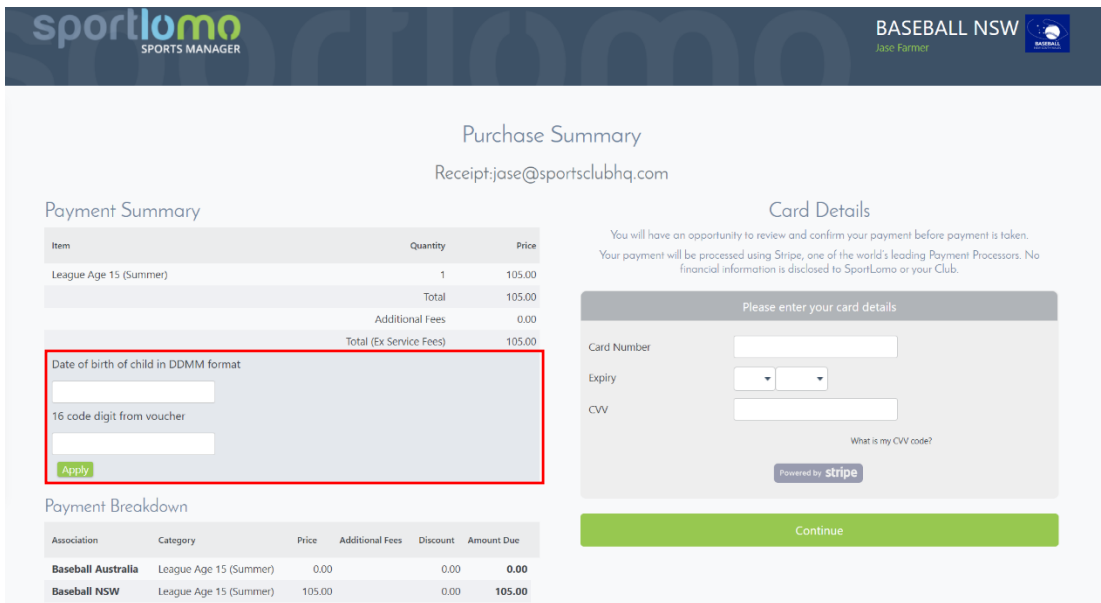# HOW A MEMBER REDEEMS AN ACTIVE KIDS VOUCHER

The ability for a member to redeem the **Services NSW Active Kids Voucher** has now been included at the payment point.

It's a very simple process, at the payment summary page the user will now see the Active Kids data fields, marked below.

The User then enters the Date of Birth in a Day Day Month Month (DDMM) format (we ignore the year of Birth).

For example, if the member's date of birth is 10 January 2012, they would enter 1001.
This made up of DD = 10 (for the 10th of the month) and MM = 01 (for January being the 1st Month of the year).

The user then enters the voucher code directly into the data field (as seen below).

Then hits apply.

"Upon hitting apply" the system will validate the voucher and adjust the price accordingly. Member continues to complete final payment

If there is an error within the voucher, the system will pop up a red alert, and will not discount the membership fee.

Main errors will be either incorrect Date of Birth (called PIN) or expired voucher.

So golden rules are:

1. *Where there is a single digit answer (eg. 1ˢᵗ – 9ᵗʰ of the month, or January - September) add a zero in front of it to comply with the 2 DDMM format.*
2. *Ensure that the DOB you are entering is related to the member you are registering*
3. *It's best to complete one member at a time to ensure accuracy*