



REDEEM PROCESS

DISCOUNT DEDUCTION REDEMPTION

REDEEM PROCESS FLOW



Flow

1. Issue the bill from business system
2. Redeem the amount in CRM- Membership

1. DEDUCT DISCOUNT AMOUNT

IN BUSINESS SYSTEM

1A. BUSINESS SYSTEM PROCESS

Grassland Business Client - LAPTOP GENERAL HOSPITAL PTE LTD (server.pcdreams.com.sg:8002)

File Main

Current User: kent

Change Password Logout Support Suggestions, Issues, Bugs Assistance

Type to search menu

Move down for List

Sales Person Section

Sales Person: kent

N	Item Code	Description	Quantity	Unit	Unit Price	Total Price	System
1	REFORMAT OS	REFORMAT OS - 30 DAYS WARRANTY	1	UNIT	60.00	60.00	Item linked. Refresh Quantity:
2	PCDG130DIS	ANNIVERSARY MEMBERSHIP DISCOUNT	1	UNIT	-18.00	-18.00	Item linked. Refresh Quantity:

+ - Select from Item List.

Tax Table: Incl. GST @ 7% with discount

Subtotal (incl.GST)	\$42.00
GST Component 7%	\$2.75
Total	\$42.00
Deposit Paid	\$0.00
Due	\$42.00

Remark: MEMBERSHIP CARD :PCDG-10111
Reformat OS with 30 days service warranty

1. Select product who selling to customer
2. Select “PCDG130DIS” for discount value- value must be put “-”as deduction
3. Enter the Member Card in Remark field also

***After complete Business system process then only go CRM membership to proceed redeem**



2. DEDUCT DISCOUNT AMOUNT

IN CRM MEMBERSHIP

2A. SELECT MEMBER BY SEARCH CARD NO

The screenshot displays the FETIAS CRM interface. On the left is a dark sidebar with the user profile 'Kent Lam, Administrator, CRM' and a search menu. The main content area is titled 'Customer Membership' and includes a '+ New' button and a 'Studio Client Vector' filter. A toolbar contains buttons for 'Transaction', 'Cancel', 'Renew', 'Expire', 'Suspend', 'Top-up (Admin)', 'Redeem', 'Top-up', and 'Up'. A search bar contains the value '11325'. Below the search bar is a table with the following data:

Date	State	Mobile	Profile ID	Card No	Start Date	Expiry Date	Current Credit	First Name	Last Name
May 9, 2020	Active	****7641	CRM052031382	PCDG-11325	May 9, 2020	May 9, 2021	130.00	LO	HOWARD

At the bottom of the table, there is a pagination control showing 'per page. First 1 Last'.

1. Search card no and select it
2. Click redeem

2B. ENTER REDEEM INFORMATION

Action Design Work

Redemption

Transaction Date	16-4-2021	12	:	06	PM	Purchase Invoice No *	LGHC 10000
Redeem Value *	18					Invoice Amount *	42
Purchase Location *	DHQ #03-01						

1. Enter Purchase Invoice No(Cash bill) – LGHC 1xxxx
2. Enter Redeem Value – deduct amount
3. Invoice Amount – the amount customer paid
4. Purchase Location – DHB,DHQ, LFO, PCDO