

Gift voucher training for massage therapists on Massage.co.za

# How do I as therapist claim the gift voucher?

We recommend that you process the voucher before the delivery of service through logging into massage.co.za. This is to ensure that the voucher has not been used before with another therapist.

In case the expected service delivered cost is less than the price of such service the therapist can give the client change for the difference, but we recommend that the therapist and client agree what additional services will be delivered to compensate.

In instance where service delivered is worth more than gift voucher value the client obviously has to pay in the difference.

Log in as a therapist using your email address and password.

Select the vouchers option on the first page:

You are logged in as		Your Account	Logout
	The magic of Anterna		
My Profile	Welcome		
Customer Accounts All Customers Free Members Massage Addict Subscribers	You are logged in as a <b>Therapist</b> You can use the links in the sidebar on the left to manage your custor	mers	
Vouchers			
Evaluations Evaluation Analysis			
My Appointment R Reports Detailed Therapist F Comprehensive Vol	ck here		
Research Enter Competition Results			
My Contract			
Switch to Massage Addict			

On the next screen click on the õClaim Voucherö option at the bottom just to the right of the left menu structure:

My Profile	Vouchers			
All Customers			Filters	
Free Members Massage Addict Subscribers	Valid From From		Valid From To	
Vouchers	Custorner Name		Customer Surname	
Evaluations	Cell Number		Service Date From	
Evaluation Analysis	Service Date To		Voucher Code	
My Appointment Requests	Туре	Any 💙		
Reports Detailed Therapist Report Comprehensive Voucher Report Activity Report	Apply Filters Cle	aar Filters		
Research Enter Competition Results	Claim Voucher			
My Contract				
Switch to Massage Addict				

Enter the voucher number into the space provided and click on õClaim Voucherö:

My Profile Customer Accounts	Claim Voucher * required field
All Customers Free Members Massage Addict Subscribers	Please enter the 12-digit code displayed on the voucher (e.g. MSV123456789):
Vouchers	Basic Details
Evaluations	* Voucher Code MGV837844110
Evaluation Analysis	Claim Voucher
My Appointment Requests	
Reports	
Detailed Therapist Report Comprehensive Voucher Report Activity Report	
Research	
Enter Competition Results	
My Contract	
Switch to Massage Addict	

The next screen confirms it is a valid gift voucher by reflecting the value of the gift voucher. Confirm this value to the gift voucher in front of you:

My Profile Customer Accounts All Customers Free Members	Edit Gift Vouch * required field	er Voucher Details
Massage Addict Subscribers Vouchers Evaluations Evaluation Analysis My Appointment Requests	Voucher Code Amount * Service Date	MGV837844110 R350 2010-03-04 Cancel Claim Voucher
Reports         Detailed Therapist Report         Comprehensive Voucher Report         Activity Report         Research         Enter Competition         Results         My Contract         Switch to Massage Addict		

Fill in the date that the treatment is to be delivered/was delivered and click on the õClaim Voucherö button.

The next page lists all the vouchers that have been claimed, and confirms that the current one has been registered. To see the details of any voucher click on õmoreö and then õEdit Gift Voucherö:

My Profile	Gift Vouchers		
Customer Accounts All Customers		Filters	
Free Members Massage Addict Subscribers	Service Date From	Service Date To	
Vouchers	Voucher Code	Amount	
Evaluations	Apply Filters Clear Filters		
Evaluation Analysis	Service Date	Amount	Actions
Reports	2010-03-04	R 350	more
Detailed Therapist Report Comprehensive Voucher Report			
Activity Report			
Enter Competition			
Results			
Switch to Massage Addict			

## How does the gift voucher scheme work? How do I purchase a gift voucher?

Log on to the massage.co.za website as a registered massage.co.za client using your cell phone number and the password.

Select õbuy/claim voucherö from the selection panel on the left of your screen:

You are logged in as		Your Account Logout
	The magic of Marke	
Therapist	Classification Any City City	Suburb Search Clear Advanced Search
Home	Welcome	
Browse Therapists By Area By Classification List All Buy/Claim Voucher Evaluations	You are logged in as a Massage Addict Subscriber. You can use the links in the sidebar on the left to find and e You have 1 unclaimed free voucher. Click here to claim your	evaluate massage therapists. Ir free voucher.
Research Enter Competition Results		
List With Us	Click here	
Contact Us		
FAQ	L	
Links		
My Contract		

You can either give a gift voucher or a gift subscription. A gift subscription includes a free massage (or 2) as part of the subscription. It also gives the recipient 20% discounts at participating massage.co.za suppliers, as well as all the added value information of massage.co.za

A gift voucher is for a specific value and redeemable at any massage.co.za voucher that participates in the gift voucher scheme.

Let us assume for the sake of this example that you decide on the gift voucher;

On the voucher screen, select õ to purchase a gift voucher, click hereö

	The magic of Anicole	nced
Inerapist	Classification Any Gender Any City Suburb Search Clear Search	:D
Home	Vouchers	
Browse Therapists	To purchase a gift voucher, click here	
By Classification List All	To purchase a gift subscription wick here.	
Buy/Claim Voucher		
Evaluations	Clickham	
Research	Click here	
Enter Competition Results		
List With Us		
Contact Us		
FAQ		
Links		
My Contract		

This takes you through to the next screen.

Therapist	Classification Any Gender A	Any City	Suburb	Search Clear Advanced
	Ruy Cift Vouchor			Search
Home	Buy Gitt voucher			
Browse Therapists Ry Area	- required field			
By Classification	Vo	ucher Details		
List All	* Amount	1		
Buy/Claim Voucher	R R			
Evaluations	Help me choose	an appropriate amount		
Research	Paciniant Datails (namon	who will be receiving the	voucher)	
Enter Competition	Recipient betans (person	who will be receiving the	vouchery	
Results	* Name			
List With Us	* Surname			
Contact Us	* Cell Number			
FAQ	* Email			
Links	Notify recipient immediately			
My Contract	* Province	Select a province	V	
- X-	City / Town	Conserve province		

Note: If õnotify recipient immediatelyö is selected, an email is sent to the gift voucher recipient notifying him/her of the gift and who has made the purchase. The voucher will be included in the email.

The voucher may be redeemed at any of the massage.co.za therapists listed as participating in the gift voucher scheme on the massage.co.za site.

See the table below if you select õBrowse Therapistsö õBy Areaö and then select õCape Townö

You are logged in as	(Massage Addict Subscr	iber)		Your	Account	Logou	rt	_	_
Therapist	Classification Any	Gender Any City	Cape Town	Suburb		Search	1) (C	lear Adv	anced
Home	massage	ma Subscribing 1	herapists -	Wester	n Car	e – Cape	Town	1	
Browse Therapists									
By Area By Classification List All	You can click on a therapist By clicking on a column hea Show newest therapists for	Is name to view their detailed pro- der, you can sort the therapists a st	file. ccording to that column.	Clicking on it	a second	ine reverses the s	ort order.		
Buy/Claim Voucher	Therapist	Classification	Suburb 🔹	Gender	Evalu- ations	Rating	FBP *	Voucher	Addict Discount
Evaluations	Ingrid Carmichael	Massage therapist	Cape Town	Female	্য	****	R 330	*	20%
Research	Lulu Beyers	Massage therapist	Cape Town	Female	2	****	R 300	74	20%
Enter Competition	Sherry Dart	Massage therapist	Gordon's Bay	Female	2	****	R 200	20	20
Results	Linda Jiya	Massage therapist	Green Point	Female	6	*****	R 350	*	- 26
List With Us	Karel Vermeulen	Holistic massage therapist	Mouille Point	Male	19	*****	R 300	*	20%
Contact Us	Michelle du Plessis	Sports massage therapist	Newlands	Female	0	Unrated	R 350	~	20%
FAQ	Jean-Pierre Hartmann	Holistic massage therapist	Sea Point	Male	0	Unrated	R 400	~	20%
Links	Dean Hinds	Sports massage therapist	Sea Point	Male	2	****	R 330	×	- 361
Mu Contract	Julia Griss	Massage therapist	Three Anchor Bay	Female	1	****	R 300	*	20%
my contract	Angle @ Light Energy	Holistic massage therapist	Weigemoed	Female	0	Unrated	R 330	36	341

See the column õVoucherö column above. All therapists marked with a tick are prepared to accept gift vouchers as payment.

Should you want to give a specific service and unsure what that kind of service will cost, select the õhelp me chose and appropriate amountö:

Browse The	rapists		
* Province * City / Town Treatment	Gauteng Johannesburg Full Body Massage	<ul><li>▼</li></ul>	Find Therapists

Select the kind of treatment that you would like to give as present and where the gift recipient is likely to utilize the voucher. Click on õfind therapistö

A list of therapists available for gift vouchers in your selected City/Town will appear with the prices that they charge for that kind of treatment:

Therapists			
Therapist	Suburb	Full Body Massage Cost	Action
Chinese Massage	Lonehill	R 350	Select
Hilton Tanchum	Lyndhurst	R 250	Select
Liezl Hendrikz	Sandton and surrounds	R 350	Select

Decide on the Rand amount that you would like to spend by <u>When you click on select to the</u> right of the therapist you are not selecting the specific therapist, but the amount as shown <u>next to the therapist</u> looking at the list. The value as selected will appear on the voucher input screen.

Once the rand value has been entered, please complete the details of the person for whom you are purchasing the gift. Complete all the details with a red star as these fields are required.

Once you have entered the details click on õBuyö

The system will then take you through to the secure NetCash gateway. NetCash is the supplier we use to process our banking transactions.

ANNYA NEW YORK WITH NEW YORK AND	co.25	Address: Irene, C	enturion, South Africa
Purchase Details:			
Reference	Merchandise		Amount (ZAR)
201003080001	massage co.za gift voucher MGV	/511053759	R350.00
Card Type	MasterCard	VI50	MasterCard
Card Type Card Number Card Expiry Date	MasterCard		MasterCard. SecureCode.
Card Type Card Number Card Expiry Date Card Verification Code(১)	VC)	Last three digts on signature	MasterCard. SecureCode.

First identify whether your credit card is Mastercard or Visa and choose the correct option. Therafter complete the rest of the card details as per your card. Remember to capture the cardholder name exactly as per the credit card. If it uses CAPITALS then type it with

CAPITALS, put spaces where the card has a space. If the full name is types out, do that. Once you have checked the details press õSubmitö

Depending on your card, your bank may require an additional pin to process the transaction. If required you will initially see the following screen appear:



Each bankøs interface is different. We show the FNB interface:





Added Protection Please submit your Verified by Visa password.

Merchant www.massage.co.za	
Amount R350.00ZAR	
Date:03/08/2010	
Card Number **********	
Personal Message LIVE DATA FILE	
User Name:	
Password:	
New User / Forgot your password?	
Submit Submit	Exit

Once you have entered the correct password/ completed the necessary verification process the following screen will appear:

We are about to process a " Mastercard SecureCode" trans- this screen to th please wait "Verified by Vita" and Mastercard "Sr implemented by the Cate Processing As to make care processing over the Intern and merchant	Verified by Visa" or totion in the section of a right, soureCode" are products colations and their members s.	The 'Verified by Visa' or 'Mastercard Securecode' authentication process has completed. This transaction is now being passed to your bank for Authorisation. Please wait
For more information on these product below.	s please click on the logo	
MasterCard. SecureCode.	Verified by VISA	

Once confirmed, you will be advised website that your transaction has been accepted with the rand value as well as a reference number:

You are logged in as	(Massage Addict Subscriber)	Your Account	Logout	
	massage.co za			
Therapist	Classification Any Cender Any City	Suburb	Search Clear Advanced Search	đ
Home	Netcash Transaction Accepted			
Browse Therapists	Reference: 201003080001			
By Area By Classification List All	Amount: R350.00			
Buy/Claim Vouchor	Thank you for purchasing a massage.co.za gift voucher (MGN	7511053759) to the value of R	350 for Anne Stals.	
Evaluations	The gift voucher has been sent to the provided recipient ema their massage.co.za gift voucher.	il address . Please contact the	recipient to ensure that they received	
Research				
Enter Competition Results	Continue			

Once you click confirm, you will be taken through to your vouchers screen, which will now have a new voucher listed, which allows you to print the voucher for your own use. You will also receive an email confirming you purchase, as well as a copy of the voucher.

You are logged in as	(Massage Addict	Subscriber)			Your Account	Logout		
	The magic o	age.co za					Advance	
herapist	Classification Any	Gender	Any 🝸 City		Suburb	Search	Clear Search	
Home	Vouchers							
Browse Therapists	To purchase a	ift voucher, click here						
By Area By Classification List All	To purchase a g	To purchase a gift subscription, click here						
Buy/Claim Voucher	Valid From	Therapist	Salon	Service Date	Voucher Code	Туре	Actions	
Evaluations	2010-03-08				MGV5110537	Gift	more	
Research					Prin	Print Voucher		
Enter Competition				Send via email				

If you did not select the õnotify recipient immediatelyö option, you can now email your gift recipient the voucher with your own personal message, or alternatively print out the voucher to include that in your card to the person to whom you want to give the massage to.

The recipient of the gift voucher is contacts his/her chosen therapist from the list of participating therapists and set a up an appointment

Please confirm with the recipient that the voucher has been received via e-mail.

The gift voucher must be printed and presented to the therapist for redemption prior to the massage. The therapist will log in to the site and confirm the validity of the voucher prior to commencement of the massage & before accepting the voucher as payment. A voucher number can only be used once.

### How do I know the difference between a gift voucher and a free voucher?

### Gift Voucher:

A gift voucher is one which has been purchased by a massage.co.za client for a fixed amount. This voucher is valid for services supplied by the therapist that participates in the massage.co.za gift voucher scheme.



The voucher number at the top left is the number, which you as the therapist must validate on the massage.co.za website to claim the gift voucher. Notice that this voucher does not have a therapist name, but the words õto the value of Rö and a rand amount.

#### Free Voucher:

Will be granted to a client by massage .co.za and will include the therapists name as well as a voucher number.



The therapist will be notifed of the free voucher via e-mail once the voucher is claimed by the client on the massage.co.za website.

Even though the therapist is notified of the claim of the free voucher, it is the clientøs responsibility to contact the therapist to make an appointment for the treatment. We do recommend that in event that the client does take too long to make the appointment that the therapist contacts the client to ensure that the process is complete.