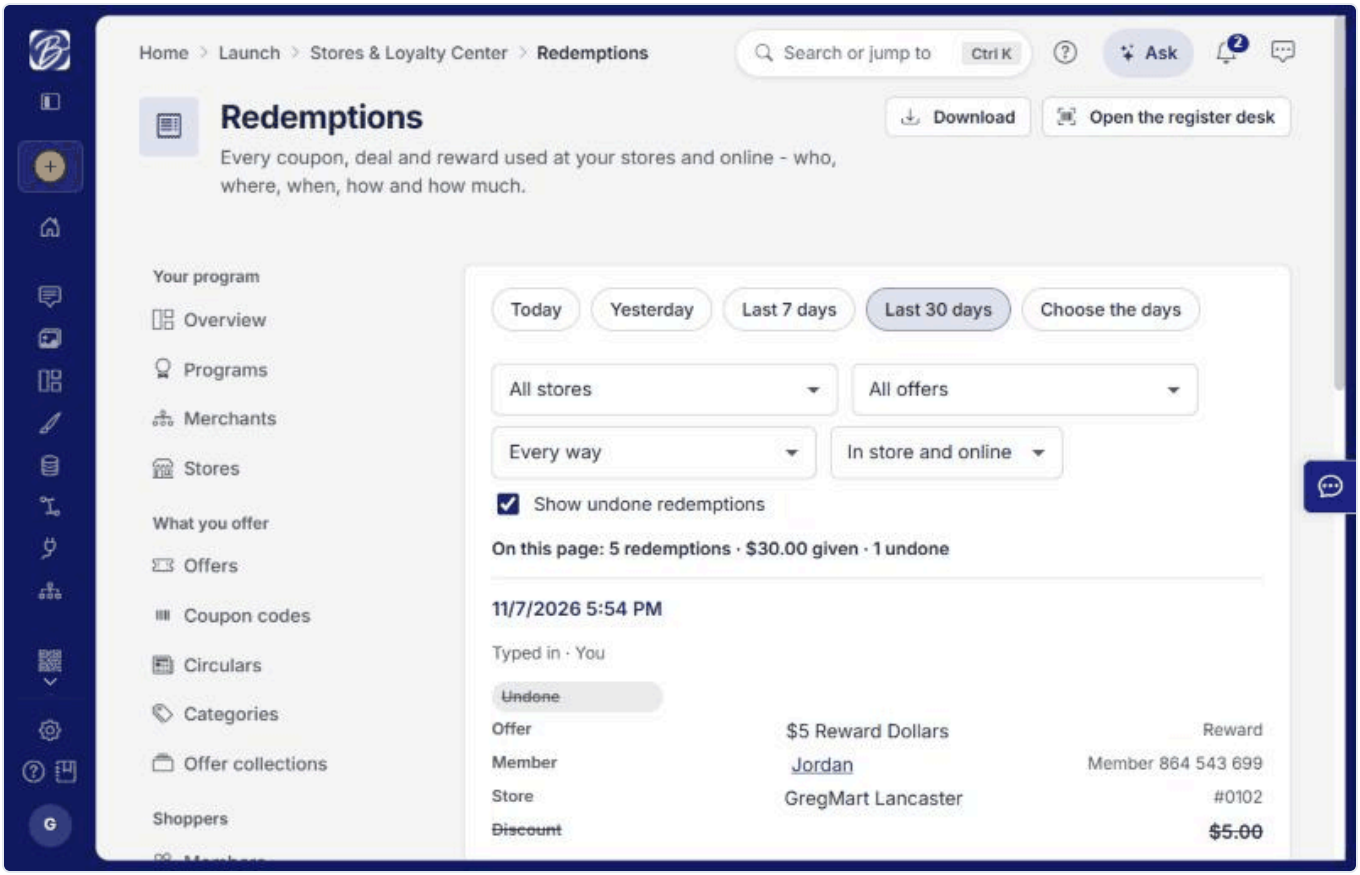
Redemptions

What this page is for

Redemptions is the usage report: every coupon, deal and reward used at your stores and online, with who used it, where, when, how it was used and what it gave. It is the list a merchant asks for at the end of the month, and you can download it.

What you see



- *The days.* Chips across the top: **Today**, **Yesterday**, **Last 7 days**, **Last 30 days** and **Choose the days**, which opens **From** and **To**. Days are in your own time.
- *The filters.* A store, an offer, how it was used and where: **All stores**, **All offers**, **Every way** and **In store and online** to start. **Show undone redemptions** adds the ones that were undone, marked **Undone**.
- *The totals.* A line above the list counts the redemptions on the page and what they gave, each currency on its own. Undone redemptions are counted apart and give nothing.
- *The list.* One row per redemption: when it was made, and how and by whom under it; the offer and its kind; the member's first name and member number; the store; and what it gave. Select the time to open the redemption.

What you can do

See what was used last week at one store

1. Select **Last 7 days**.
2. Choose the store in the store filter.
3. Use **Previous** and **Next** to page through. **Clear the filters** starts over.

Download the list

1. Set the days and filters you want.
2. Select **Download**. Converse reads every redemption that matches - not just the page on screen - and saves them as one CSV file you can open in a spreadsheet, with times in your own time and in UTC. It tells you how many it saved.

Open one redemption

1. Select its time in the list.
2. Read everything it recorded: the offer, the member, the store, who made it, how, the basket, what it gave, the code and the receipt number.
3. When it was undone, the page says when and why.

Undo a redemption made in error

1. Open the redemption and select **Undo**.
2. Under **Why**, say what went wrong. Converse keeps the reason.
3. Choose whether to **Put the coupon back in the member's wallet**, then select **Undo the redemption**.

Good to know

- A merchant's own staff see only their merchants' redemptions.
- The register can undo a redemption for 10 minutes. A Loyalty manager can undo one at any time.
- Undoing never removes a redemption. It stays on the list, marked **Undone**, so the record is complete.
- **Download** saves every redemption that matches your days and filters, up to 50,000 in one file. For more than that, choose fewer days.
- To see one member's redemptions, open their page and choose **See their redemptions**. **Show every member** takes the filter off.
- A member's name in the list opens their page, when you may open it.

Related pages

- Redeem at the register: look a shopper up and redeem what they show you.
- Offers: the coupons, deals and rewards in this list.

- Merchants: who honours each offer, and who may see their redemptions.
- Stores & Loyalty Center: your program and the overview.