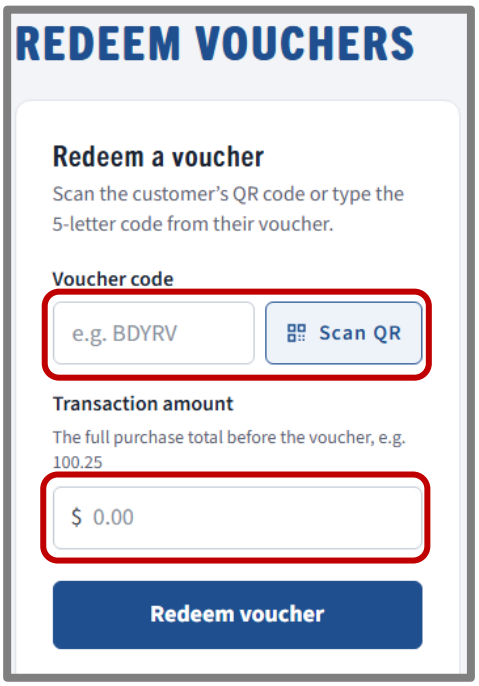
Business Quick Reference

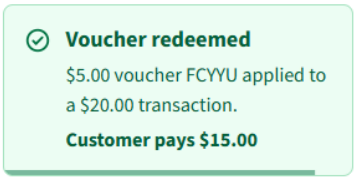
Redeeming Customer Vouchers

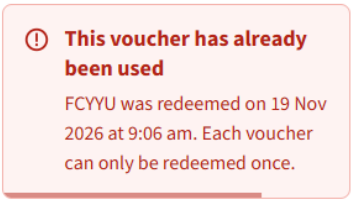
LOG IN: https://my.darwin.nt.gov.au/dashboard

1. Voucher shown
2. Enter code or scan QR
3. Enter total sale amount
4. Click Redeem Voucher
5. Apply discount if approved
6. Complete sale









Important

- ☑ Redeem the voucher before completing the sale
- ☑ Check the voucher validates successfully
- ☑ Apply the correct discount in your POS
- ❌ Do not honour vouchers that fail validation
- ❌ Do not redeem the same voucher twice

Getting Started

1 Before the Program Starts

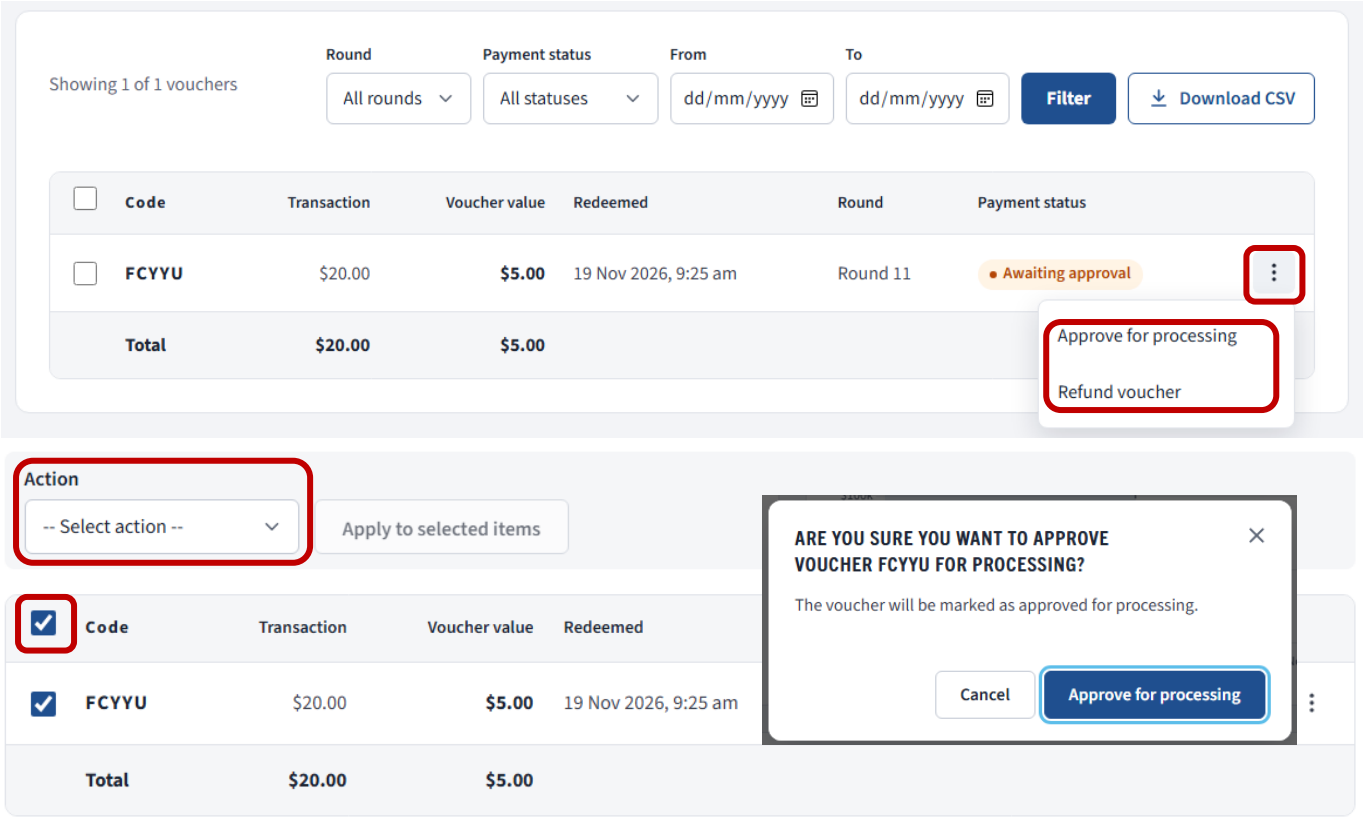
POS Setup

Voucher	Suggested POS Code
$5	MYDARWIN5
$10	MYDARWIN10
$20	MYDARWIN20

Create discount codes in your POS system that match the voucher values in the current **Program Settings**.

2 Getting Paid

Before City of Darwin can process reimbursement, redeemed vouchers must be reviewed and approved by the business. Click on **Vouchers** while logged into your dashboard.



Payment Workflow

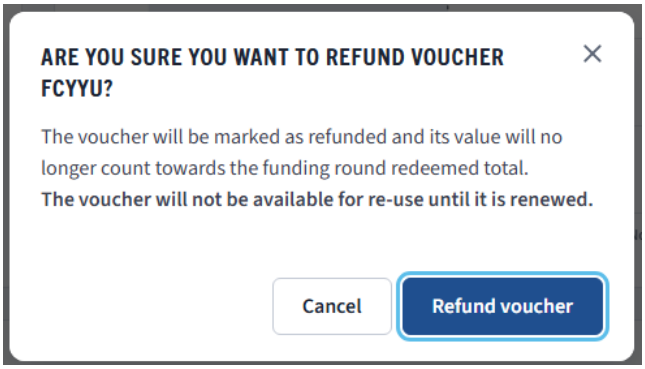


3 Refund A Voucher

Refund if:

- Sale cancelled
- Voucher redeemed in error
- Voucher should not be reimbursed

Refunded vouchers are not paid.



Workflow - Refund a Voucher



4 Weekly Reconciliation Checklist

- Reconcile vouchers against POS sales
- Refund incorrect transactions
- Approve vouchers for processing
- Check processed payments
- Ensure stickers remain displayed

Complete this checklist at least weekly to avoid reimbursement delays.

Why approve vouchers?

Approving vouchers confirms that redeemed transactions have been reviewed and are ready for reimbursement processing.

Only approved vouchers can be paid by City of Darwin.

Need Help?

Business Guide: **https://my.darwin.nt.gov.au/business-guide**