



# MAKING IT WORK FOR YOU

SUPPLIER VALIDATION SYSTEM (SVS) MANUAL



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## LOGGING ON

- Access the Supplier Validation System (SVS) at [acornesvs.co.uk](http://acornesvs.co.uk)
- Login using your redemption centre username and password provided by Acorne

## FORGOTTEN YOUR LOGIN DETAILS?

If you have forgotten your username or password, click the "[Forgotten Your Password](#)" link at the bottom of the box. This will open an email to Acorne in your email programme.

Please state the name of your company and which login details you require and we will get back to you ASAP



### Login

Username:

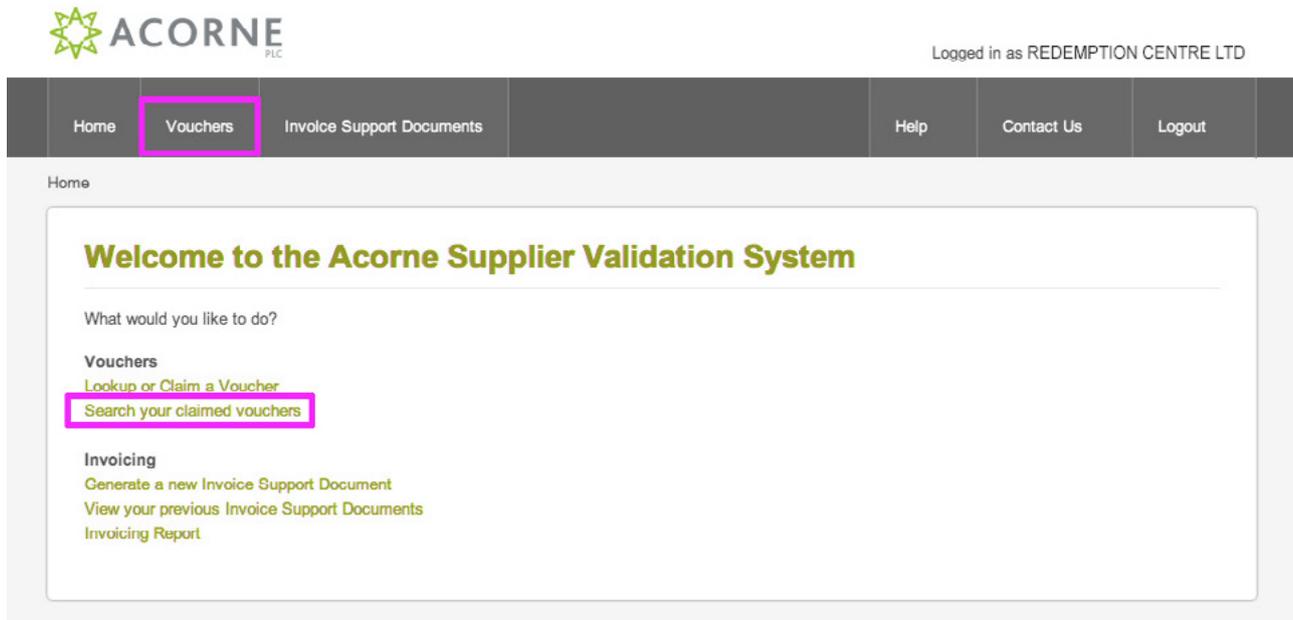
Password:

[Login](#)

[Forgotten your password?](#)

Designed by Intuitiv

## CLAIM OR LOOKUP A VOUCHER



ACORNE PLC

Logged in as REDEMPTION CENTRE LTD

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Home

### Welcome to the Acorne Supplier Validation System

What would you like to do?

**Vouchers**  
[Lookup or Claim a Voucher](#)  
[Search your claimed vouchers](#)

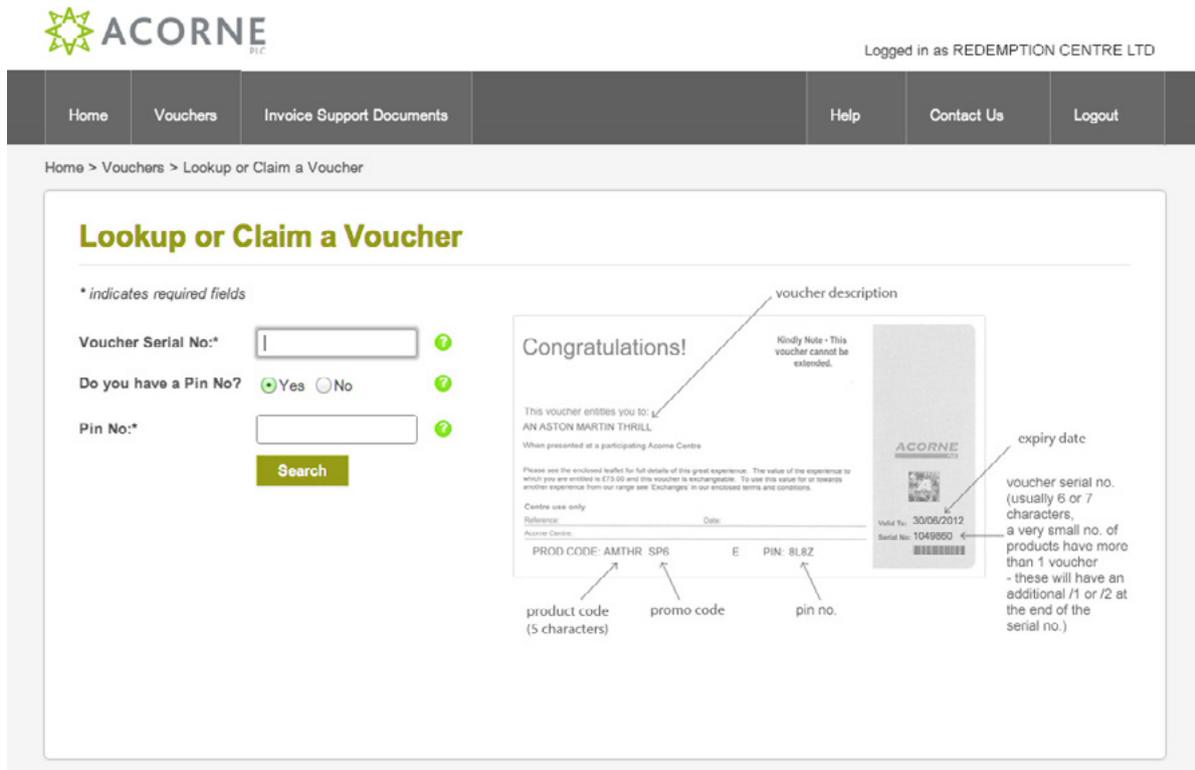
**Invoicing**  
[Generate a new Invoice Support Document](#)  
[View your previous Invoice Support Documents](#)  
[Invoicing Report](#)

- Click "Lookup or Claim a Voucher" to bring up the voucher search screen
- Alternatively, click the "Vouchers" Tab on the top green bar

**You may only claim vouchers that:**

- ✓ Match a product you have an agreement to supply for Acorne
- ✓ Have not expired
- ✓ Have not been claimed previously by you or any other company
- ✓ Have not been cancelled

## FOR VOUCHERS WITH A PIN NUMBER



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Home > Vouchers > Lookup or Claim a Voucher

### Lookup or Claim a Voucher

\* indicates required fields

Voucher Serial No.\*

Do you have a Pin No?  Yes  No

Pin No.\*

**Search**

**Congratulations!**

This voucher entitles you to:  
AN ASTON MARTIN THRILL

When presented at a participating Acorne Centre

Please see the enclosed leaflet for full details of this great experience. The value of the experience to which you are entitled is £75.00 and this voucher is exchangeable. To use this value for or towards another experience from our range see 'Exchanges' in our enclosed terms and conditions.

Centre use only

Reference	Date
PROD CODE: AMTHR SP6 E	Valid To: 30/06/2012
PIN: 8L8Z	Serial No: 1049960

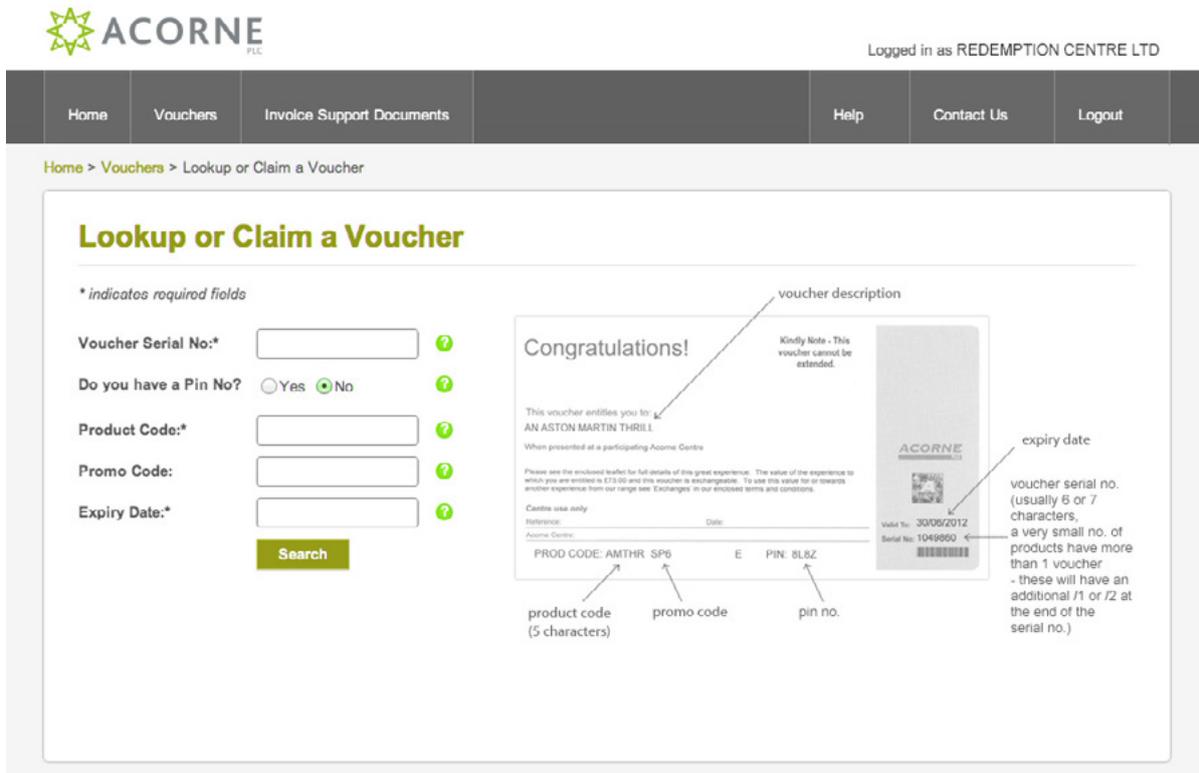
product code (5 characters)      promo code      pin no.

expiry date

voucher serial no. (usually 6 or 7 characters, a very small no. of products have more than 1 voucher - these will have an additional /1 or /2 at the end of the serial no.)

- The majority of vouchers have a PIN Number
- Set "Do you have a Pin No?" to "Yes"
- Enter the "Voucher Serial Number" including any trailing "/1" or "/2" etc. and "PIN No." in the relevant boxes and "Search"
- If the voucher is not valid, follow the on-screen instructions

## FOR VOUCHERS WITHOUT A PIN NUMBER



- Enter the "Voucher Serial Number" including any trailing "/1" or "/2" etc.
- Set "Do you have a PIN No?" to "No"
- Enter the Product and Promo Codes (if applicable)
- Use the pop-up calendar to select the "Expiry Date"
- Click the "Search" box to go to the "Voucher Details"
- If the voucher is not valid, follow the on-screen instructions

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Home > Vouchers > Voucher Details

### Voucher Details

Serial No:	<input type="text" value="1049658"/>	?
Pin No:	<input type="text" value="6465"/>	?
Product Code:	<input type="text" value="AMTHR"/>	?
Promo Code:	<input type="text" value="."/>	?
Description:	<input type="text" value="AN ASTON MARTIN THRILL"/>	?
Expiry Date:	<input type="text" value="31 October 2012"/>	?
Additional information from Acorne:	<div style="border: 1px solid #ccc; padding: 5px;">The voucher has been extended over the phone so the expiry date on the voucher is different to the system</div>	?

**This Voucher is valid and available to claim**

To Claim this voucher, enter the following information and click on the "Claim" button:

Participant Info:

First Name:	<input type="text" value="Acorne"/>	?
Last Name:	<input type="text" value="PLC"/>	?
Telephone:	<input type="text" value="0844 474 0400"/>	?
Email Address*:	<input type="text" value="redemptions@acorne.info"/>	?
Post Code:	<input type="text" value="HP14 3BY"/> <input type="button" value="Lookup"/>	?
House Name / Number:	<input type="text" value="Acorne House"/>	?
Street:	<input type="text" value="9 Lane Business Park"/>	?
Locality:	<input type="text" value="Lane End"/>	?
Town:	<input type="text" value="High Wycombe"/>	?
County:	<input type="text" value="Buckinghamshire"/>	?
Experience Date*:	<input type="text" value="10 July 2012"/>	?

Please ensure you enter an accurate experience date as we will email a feedback form to the participant a few days after the experience.

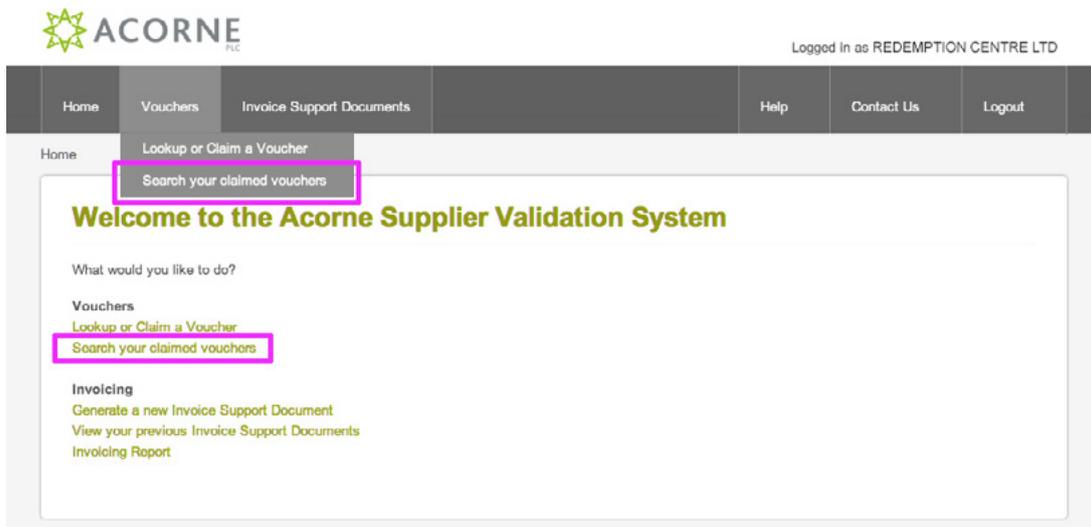
- The "Voucher Details" are displayed on the left of the screen together with any additional information relevant to the voucher
- Please enter the participant information on the right of the screen
- "Email Address" and "Experience Date" are mandatory fields but we recommend filling out as much of the form as possible so you can search by participant if required. The participant name will also appear on the Invoice Support Document
- Please ensure that the "Experience Date" is accurate. We will contact participants as part of our quality assurance programme
- When you have completed the form, click "Claim"

If your claim is successful, the following is displayed:

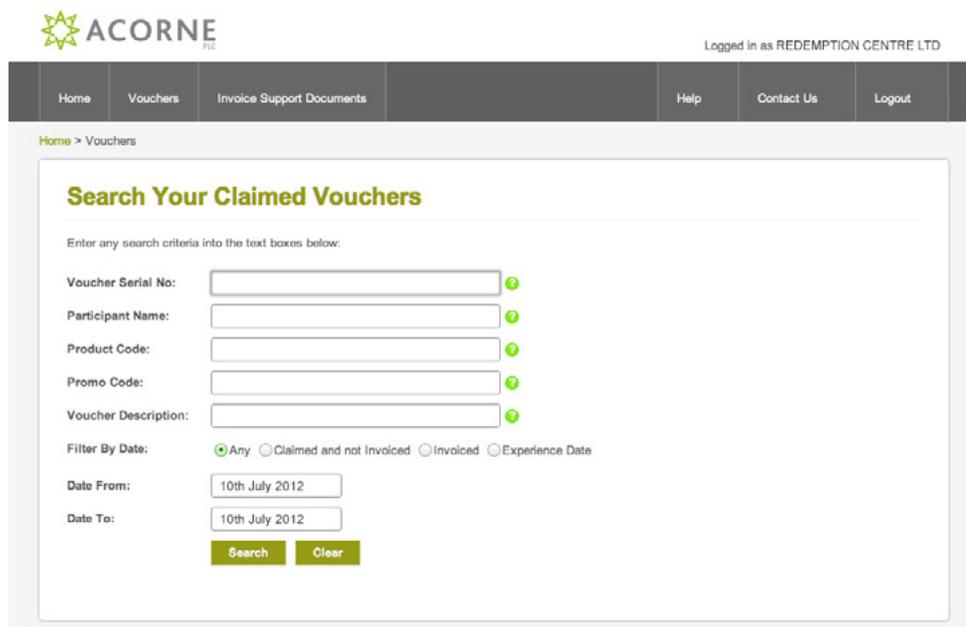


- If you need to start again, before claiming click "Abandon" to return to the Voucher Lookup page
- You can revisit the details of the voucher you have just claimed by clicking "Back to Voucher Details"
- Or click "Claim Another Voucher" to reset the form and lookup a new voucher

## SEARCH YOUR CLAIMED VOUCHERS (UN-CLAIM OR UPDATE DETAILS)



- To update the participant details of a voucher that has already been claimed or to Un-Claim a voucher, click “[Search Your Claimed Vouchers](#)” on the homepage
- Or hover over the “[Vouchers Tab](#)” at the top of the screen and click the “[View your claimed vouchers button](#)”



To find specific vouchers, you may search by:

- Voucher Serial Number
- Participant Name
- Product Code
- Promo Code
- Voucher Description

Results can be filtered by status:

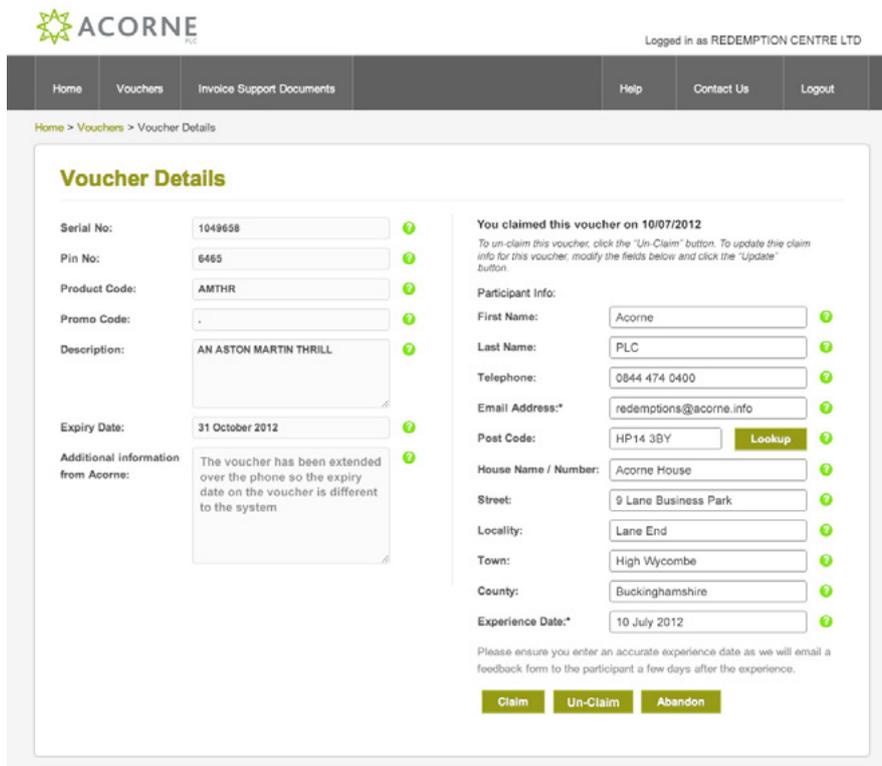
- Claimed and Not Invoiced
- Invoiced
- Experience Date
- Results can also be filtered by date range using the “[Date From](#)” and “[Date to Fields](#)”

Displaying 1 - 10 of 14 results

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Voucher Serial No.	Voucher Description	Participant Name	Product Code	Promo Code	Claimed Date	Experience Date	Invoiced Date	ISD Ref No.	
1004897	A RACING DRIVER EXPERIENCE	Acome PLC	MRACE	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1021532	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1033696	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049015	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049617	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049618	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049634	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049658	AN ASTON MARTIN THRILL	Acome PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1069004	AN ASTON MARTIN THRILL (SP6)	Acome PLC	AMTHR	SP6	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1079462	AN ASTON MARTIN THRILL (SP6)	Acome PLC	AMTHR	SP6	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>

- Click "View Details" to bring up the details of the voucher of interest



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Home > Vouchers > Voucher Details

### Voucher Details

Serial No:  ⓘ

Pin No:  ⓘ

Product Code:  ⓘ

Promo Code:  ⓘ

Description:  ⓘ

Expiry Date:  ⓘ

Additional information from Acorne:  ⓘ

You claimed this voucher on 10/07/2012

To un-claim this voucher, click the "Un-Claim" button. To update the claim info for this voucher, modify the fields below and click the "Update" button.

Participant info:

First Name:  ⓘ

Last Name:  ⓘ

Telephone:  ⓘ

Email Address\*:  ⓘ

Post Code:   ⓘ

House Name / Number:  ⓘ

Street:  ⓘ

Locality:  ⓘ

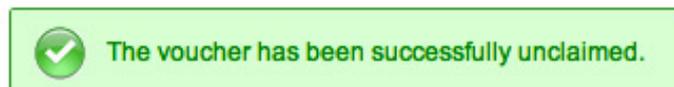
Town:  ⓘ

County:  ⓘ

Experience Date\*:  ⓘ

Please ensure you enter an accurate experience date as we will email a feedback form to the participant a few days after the experience.

- You may amend any participant information or the experience date if the voucher has not been included on an Invoice Support Document and click "Update" to save the changes
- To "Un-Claim" a voucher, if a participant has cancelled a booking, click "Un-Claim"
- If you have made a mistake in "Un-Claiming" a voucher, you can click "Back to Voucher Details" button and Claim the voucher again
- If successful, a confirmation message such as the following will be displayed:

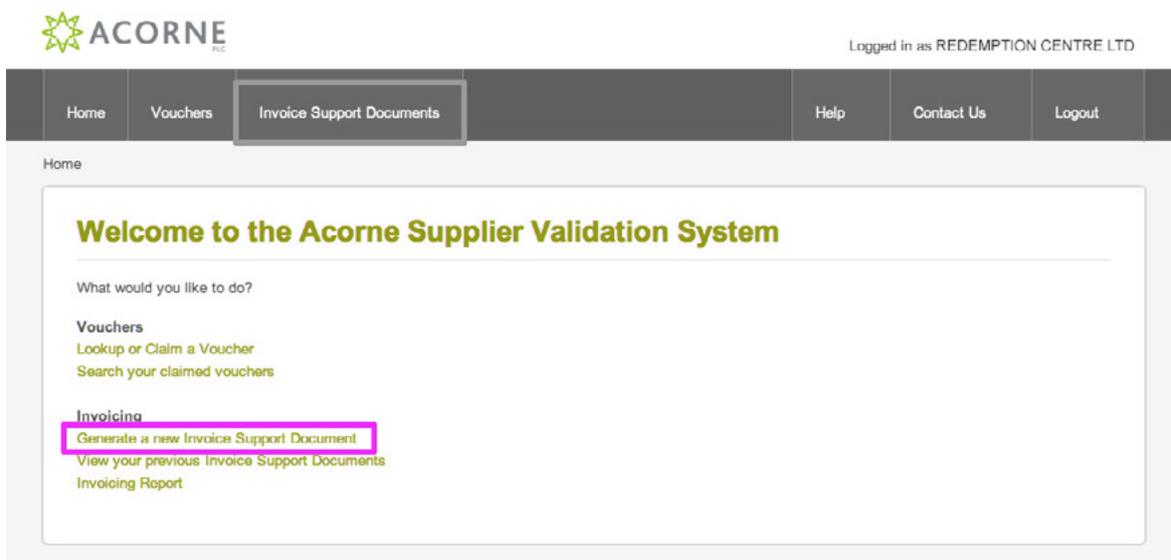


An ISD is provided to help you generate your own summary sales invoice. Note you may only include vouchers in an ISD if the experience has been delivered.

You may still wish to collect in vouchers from participants on the day, but these do not need to be sent to Acorne.

## GENERATE A NEW ISD

- On the homepage click on “Generate a new Invoice Support Document”
- Or click on the “Invoice Support Documents” tab at the top of the page



- ISD generation will default to include eligible vouchers from the last date that an ISD was created to today's date
- You may select a date earlier than today's by changing the “Date to” box if you wish
- Click “Find Vouchers” to list all eligible vouchers

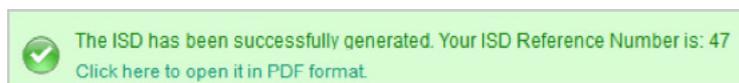
Eligible vouchers are listed as follows:

**Vouchers eligible for invoicing:**

Please tick the corresponding boxes of the vouchers that you would like to include in this ISD, and click the Generate ISD button below:

Product Code	Promo Code	Voucher Serial No.	Participant	Voucher Description	Date Claimed	Centre ID	Experience Date	Brand	<input checked="" type="checkbox"/> Select All
AMTHR	.	1021532	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	1033696	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	E	<input checked="" type="checkbox"/>
AMTHR	.	1049615	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	1049617	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	1049618	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	1049634	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	1049658	Acorne PLC	AN ASTON MARTIN THRILL	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	.	Sub Total: 7 Vouchers							
AMTHR	SP6	1069004	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	SP6	1079462	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	SP6	1101609	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
AMTHR	SP6	Sub Total: 3 Vouchers							
MRACE	.	1004897	Acorne PLC	A RACING DRIVER EXPERIENCE	10 Jul 2012	125	10 Jul 2012	E	<input checked="" type="checkbox"/>
MRACE	.	1129350	Acorne PLC	A RACING DRIVER EXPERIENCE	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
MRACE	.	1130243	Acorne PLC	A SINGLE SEATER RACING DRIVER EXPERIENCE	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
MRACE	.	1130430	Acorne PLC	A RACING DRIVER EXPERIENCE	10 Jul 2012	125	10 Jul 2012	V	<input checked="" type="checkbox"/>
MRACE	.	Sub Total: 4 Vouchers							
		Total: 14 Vouchers							

- You may deselect specific vouchers from being included in the ISD by un-ticking the boxes on the right of the list if you wish and they will be included on the next ISD if still eligible
- Click "Generate ISD" and "Click here to open in a PDF format" to view the ISD



- You should save a copy of the ISD to attach to your own summary invoice

# INVOICING WITH AN ISD

## Invoice Support Document



<b>Redemption Centre:</b>	REDEMPTION CENTRE LTD
<b>Redemption Centre ID:</b>	REDEMPTION CENTRE LTD
<b>ISD Ref:</b>	47
<b>Date From:</b>	10 July 2012
<b>Date To:</b>	10 July 2012
<b>Date Generated:</b>	10 July 2012

Acorne PLC  
 Acorne House  
 9 Lane End Business Park  
 High Wycombe  
 Bucks  
 HP14 3BY  
 Phone: 01494 887633  
 Email: redemptions@acorne.info

Product Code	Promo Code	Voucher Serial No.	Participant	Voucher Description	Date Claimed	Centre Id	Experience Date	Brand
AMTHR	.	1021532	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	1033696	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	E
AMTHR	.	1049615	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	1049617	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	1049618	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	1049634	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	1049658	Acorne PLC	AN ASTON MARTIN THRILL	10/07/2012	125	10/07/2012	V
AMTHR	.	7 vouchers						
AMTHR	SP6	1069004	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10/07/2012	125	10/07/2012	V
AMTHR	SP6	1079462	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10/07/2012	125	10/07/2012	V
AMTHR	SP6	1101609	Acorne PLC	AN ASTON MARTIN THRILL (SP6)	10/07/2012	125	10/07/2012	V
AMTHR	SP6	3 vouchers						
MRACE	.	1004897	Acorne PLC	A RACING DRIVER EXPERIENCE	10/07/2012	125	10/07/2012	E
MRACE	.	1129350	Acorne PLC	A RACING DRIVER EXPERIENCE	10/07/2012	125	10/07/2012	V
MRACE	.	1130243	Acorne PLC	A SINGLE SEATER RACING DRIVER EXPERIENCE	10/07/2012	125	10/07/2012	V
MRACE	.	1130430	Acorne PLC	A RACING DRIVER EXPERIENCE	10/07/2012	125	10/07/2012	V
MRACE	.	4 vouchers						
	TOTAL	14						

You may now prepare your summary invoice and email it to [redemptions@acornesvs.co.uk](mailto:redemptions@acornesvs.co.uk) Please ensure you note the ISD reference number on the face of your invoice and attach the ISD to your email.

The vouchers are sorted and sub-totalled by product to help you easily create a simple summary invoice, such as the example on page 13.

Alternatively post your ISD and invoice to:

Redemptions Team, Acorne PLC, Acorne House, Unit 9 Lane End Business Park, Lane End, High Wycombe, Bucks, HP14 3BY

Payments will be made by BACS on the next appropriate payment run.

**Sample Summary Invoice**

**INVOICE**

To: Acorne Plc  
 Acorne House  
 9 Lane End Business Park  
 High Wycombe  
 Bucks  
 HP14 3BY

From: Redemption Centre Ltd  
 Redemption House  
 The Street  
 High Wycombe  
 Bucks  
 HP12 3AB

Tel: 01494 012 456  
 Email: admin@redempctr.co.uk

Vat no: 1234567890

Invoice No. 1234567

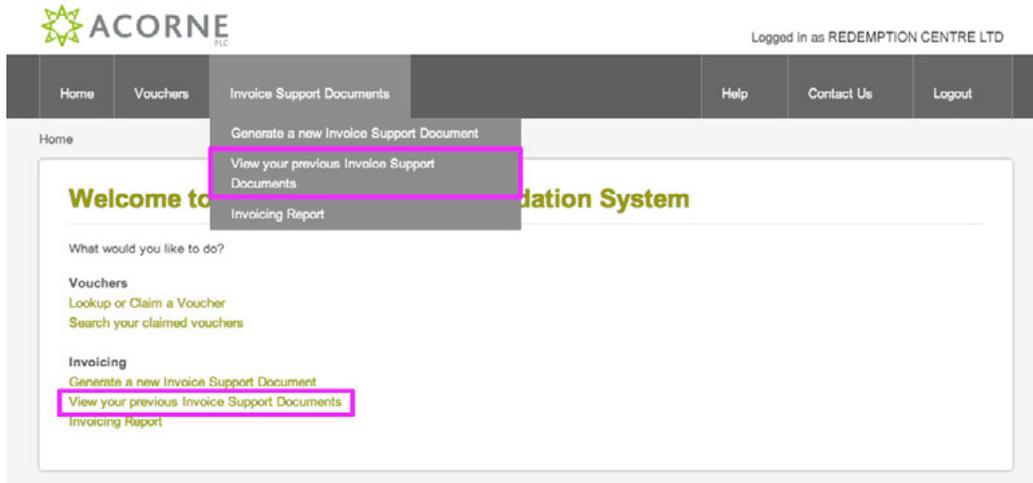
Invoice Date: 10/7/2012

ISD Ref: 47

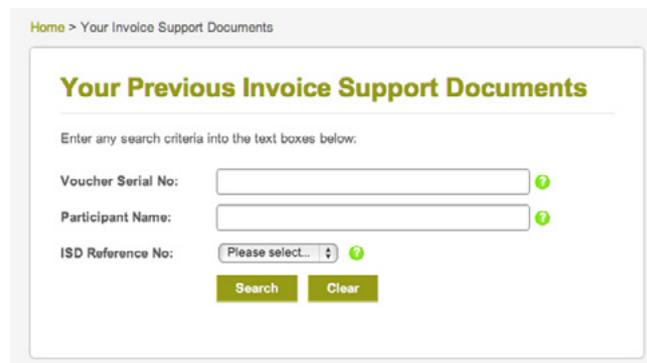
Product Code	Promo	Description	Cost ex vat	Qty	Total ex vat	Vat	Total inc vat
AMTHR		Aston Martin Thrill	£59.00	7	£413.00	£82.60	£495.60
AMTHR	SP6	Aston Martin Thrill	£45.00	3	£135.00	£27.00	£162.00
MRACE		Racing Driver Exp	£103.50	4	£414.00	£82.80	£496.80
Totals					£962.00	£192.40	£1,154.40

## VIEW A PREVIOUS ISD

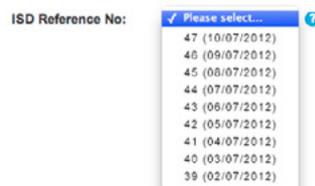
- You can access previous ISDs by clicking “View your previous Invoice Support Documents”
- Or hover over the “Invoice Support Documents” tab on the top bar and clicking the “View your previous Invoice Support Documents”



- On the “Your Previous Invoice Support Documents” page, you can trace a particular ISD of interest



- To locate an ISD that invoiced for a specific voucher, you may fill in the “Voucher Serial No” field and “Search”
- To locate an ISD that contains voucher(s) from a particular participant you may search their name in the “Participant Name” field and “Search”
- The “ISD Reference No” drop down list shows ISDs you have created. Click the ISD reference number of interest



- Or to view a list of all previous ISDs, leave all fields blank and “Search”

Search results are shown listing the date generated, the date ranged covered and the number of vouchers included

Displaying 1 - 10 of 14 results

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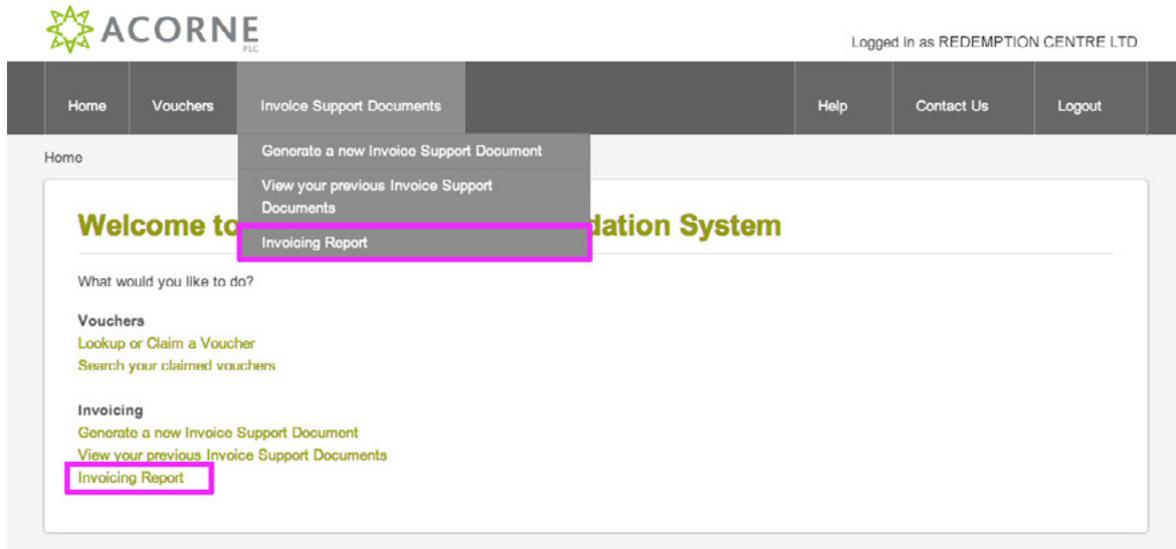
Voucher Serial No.	Voucher Description	Participant Name	Product Code	Promo Code	Claimed Date	Experience Date	Invoiced Date	ISD Ref No.	
1004807	A RACING DRIVER EXPERIENCE	Acorne PLC	MRACE	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1021532	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1033090	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049615	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049617	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049618	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049634	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1049668	AN ASTON MARTIN THRILL	Acorne PLC	AMTHR	.	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1069004	AN ASTON MARTIN THRILL (SP6)	Acorne PLC	AMTHR	SP6	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>
1079462	AN ASTON MARTIN THRILL (GP6)	Acorne PLC	AMTHR	GP6	10 Jul 2012	10 Jul 2012			<a href="#">View Details</a>

To view an ISD:

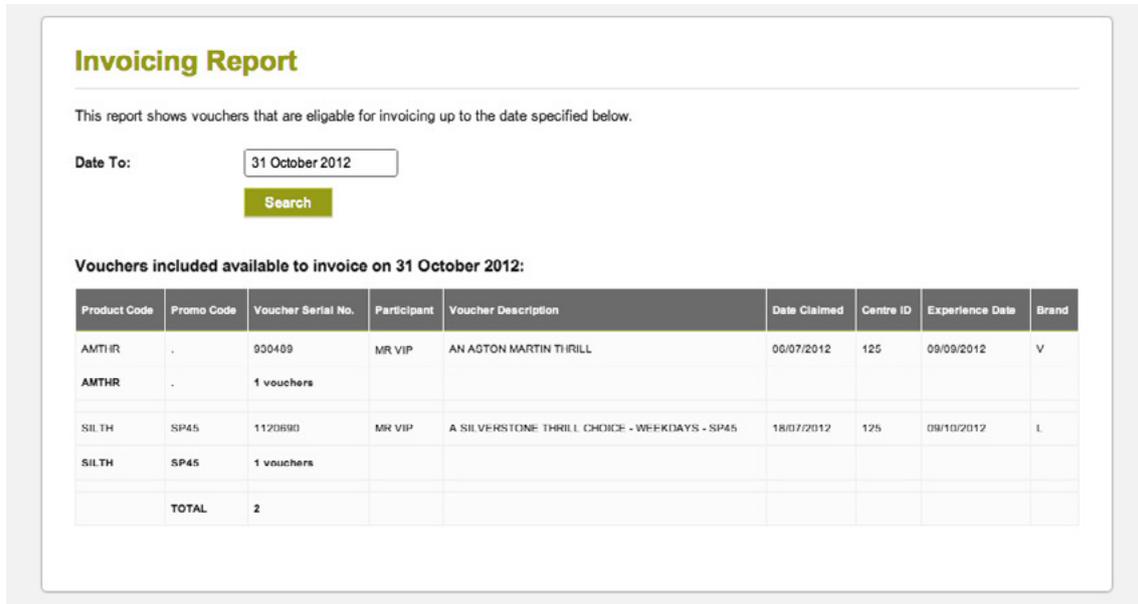
- On-Screen - click "[View details](#)"
- As a PDF document – click "[View PDF](#)"

## INVOICING REPORT

The "Invoicing Report" allows you to review vouchers claimed but not invoiced. This may help plan future invoicing.



- Click "Invoicing Report" on the homepage or hover over the "Invoice Support Documents" tab on the green bar and select "Invoicing Report"



- Select the date to which you wish to list the vouchers in the "Date to" field and "Search"

For queries, in the first instance, please see the "Help" tab which has FAQs that may help you

If your query is not covered by the FAQs, please see the following points of contact:

## REDEMPTIONS TEAM

Tel: 01494 957066  
redemptions@acornesvs.co.uk

## SVS TECHNICAL TEAM

Tel: 01494 887 633  
svstechsupport@acornesvs.co.uk

## FINANCE TEAM

Tel: 01494 957066  
accounts@acornesvs.co.uk

## POSTAL ADDRESS

Acorne Plc,  
Stamford House,  
Boston Drive,  
Bourne End,  
Buckinghamshire, SL8 5YS

