

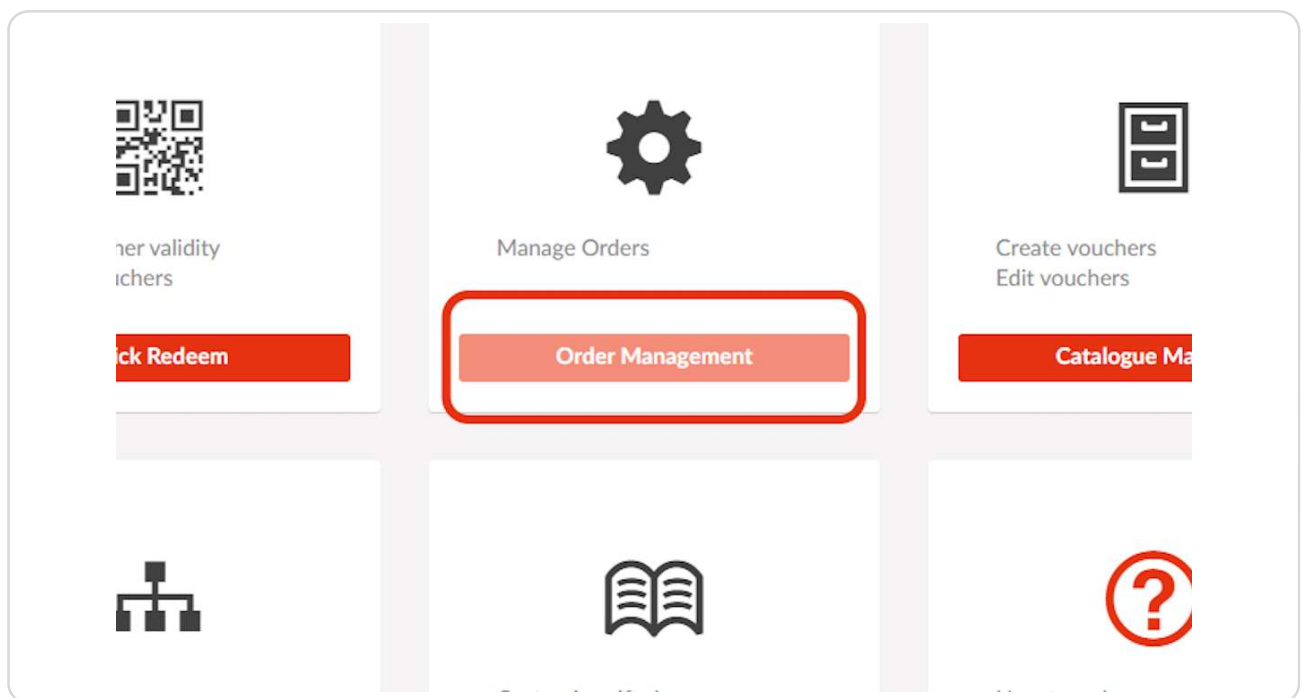
STEP 1

[Go to p5.skchase.com](https://p5.skchase.com)

STEP 2

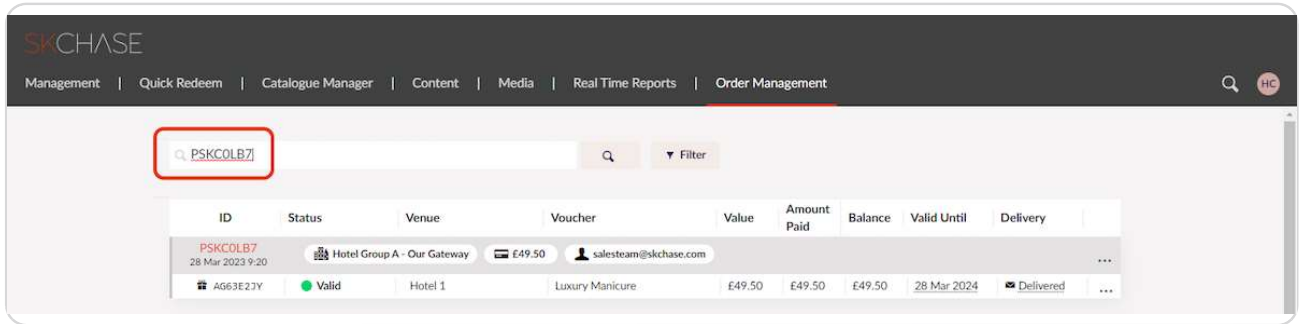
**First, you will need to INVALIDATE the original voucher number so that the voucher cannot be redeemed.**

Click on ORDER MANAGEMENT



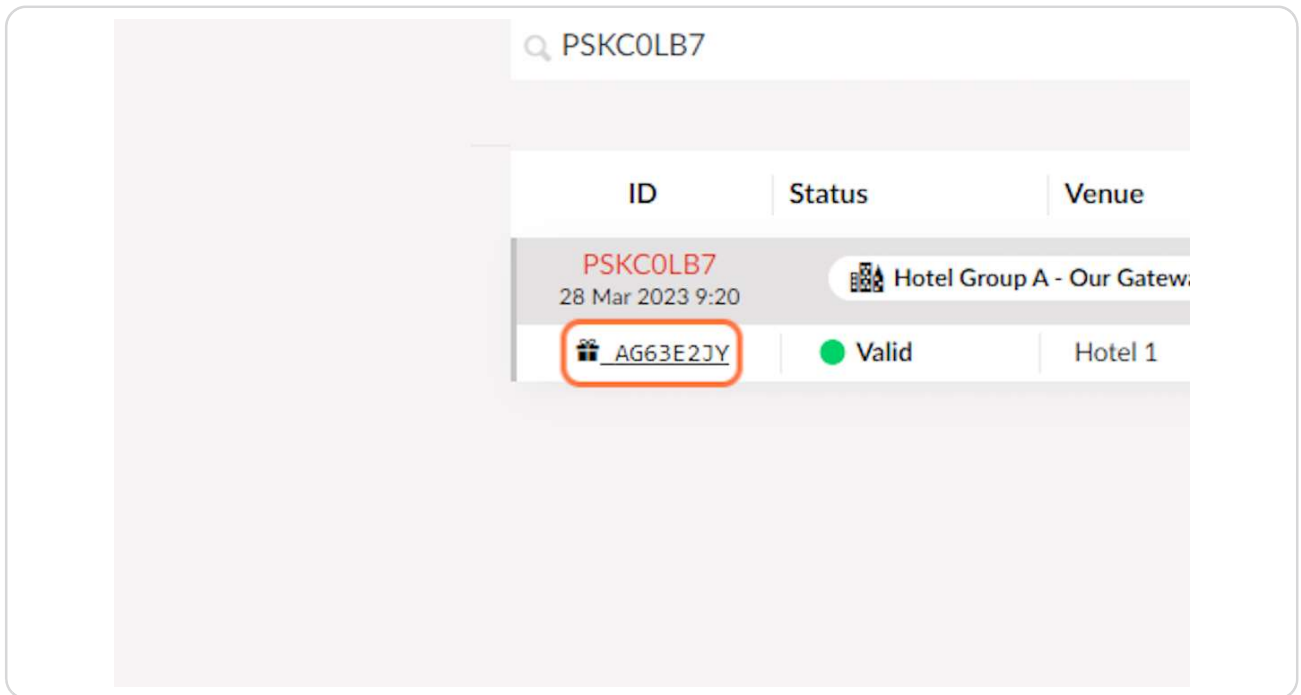
### STEP 3

**SEARCH** for the original order by using the order ID, item ID, surname, email address or postcode



### STEP 4

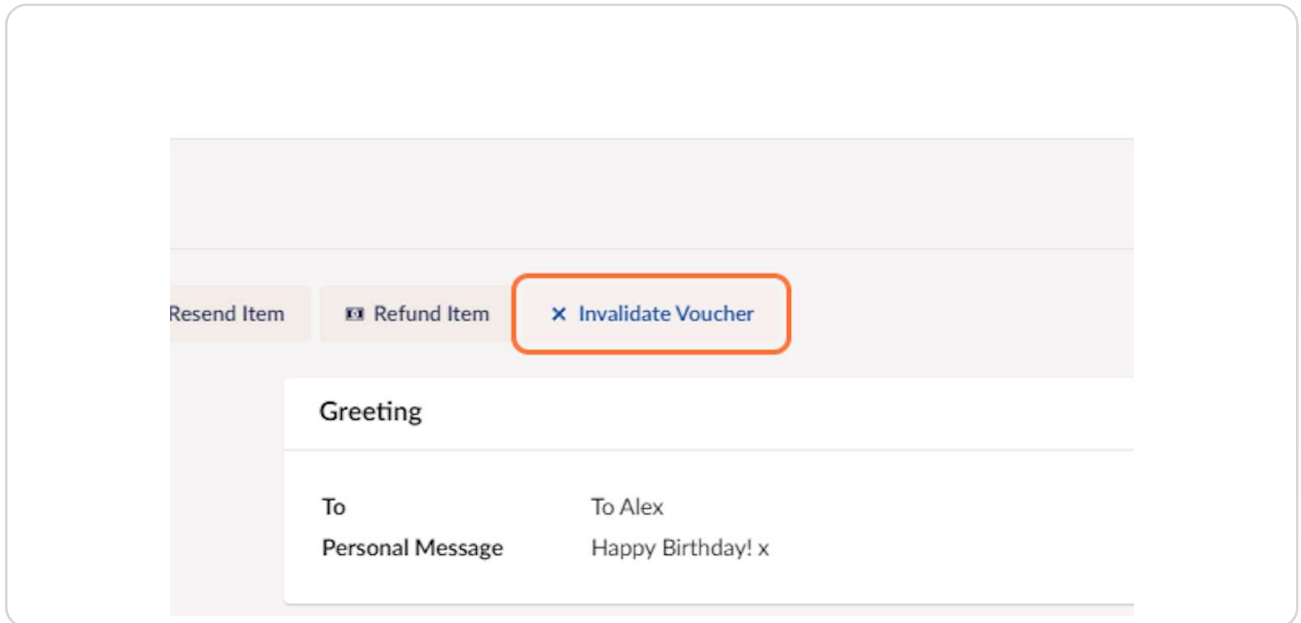
**OPEN THE VOUCHER** by clicking on the Item ID, e.g. AG63E2JY



## STEP 5

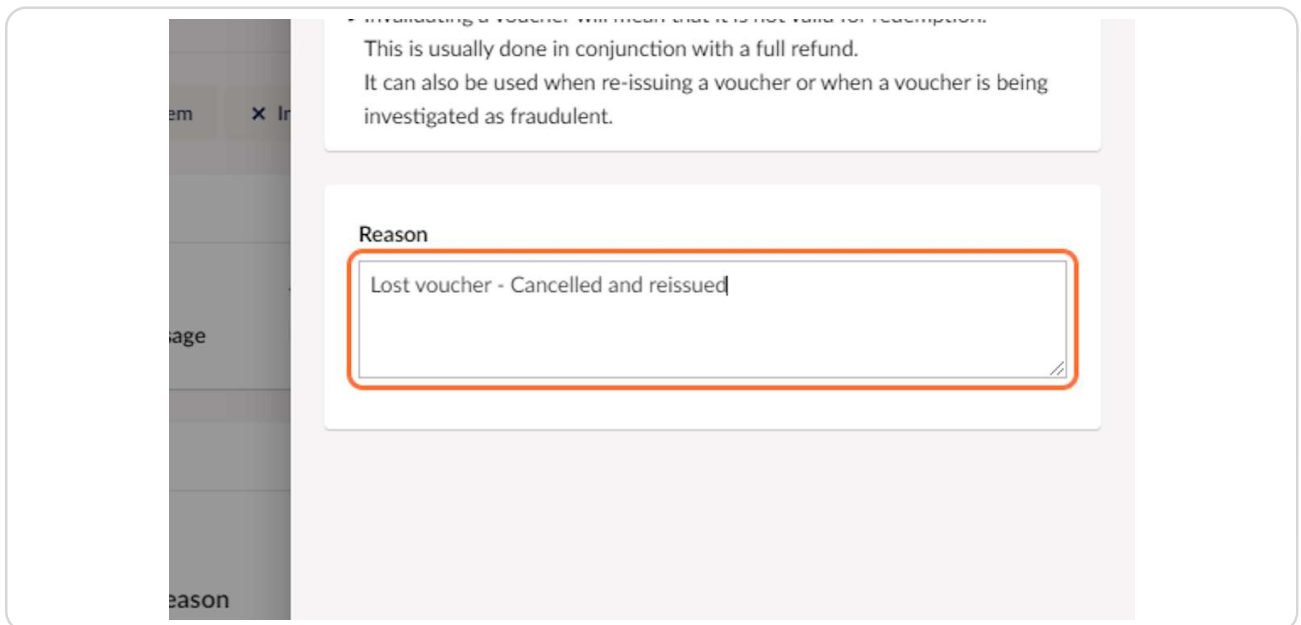
### Click on INVALIDATE VOUCHER

This will 'void' the voucher so that it can no longer be redeemed.



## STEP 6

### TYPE A REASON for the status change, for example: "Lost voucher - Cancelled and reissued"



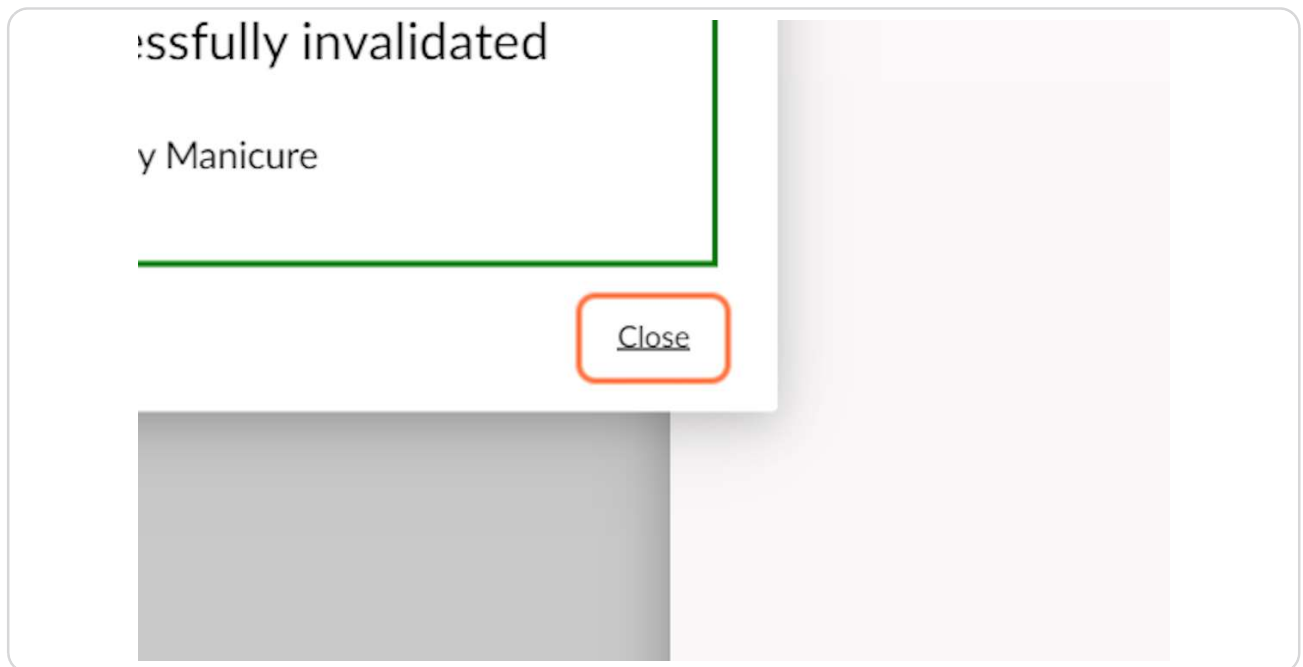
STEP 7

Click on **INVALIDATE** to confirm the status change.



STEP 8

Click on **CLOSE** to close this window.



## STEP 9

### Next, you can **PROCESS A NEW IDENTICAL VOUCHER.**

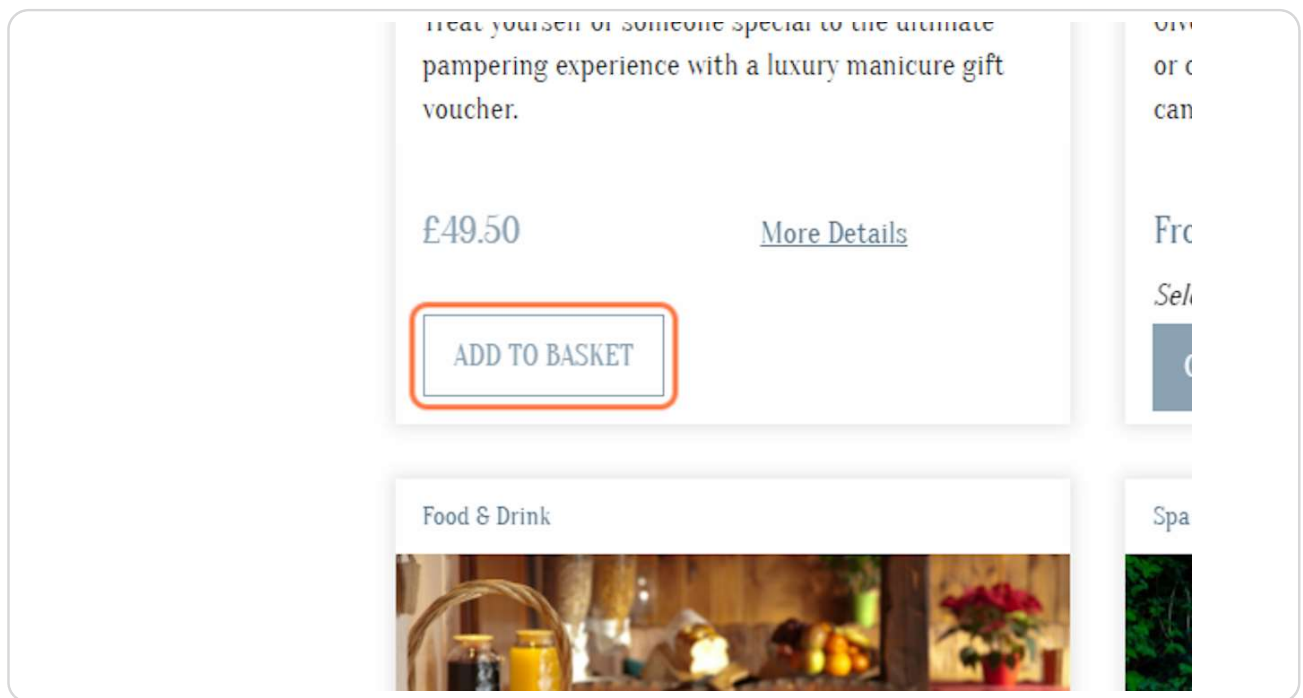
You will need to be **LOGGED IN** in order to process an **OFFLINE ORDER**

- Make sure you are putting through the **same voucher**
- **Edit the recipient email address, if required** (for example, if the original voucher was issued to the wrong email address)
- Enter the **same personal message**
- Enter the **same buyer's details**
- Select '**Offline**' as the payment method
- **Quote the original order number** in the notes
- **Change the order value to 0.00**

## STEP 10

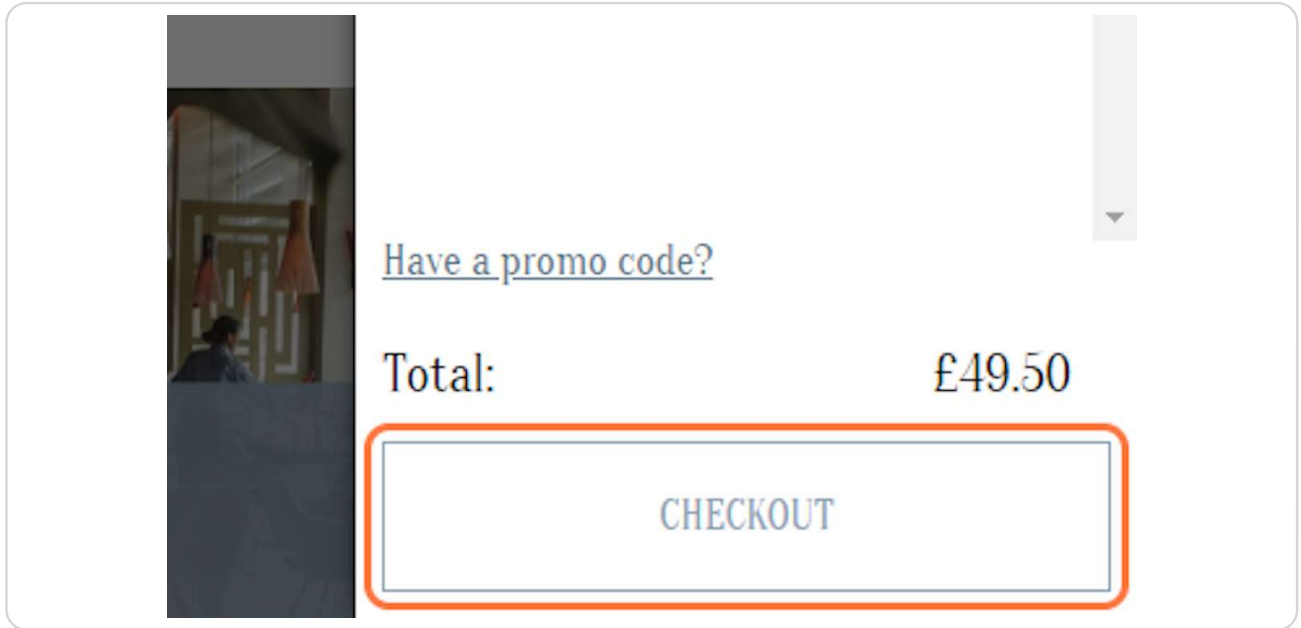
### Go to your voucher website and find the same voucher as on the original order

Click on **ADD TO BASKET**



## STEP 11

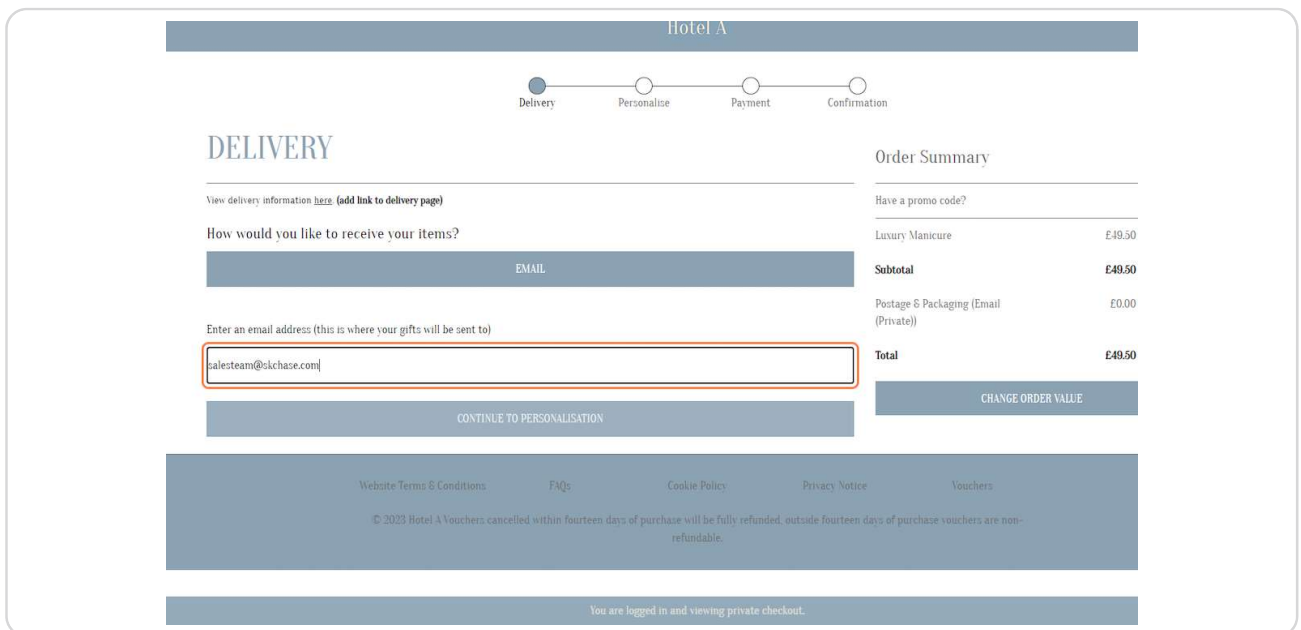
### Click on CHECKOUT



## STEP 12

### **CLICK ON 'Enter an email address (this is where your gifts will be sent to)'**

COPY the recipient email address from the original order OR ENTER A NEW EMAIL ADDRESS for the voucher to be sent to (for example, if the original email address was incorrect).



## STEP 13

### Click on CONTINUE TO PERSONALISATION

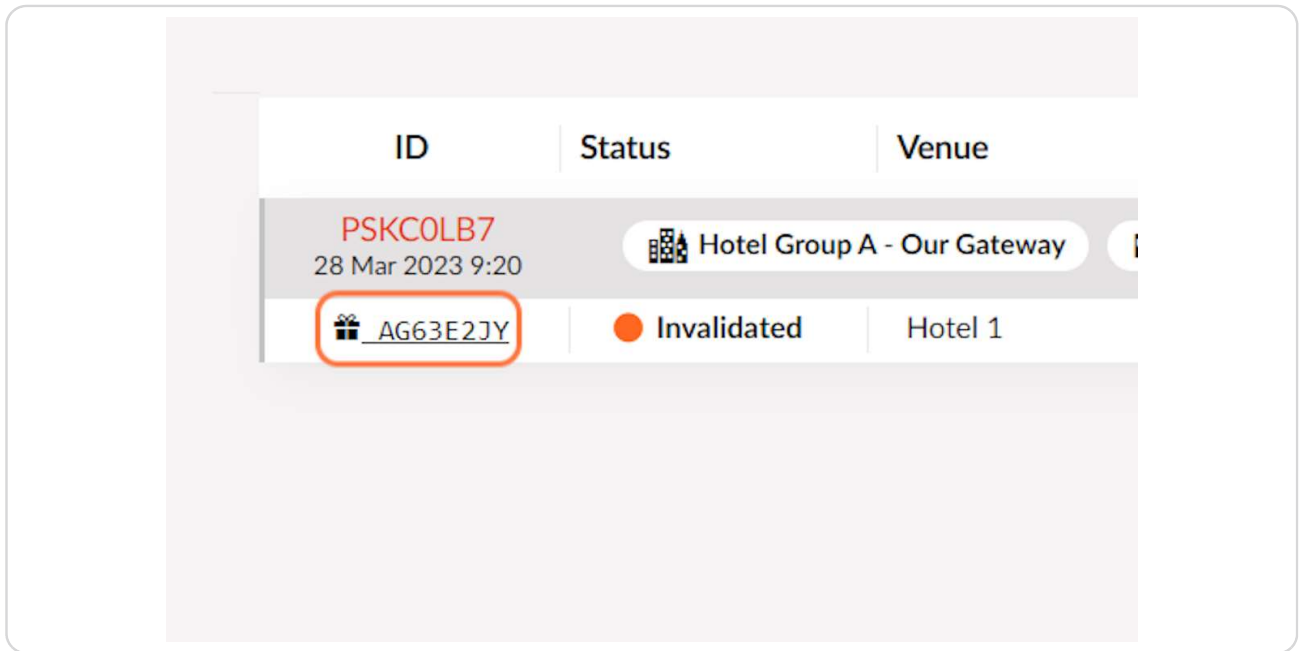
## STEP 14

### If the original gift had a personal message, make sure you COPY this over to the new voucher.

Click on YES, I WANT TO PERSONALISE

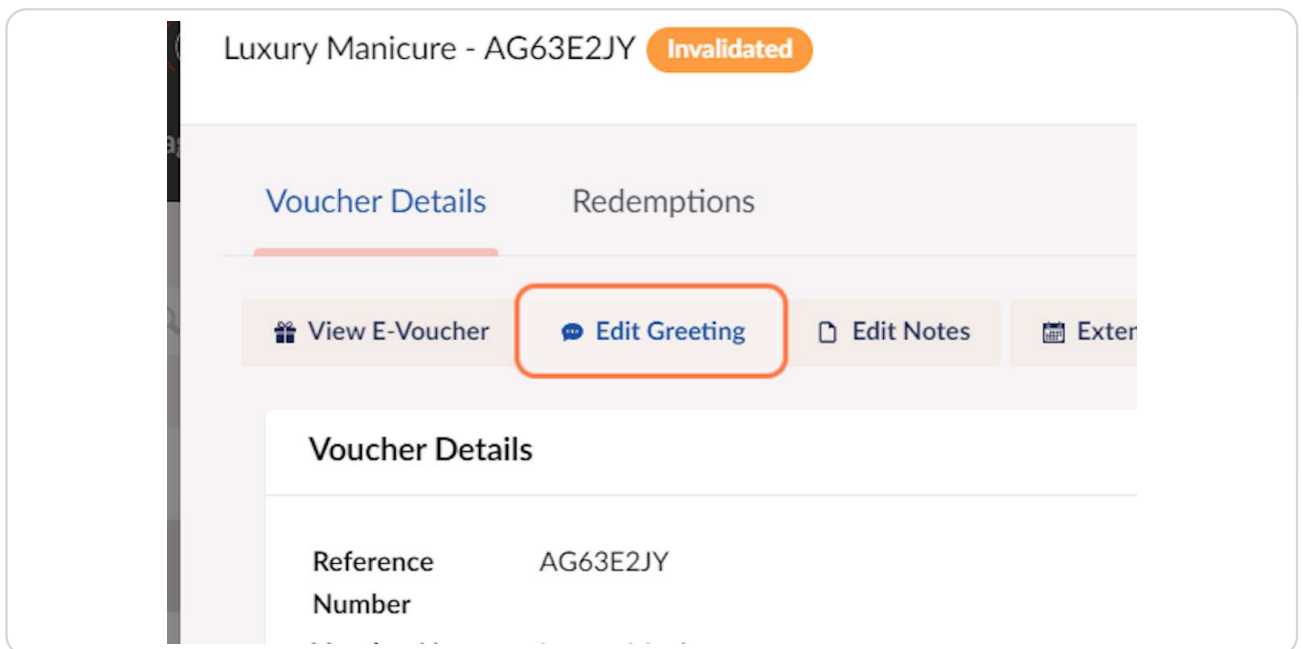
STEP 15

**GO TO THE ORIGINAL ORDER and open the voucher by clicking on the Item ID, e.g. AG63E2JY**



STEP 16

**Click on EDIT GREETING**





STEP 17

**COPY the gift message from the original order**

**Edit Greeting**

To

To Alex

Personal Message

Happy Birthday! x

STEP 18

**PASTE the gift message to the new order**

PERSONALISE NO THANKS

Subtotal

Postage & Packaging (Ema (Private))

Total

CH

Add a greeting (e.g. Dear Kaye)

To Alex

Enter your gift message

Happy Birthday! x

CHECKOUT NOW You are logged in and viewing private checkout.

## STEP 19

### Click on CHECKOUT NOW

The screenshot shows a checkout interface for a 'Luxury Manicure' gift. At the top, there are two buttons: 'YES, I WANT TO PERSONALISE' and 'NO THANKS'. Below this, the product details are shown: 'Luxury Manicure' for £49.50. There are input fields for 'Add a greeting (e.g. Dear Kaye)' with 'To Alex' entered, and 'Enter your gift message' with 'Happy Birthday! x' entered. A 'CHECKOUT NOW' button is highlighted with a red border. To the right, a summary table shows the total amount of £49.50. At the bottom, there are links for 'Website Terms & Conditions', 'FAQs', 'Cookie Policy', 'Privacy Notice', and 'Vouchers'. A footer contains copyright information and a login status message.

Do you want to personalise your gifts?	
YES, I WANT TO PERSONALISE	NO THANKS

Luxury Manicure  
£49.50

Add a greeting (e.g. Dear Kaye)  
To Alex

Enter your gift message  
Happy Birthday! x

CHECKOUT NOW

Have a promo code?	
Luxury Manicure	£49.50
<b>Subtotal</b>	<b>£49.50</b>
Postage & Packaging (Email (Private))	£0.00
<b>Total</b>	<b>£49.50</b>

CHANGE ORDER VALUE

Website Terms & Conditions | FAQs | Cookie Policy | Privacy Notice | Vouchers

© 2023 Hotel A Vouchers cancelled within fourteen days of purchase will be fully refunded, outside fourteen days of purchase vouchers are non-refundable.

You are logged in and viewing private checkout.

## STEP 20

### Next COPY THE BUYER'S DETAILS from the original order.

GO TO THE ORIGINAL ORDER and open the voucher by clicking on the Order ID, e.g. PSKC0LB7

The screenshot shows an order management interface with a search bar and a table of orders. The search bar contains the text 'Search for order ID, item ID, name, email address, postcode'. The table has columns for 'ID', 'Status', and 'Venue'. The first row shows an order ID 'PSKC0LB7' (highlighted with a red circle), a date '28 Mar 2023 9:20', and a venue 'Hotel Group A - Our Gateway'. The second row shows an order ID 'AG63E2JY', a status 'Invalidated', and a venue 'Hotel 1'.

Search for order ID, item ID, name, email address, postcode

ID	Status	Venue
PSKC0LB7 28 Mar 2023 9:20		Hotel Group A - Our Gateway
AG63E2JY	Invalidated	Hotel 1

STEP 21

**COPY** the buyer's name from the original order

Buyer Information	
First Name	Joe
Last Name	Bloggs
Company Name	-
Address	SK Chase 31 Palmerston Place, Edinburgh EH12 5AP GB

STEP 22

**PASTE the First Name and Last Name to the new order**

**PLEASE NOTE**

- You can leave out the buyer's email address as this is where a receipt would be sent to; there is no need to send a receipt for the reissued voucher since we are not charging the buyer again
- You can also leave out the billing address as we are not charging the buyer for the replacement voucher
- **All of the buyer's contact information will remain on the original order**

[Delivery](#)   [Personalise](#)   [I](#)

## PAYMENT

---

We do not store credit card details.

First Name Last Name

Email Address (Optional)  
This is where the receipt will be sent to

Phone No (Optional)

Ord

---

Have :

---

Luxur

Greeti

Messa

**Subto**


Posta

**Total**

## STEP 23

### Next, click on OFFLINE PAYMENT

### Card Details

 This is a secure 128-bit SSL encrypted payment. Please note that an extra international bank charge fee may apply. Chase Ltd will appear on your bank statement.

**OFFLINE PAYMENT**    CARD PAYMENT    COMPLIMENTARY

#### Payment Method


-- Select offline method --

## STEP 24

### SELECT 'Other' from Payment Method list

First Name	Last Name	Luxury Manicure	£49.50	×
JoeBloggs	Bloggs	Greeting: To Alex		
		Message: Happy Birthday! x		
Email Address (Optional)		<b>Subtotal</b>	<b>£49.50</b>	
<small>This is where the receipt will be sent to</small>		Postage & Packaging (Email (Private))	£0.00	
		<b>Total</b>	<b>£49.50</b>	
Phone No (Optional)		<b>CHANGE ORDER VALUE</b>		
<small>UK</small> 07400 123456		<b>PLACE ORDER</b>		

### Card Details

 This is a secure 128-bit SSL encrypted payment. Please note that an extra international bank charge fee may apply. SK Chase Ltd will appear on your bank statement.

**OFFLINE PAYMENT**    **CARD PAYMENT**    COMPLIMENTARY

Payment Method

Other

STEP 25

**TYPE a reason for the Offline Payment**

It is important to quote the original Order ID. For example:

*Cancel and reissue - Lost voucher - **Original order PSKCOLB7***

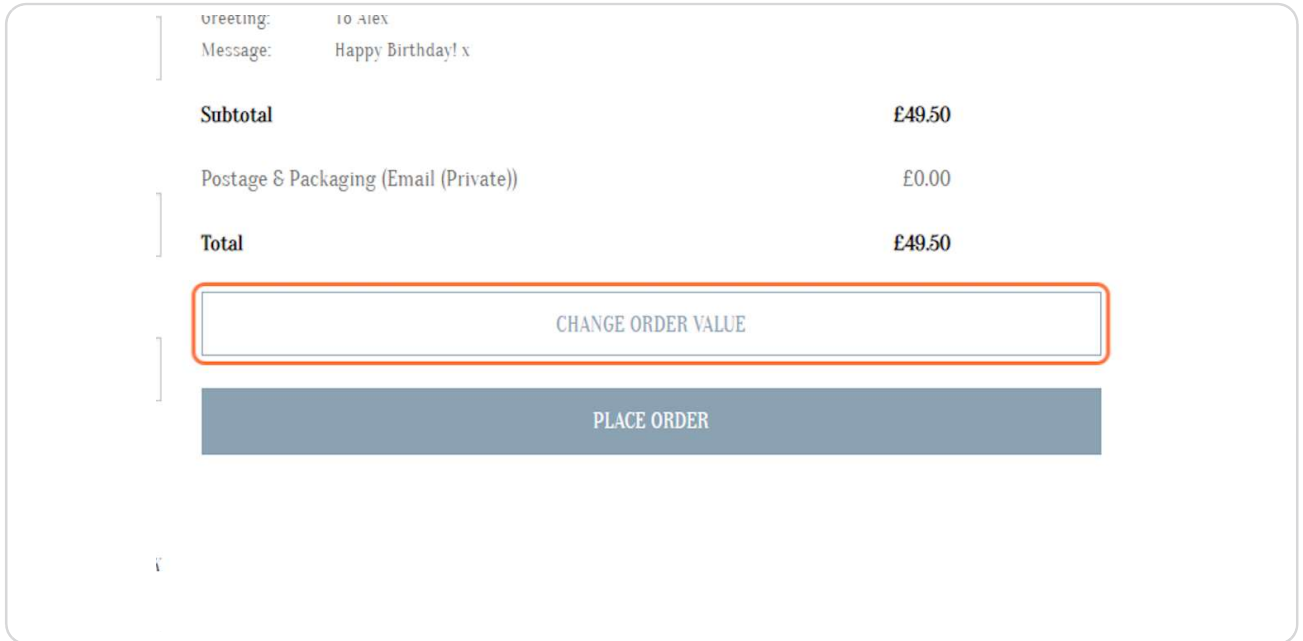
The screenshot shows a payment interface with the following elements:

- Phone No (Optional)**: A text input field containing "07400 123456" with a UK flag icon on the left.
- Buttons**: Two blue buttons on the right side, labeled "CHANGE ORDER V" and "PLACE ORDER".
- Card Details**: A section header with a security notice: "This is a secure 128-bit SSL encrypted payment. Please note that an extra international bank charge fee may apply. SK Chase Ltd will appear on your bank statement."
- Payment Method**: Three buttons labeled "OFFLINE PAYMENT", "CARD PAYMENT", and "COMPLIMENTARY".
- Payment Method**: A dropdown menu currently showing "Other".
- Reason**: A text input field containing "Cancel and reissue - Lost voucher - Original order PSKCOLB7". This field is highlighted with a red rectangular border.
- Footer**: A blue bar at the bottom with the text "You are logged in and viewing private checkout."

STEP 26

Click on **CHANGE ORDER VALUE**

We do not need to take any additional payment for the replacement voucher.



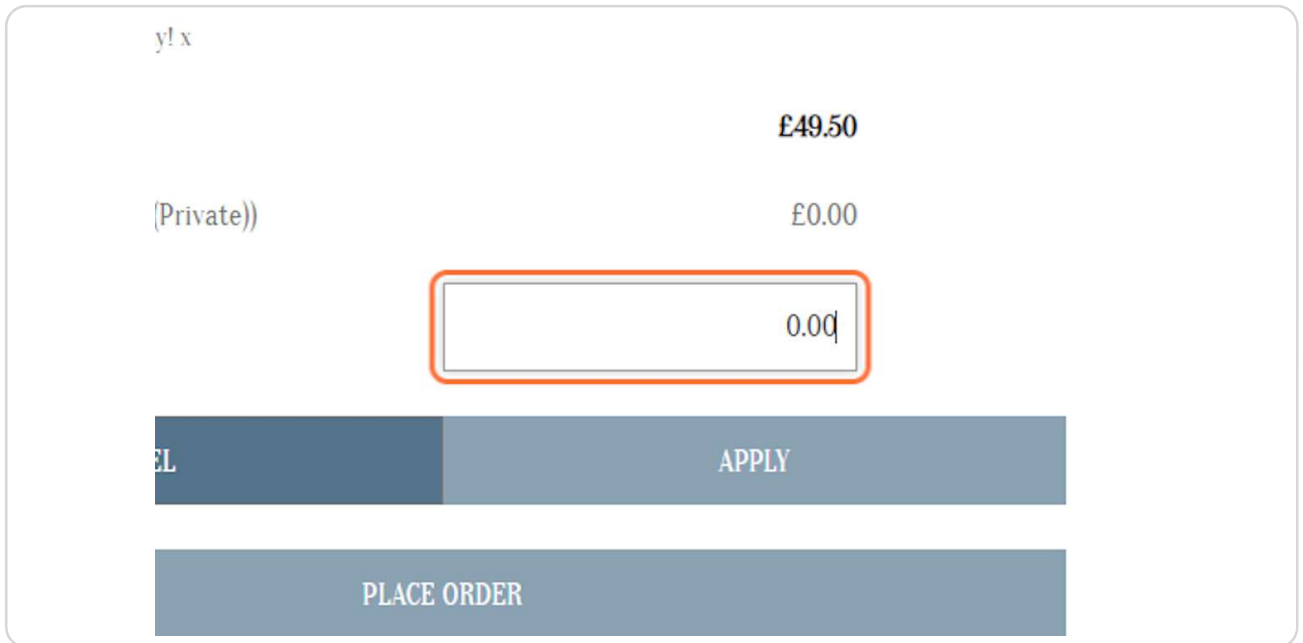
The screenshot shows an order summary with the following details:

Greeting:	to Alex
Message:	Happy Birthday! x
<b>Subtotal</b>	<b>£49.50</b>
Postage & Packaging (Email (Private))	£0.00
<b>Total</b>	<b>£49.50</b>

Below the summary, there are two buttons: a white button with an orange border labeled "CHANGE ORDER VALUE" and a dark blue button labeled "PLACE ORDER".

STEP 27

Type "0.00" to change the order value to zero



The screenshot shows the "CHANGE ORDER VALUE" input field with "0.00" typed in. The surrounding order summary is partially visible:

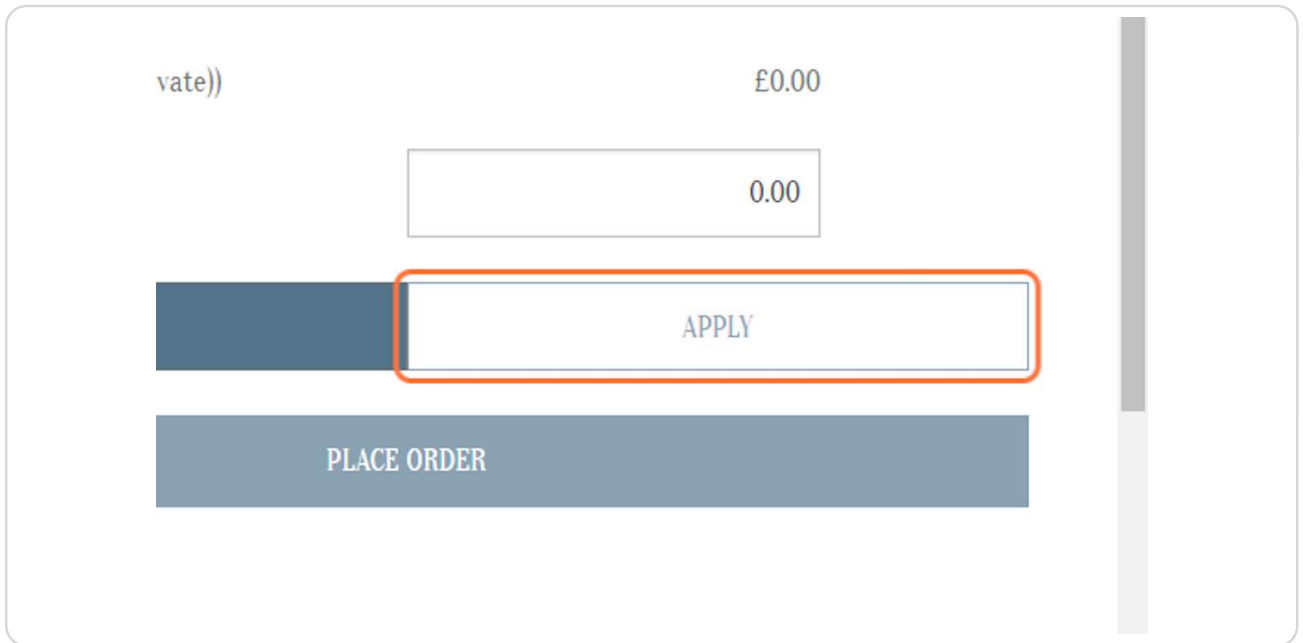
	£49.50
(Private))	£0.00

Below the input field, there are two buttons: a dark blue button labeled "APPLY" and a dark blue button labeled "PLACE ORDER".

STEP 28

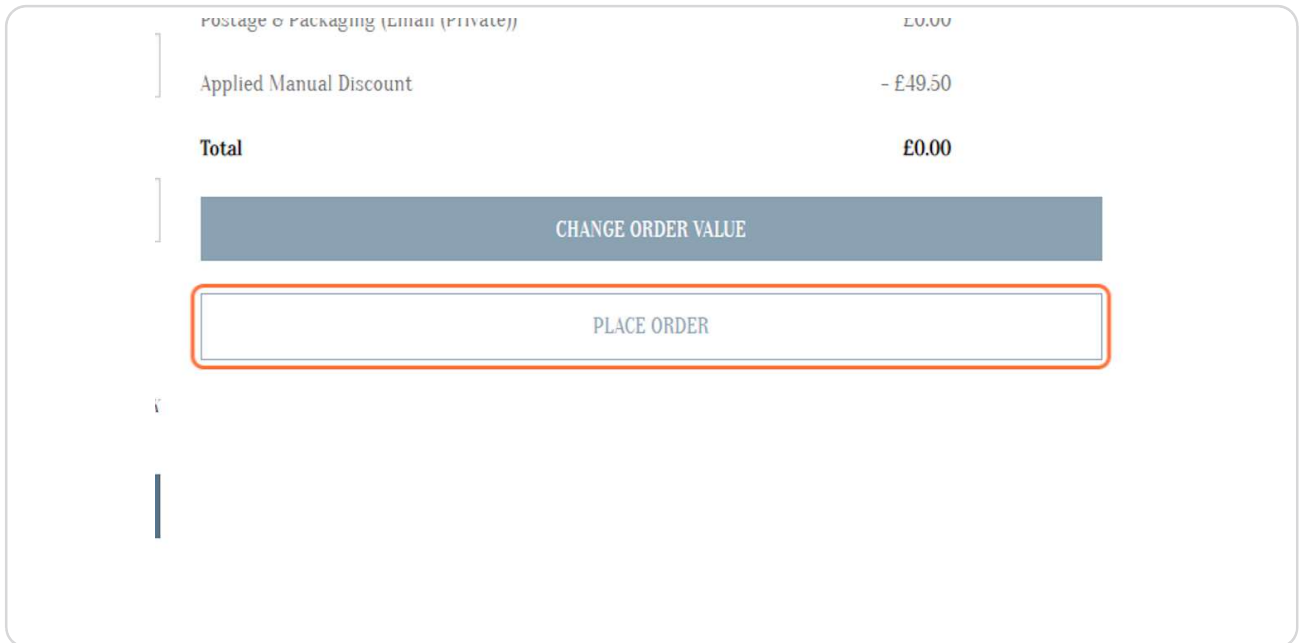
Click on **APPLY**

This will allow you to process the order without taking payment.



STEP 29

Click on **PLACE ORDER**





STEP 30

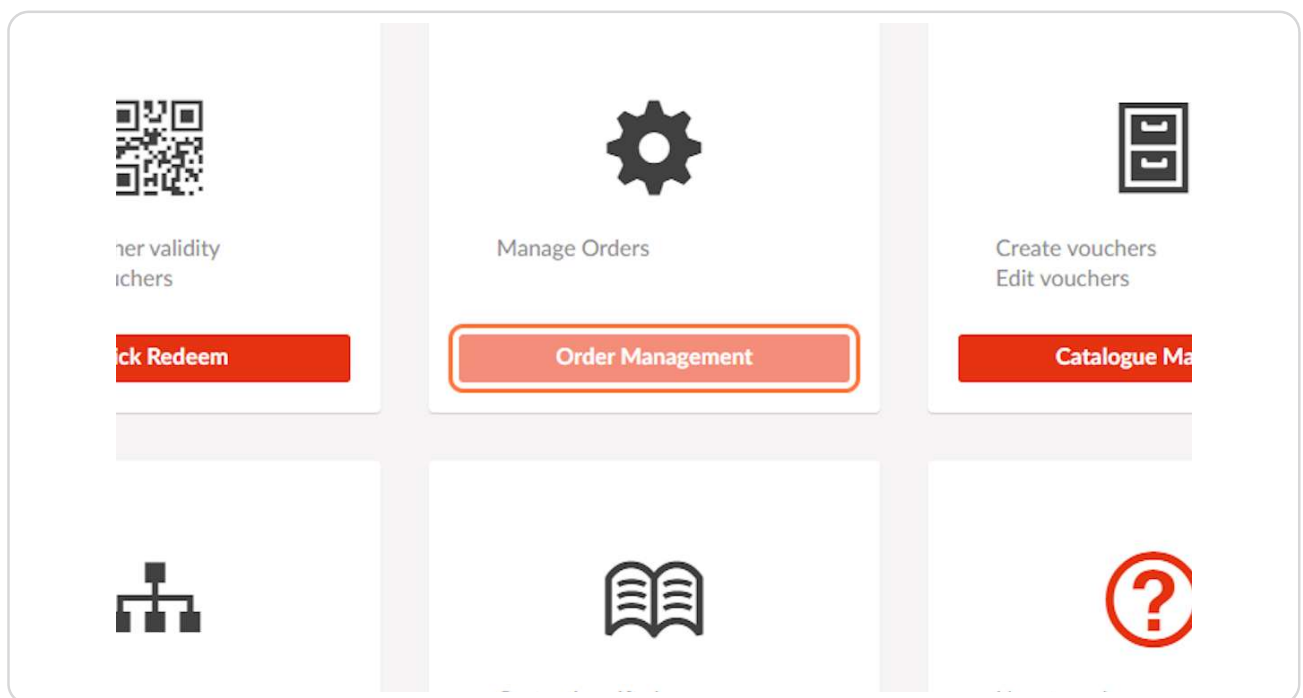
**TAKE NOTE of the new ORDER NUMBER, for example "PSKC0HB7"**

STEP 31

Now, you will need to **CROSS REFERENCE** the vouchers in the order NOTES so that your finance team can reconcile the replacement voucher.

STEP 32

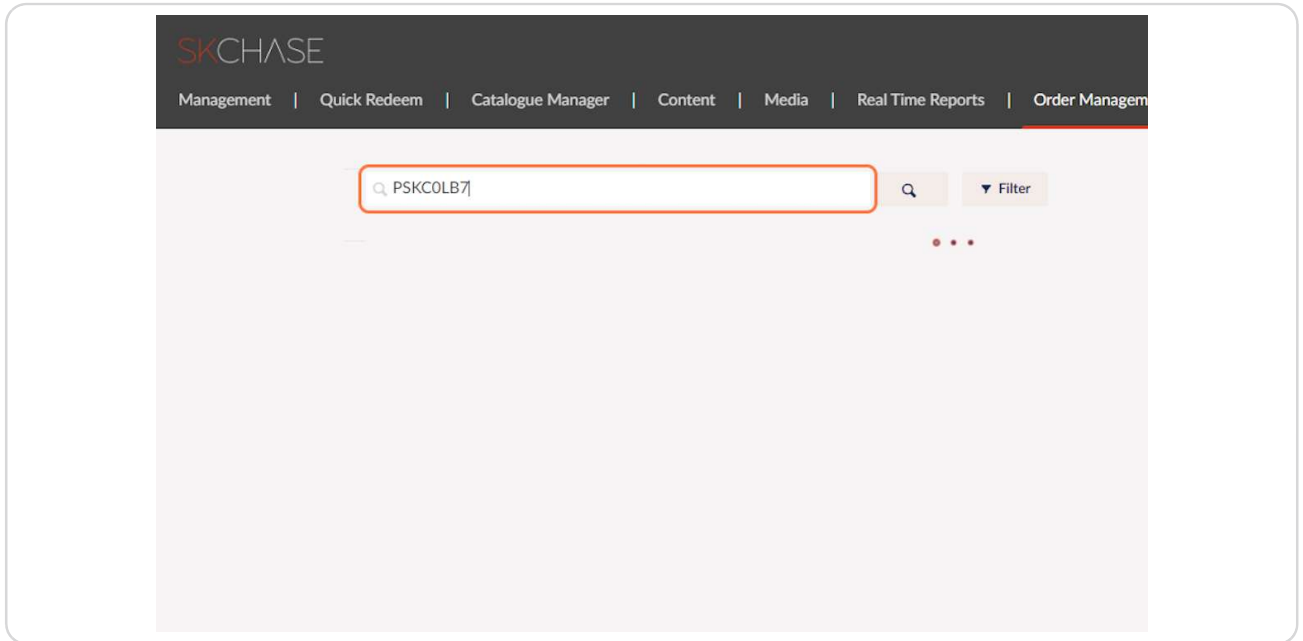
**CLICK on 'Order Management'**



### STEP 33

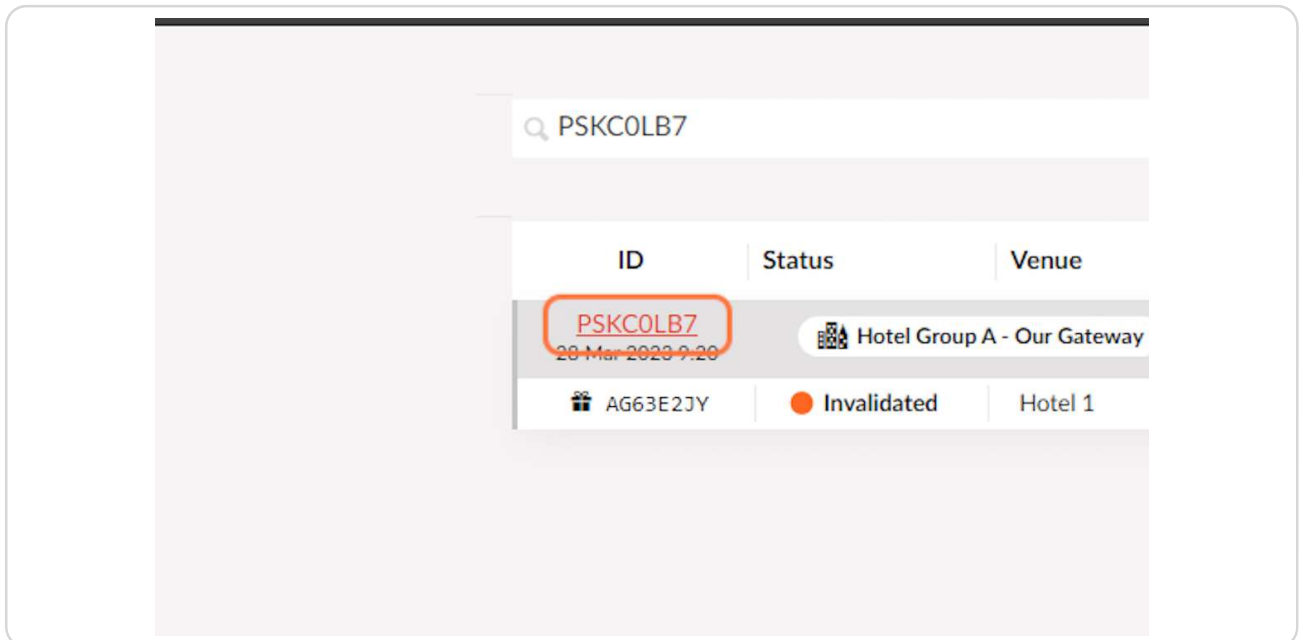
## SEARCH for the ORIGINAL ORDER

You can find the order using the order ID, item ID, name, email address, postcode



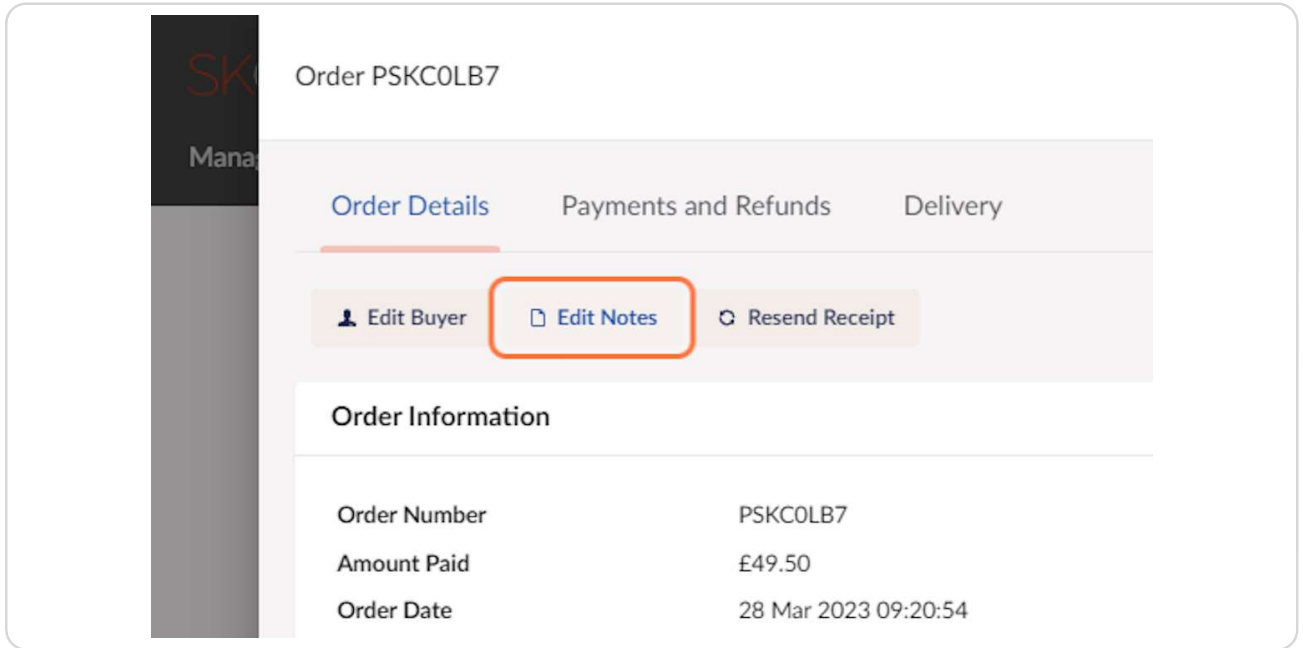
### STEP 34

## OPEN the order by clicking on the Order ID, e.g. PSKC0LB7



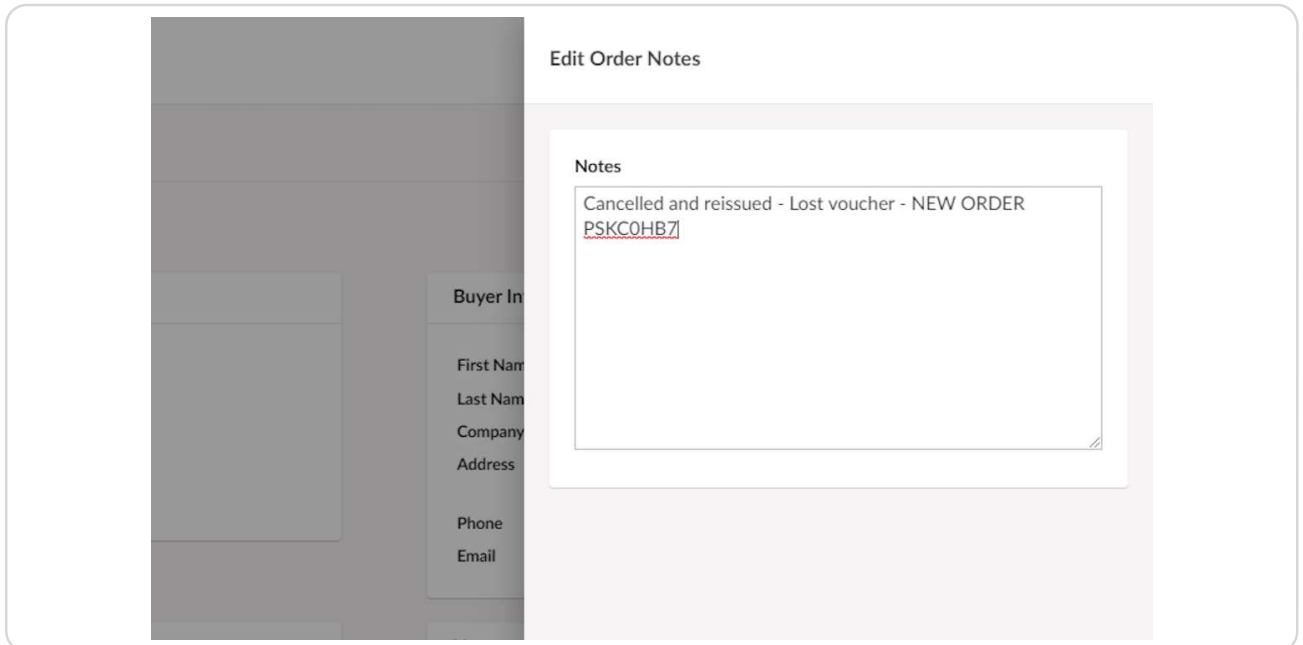
STEP 35

In 'Order Details' click on 'Edit Notes'



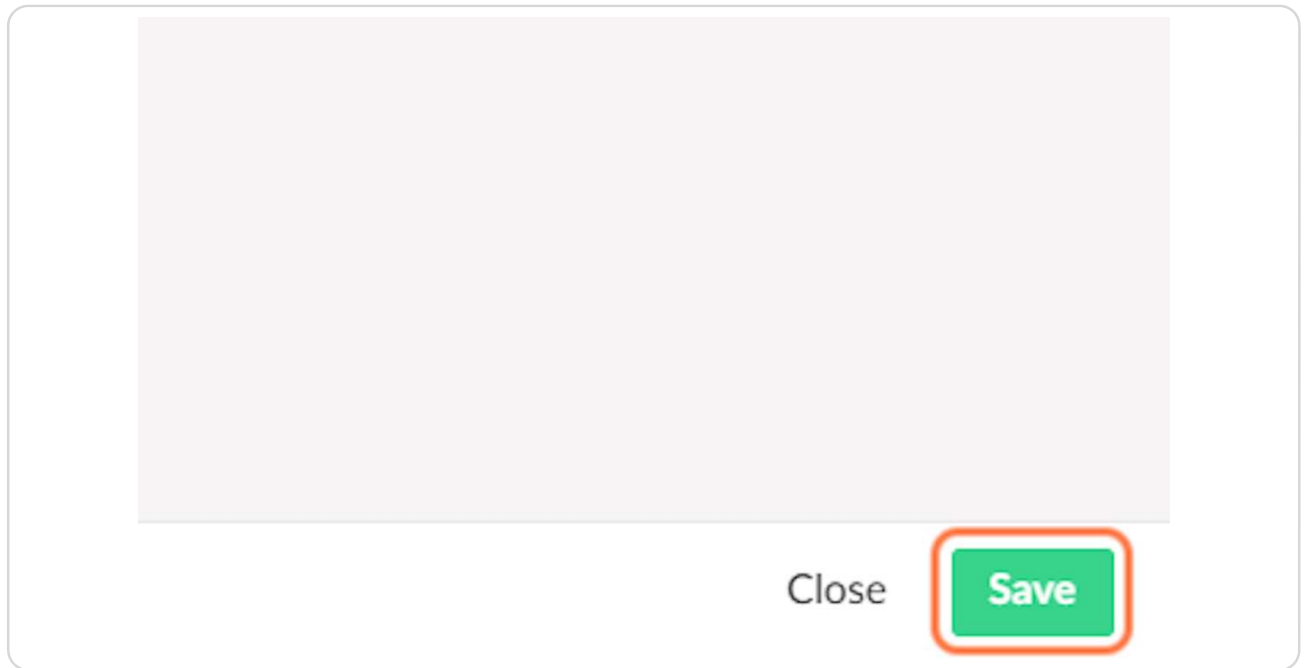
STEP 36

Add a note to the original order - make sure to provide the NEW ORDER NUMBER



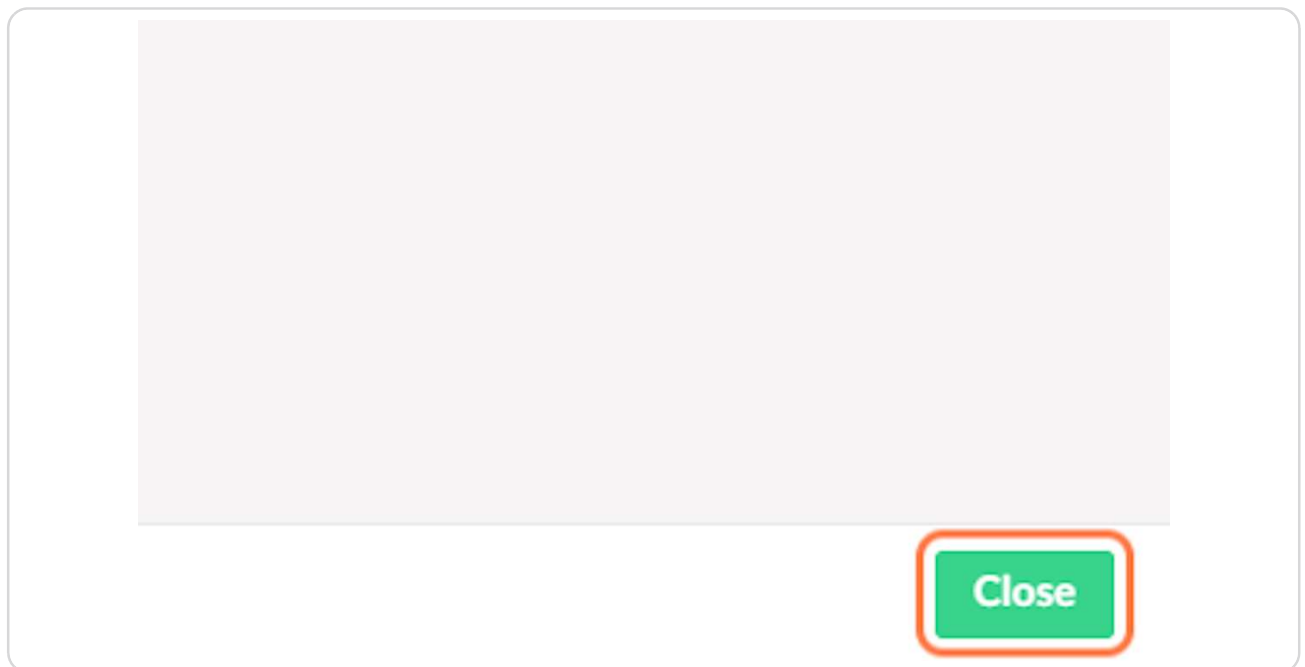
STEP 37

Click on Save



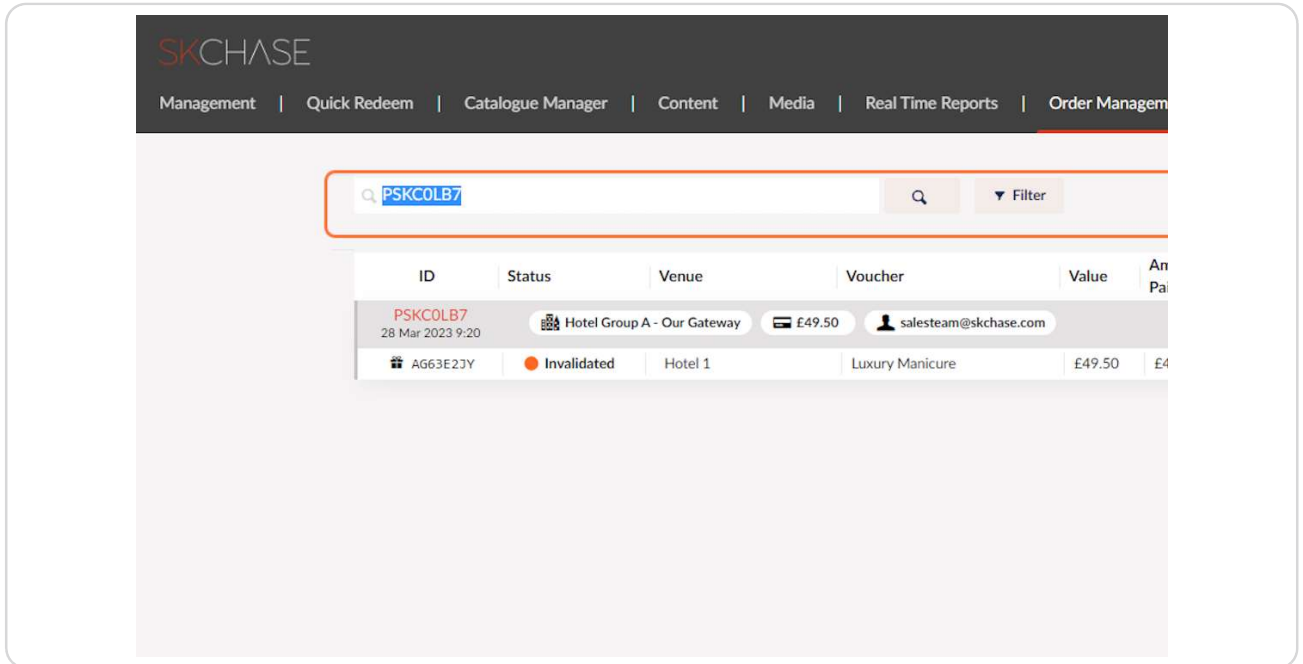
STEP 38

Click on Close



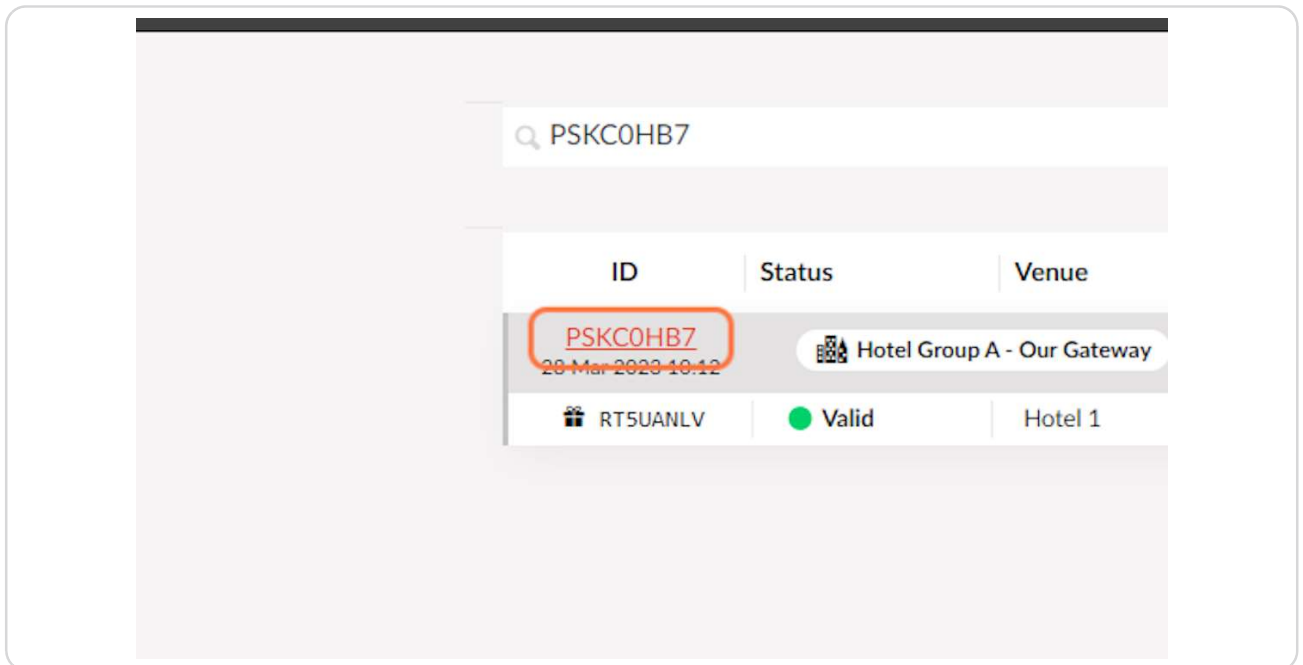
STEP 39

Next search for the NEW ORDER



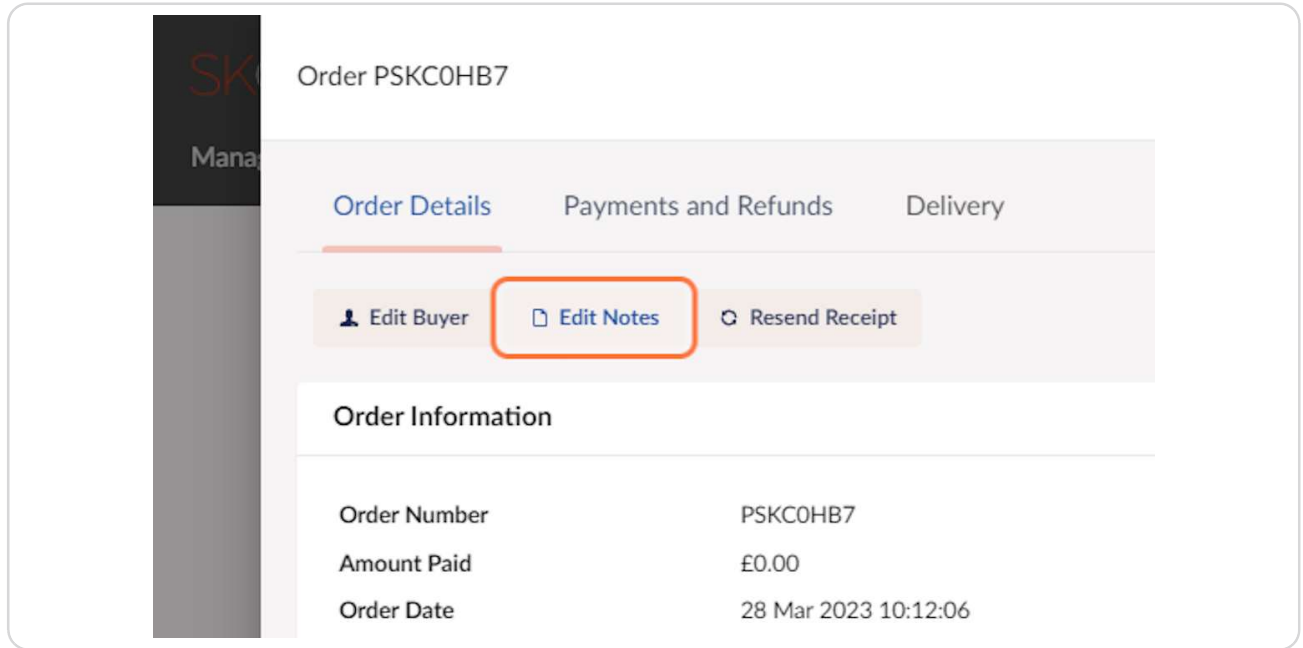
STEP 40

OPEN the new order by clicking on the Order ID, e.g. PSKC0HB7



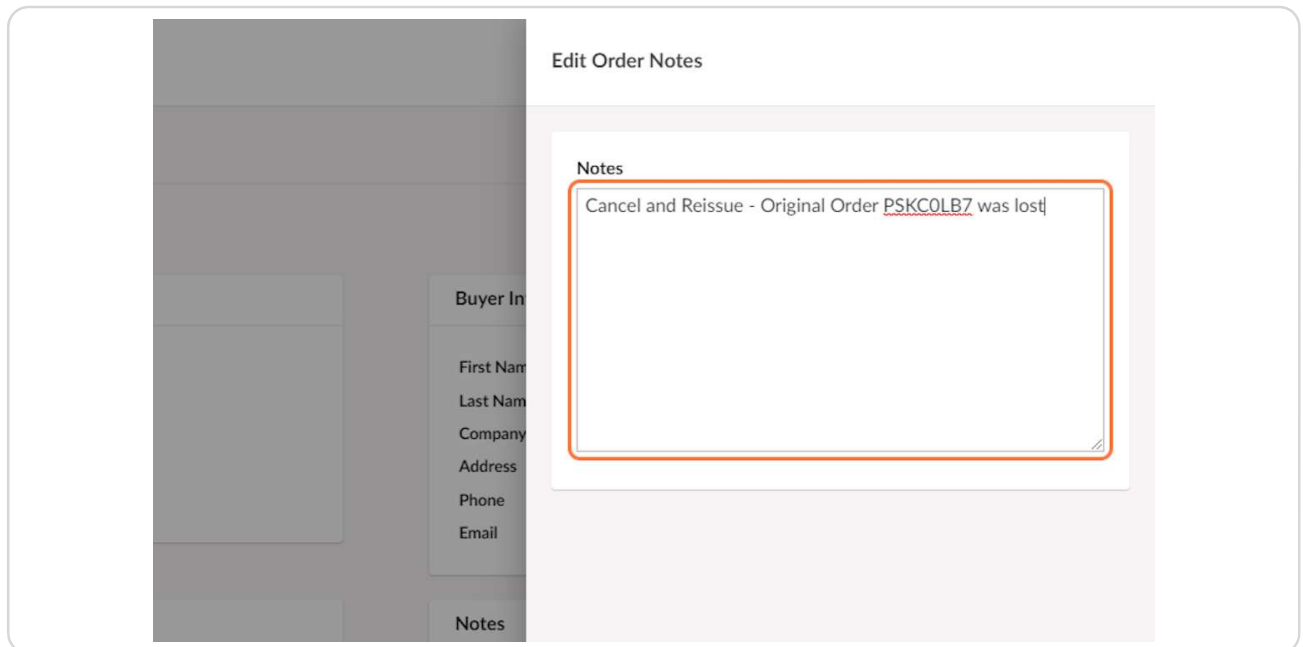
STEP 41

Click on 'Edit Notes'



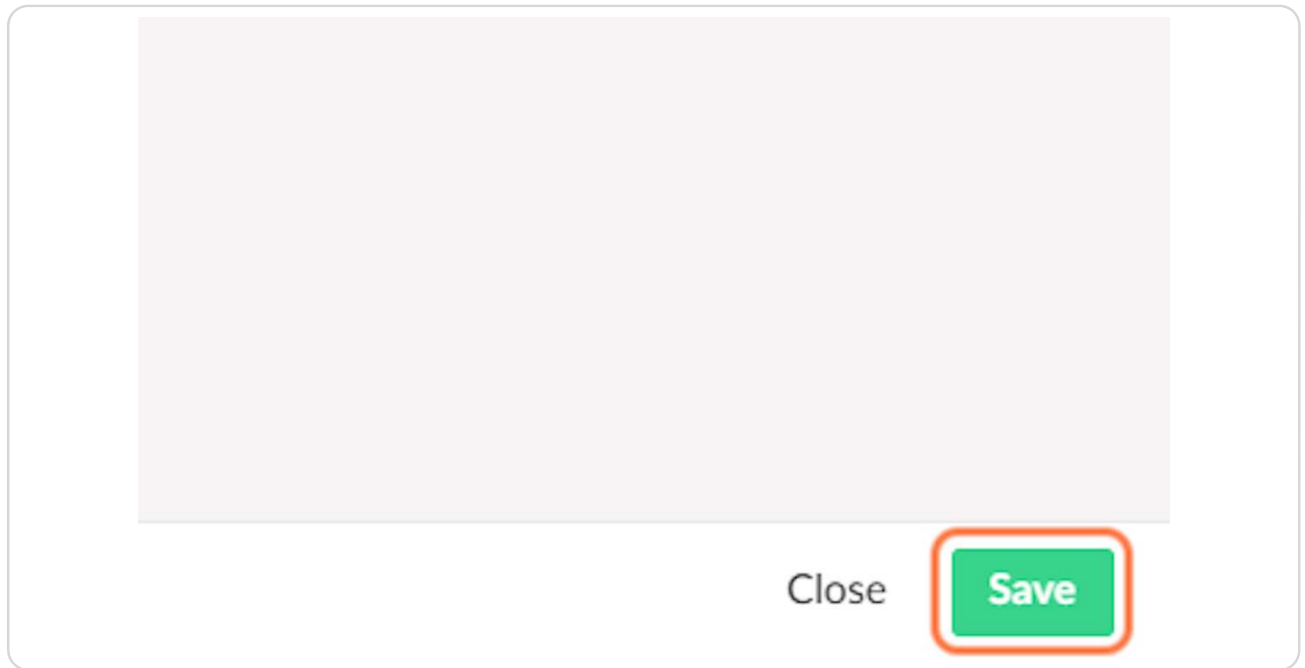
STEP 42

Type a note on the new order - make sure you provide the ORIGINAL ORDER NUMBER. E.g. "Cancel and Reissue - Original Order PSKC0LB7 was lost"



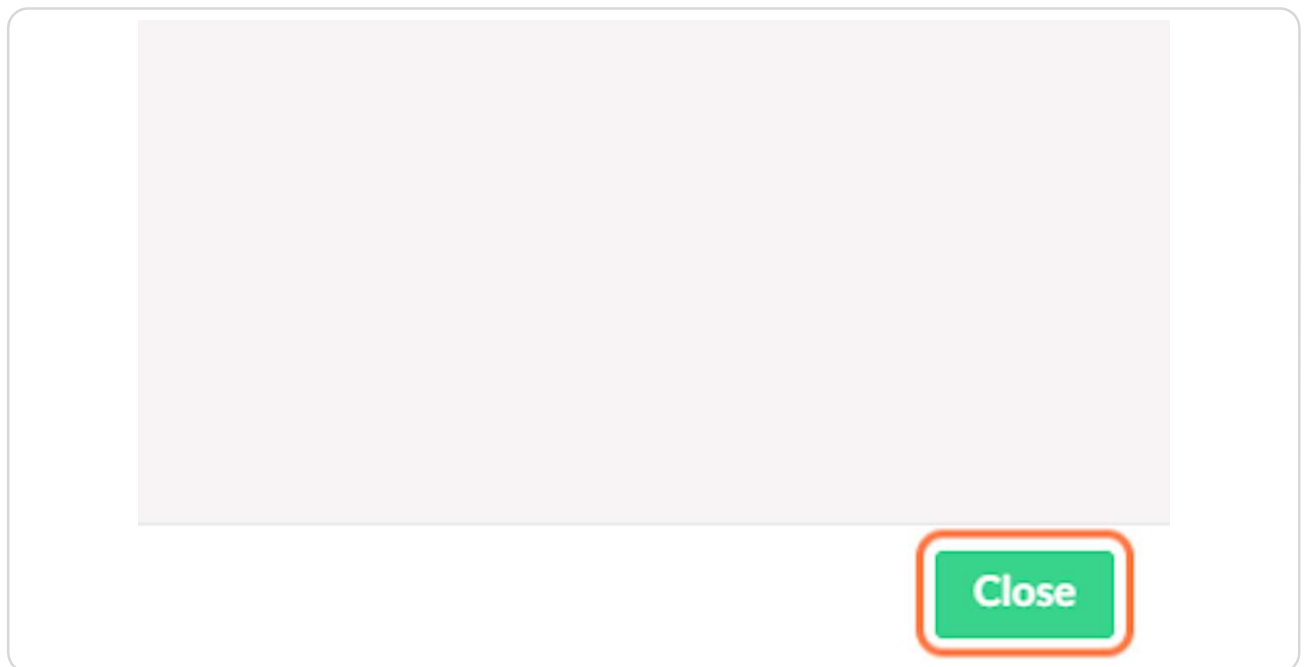
STEP 43

Click on Save



STEP 44

Click on Close



STEP 45

THE ORDERS ARE NOW LINKED!

STEP 46

PLEASE NOTE

- The funds for the voucher will sit on the original order
- The replacement voucher will be marked as **0.00 value**
- Therefore, please ensure that the original voucher and the reissued voucher are **both marked as 'Redeemed' at the time of redemption**

Voucher ID	Status	Location	Product	Original Value	Replacement Value	Balance	Expiry	Delivery
PSKC0HB7 28 Mar 2023 10:12	Valid	Hotel 1	Luxury Manicure	£49.50	£0.00	£49.50	28 Mar 2024	Delivered
PSKC0LB7 28 Mar 2023 9:20	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.50	£0.00	28 Mar 2024	Delivered