Discount Redemptions

Discount Redemptions

Purpose and when to use this record

Audit a customer or order’s use of a discount code and the value it removed from the order.

At a glance

- **Identify it by: Discount Code**.
- **Check its business context: Store**, **Discount Code**, and **Order**.
- **Why care:** Store, publication, consent, payment, and fulfillment states affect what customers see and what staff must act on; check the correct store before saving.

Before you begin

You need the Brisk permission for the action you are taking on discount redemptions. If a Create, Edit, or Delete control is absent, do not work around it with another user’s account; ask an administrator to review your role.

Have valid **Store**, **Discount Code**, and **Order** records ready first. Those selections determine where this Discount Redemption belongs and which later screens can find it.

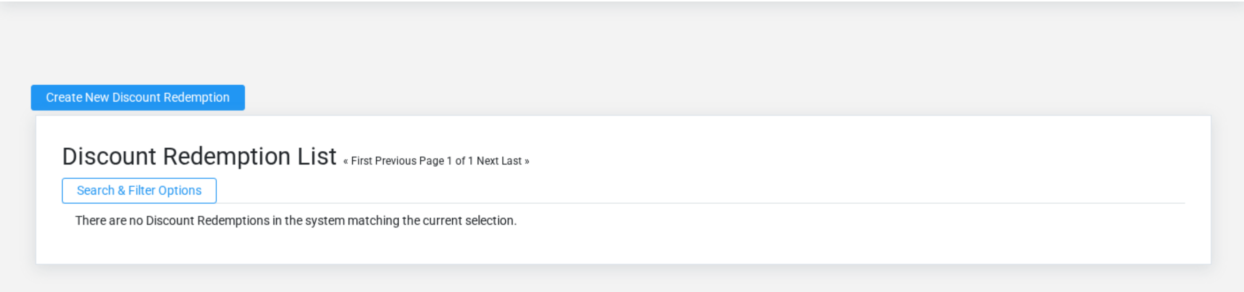
Review Discount Redemption details

Use the detail page as the shared record of what this Discount Redemption currently means. Verify **Discount Amount** before relying on it for a decision.

Follow **Store**, **Discount Code**, and **Order** to determine whether the issue is on this Discount Redemption or on one of those linked records.

Next check: Use **Store**, **Discount Code**, and **Order** to interpret this Discount Redemption. If it records a failure or exception, correct the source process and create a new successful event rather than writing the audit trail.

Find and review discount redemptions



The Discount Redemptions list screen in the Brisk documentation demo.

Use the Discount Redemptions list to find the correct record before opening or changing it. Compare **Discount Code**. Records with similar names or numbers can still belong to different **Store**, **Discount Code**, and **Order**.

- Keyword search checks **Customer Email**, **Code**, and **Order Number**.
- Narrow the list with **Store**, **Discount Code**, and **Order** filters.
- The date filter uses **Created At**; choose a range that matches the business event you are reconciling.
- The initial order emphasizes **Created At**. Select a column heading when you need a different comparison.

Open the Discount Redemption whose **Discount Code** match the task. If it is missing, clear the list filters and recheck **Store**, **Discount Code**, **Order**, and **Created At** rather than creating a replacement immediately.

Fields and business rules

Brisk stores 5 user-relevant fields for this Discount Redemption, including 3 linked-record selections and 0 controlled-choice fields. Create and edit screens may hide calculated or workflow-managed values from this full reference.

Field	Required	What it controls
Store	Yes	The store associated with this discount redemption.
Discount Code	Yes	The discount code associated with this discount redemption.

Field	Required	What it controls
Order	Yes	The order associated with this discount redemption.
Customer Email	No	Email address recorded as customer email for this discount redemption.
Discount Amount	No	The discount amount value recorded for this discount redemption.

What happens next

Use **Store**, **Discount Code**, and **Order** to interpret this Discount Redemption. If it records a failure or exception, correct the source process and create a new successful event rather than rewriting the audit trail.

Common mistakes and troubleshooting

- **The record will not save:** Recheck **Store**, **Discount Code**, and **Order** and any message beside the field. A required related record may also be inactive or unavailable to your role.
- **The values look right but the result is wrong:** Open **Store**, **Discount Code**, and **Order** from the detail page. Correct the specific relationship that is wrong instead of forcing a total or status to compensate for it.

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