

Voucher Management Application – User Guide

Purpose of This Document

This guide is intended to help company members understand and effectively use the **Voucher Management Application** available via the **MyTAPA** platform. It provides step-by-step instructions on voucher assignment, course registration, and order tracking.

Role	Key Rights
First Representative	Main contact of the organization. Manages company details, adds/removes representatives and Employees, allocates voucher, approve or escalate voucher requests, raise training order, Access to TIS tool.
Representative	View representatives and Employees, request for voucher to First representative, raise training order, Access to TIS tool
Employee (CRM)	View representatives and Employees, request for voucher to First representative, raise training order.

1. Accessing the Voucher Management Application

- Log in to your **MyTAPA** account.
- From the dashboard, click on **Trainings**.
- You will be redirected to the **Voucher Management Application**.

My TAPA

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Welcome to My TAPA

You are logged in as [redacted] with email address [redacted]



Trainings
Your voucher management



My account
Your account details



Member details
Your member details



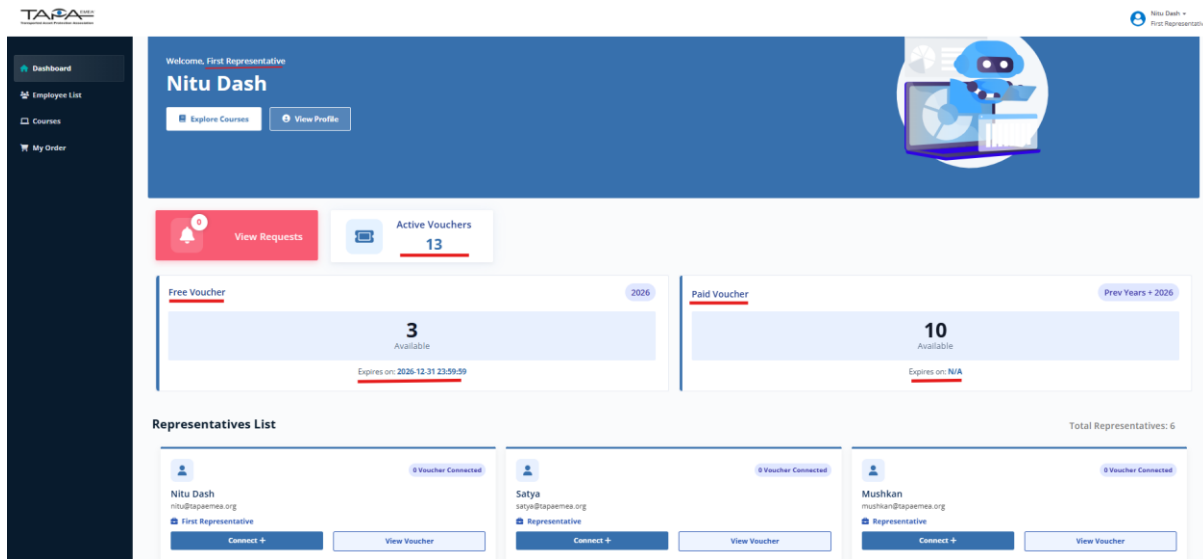
Member search
Search other members

2. Understanding the Voucher Dashboard

The dashboard displays the total number of vouchers available for your company. The dashboard view of **First Representative** provides visibility and control over both free and paid vouchers (if applicable). For example, the below screenshot displays

- **Total vouchers:** 13
- **Free vouchers:** 3 (with an expiry date of **31 December 2026**)
- **Paid vouchers:** 10 (no expiry date and automatically carried forward to the next year)

This overview helps First Representatives monitor voucher availability and usage at a glance.



3. Assigning Vouchers to Representatives or Employees

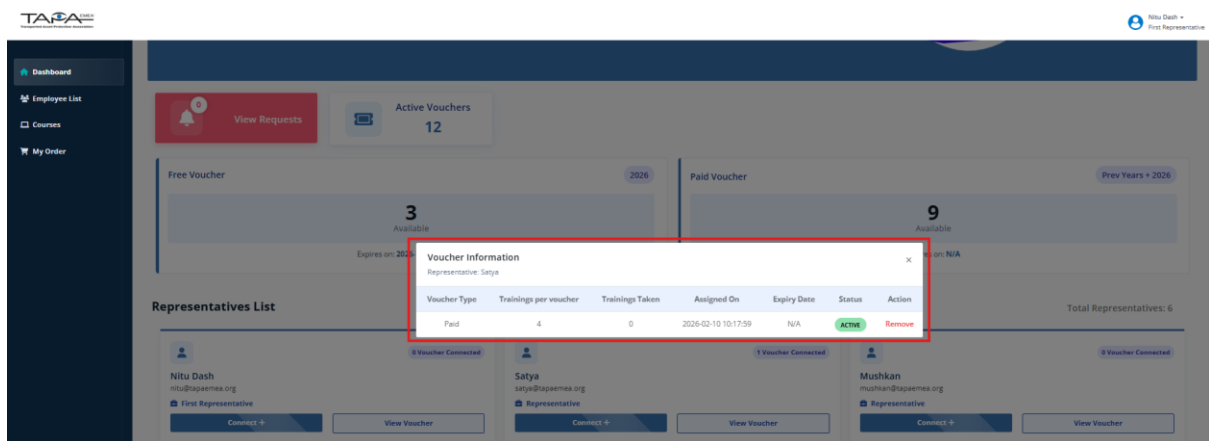
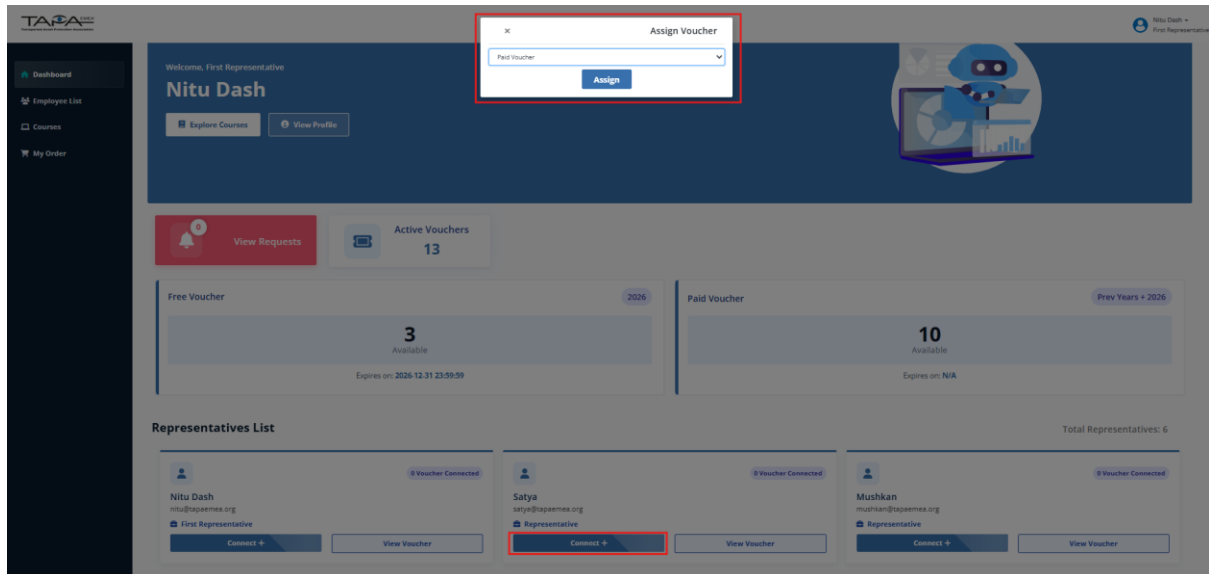
To assign a voucher:

- Navigate to **Representatives / Employees** from the left-hand panel.
- Select the relevant representative or employee.
- Click **Connect**.
- A dialog box will appear. Fill in the required details and click **Assign**.

Once assigned:

- The voucher status will show as **Connected**.
- You may click **View Voucher** to see detailed voucher information.

Note: If required, **two vouchers can be connected to a single representative or employee**. This is useful when a Representative/Employee has already used one voucher for an FSR training but did not pass the course. In such cases, a second voucher can be connected to enable the learner to retake the FSR course.



4. Registering for Training Courses

The application also enables course registration and order tracking.

1. Click on **Courses** from the left-hand panel.
2. All available courses (FSR / TSR / PSR / CSS) will be displayed on the right-hand side.
3. Click **Register** for the desired course.

Registration Options

During registration, you will be prompted to choose one of the following options:

- Use an **available voucher**
- **Purchase a voucher package** (4 trainings: FSR, TSR, PSR, CSS) for **EUR 489**
- **Purchase a single training** for **EUR 289**

Select the appropriate option. The payable amount will be displayed automatically.

4. Accept the **Terms and Conditions**.

5. Click **Complete Registration**.

Trainings

All Trainings CSS FSR PSR TSR

CSS 2025 Standard Online Training
Train at your own pace with our new Avatar Trainers

Available until 31 December 2025
Online

€ 289.00 for members
€ 2000.00 for non-members

REGISTER

FSR 2023 Standard Online Training
Train at your own pace with our Avatar Trainers in 7 languages

Available until 31 August 2026
Online

€ 289.00 for members
€ 2000.00 for non-members

Select language **REGISTER**

How To Register: 4 options

- 1) **Register by using a voucher:** if available, connect a voucher to that employee before starting the registration. Then select the employee below and click "Use voucher".
- 2) **Buy a voucher:** if you have no voucher available, you can buy a voucher by clicking "Buy Training Seat Bundle". You register the employee for the chosen training. The voucher remains valid for the other three training courses later.
- 3) **Buy a single training course:** select the employee and complete the registration.
- 4) **Register as a non-member:** enter your personal data and complete the registration.

For registration via options 1,2 and 3 you need to have an **active membership** and login with your TAPA-member account, first.

Course Registration

Member Details

First name *
Ntu

Last name *
Dash

Company name *
TAPA EMEA group

Vat number

Country / Region *
Germany

State *
Hamburg

Phone *

Email address *
ntu@tapaemea.org

Postcode / ZIP *

Town / City *

Street address *
House number and street name

Apartment address
Apartment, suite, unit, etc. (optional)

You are registering for:
FSR 2023 Standard Online Training
Available until 31 August 2026
Online
Selected Language: English

Voucher is not available

Order and pay an additional personal voucher/training seat package (4 trainings) for € 499.00

Order and pay an additional single seat training for € 289.00

Voucher is not available

Order and pay an additional personal voucher/training seat package (4 trainings) for € 499.00

Order and pay an additional single seat training for € 289.00

Course Purchase Overview

Course Name	
CSS: CSS 2025 Standard Online Training	

Sub Total	€ 289.00
Tax (0%)	+ € 0
Voucher Discount	- € 0
Total Price:	€ 289.00

Invoice

Pay with invoice.

Your personal data will be used to process your order, support your experience throughout this website, and for other purposes described in our [privacy policy](#).

☐ I have read and agree to the website terms and conditions*

Complete registration

5. Orders, Invoices, and Confirmations

Upon successful registration:

- The **invoice and training confirmation** will be generated automatically.
- A copy will be sent to **info@tapaemea.org**.
- All orders are stored and can be reviewed under the **My Orders** section.

This ensures full transparency and easy tracking of training registrations.

Dashboard

Courses

My Order

Search by order id

Order Summary

Registered

Order Id T6541899	Sub Order Id S6553682
Voucher Applied Yes	Paid Amount 0.00
Course TSR	Language English

21 January 2026, 09:40 AM

View Invoice

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An interesting option in the Dashboard of Representatives and Employees is that they can request for a voucher to the First Representative

6. Voucher Request Feature

An additional feature available on the **Representatives and Employees Dashboard** is that they can **submit voucher request directly to the First Representative**.

This streamlines internal communication and simplifies voucher allocation requests.

Welcome
Satya
Explore your trainings and vouchers.

Your company currently has **12** active vouchers
[Request to First Representative](#)

[Explore courses](#) [View Profile](#)

My Voucher Summary

Total Vouchers 1	Active Voucher 1	Hold Vouchers 0	Total Trainings Available 4
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Voucher 1 ACTIVE

Trainings Available: 4
Expiry Date: N/A
Assigned On: 2026-02-10 10:17:59

[Make Active](#)

€499.00 [ORDER AND PAY AN ADDITIONAL PERSONAL VOUCHER/TRAINING SEAT PACKAGE \(4 TRAININGS\)](#)

€289.00 [ORDER AND PAY AN ADDITIONAL SINGLE SEAT TRAINING](#)

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These requests are displayed on the First Representative's dashboard, allowing vouchers to be reviewed and assigned accordingly.

Requested Employee List

Copy CSV Excel PDF Print Search

Sino	Employee Name	No of Vouchers	Email Id	Status	Action	Request Date
1	Alfa	1	alfa@tapaemea.org	New Request	Assign	10 February 2026, 11:02 AM
2	Mushkan	1	mushkan@tapaemea.org	New Request	Assign	10 February 2026, 11:01 AM
3	Satya	1	satya@tapaemea.org	New Request	Assign	10 February 2026, 11:00 AM

Showing 1 to 3 of 3 entries

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Support

If you experience any issues or require further assistance while using the Voucher Management Application, please contact Trainings@tapaemea.org