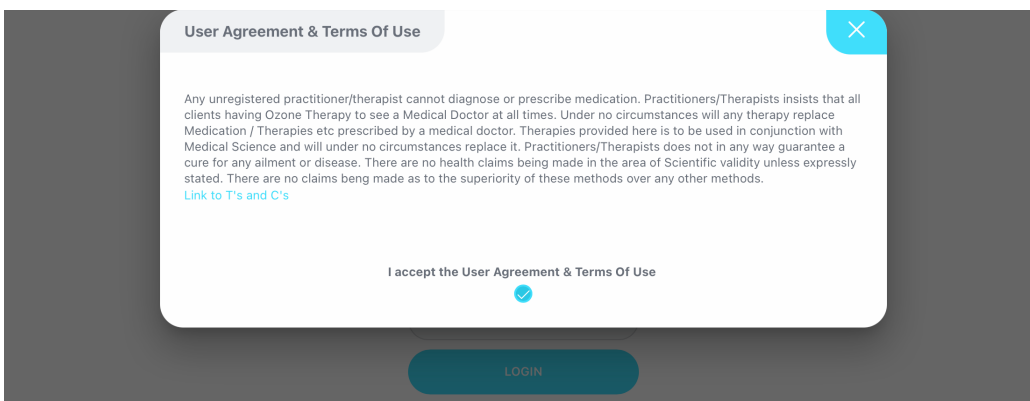
1. User Registration - It is important that you confirm your email address.
2. Welcome email - Welcoming you to [thebooking.site](#) & some important information & resources to complete your setup.

If you don't receive it within a few minutes, double check your spam folder.

When clicking the link “confirm email” in the User Registration email you will be taken to a page where you can set up your password.



The below bubble will pop up, please read it through and accept at the bottom.



It is very important that you take your time with the next steps. Setting up your account correctly the first time will save you a lot of time and will reduce any confusion long term.

You will only do this process once, where after you can edit and add as you wish.

D. Setting Up an Outlet

STEP 1 - LOG IN

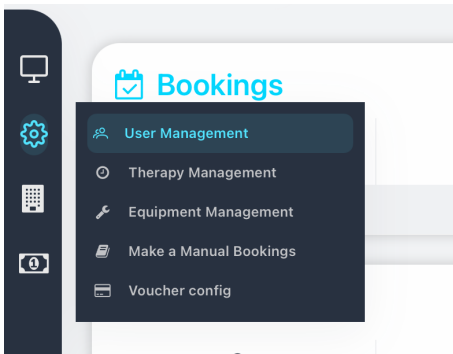
When first logging in you will be directed to the registration form / “Outlet Details” page. Double check that all your information is correct.

Remember to keep this page up to date

Scroll to the bottom of this page and fill out your address & upload your logo.

After submitting, you will be directed to your DASHBOARD. Here you can view your bookings, revenue & calendar.

STEP 2 - USER MANAGEMENT

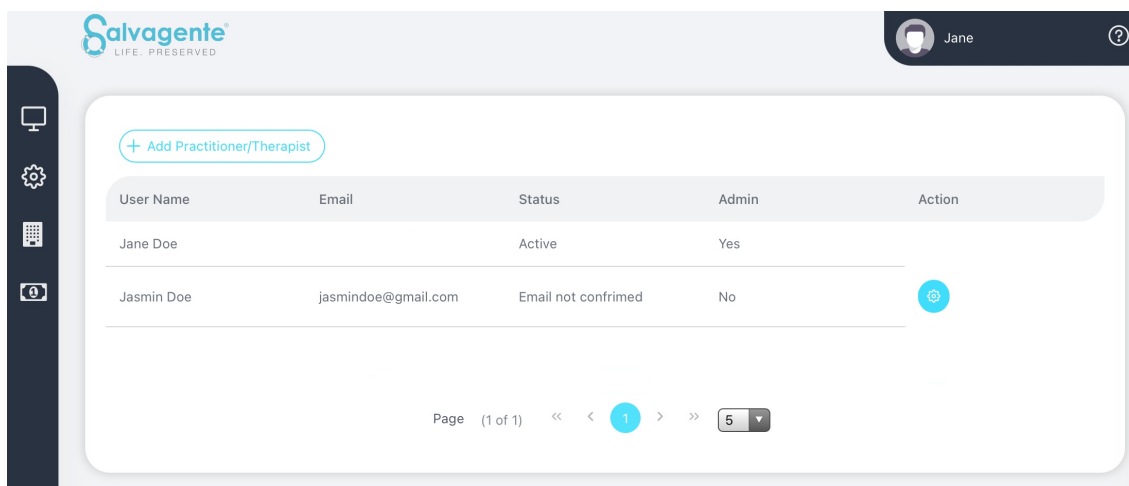


This will be the list of therapists / consultants / masseuses e.t.c. working at your business.

You will automatically be 1st on the list.

If you are the Owner and Therapist, you still have to create a Therapist account for yourself using a DIFFERENT email address. Your Therapist account is important as it is part of your resources and has different functionality when your clients come for treatment.

+ Add Practitioner / therapist



Each practitioner / therapist should use their own email address. This can be their personal company email address or their private email address.

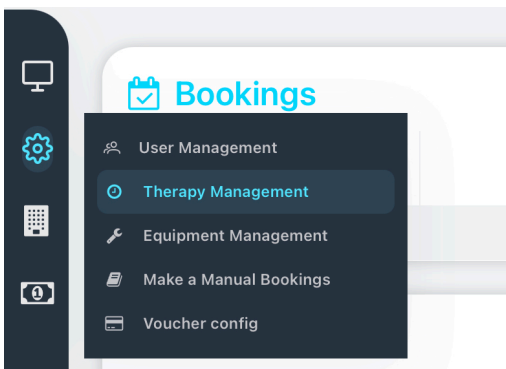
The email address is for notifications & updates on their booked sessions.

You can't use the same email address for multiple therapists.

The practitioner will be sent a confirmation email similar to the one you received.

As soon as they confirm, their status will change to "Active". SEE PAGE 17-21 for Therapist setup

STEP 3 - THERAPY MANAGEMENT



Here you will set up all the therapies / services you offer. You can add as many as you want.

+ Add Service

A screenshot of the 'Add Service' form. The form has a title bar with a close button and a help icon. It contains several input fields: 'Therapy Type *' with a dropdown menu showing 'Ozone' and a 'Suggest Therapy Type' button; 'Description *' with a text input field containing '30 minutes ozone'; 'Price *' with a text input field containing 'R'; 'Prep Time' with a dropdown menu showing '0 min'; 'Session Time' with a dropdown menu showing '0 min'; and 'Post Time' with a dropdown menu showing '0 min'. There is also a 'Note' field with a text input area and a '500 characters remaining.' indicator. At the bottom, there are 'Submit' and 'Clear' buttons.

Make use of the information bubbles if you are unsure.

Therapy Type - is the main category a therapy falls under.

For example; Ozone therapy is the main category of which its sub-categories / descriptions can be:

- 30 minutes ozone - average time for a normal ozone therapy session, in an ozone sauna.
- Bagging
- Cupping
- Ear Insufflation
- Vaginal Insufflation
- Rectal Insufflation

In the event that you can't find the therapy type you're looking; click + Suggest Therapy Type

Suggestions can take up to 48 hours to add.

1. Choose the **therapy type** from the drop down menu.
2. **Descriptions** are custom to each outlet.
3. The **price** cannot be less than R50 / \$20 / 20GBP/ 20AUD etc. This is due to internal pricing structures and merchant processing fees. If you offer free consultations, rather add it on to one of your therapies.
4. **Prep time** is the amount of time you need to set up. For example; most saunas need a few minutes to warm up first, whereas consultations might not need any setup time.
5. **Session time** is the time of your session. For example; most ozone sauna treatments last 30 minutes whereas insufflation might be only a couple of minutes.
6. **Post time** is the time you give your customer to get their things together after which your therapist can clean & put everything where it should be before the next client can be serviced.

NOTE about the time - All booking times on your calendar will include all three of the above times. That way you can be sure that your operation runs smoothly and you will no longer have to work out your own timeframes. The system does that for you.

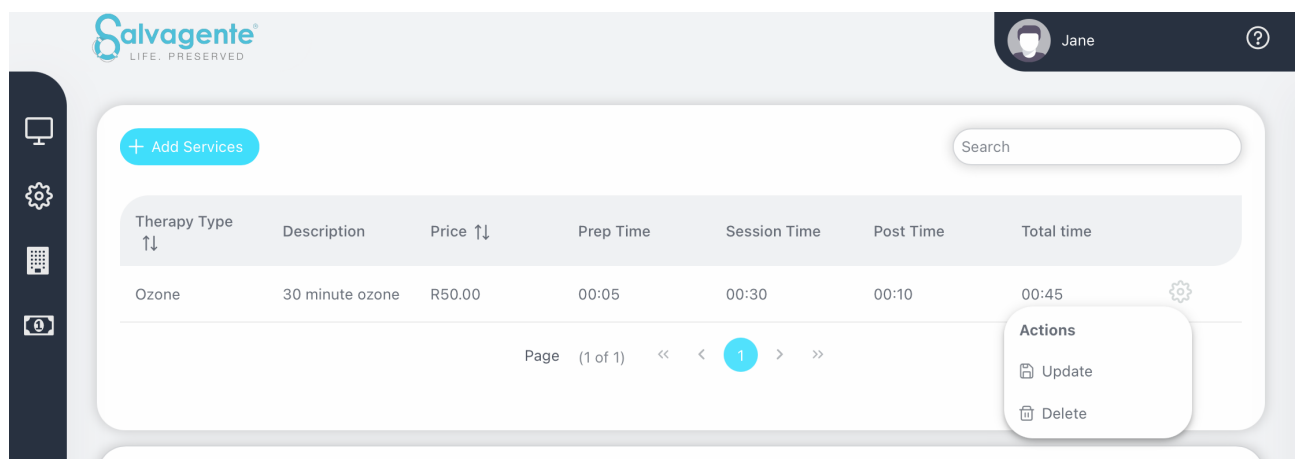
So if your prep time is 10 minutes, your session is 30 minutes and your post time 10 minutes; a total of 50 minutes will be booked on your calendar.

7. **Notes** are for your own discretion. Here you can list treatment details like products used, things to remember to bring along, things to avoid before coming etc.

If you're happy with the above, click SUBMIT.

REPEAT THE ABOVE PROCESS FOR ALL YOUR THERAPIES

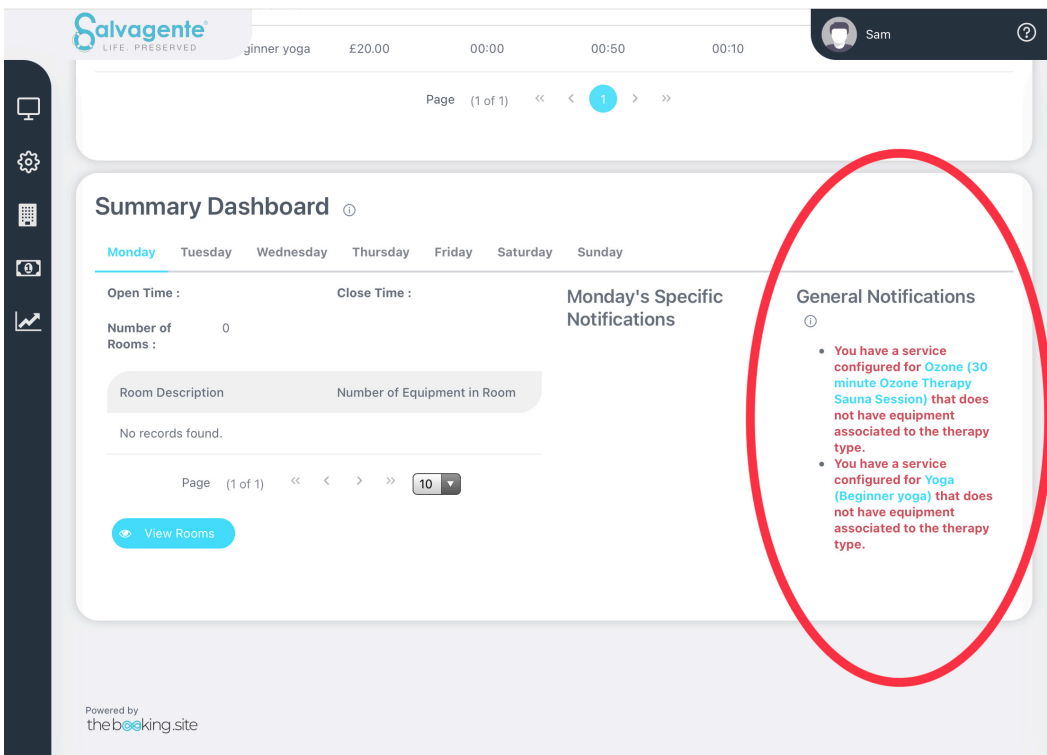
To update / change / delete the service you can click on the gear icon on the right hand side.



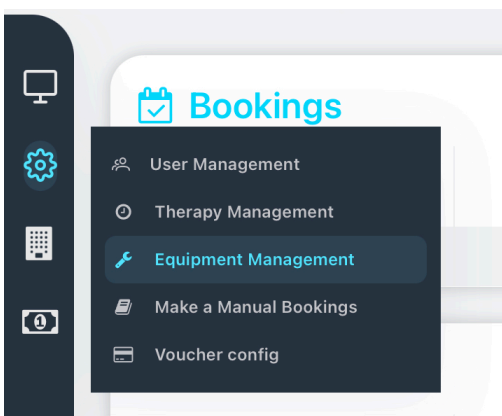
There are Summary Dashboards under the Therapy- and Equipment management boxes. The Summary Dashboard is a quick overview of your business setup. It will indicate all the key information you added, so go through it after you have completed setting up to make sure all information is correct. You will be able to drill down for each day of the week to view available rooms for that day, which equipment is located in each room and which therapist(s) are handling that equipment.

While you are setting up, the Summary dashboard will show text in red and blue on the right. This means that there are still information you need to add. After completing all the steps in this manual, this section should be clear. If you missed anything in your setup that might prevent your operation from running smoothly, it will still display under General Notifications. Follow the instructions to resolve the issues. There should never be any red notifications in this section.

To add rooms & equipment, either click on the blue text as shown in the pic below or continue as per STEP 4.



STEP 4 - EQUIPMENT MANAGEMENT



In this section you will be adding rooms and equipment. If one room is divided into two by use of a divider. Set up each section as a room of itself.

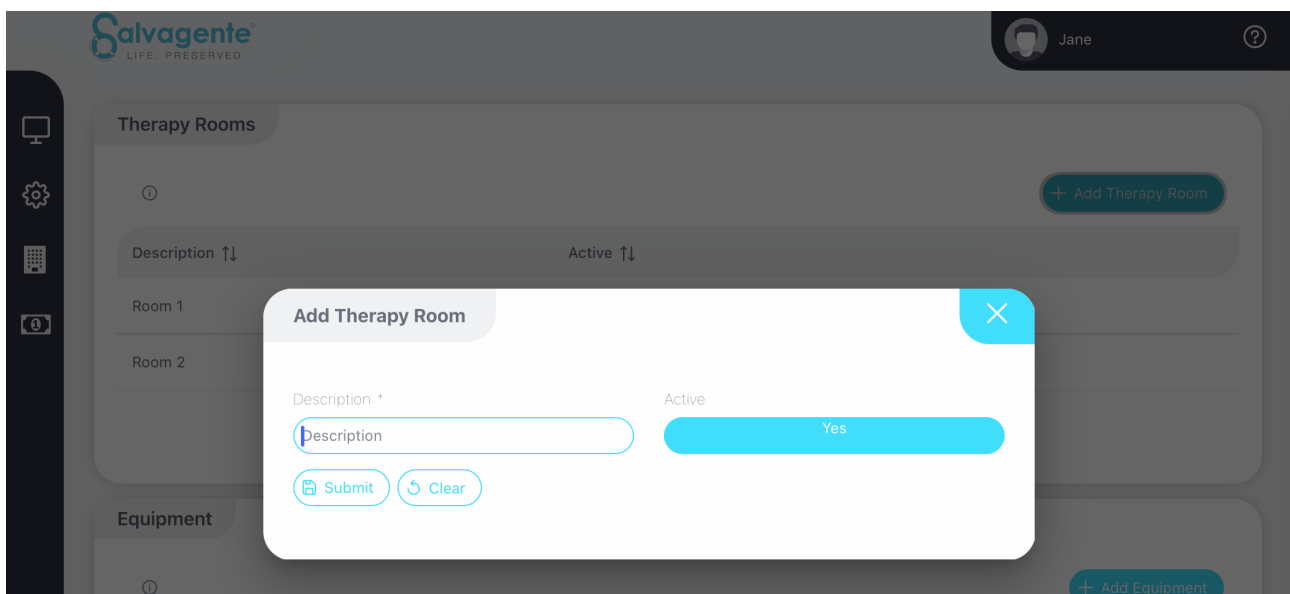
If there are multiple pieces of equipment in one room without any dividers, whichever equipment is booked first will book out the room for that timeframe.

For example if there is an ozone sauna & massage table in the same room without a divider and a customer books a 60 minute massage, the sauna will not be available until after the massage session.

Make sure to place popular equipment in their own rooms and less popular and shorter duration treatments in another.

If there are no Therapist(s) available associated with therapy types and/or equipment, rooms and/or equipment will be unavailable to book. For example, if the same Therapist handles both ozone and massages, even if they are in different rooms, once the therapist is booked, for example for massage, the other room with ozone will be unavailable to book.

+ Add Therapy Room



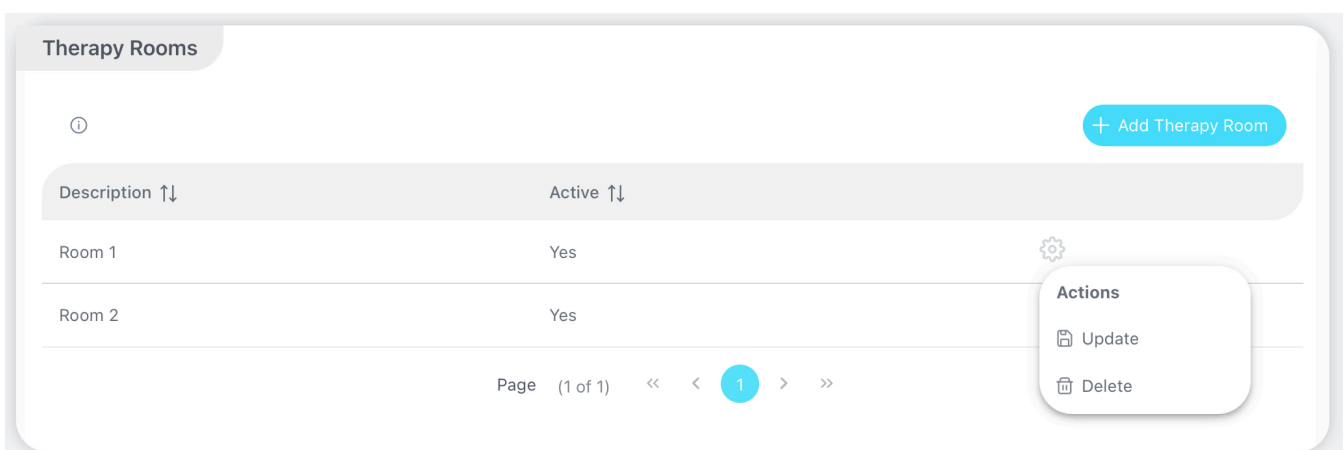
The **description** is the room name eg. Room 1

8. The room must be **active** to use it. If however there are renovations or the room will not be available for a short period of time, you can change this setting to “No”.

9. **Submit**

Editing rooms:

To edit rooms, click on the gear icon on the far right.



+ Add Equipment

Add Equipment

Description * ⓘ
Description

Therapy Type *
--Select One--

Room
--Select One--

Active
Yes

Submit Clear

1. **Description** is the name of the equipment. For example; if you have 2 saunas you will name them Sauna 1 & Sauna 2.
2. Choose the **therapy type** that goes with the equipment, Massages for massage beds, Ozone therapy for ozone saunas etc.
3. Choose the **room the equipment is located in**.
4. Make sure the equipment is **active**.
5. **Submit**.

Editing equipment:

To edit your equipment, click on the gear icon on the far right.

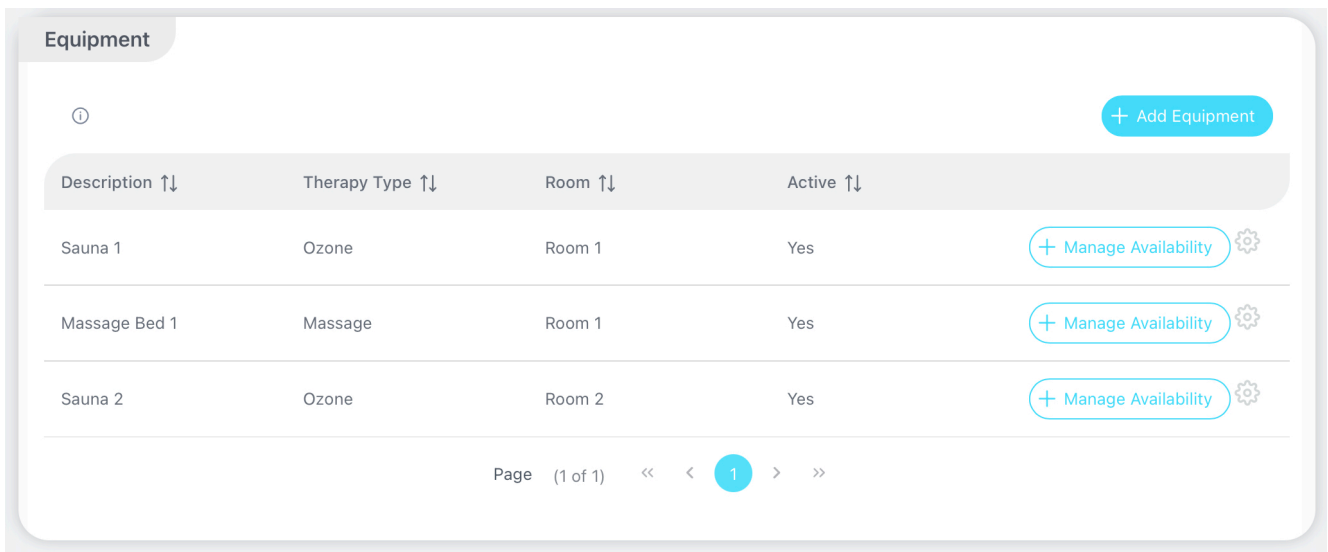
Description ↑↓	Therapy Type ↑↓	Room ↑↓	Active ↑↓	
Sauna 1	Ozone	Room 1	Yes	+ Manage Availability ⚙️
Massage Bed 1	Massage	Room 1	Yes	+ ⚙️
Sauna 2	Ozone	Room 2	Yes	+ ⚙️

Page (1 of 1) << < 1 > >>

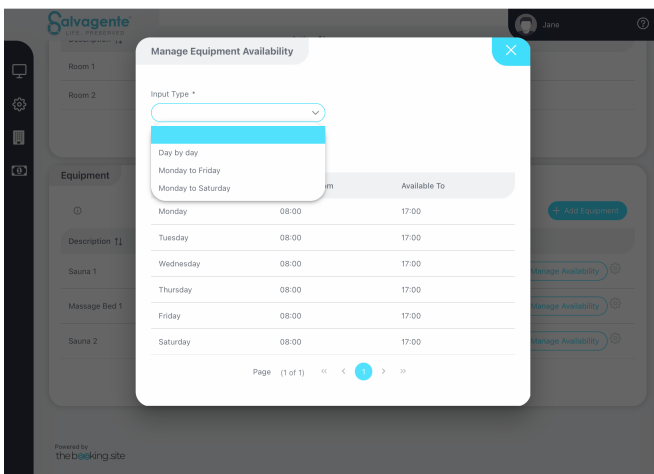
STEP 5 - MANAGE AVAILABILITY

Next you must set up when equipment will be available, skipping this step will show there is nothing to book. You will have to set this up for each and every piece of equipment. You will only have to do this once, unless you want to make changes in future.

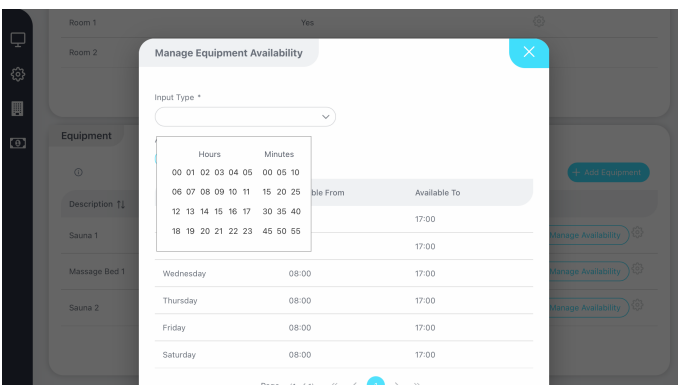
Click on the “Manage Availability” on the right.



Set which **days** you want your times to apply to.



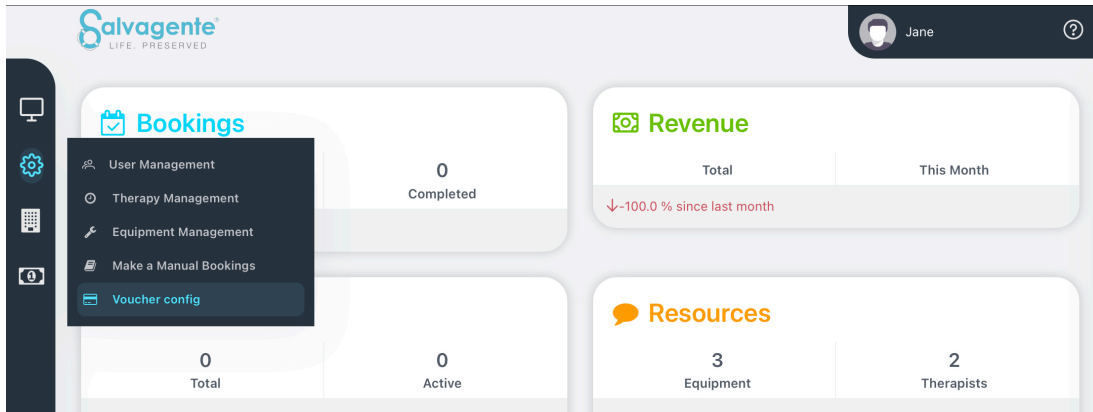
Set the **times**, then submit.



STEP 6 - VOUCHER CONFIGURATION [OPTIONAL]

The voucher functionality is useful when you are selling packages of a specific therapy type, like 10 ozone sauna sessions, or monthly consultations at special or discounted rates. These can be valid over a period of time, and Clients will have the ability to choose between a normal payment or using one of their voucher sessions when booking. You will receive the full voucher value upfront when the client buys a voucher.

On the left tab, go to **Voucher Config.**



Click Add Voucher and fill out all the details & submit.



A list of all your available vouchers will be show below. To edit, click on the gear icon.

Id	Valid Form Date	Valid To Date	Number Of Sessions	Price	Equipment	Note	Valid Period Months
1	01-Jun-2021	01-Jun-2022	10	R2,500.00	30 minute ozone	Note about this voucher.	12

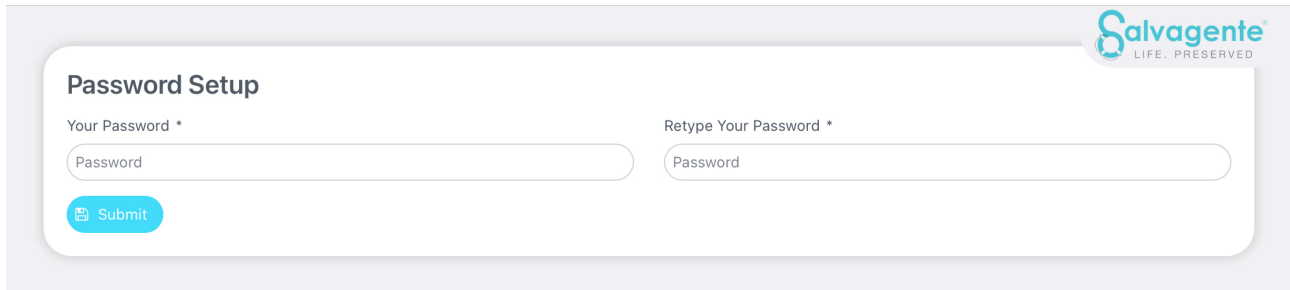
END. You have now successfully set up your account.

MANAGING THERAPISTS

A. Registering a Therapist

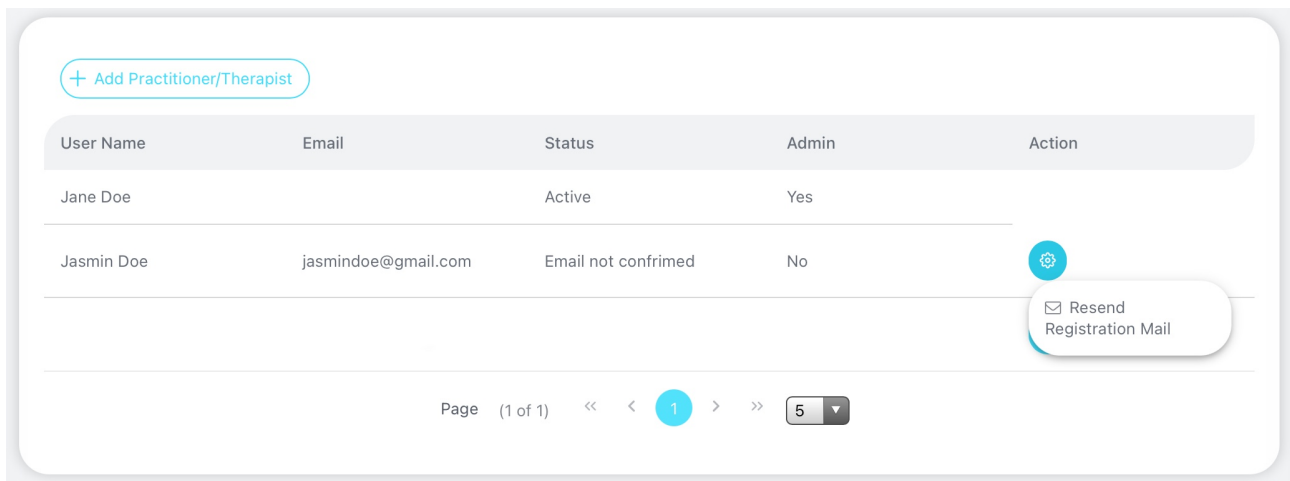
After the outlet has added you as a therapist on their side, you will receive an email to confirm your email address.

After clicking on the link you will be redirected to a new page where you can setup your password.




The screenshot shows a 'Password Setup' form with the Salvagente logo in the top right corner. The form has two input fields: 'Your Password *' and 'Retype Your Password *'. Both fields contain the placeholder text 'Password'. Below the first field is a blue 'Submit' button with a checkmark icon.

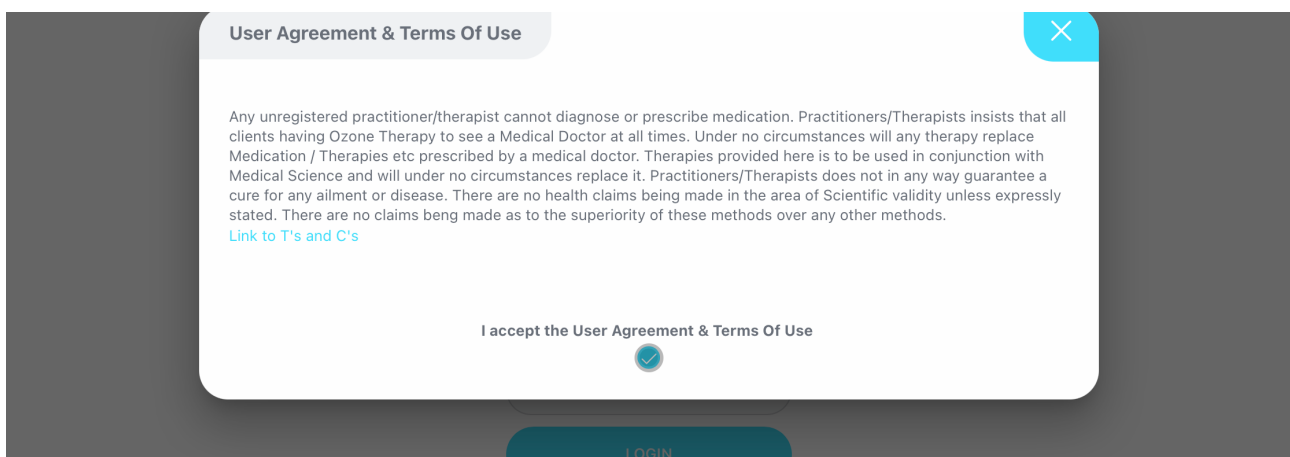
If you did not receive the email, double check your spam folder. Then make sure the email address your employer added is correct, then they can click on "Resend".



The screenshot shows a table with the following columns: User Name, Email, Status, Admin, and Action. There is a '+ Add Practitioner/Therapist' button at the top left. The table contains two rows of data. The second row has a settings icon in the Action column, which opens a dropdown menu with the option 'Resend Registration Mail'. At the bottom, there is a pagination control showing 'Page (1 of 1)' and a dropdown menu set to '5'.

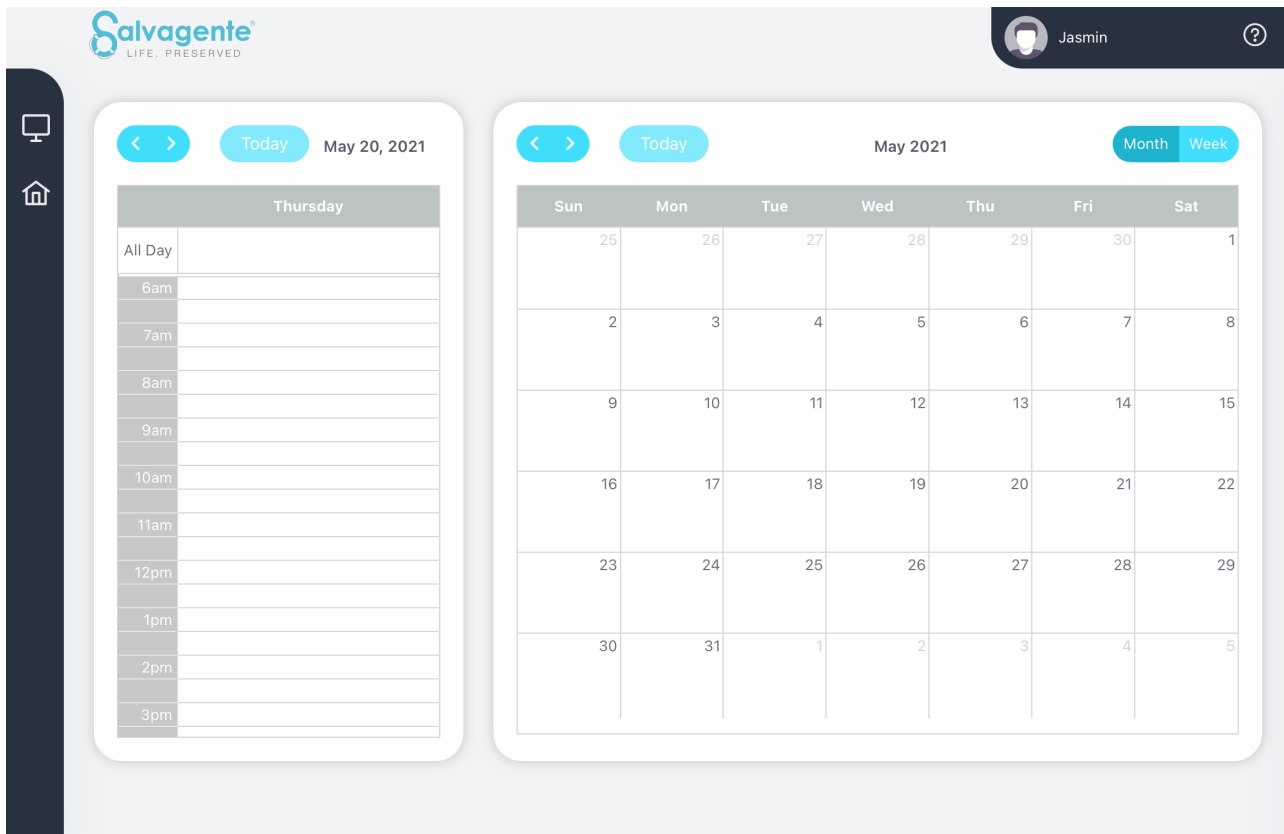
User Name	Email	Status	Admin	Action
Jane Doe		Active	Yes	
Jasmin Doe	jasmindoe@gmail.com	Email not confirmed	No	 Resend Registration Mail

Read through & accept our user agreement.



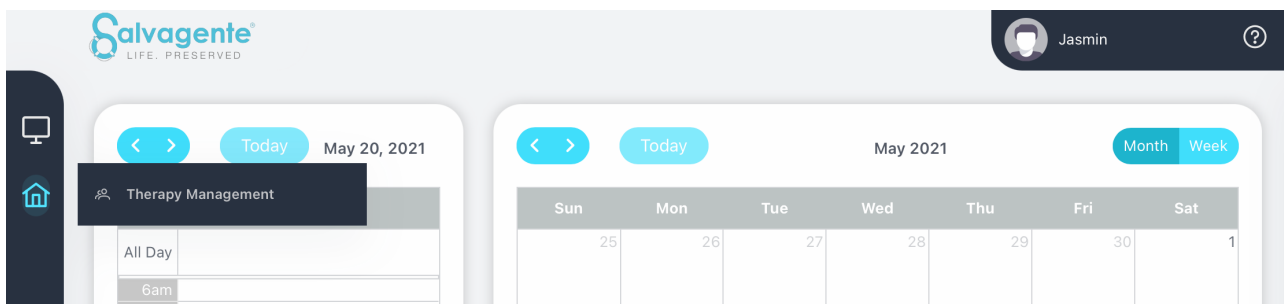
The screenshot shows a dialog box titled 'User Agreement & Terms Of Use'. The text inside reads: 'Any unregistered practitioner/therapist cannot diagnose or prescribe medication. Practitioners/Therapists insists that all clients having Ozone Therapy to see a Medical Doctor at all times. Under no circumstances will any therapy replace Medication / Therapies etc prescribed by a medical doctor. Therapies provided here is to be used in conjunction with Medical Science and will under no circumstances replace it. Practitioners/Therapists does not in any way guarantee a cure for any ailment or disease. There are no health claims being made in the area of Scientific validity unless expressly stated. There are no claims being made as to the superiority of these methods over any other methods. [Link to T's and C's](#)'. Below the text is a checkbox labeled 'I accept the User Agreement & Terms Of Use' which is checked. At the bottom of the dialog is a blue 'LOGIN' button.

Next you will be taken to your dashboard. The calendar will only show treatments you are booked for.

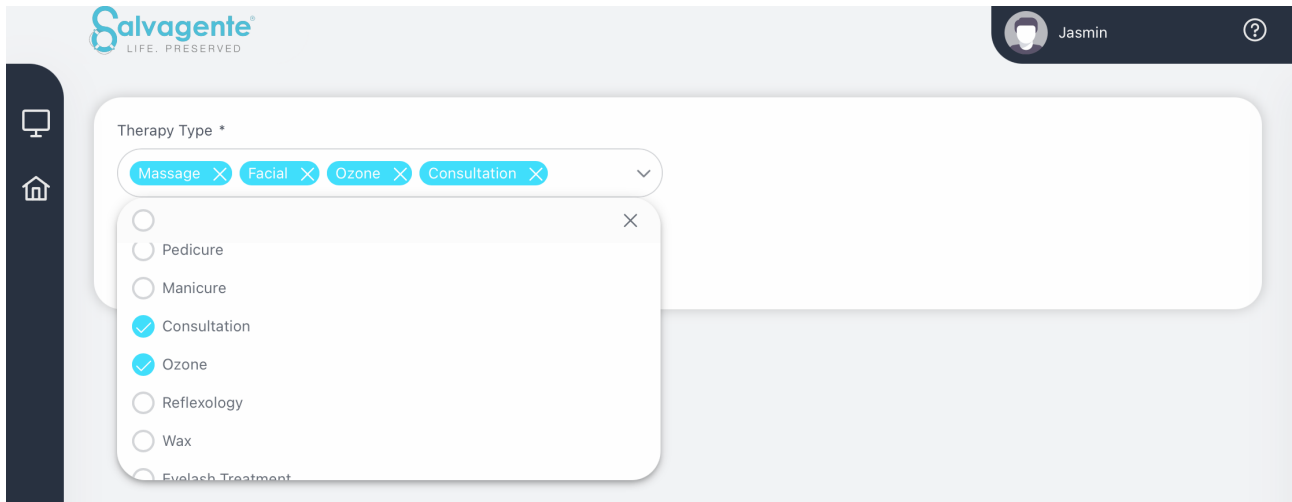


Setup your treatment options:

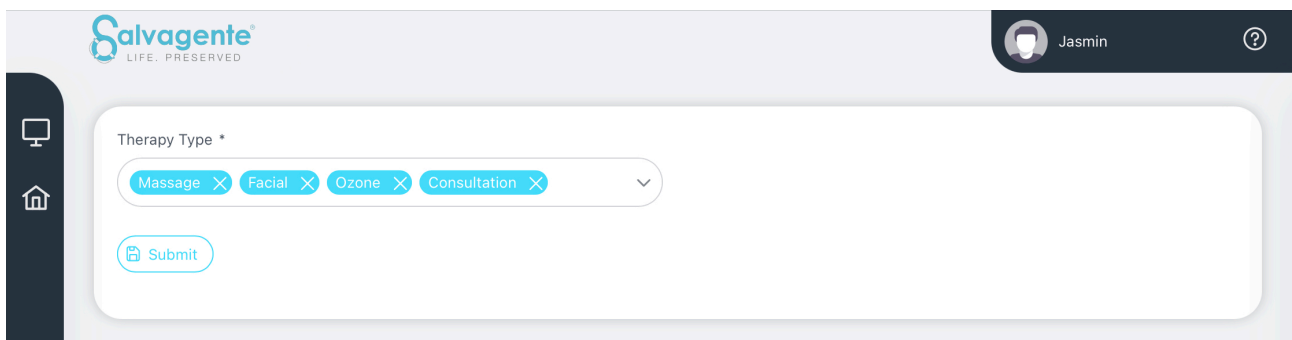
Click on "Therapy Management"



Choose all the “Therapy Types” you can offer to your employer. These can be services they offer as well as services they don’t.



The screenshot shows the Salvagente interface with the user 'Jasmin' logged in. The 'Therapy Type' field is populated with 'Massage', 'Facial', 'Ozone', and 'Consultation'. A dropdown menu is open, showing the following options: Pedicure, Manicure, Consultation, Ozone, Reflexology, Wax, and Eyelash Treatment.



The screenshot shows the Salvagente interface with the user 'Jasmin' logged in. The 'Therapy Type' field is populated with 'Massage', 'Facial', 'Ozone', and 'Consultation'. A 'Submit' button is visible below the field.

Click “Submit”

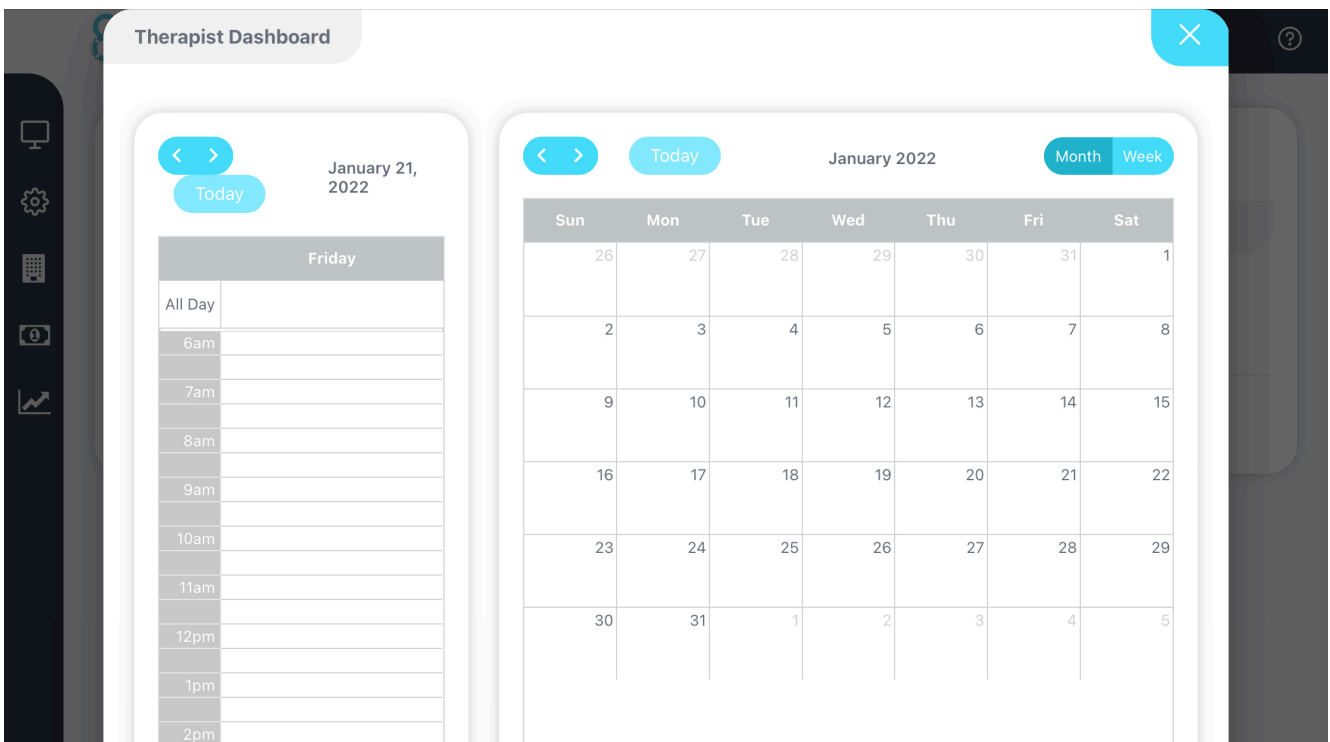
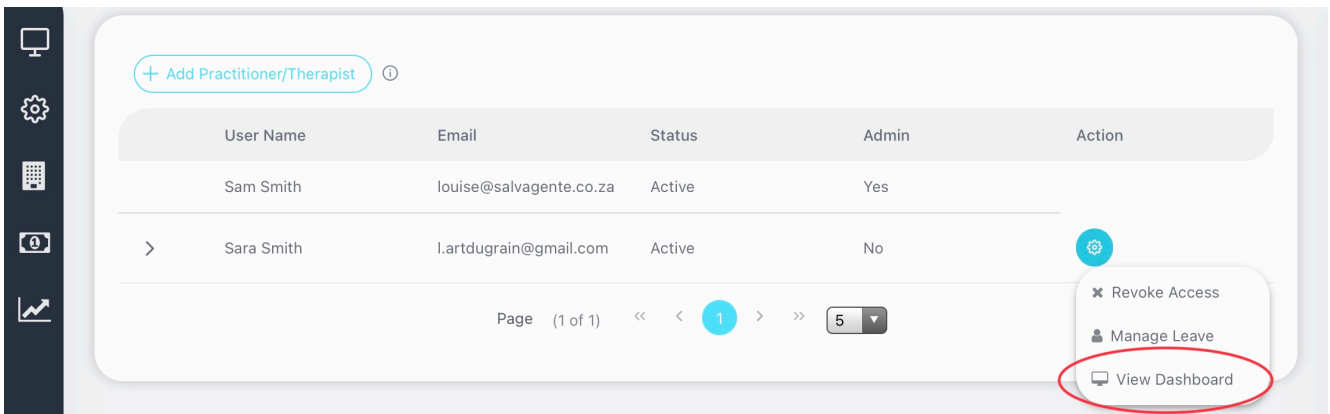
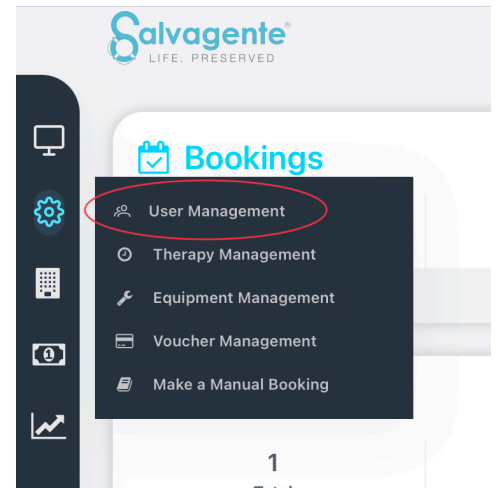
END

You have now successfully setup your account.

B. Viewing therapist dashboard

Outlets have access to all therapist dashboards. Use this to manage client health, check-in info etc when a therapist are not able to. This is also useful for single owner-managed Outlets as you don't have to log into different portals.

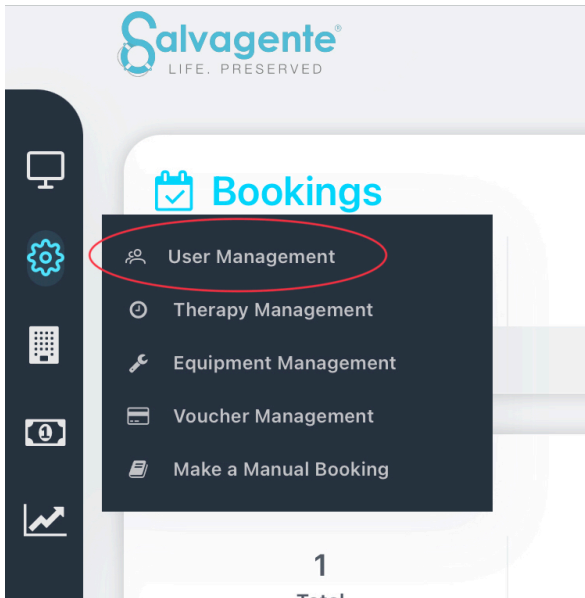
To get to the therapist dashboard click on User Management then click on the Gear icon next to therapist in question.



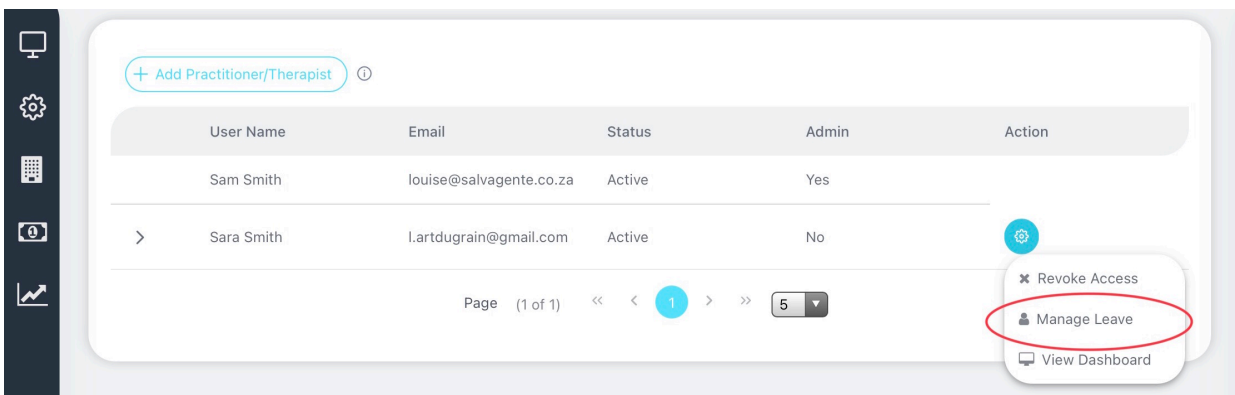
C. Therapist leave

“Manage Therapists leave to ensure they are not bookable online when unavailable.”

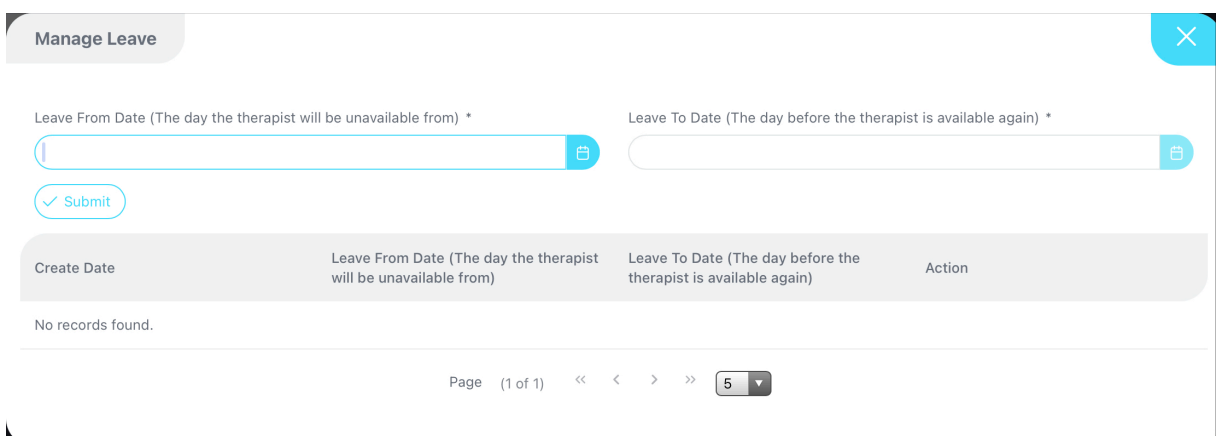
To add leave for a therapist, go to User Management.



Then click on the Gear next to the therapist in Question & select “Manage Leave”.



Next choose the dates & click Submit. Always double check on the therapist dashboard that leave has been successfully submitted.



MANAGING SESSIONS

The majority of bookings will be made directly by the customer online, but it is also possible to make manual bookings for existing customers as well as invite new customers via email.

A. Manual Booking

To make a manual booking, click on either the “Make a Manual Booking” on your Customers Dashboard or at the last icon on the left hand panel then “Manual Bookings”.

The dashboard shows the following data:

- Bookings:** 0 Booked, 0 Completed. Trend: ↓-199.0 % since last month.
- Revenue:** Total, This Month. Trend: ↓-100.0 % since last month.
- Resources:** 3 Equipment, 2 Therapists.

Navigation options include: Invoices, Manual Bookings, Invite Client, Make A Manual Booking, Manage Equipment, and Manage Therapists.

Here you have 2 options:

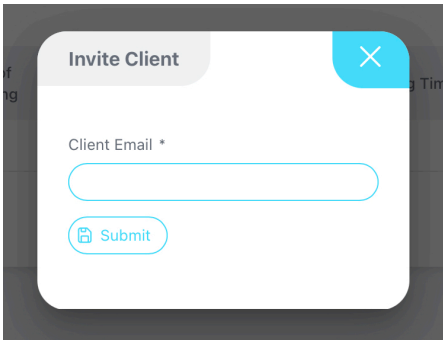
The interface provides two main options:

- Invite Client
- Make Booking For Existing Client

Create date	Client	Date of Booking	Booking Type	Price	Booking Time	Session Time	Status
No records found.							

Page (1 of 1) << < > >>

OPTION 1 - Invite Client [IF YOUR CUSTOMER IS NOT REGISTERED YET]



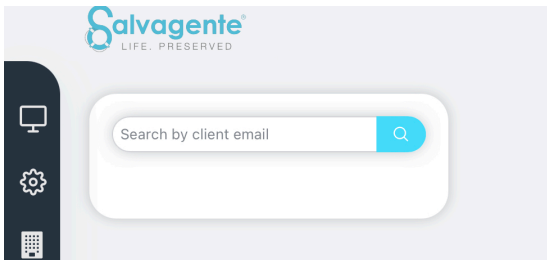
Enter their email address & click submit.

They will receive an invitation email where they will be prompted to register as a customer.

OPTION 2 - Make a booking for an existing customer

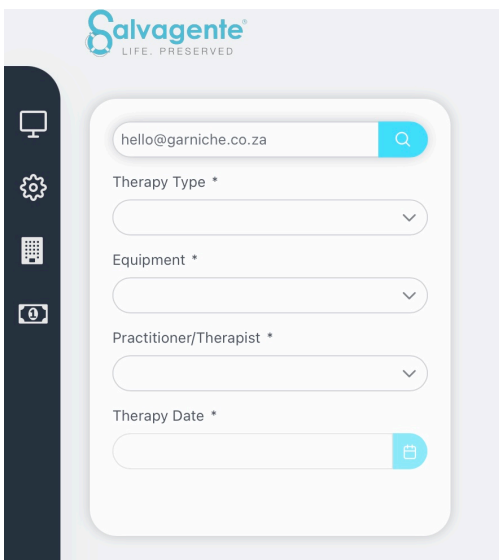
[NOTE THEY WILL HAVE TO BE BOTH REGISTERED ON THEBOOKING.SITE AND YOU WILL HAVE TO MANUALLY ENTER THEIR EMAIL ADDRESS]

First search for their email address. If nothing comes up, double check that the email address you've entered is correct.



If the customer still doesn't appear, that means they are not registered on thebooking.site . You will then have to invite them first (Option 1).

If the customer is on the system the following bubble will appear. Fill out all the details and submit.



Your customer will receive a booking confirmation email as well as a request for payment.

The manual booking details will display here with its status.

The screenshot shows the Salvagente web application interface. At the top left is the logo 'Salvagente LIFE. PRESERVED'. At the top right, a user profile for 'Jane' is visible. Below the header, there are two buttons: 'Invite Client' and 'Make Booking For Existing Client'. A table displays booking details with the following columns: Create date, Client, Date of Booking, Booking Type, Price, Booking Time, Session Time, and Status. The table contains one row with the following data: Create date: 25-May-2021, Client: John John, Date of Booking: 26-May-2021, Booking Type: 30 minute ozone, Price: R50.00, Booking Time: 11:00, Session Time: 00:30, and Status: Not Paid. The 'Not Paid' status is circled in orange. Below the table is a pagination control showing 'Page (1 of 1)' and navigation arrows.

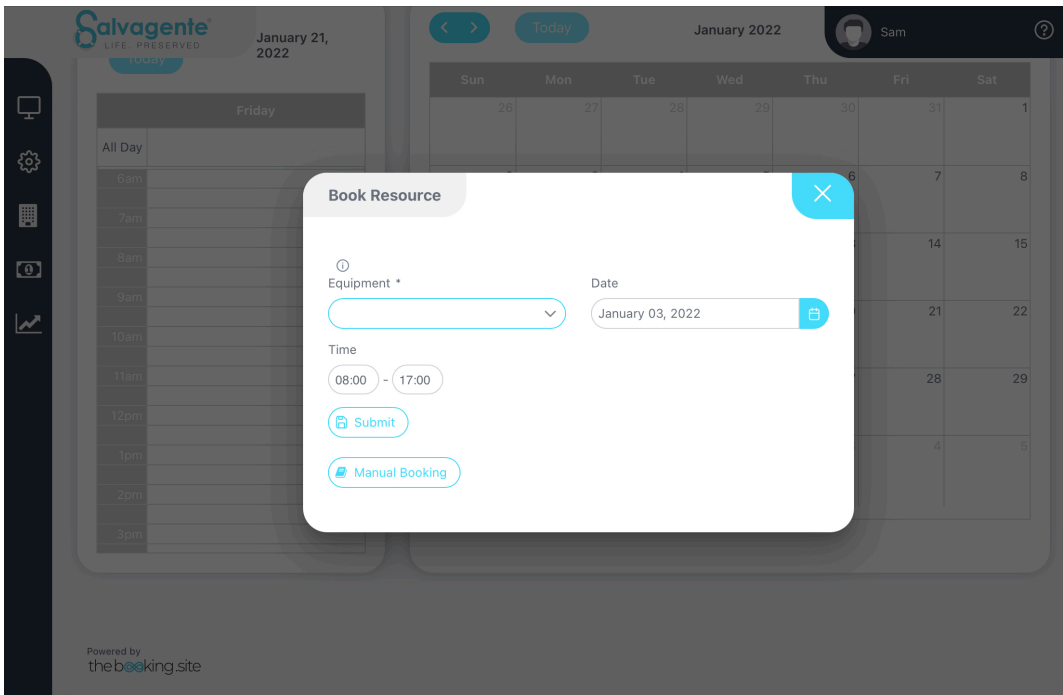
Create date	Client	Date of Booking	Booking Type	Price	Booking Time	Session Time	Status
25-May-2021	John John	26-May-2021	30 minute ozone	R50.00	11:00	00:30	Not Paid

Once the client has confirmed the booking with a payment, it will indicate here as well as show on the Outlet and Therapist calendars.

B. Booking a Resource

Should equipment be unavailable for some reason (eg maintenance), you can completely block out said equipment for however long you'd like, without having to make changes in "Manage Availability".

To Book a Resource, select the starting date on your Dashboard Calendar and click on any open space.



From the dropdown tab, select the Equipment, then the date and time & Submit.

When resources are booked, customers will not be able to make a booking for that specific equipment until the next available date.

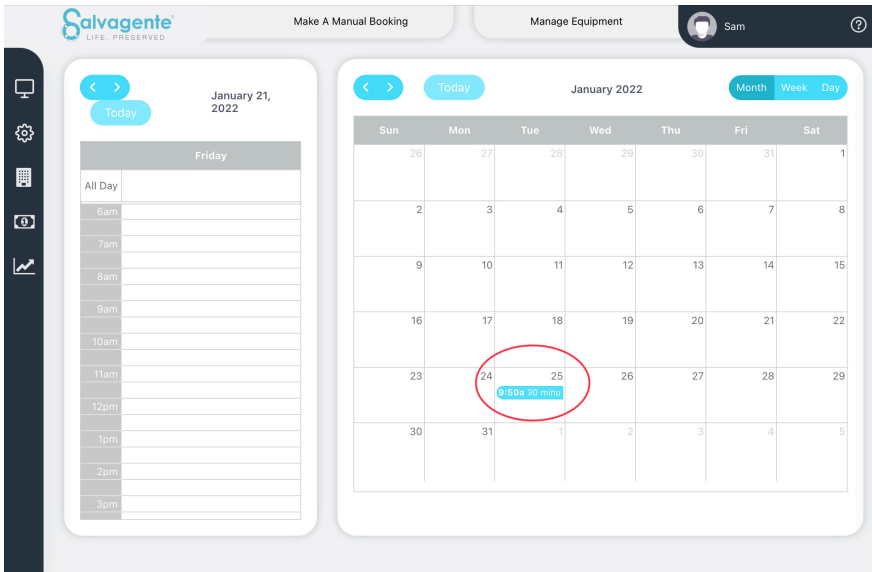
This is a super easy and fast way to quickly book a resource when something unexpected happens.

C. Managing a Booking

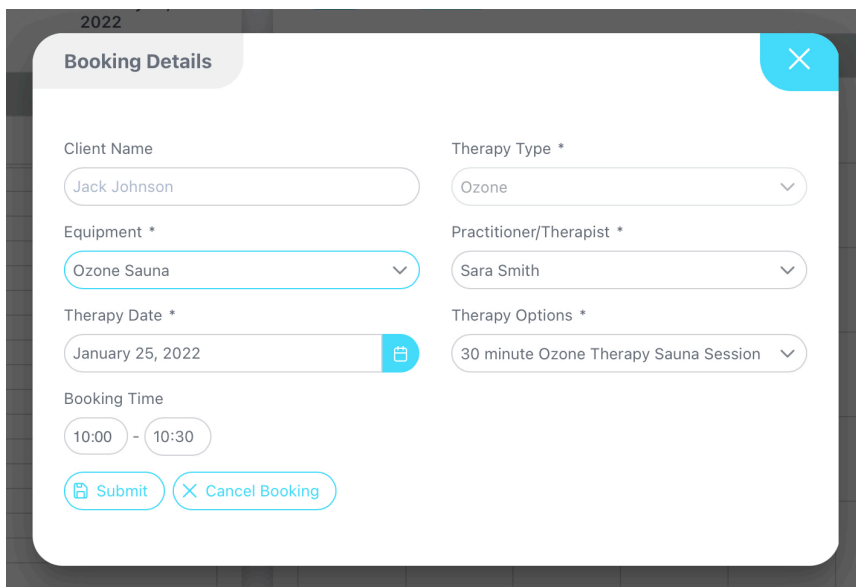
Change Therapist / Equipment

Changing either or both the therapist / equipment (if applicable) is handy where a therapist calls in sick or equipment breaks down after a booking is already made. This way the session can proceed without being cancelled. The newly selected therapist / equipment will automatically be unavailable to book online for that time slot.

Go to your dashboard and click on the booking you'd like to make changes to.



Here you can make changes to Equipment, Therapist & Therapy options



IMPORTANT! Changing the Booking Date

Follow the steps above to change the date on a booking.

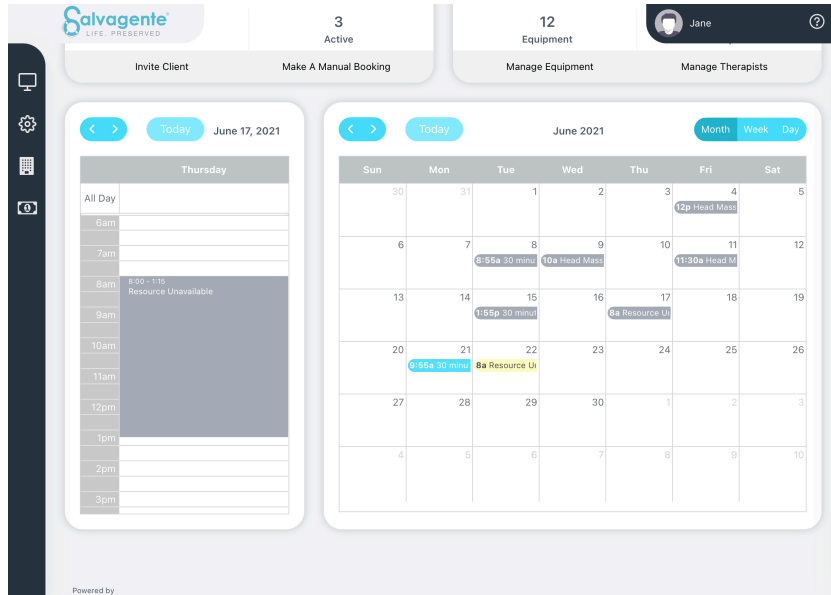
Only Outlets, not Therapists can move a booking. This is to ensure the right resources are allocated. When a booking date/time is changed on the Outlet portal, it will automatically change on the Client and Therapist portals.

Please note the Outlet must double check the availability of resources (equipment, rooms and therapist) when manually moving bookings as this is not automatically checked by the system.

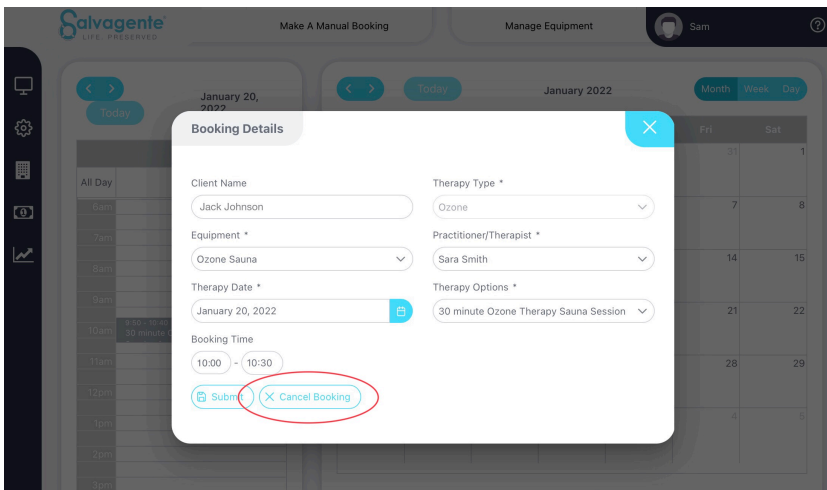
D. Cancellations & Refunds

To cancel and/or refund a session with a customer simply go to your dashboard calendar & click on the booking you want to cancel/ refund.

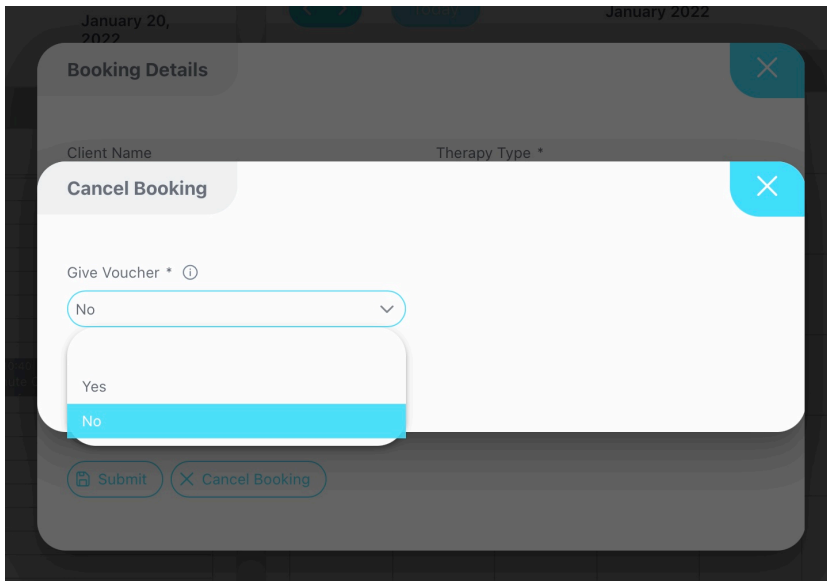
STEP 1 - Go to your dashboard calendar and click on the booking you want to cancel and/or refund.



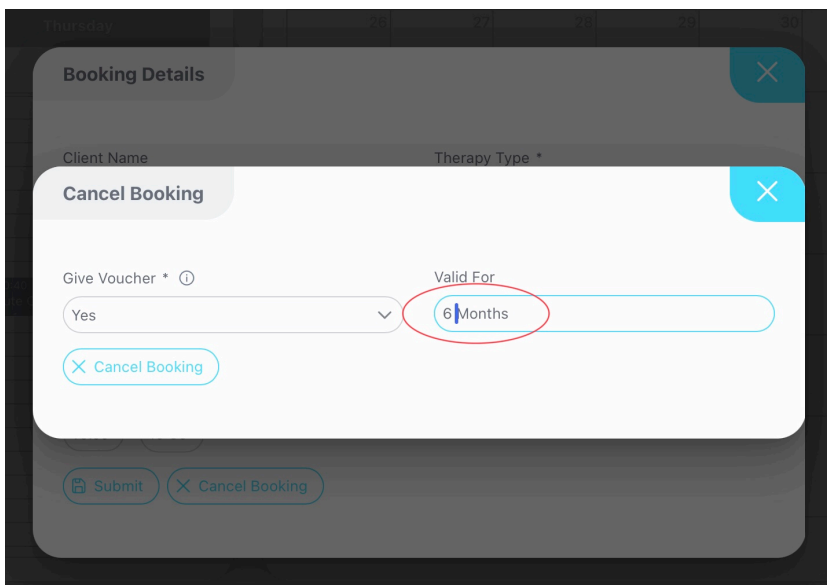
STEP 2 - A window will pop up with all the details of the booking. At the bottom click "Cancel Booking".



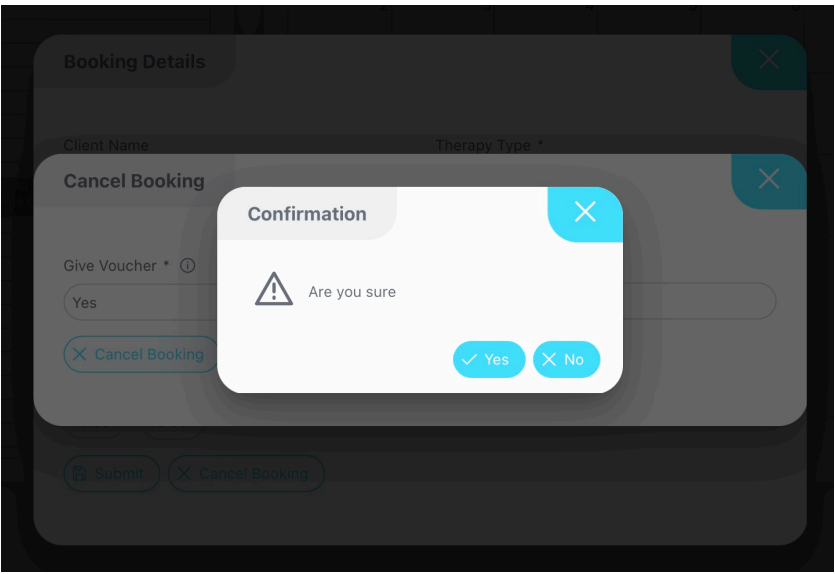
STEP 3 - Next you'll be able to choose between if you'd like to issue a voucher or not. This step is completely up to you. Please just note if you don't issue a voucher, your client will forfeit their entire booking fee. If you won't be issuing a voucher, skip STEP 4.



STEP 4 - If you're issuing a voucher, you can choose for how long the voucher will be valid in months.



STEP 5 - Lastly confirm that you're sure and you're done. Your customer will automatically be notified of the cancellation via email & if you issued a voucher, their voucher will be available to claim on their dashboard.



To view issued vouchers go to Voucher Management, then Refunds.

