



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.

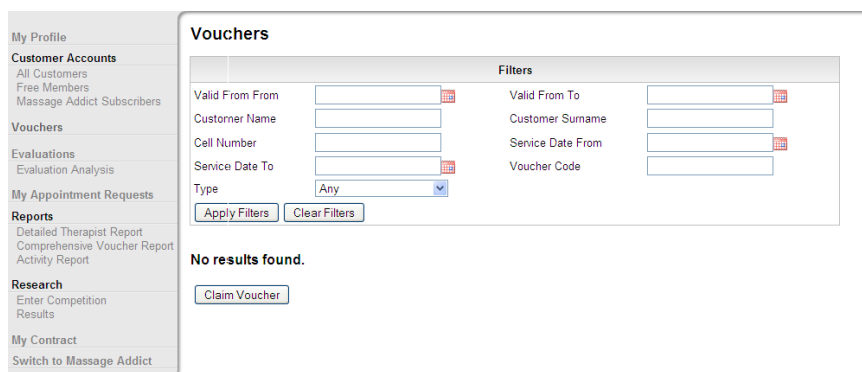
In instance where service delivered is worth more than gift voucher value the client obviously has to pay in the difference.

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

Select the vouchers option on the first page:



On the next screen click on the 'Claim Voucher' option at the bottom just to the right of the left menu structure:



Enter the voucher number into the space provided and click on 'Claim Voucher':

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:

Fill in the date that the treatment is to be delivered/was delivered and click on the 'Claim Voucher' button.

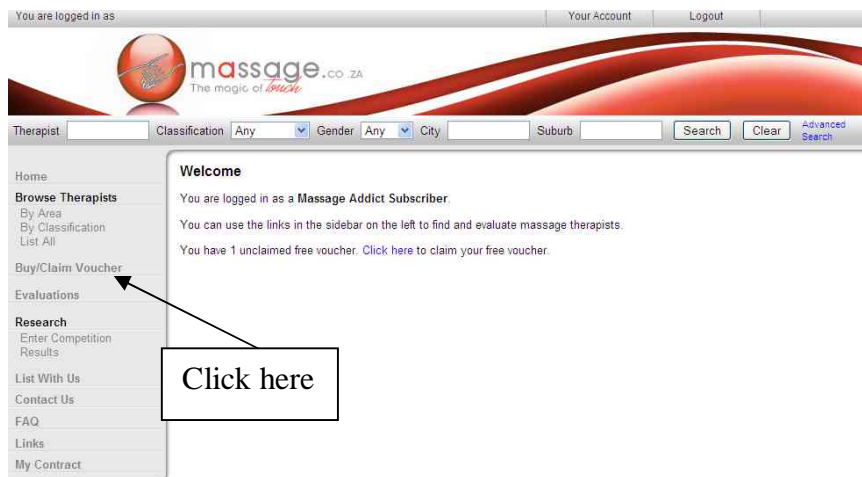
The next page lists all the vouchers that have been claimed, and confirms that the current one has been registered. To see the details of any voucher click on 'more' and then 'Edit Gift Voucher':

Service Date	Amount	Actions
2010-03-04	R 350	more

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 'buy/claim voucher' from the selection panel on the left of your screen:

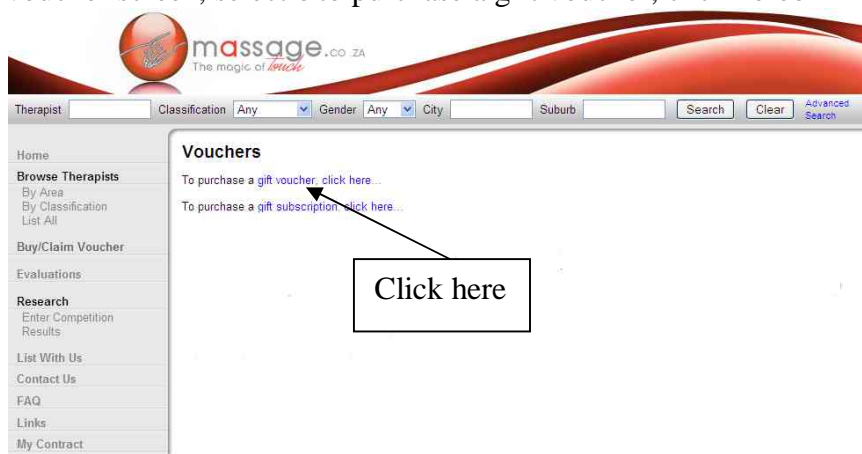


You can either give a gift voucher or a gift subscription. A gift subscription includes a free massage (or 2) as part of the subscription. It also gives the recipient 20% discounts at participating massage.co.za suppliers, as well as all the added value information of massage.co.za

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 'to purchase a gift voucher, click here'



This takes you through to the next screen.

Note: If 'notify recipient immediately' 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 'Browse Therapists' 'By Area' and then select 'Cape Town'

You are logged in as (Massage Addict Subscriber) Your Account Logout

Therapist	Classification	Suburb	Gender	Evaluations	Rating	FBP *	Voucher	Addict Discount
Ingrid Carmichael	Massage therapist	Cape Town	Female	1	★☆☆☆☆	R 330	✓	20%
Lulu Beyers	Massage therapist	Cape Town	Female	2	★☆☆☆☆	R 300	✗	20%
Sherry Dart	Massage therapist	Gordon's Bay	Female	2	★☆☆☆☆	R 200	✗	✗
Linda Jiya	Massage therapist	Green Point	Female	6	★☆☆☆☆	R 350	✓	✗
Karel Vermeulen	Holistic massage therapist	Mouille Point	Male	19	★☆☆☆☆	R 300	✓	20%
Michelle du Plessis	Sports massage therapist	Newlands	Female	0	Unrated	R 350	✓	20%
Jean-Pierre Hartmann	Holistic massage therapist	Sea Point	Male	0	Unrated	R 400	✓	20%
Dean Hinds	Sports massage therapist	Sea Point	Male	2	★☆☆☆☆	R 330	✓	✗
Julia Grise	Massage therapist	Three Anchor Bay	Female	1	★☆☆☆☆	R 300	✓	20%
Angie @ Light Energy	Holistic massage therapist	Welgemoed	Female	0	Unrated	R 330	✗	✗

See the column 'Voucher' 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 'help me chose and appropriate amount':

Browse Therapists

* Province

* City / Town

Treatment

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 "find therapist"

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 When you click on select to the right of the therapist you are not selecting the specific therapist, but the amount as shown next to the therapist 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 "Buy"

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



Merchant: www.message.co.za Address: Irene, Centurion, South Africa, 0157

Purchase Details:

Reference	Merchandise	Amount (ZAR)
201003080001	message.co.za gift voucher MGV5110S3759	R350.00

Payment Details:

Acquiring Institution: FNB South Africa

Card Type:

Card Number:

Card Expiry Date: /

Card Verification Code (CVV): Last three digits on signature panel

Cardholder Name: As embossed on card

First identify whether your credit card is Mastercard or Visa and choose the correct option. Thereafter 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 "Submit"

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:



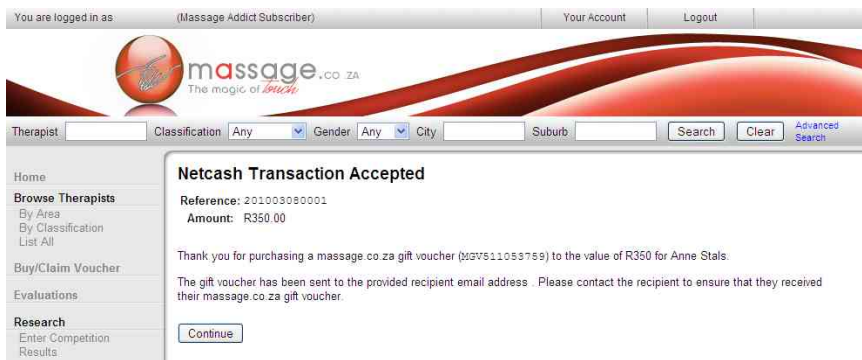
Each bank's interface is different. We show the FNB interface:



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



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



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.



If you did not select the "notify recipient immediately" 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 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 "to the value of R" 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 notified 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 client's 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.