I wanted to communicate the redemption issue I have seen coming in, the CGP codes giving an error and not being applied.

The issue may be where the codes are being entered -

The new order system has two locations to add codes, in the shopping cart and on the payment screen.
The Chapter Guest Pass codes should be applied while you are still in your cart before you move on to the payment screen.

There is a field labeled "Promo Code" above the subtotal at the bottom of the page (see the below image) this is where the codes should be entered.

If the user makes it to the payment screen there will also be a field to apply voucher codes at the top of the page, if entered here the CGP codes will result in an error "Cannot apply voucher: the voucher was not found"

The above information is provided when new Guest Pass codes are created, but it was not provided when the 150 codes were released in April to all chapters.

Should any other issues arise the process is to for you to submit a help desk ticket with the issues so the eCommerce team can work directly with you and the chapter leader to identify and solve the issue.

If you have any questions please feel free to reach out,

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