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Common questions about the PDF Product Vouchers plugin

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You will discover information about common use cases with the PDF Product Vouchers plugin. You will also learn how to better utilize the plugin's features and settings. **Required:** PDF Product Vouchers is a premium WooCommerce extension included with WordPress Ecommerce Hosting or as a standalone purchase. **Are voucher numbers secure?** Every voucher uses a unique, random 8-character alphanumeric string as the voucher number. For vouchers ordered from your store, the voucher number also includes the WooCommerce order number as a suffix to provide an additional check on your voucher numbers. **Why are my vouchers only generated when the order is marked Completed? They should be generated when the order is in Processing status.** Voucher generation timing is dictated by your WooCommerce download settings. Go to **WooCommerce > Settings > Products > Downloadable Products** and check the **Grant access to downloadable products after payment** setting to trigger voucher generation when an order is in Processing status. **Does PDF Product Vouchers work with WooCommerce Coupons?** If your single-purpose voucher template or multi-purpose voucher template allows online redemptions, vouchers can be redeemed online via the **Coupon** input field in the cart/checkout process. Vouchers are managed separately from coupons (i.e. in the **WooCommerce > Vouchers** page instead of the **WooCommerce > Coupons** page). Redeeming vouchers online requires WooCommerce 3.2 or newer. **How can I prevent the same voucher from being used twice?** To prevent vouchers from being reused, ensure that your single-purpose voucher template or multi-purpose voucher template includes the **Voucher Number** field. This number is unique and random, so it can't be forged or reproduced. This field is required if your template allows online redemptions. **My customer ordered more than one quantity of a voucher product, so why can they only download one voucher? How do I generate one voucher for each quantity purchased?** The voucher template's [Product Quantity](#) field determines how the voucher will behave when more than one quantity of the voucher product are purchased. To generate separate vouchers for each quantity, remove the **Product Quantity** field from the voucher. This will create separate vouchers, but all voucher details (e.g. Recipient Name) will be identical. Increasing product quantity does not add additional fields (e.g. Recipient Name 1, Recipient Name 2, etc.) The voucher number, however, will be unique. To let customers enter unique values for each voucher product purchased, you must force customers to purchase voucher products one at a time. You can do this by going to the product's **Inventory** tab and enabling the **Sold Individually** setting. This won't prevent the customer from purchasing more than one voucher, but will require them to be added to their cart separately. This lets the customer add multiple voucher products with different voucher field inputs. Each voucher will show as a separate line item, even if the field inputs are identical. If you want to only let customers purchase one voucher per order, this would require some custom code since WooCommerce core doesn't behave this way (product meta, such as voucher details, make each product unique). [View a sample code snippet to disable adding more than one of a particular product voucher to the cart.](#) This code can be modified as needed. **Can I import voucher products?** Sure! You can use the following meta keys to add voucher products:

`_has_voucher`

Enter ☐ to check the **Has Voucher** box for this product.

`_voucher_template_ID`

Enter the template ID for the voucher template associated with this product. You can find the template ID by going to **WooCommerce > Vouchers > Voucher Templates** and hovering over the template name. The ID will appear in light grey to the left of the **Edit** link. **Can customers enter their own voucher values to use the voucher like a gift certificate?** You can use the [Name Your Price](#) extension to let customers enter their own voucher values. Be sure to enable the **Product Price** field in the single-purpose voucher template or multi-purpose voucher template so the voucher's value is clear! **Is PDF Product Vouchers compatible with WooCommerce Bookings?** Bookings fields aren't supported on vouchers, but this is on our roadmap. Please note that vouchers can still be redeemed toward bookable products! **What does this error mean "PDF error: Image file has no extension and no type was specified"?** You must upload an actual image file (e.g. JPG or PNG) to your single-purpose voucher template or multi-purpose voucher template.

PDF Product Vouchers will convert this image into a PDF when it generates the voucher. **Does PDF Product Vouchers support PHP 8?** To support PHP 8, a code library that the plugin relies on needs to be updated first to be PHP 8 compatible. The maintainers are working to complete compatibility and should be ready late 2020 or early 2021, at which time a PDF Product Vouchers will be updated to support PHP 8 as well.

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