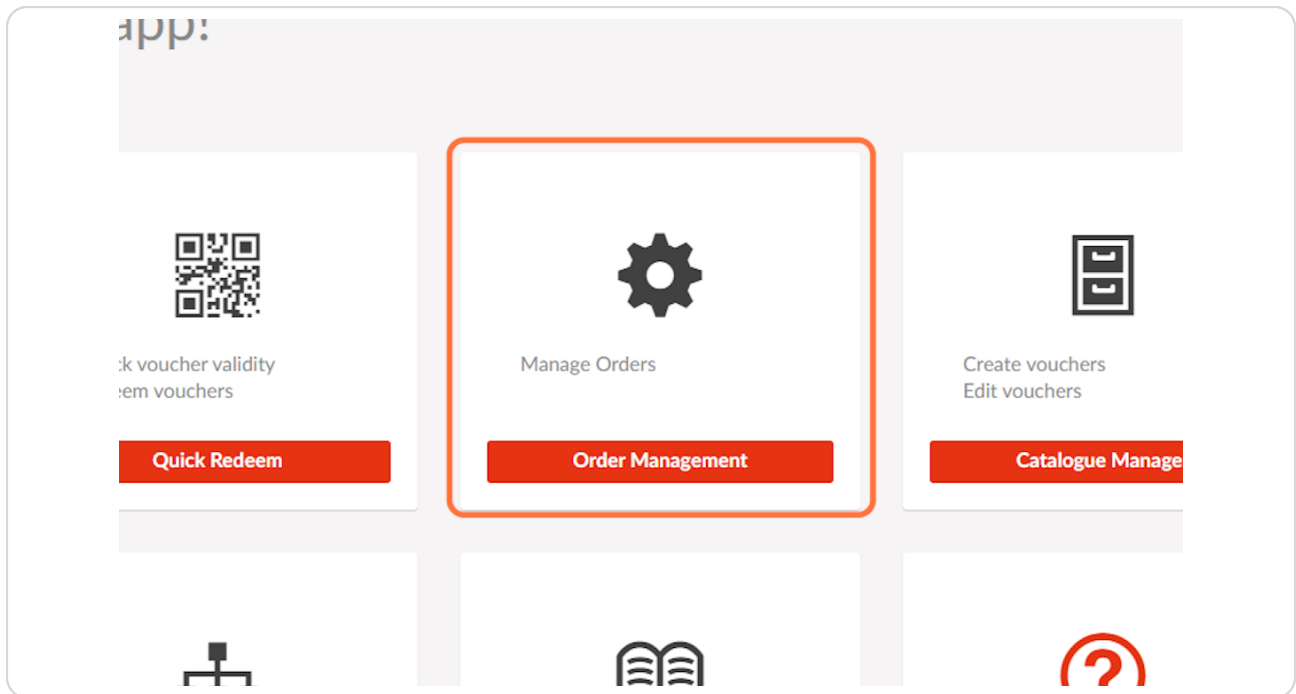


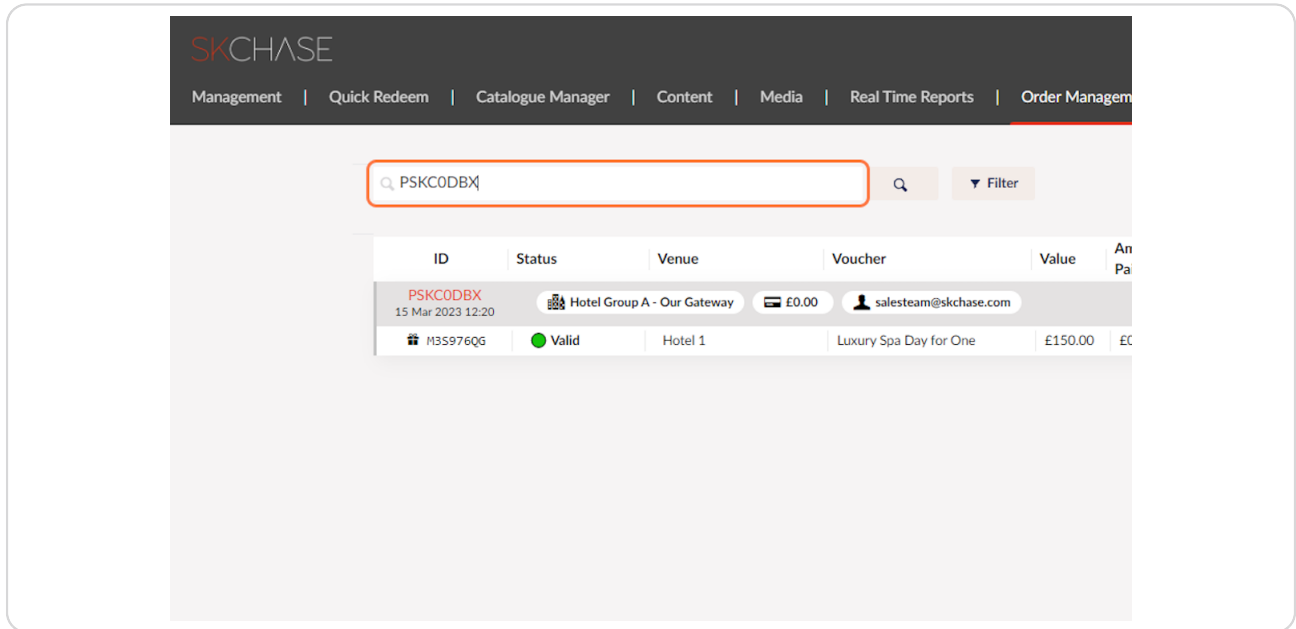
STEP 1

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



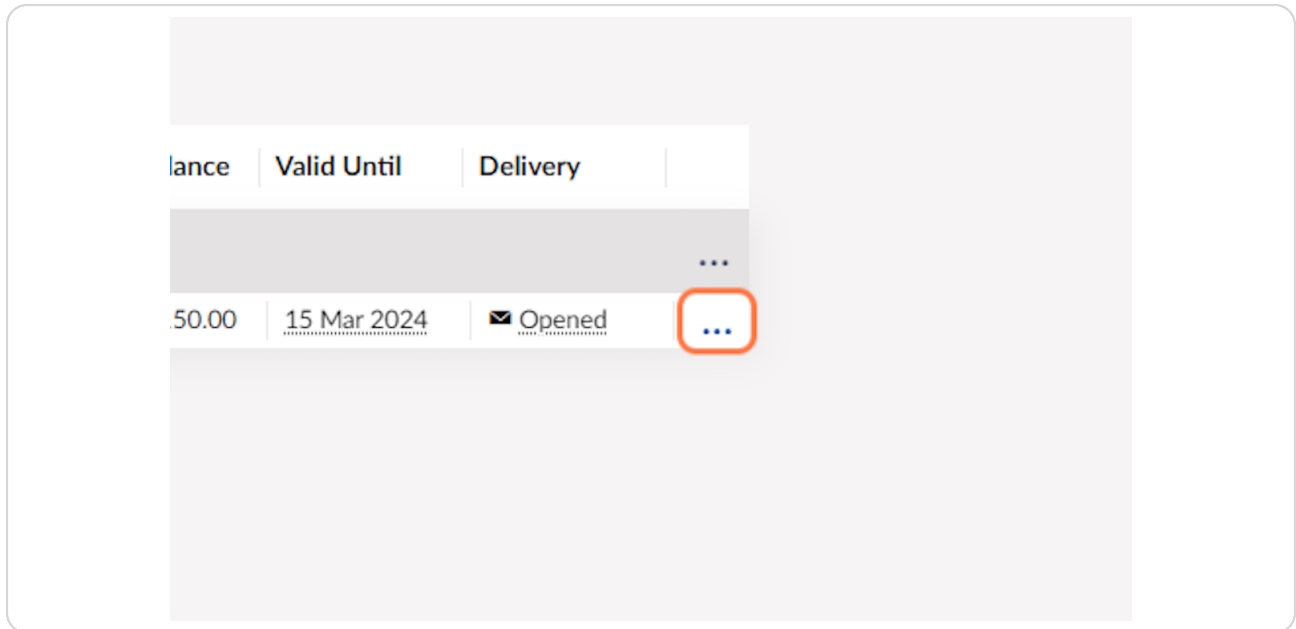
STEP 2

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



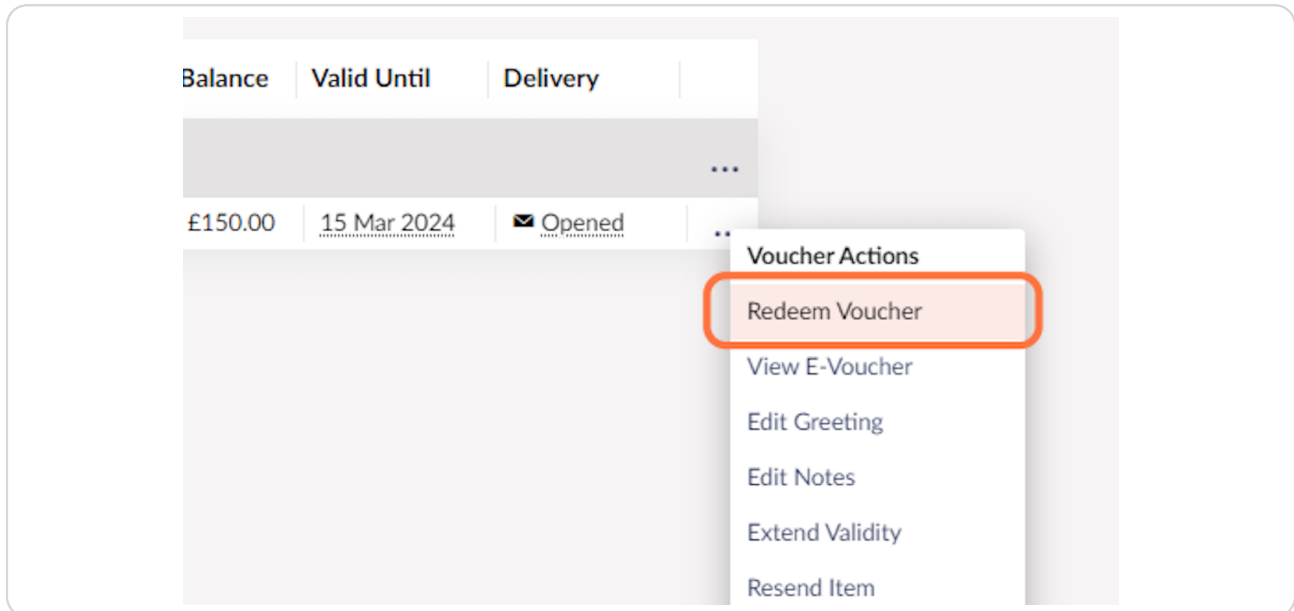
STEP 3

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



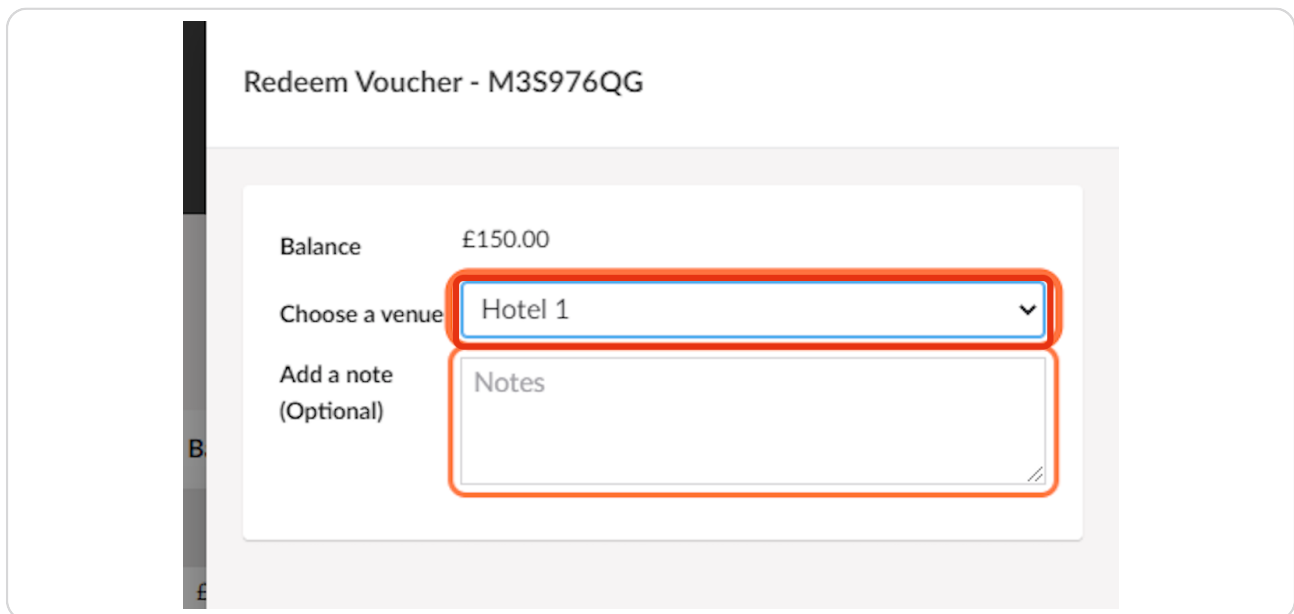
STEP 4

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



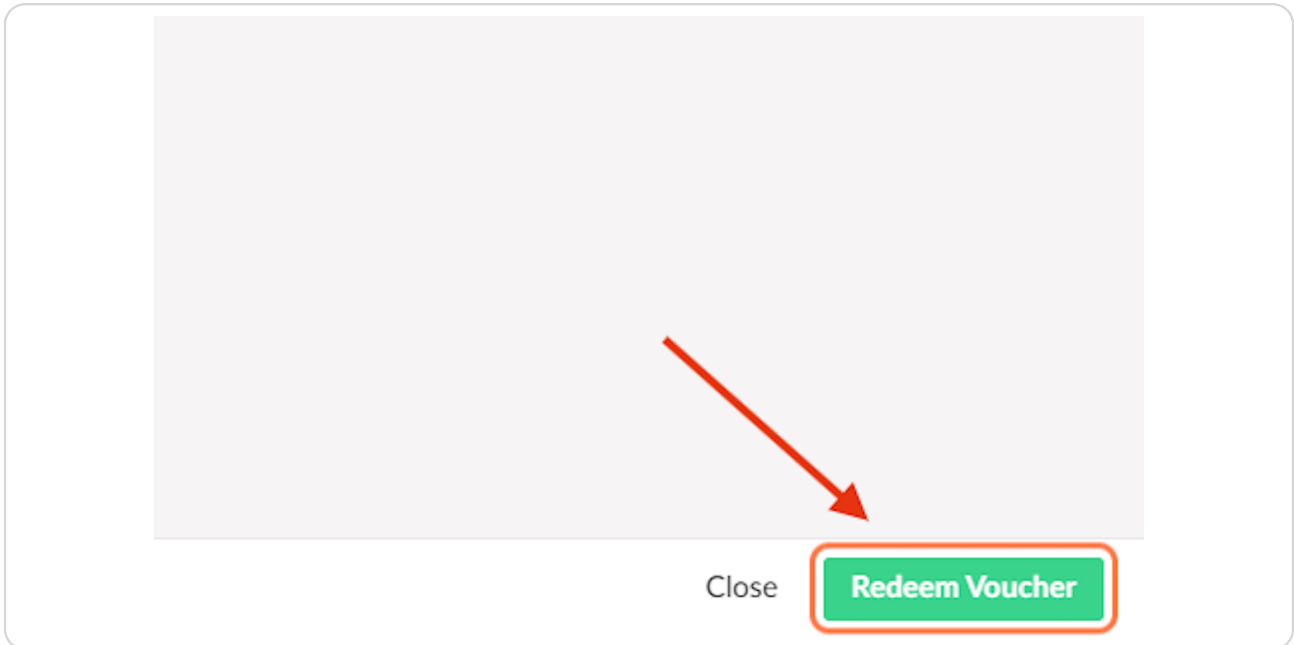
STEP 5

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.



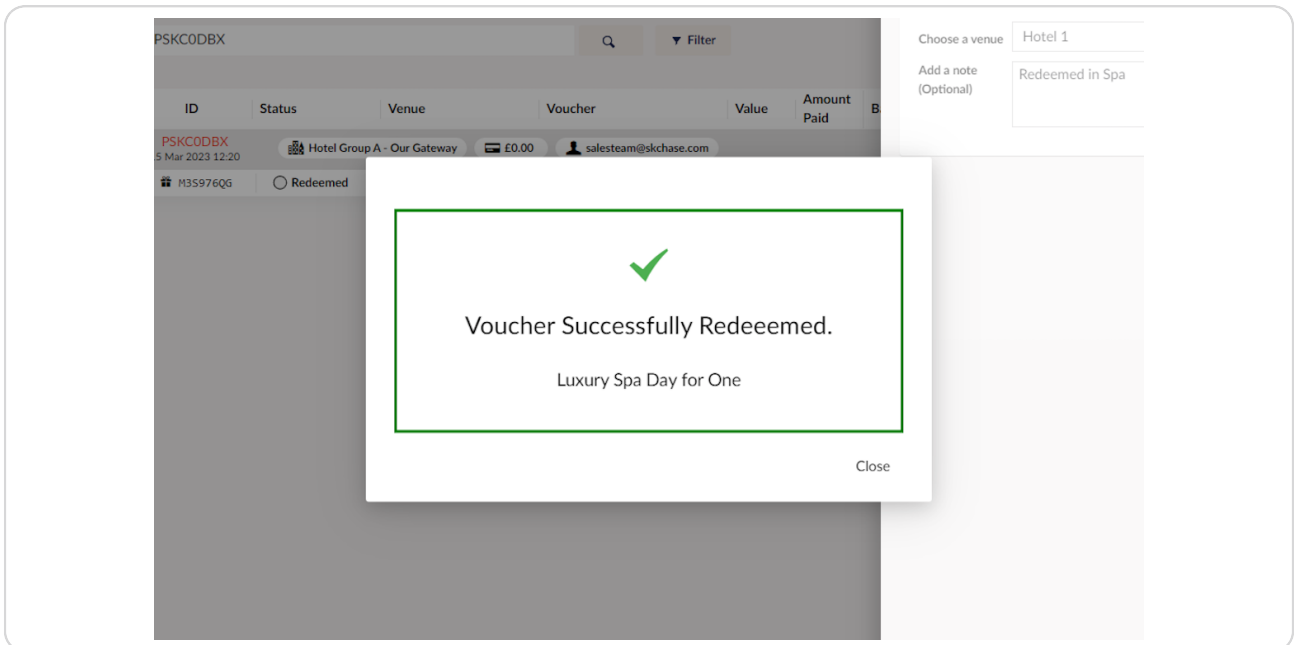
STEP 6

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



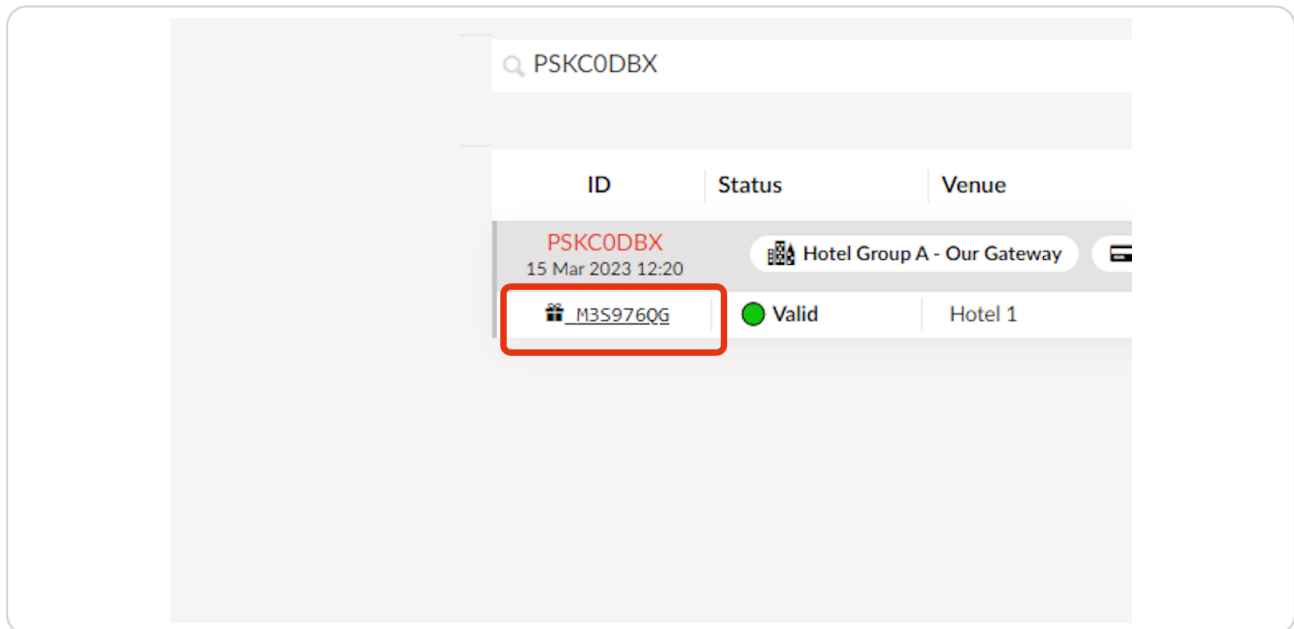
STEP 7

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



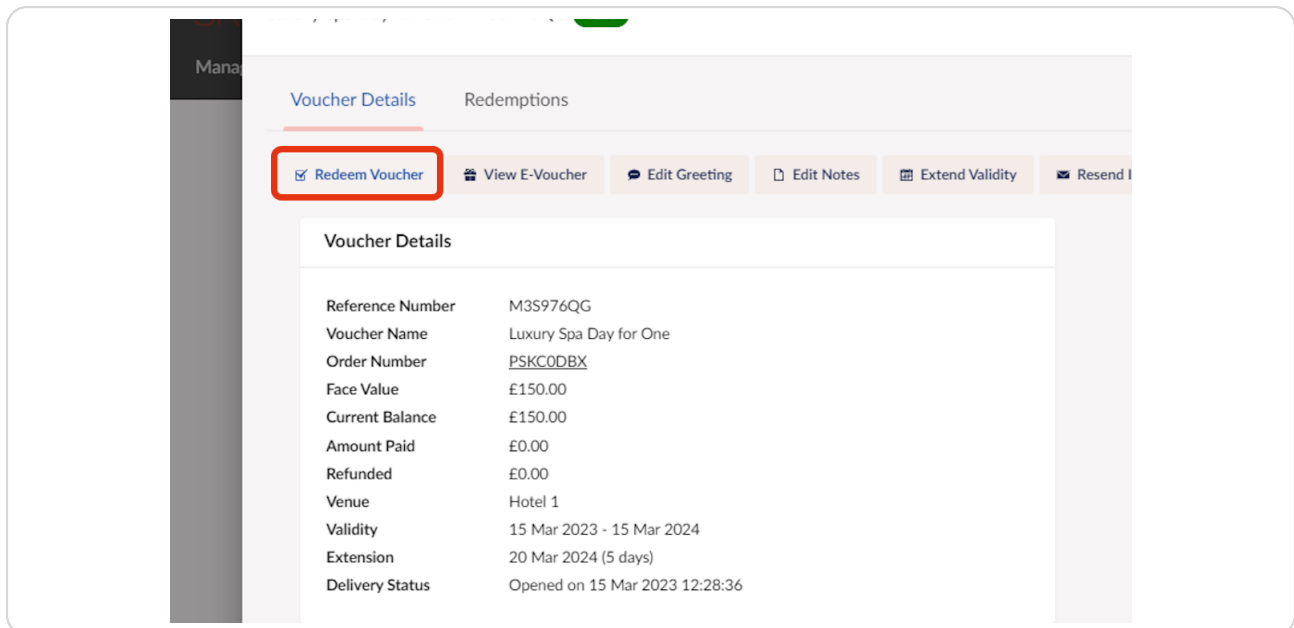
STEP 8

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



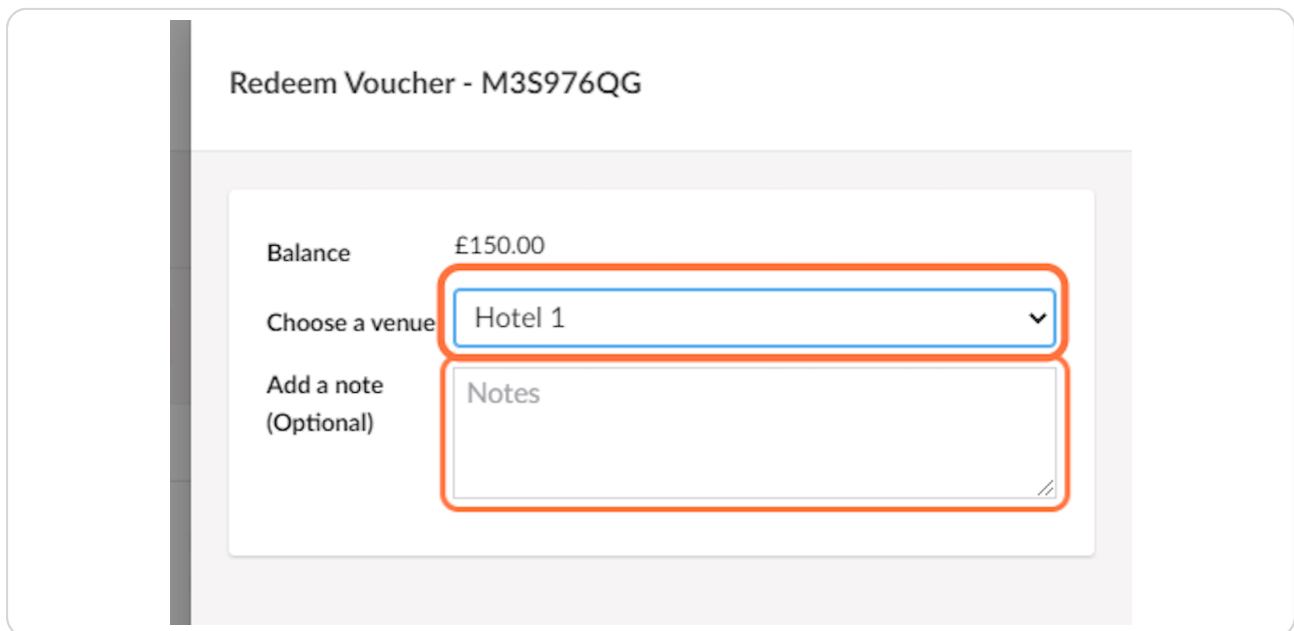
STEP 9

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'.



STEP 10

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

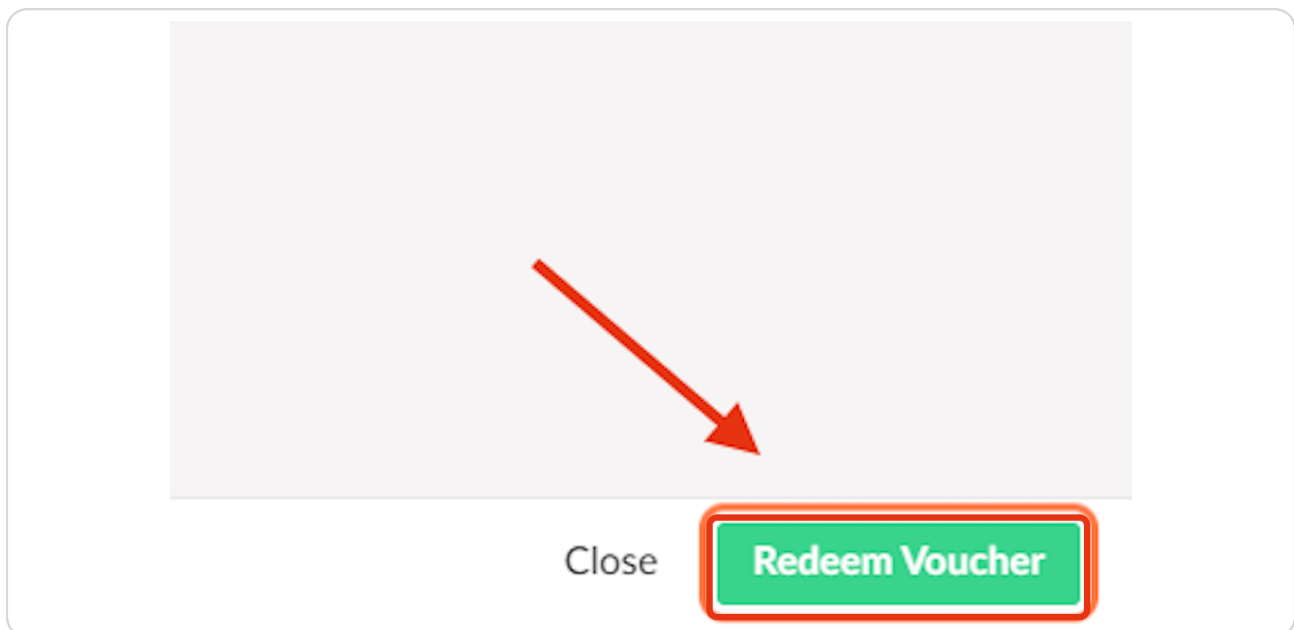
Balance £150.00

Choose a venue

Add a note (Optional)

STEP 11

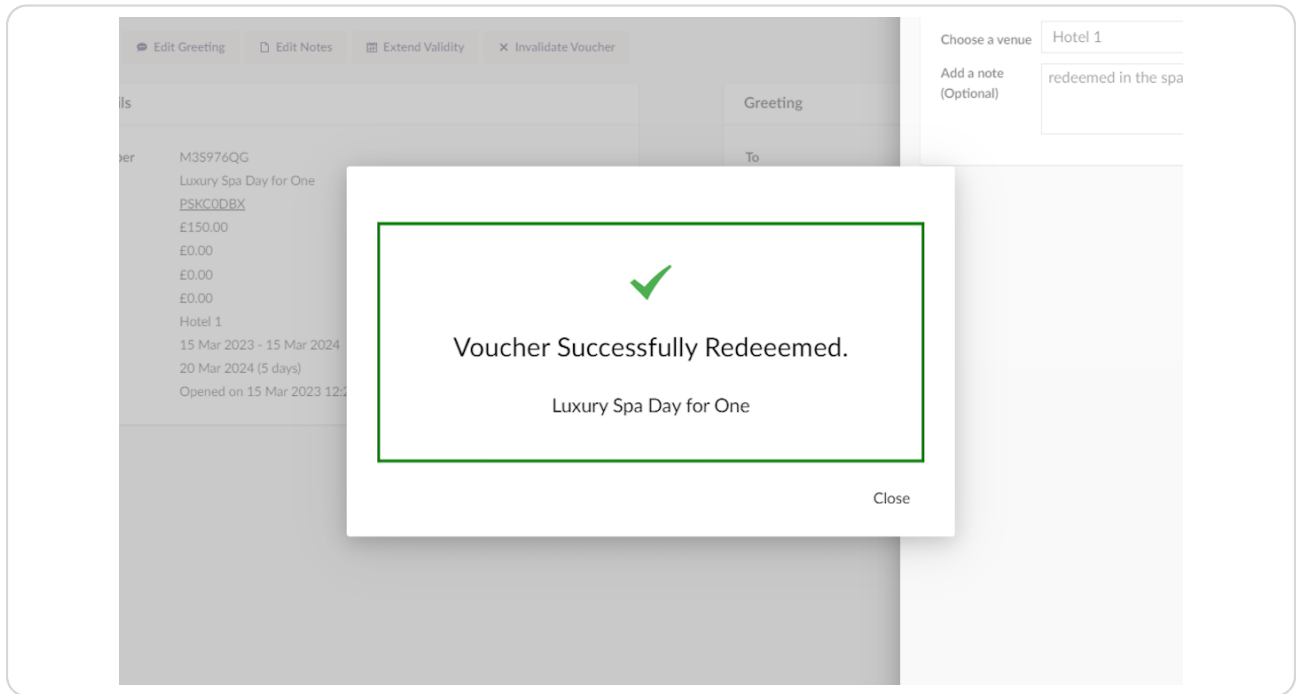
Click on 'Redeem Voucher' at the bottom right of the window.



Close

STEP 12

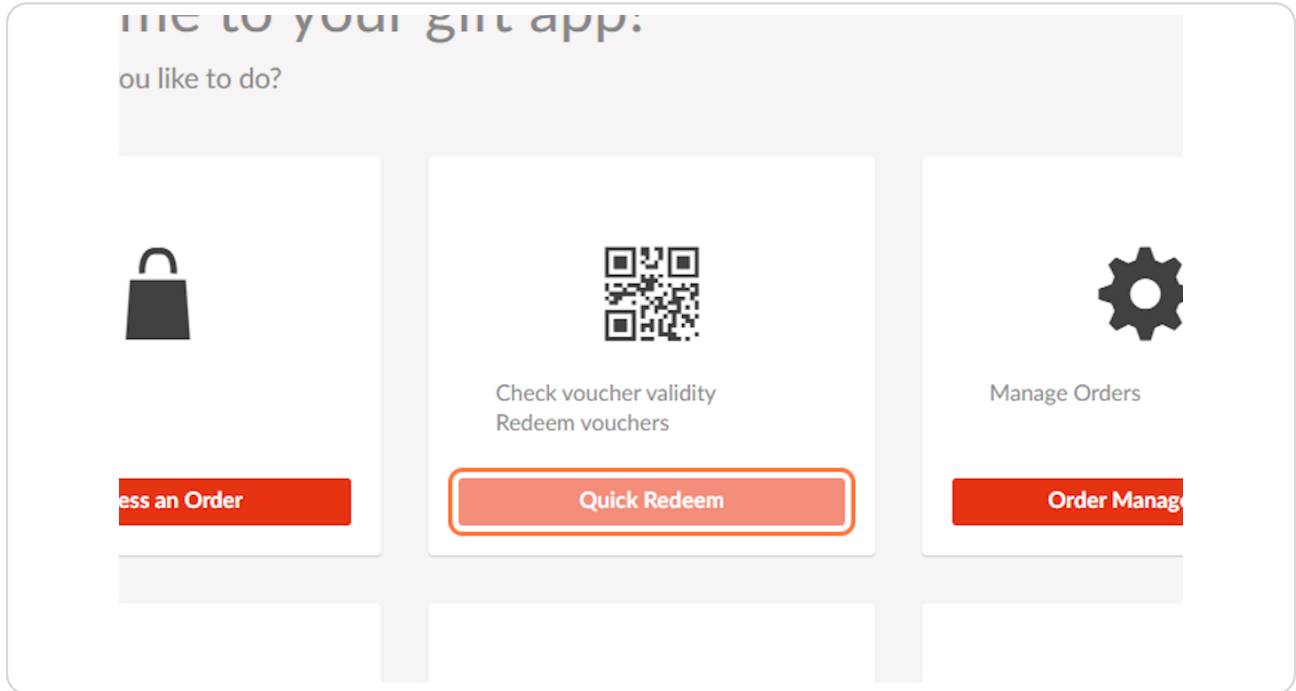
You will get a pop out telling you that the voucher has been successfully redeemed. You can then close this window.



STEP 13

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

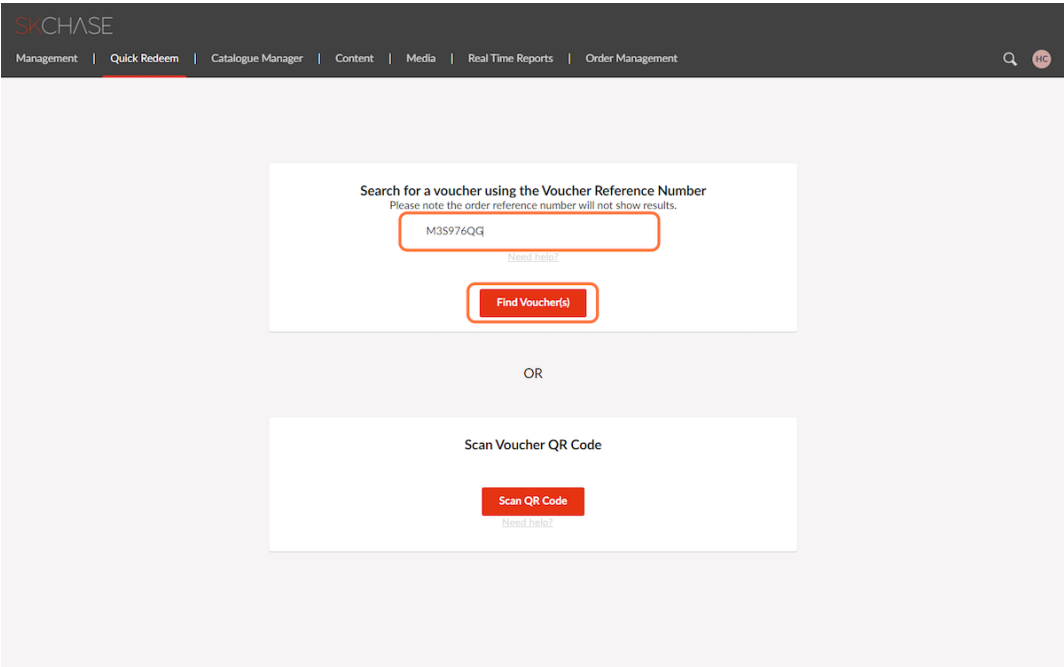
Please note, you can only search for the **voucher number** in quick redeem. The order number will not work.



STEP 14

Enter the Voucher number.

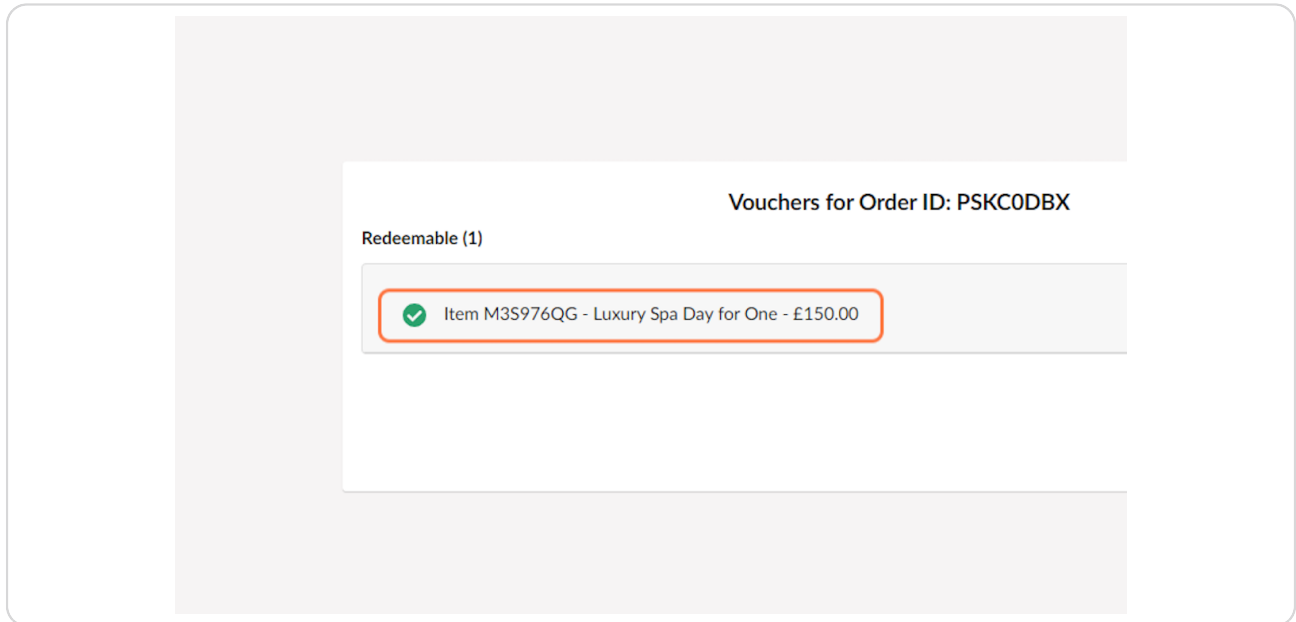
Note, you can not search for the order number only the voucher number.



The screenshot shows the SKCHASE Quick Redeem interface. At the top, there is a navigation bar with the SKCHASE logo and menu items: Management, Quick Redeem, Catalogue Manager, Content, Media, Real Time Reports, and Order Management. A search icon and a user profile icon are also present. The main content area is titled "Search for a voucher using the Voucher Reference Number" and includes a sub-note: "Please note the order reference number will not show results." Below this, there is a text input field containing the voucher number "M35976QG" and a "Need help?" link. A red "Find Voucher(s)" button is positioned below the input field. The word "OR" is centered below the button. The second section is titled "Scan Voucher QR Code" and features a red "Scan QR Code" button with a "Need help?" link underneath it.

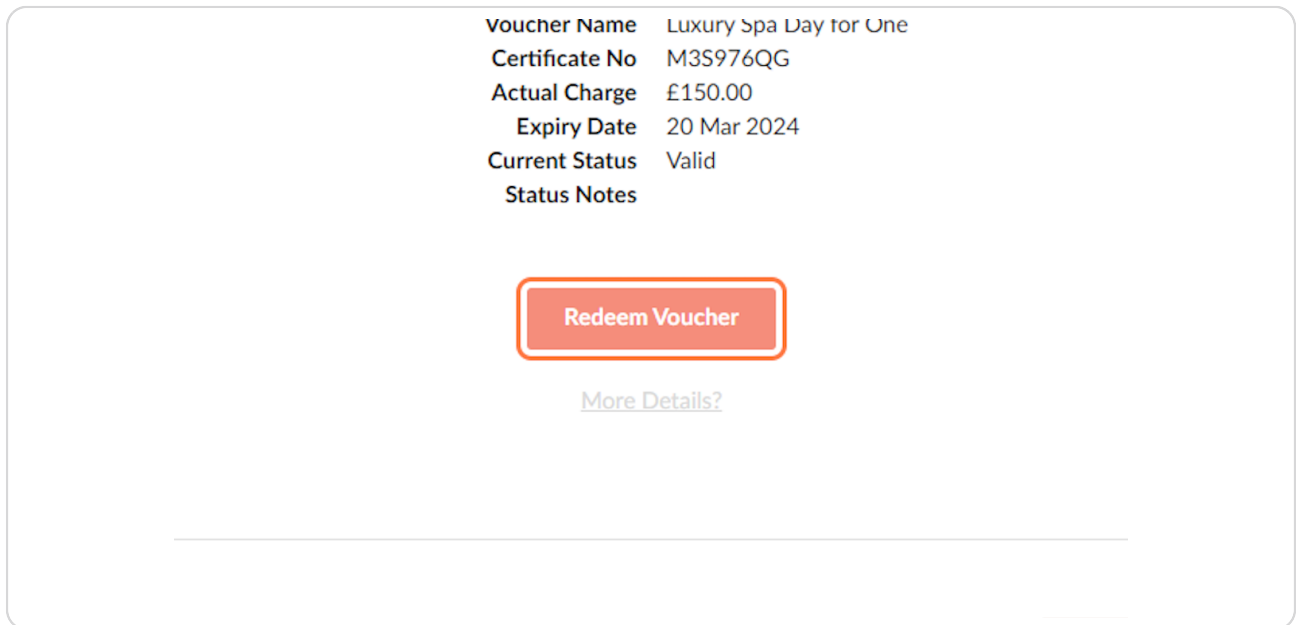
STEP 15

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



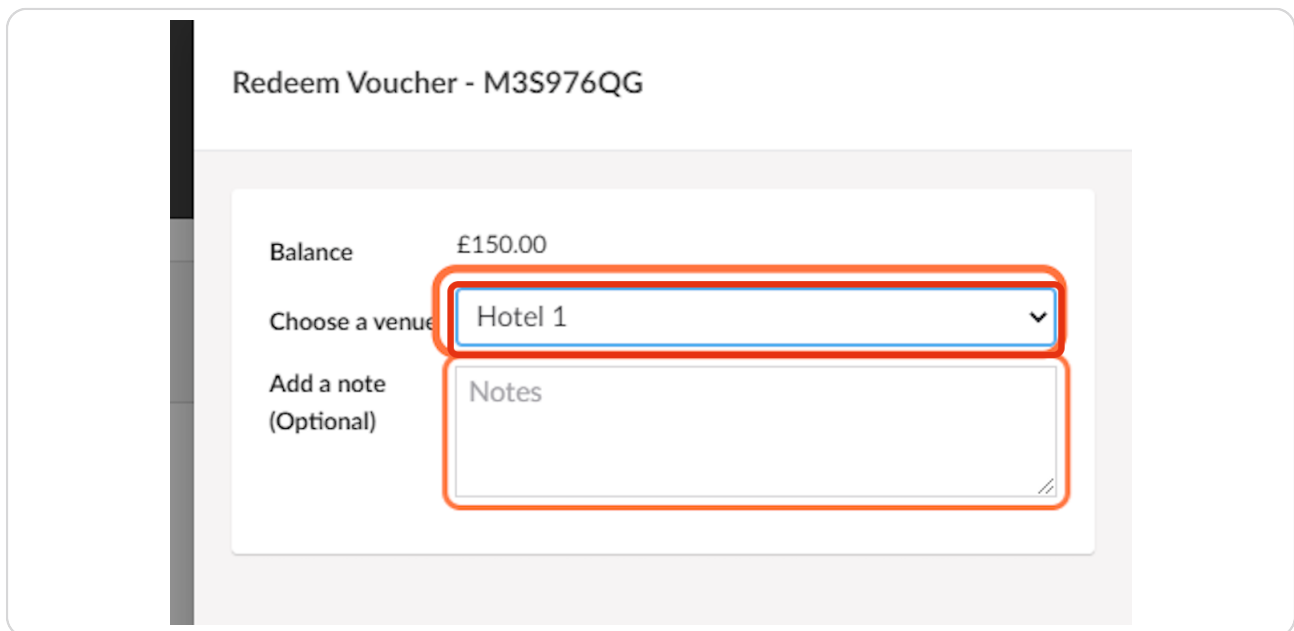
STEP 16

Click on 'Redeem Voucher'



STEP 17

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

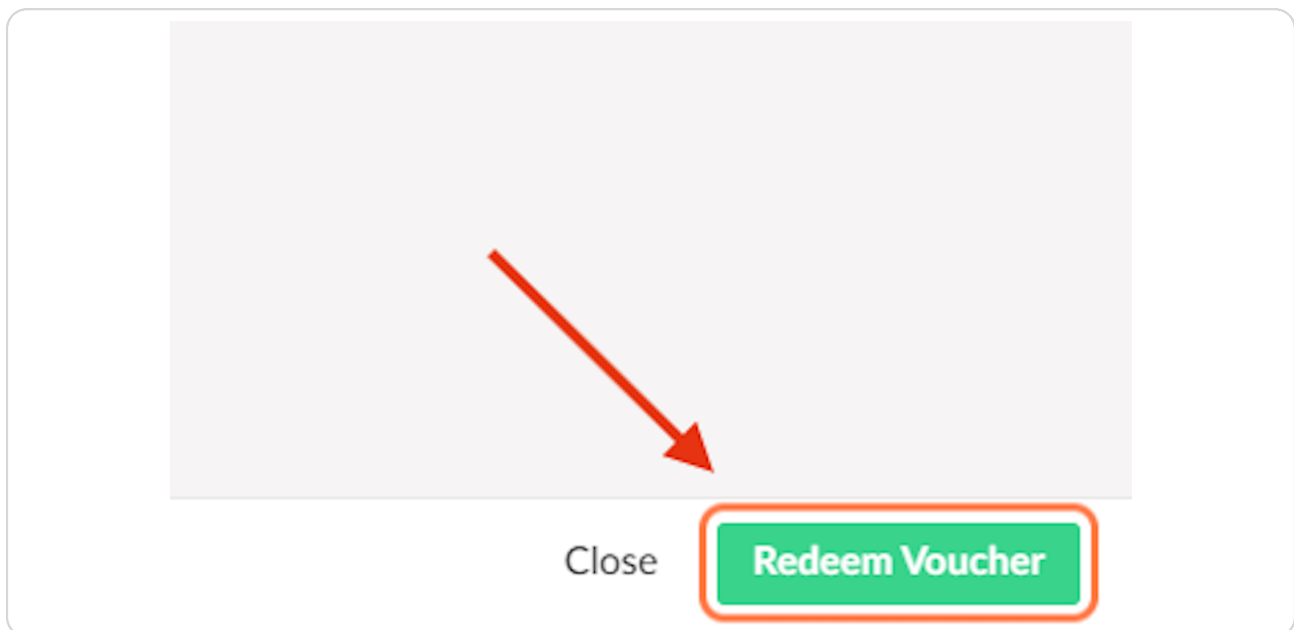
Balance £150.00

Choose a venue

Add a note (Optional)

STEP 18

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



Close

STEP 19

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

