

Login to the SK Chase System and go to 'Order Management'.





Enter the order ID, item ID, name, email address or postcode into the search bar to locate the order.

Management Quick Redeem Catalogue Manager Content Media Real Time Reports Order Management PSKCODBX Q Venue Voucher Value An PSKCODBX Wenue Voucher Value An PSKCODBX Motel Group A- Our Gateway £ 0.00 \$ salesteam@skchase.com	SKCHASE					
ID Status Venue Voucher Value An PSKCODBX IS Mar 2023 12:20 It hotel Group A - Our Gateway Image: E0.00 Image: salesteam@skchase.com Image: salesteam@skchase.com	Management Quick	Redeem Cata	logue Manager	Content Media	Real Time Reports C	Order Managem
ID Status Venue Voucher Value An Pai PSKCODBX 15 Mar 2023 12:20 Image: Comparison of the state of the s		Q PSKCODBX			Q Y Filter	
PSKCODBX Image: Transmission of the second sec		ID	Status	Venue	Voucher	Value An Pai
		PSKC0DBX 15 Mar 2023 12:20	👪 Hotel Group A	- Our Gateway 🖬 £0.00	salesteam@skchase.com	
TAIS976QG Valid Hotel 1 Luxury Spa Day for One £150.00 £L		M3S976QG	Valid	Hotel 1	Luxury Spa Day for One	£150.00 £0

STEP 3

When the order appears you will see three dots on the far right hand side of the order. Click on these three dots.



There will be a drop down with a series of actions. Click on 'Redeem Voucher'.

£150.00 <u>15 Mar 2024</u> ■ Opened Redeem Voucher View E-Voucher
£150.00 <u>15 Mar 2024</u> Voucher Actions Redeem Voucher View E-Voucher
Edit Greeting Edit Notes Extend Validity

STEP 5

A window will slide out from the right hand side. Select the venue you wish to redeem the voucher at (If you manage multiple websites or venues you may have different options here). Add a note if required.

	Redeem Voucher	r - M3S976QG	
B,	Balance Choose a venue Add a note (Optional)	£150.00 Hotel 1	



Click on 'Redeem Voucher' at the bottom right of the window.



STEP 7

You will get a pop out telling you that the voucher has been successfully redeemed. You can then close this window.





Another way in which you can redeem this, still in the order management section of the system, is by clicking on the voucher reference.



STEP 9

This will open out the voucher details window which will allow you to carry out many different actions. At the top you can choose 'Redeem Voucher'.

Mana Voucher Details	Redemptions				
☑ Redeem Voucher	View E-Voucher	🗭 Edit Greeting	D Edit Notes	Extend Validity	🛎 Resend I
Voucher Details					
Reference Number	M3S976QG				
Voucher Name	Luxury Spa Da	ly for One			
Order Number	PSKC0DBX				
Face Value	£150.00				
Current Balance	£150.00				
Amount Paid	£0.00				
Refunded	£0.00				
Venue	Hotel 1				
Validity	15 Mar 2023	- 15 Mar 2024			
Extension	20 Mar 2024 ((5 days)			
Delivery Status	Opened on 15	Mar 2023 12:28:36			



A window will slide out from the right hand side. Select the venue you wish to redeem the voucher at (If you manage multiple websites or venues you may have different options here). Add a note if required.

Redeem Voucher	r - M3S976QG	
Balance Choose a venue Add a note (Optional)	£150.00 Hotel 1	

STEP 11

Click on 'Redeem Voucher' at the bottom right of the window.





You will get a pop out telling you that the voucher has been successfully redeemed. You can then close this window.

ils			Greeting	(Optional)	
er	M3S976QG Luxury Spa Day for One <u>PSKCODBX</u> £150.00 £0.00 £0.00 Hotel 1 15 Mar 2023 - 15 Mar 2024 20 Mar 2024 (5 days) Opened on 15 Mar 2023 12:1	Voucher Successfully R Luxury Spa Day for G	To edeeemed. Dne		
			c	lose	



Another way in which you can redeem a gift voucher is through 'Quick Redeem'.

Please note, you can only search for the **voucher number** in quick redeem. The order number will not work.





Enter the Voucher number.

Note, you can not search for the order number <u>only</u> the voucher number.

SKCHASE		
Management Quick Redeem Catalogue N	Manager Content Media Real Time Reports Order Management	Q, HC
	Search for a voucher using the Voucher Reference Number	
	Please note the order reference number will not show results.	
	Need help?	
	Find Vourberte)	
	OR	
	Scan Voucher QR Code	
	Scan QR Code	



The voucher will show up as 'Redeemable' with a green tick next to it. Click into this to redeem the voucher.



STEP 16

Click on 'Redeem Voucher'

voucher Name Certificate No Actual Charge	Luxury Spa Day for One M3S976QG £150.00
Expiry Date	20 Mar 2024
Current Status	Valid
Status Notes	
Redeem	Voucher Details?



A window will slide out from the right hand side. Select the venue you wish to redeem the voucher at (If you manage multiple websites or venues you may have different options here). Add a note if required.

Redeem Voucher	- M3S976QG	
Balance Choose a venue Add a note (Optional)	£150.00 Hotel 1	

STEP 18

Click on 'Redeem Voucher' at the bottom right of the window.





You will get a pop out telling you that the voucher has been successfully redeemed. You can then close this window.



