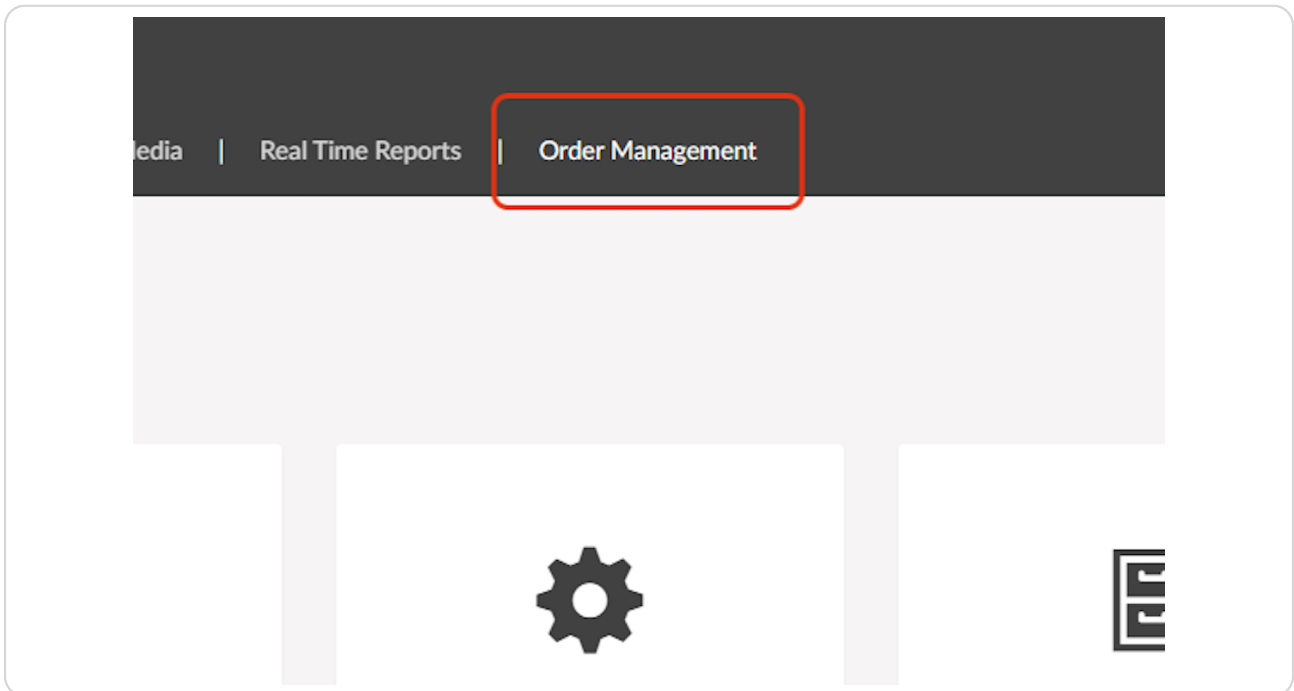


STEP 1

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

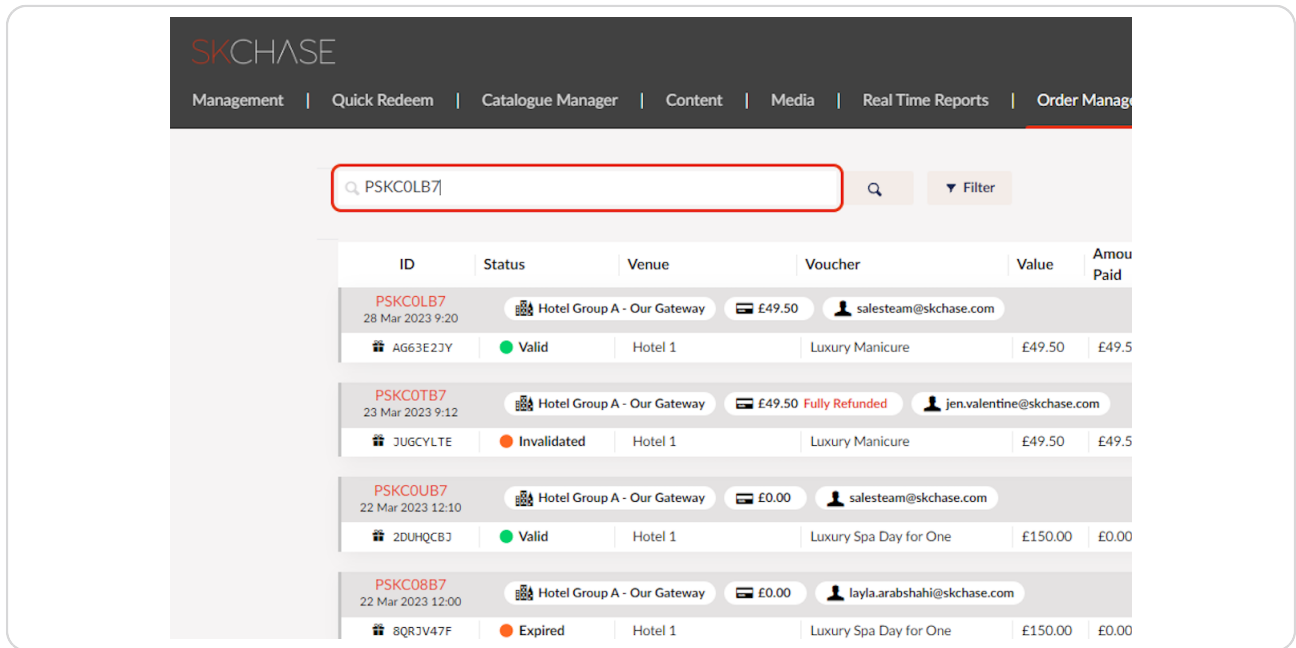
STEP 2

[Click on ORDER MANAGEMENT](#)



STEP 3

Search for the order by using the order ID, item ID, name, email address or postcode

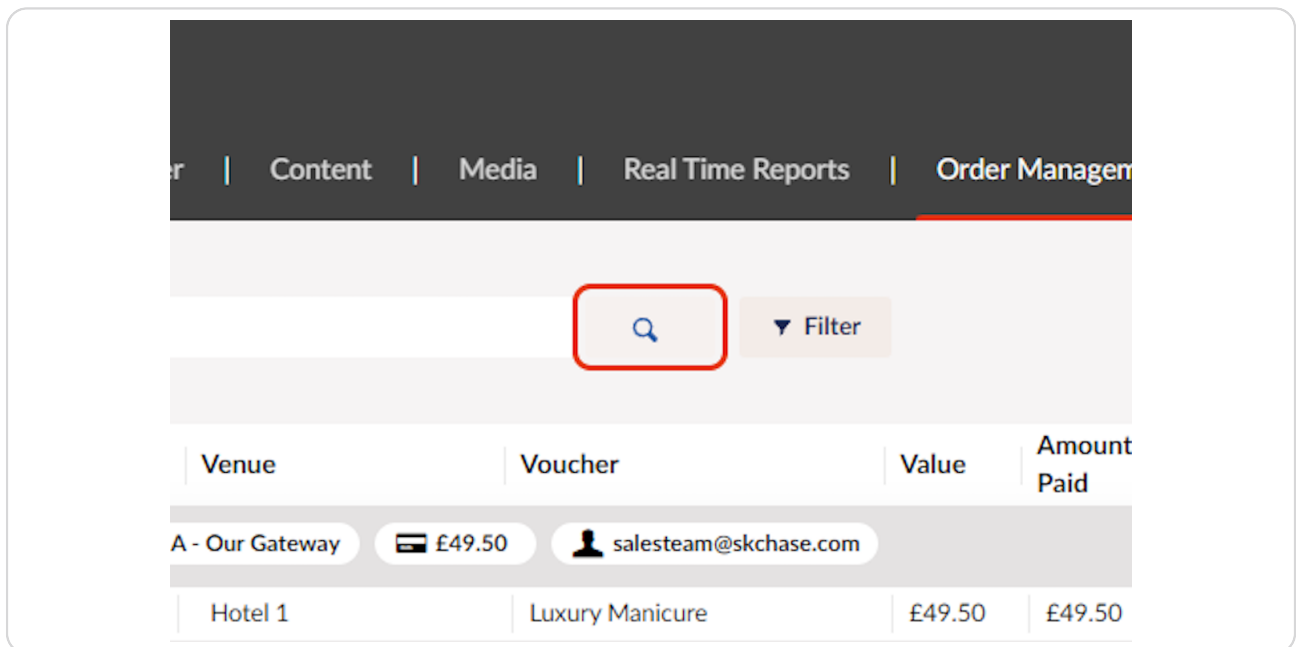


The screenshot shows the SKCHASE Order Management interface. At the top, there is a navigation bar with links: Management, Quick Redeem, Catalogue Manager, Content, Media, Real Time Reports, and Order Management. Below the navigation bar is a search input field containing the text "PSKC0LB7". To the right of the search field is a search icon and a "Filter" button. Below the search field is a table with the following columns: ID, Status, Venue, Voucher, Value, and Amount Paid. The table contains four rows of data:

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0LB7 28 Mar 2023 9:20	Valid	Hotel Group A - Our Gateway	£49.50 salesteam@skchase.com		
AG63E2JY	Valid	Hotel 1	Luxury Manicure	£49.50	£49.5
PSKC0TB7 23 Mar 2023 9:12	Invalidated	Hotel Group A - Our Gateway	£49.50 Fully Refunded jen.valentine@skchase.com		
JUGCYLTE	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.5
PSKC0UB7 22 Mar 2023 12:10	Valid	Hotel Group A - Our Gateway	£0.00 salesteam@skchase.com		
2DUHQCBJ	Valid	Hotel 1	Luxury Spa Day for One	£150.00	£0.00
PSKC0BB7 22 Mar 2023 12:00	Expired	Hotel Group A - Our Gateway	£0.00 layla.arabshahi@skchase.com		
8QRJV47F	Expired	Hotel 1	Luxury Spa Day for One	£150.00	£0.00

STEP 4

Click the search icon

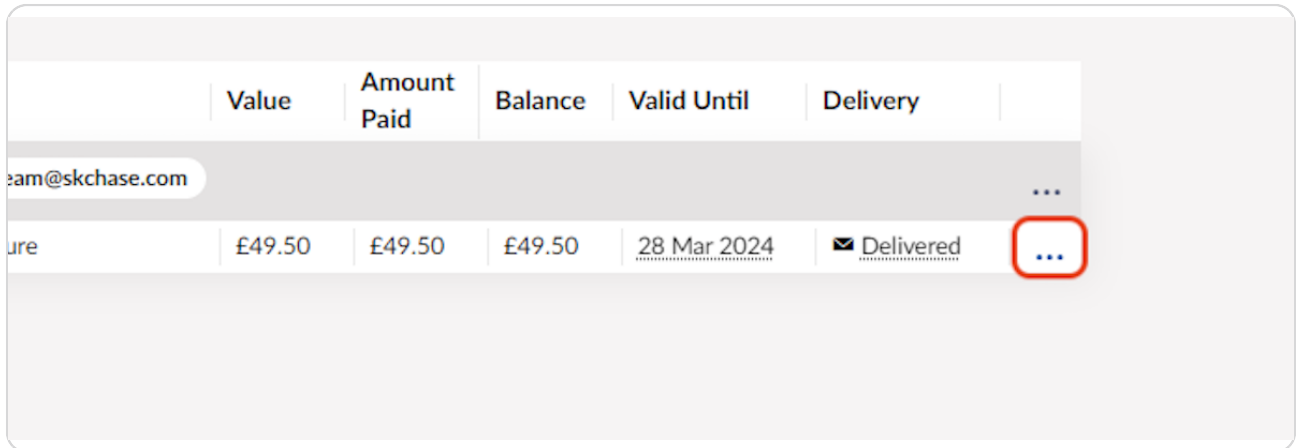


This screenshot is a close-up of the search interface. It shows the navigation bar with "Order Management" highlighted. Below the navigation bar is a search input field. To the right of the search field is a search icon (magnifying glass) and a "Filter" button. The search icon is highlighted with a red box. Below the search field is a table with the following columns: Venue, Voucher, Value, and Amount Paid. The table contains one row of data:

Venue	Voucher	Value	Amount Paid
A - Our Gateway	£49.50 salesteam@skchase.com		
Hotel 1	Luxury Manicure	£49.50	£49.50

STEP 5

You can click on the three dots next to the voucher you want to extend

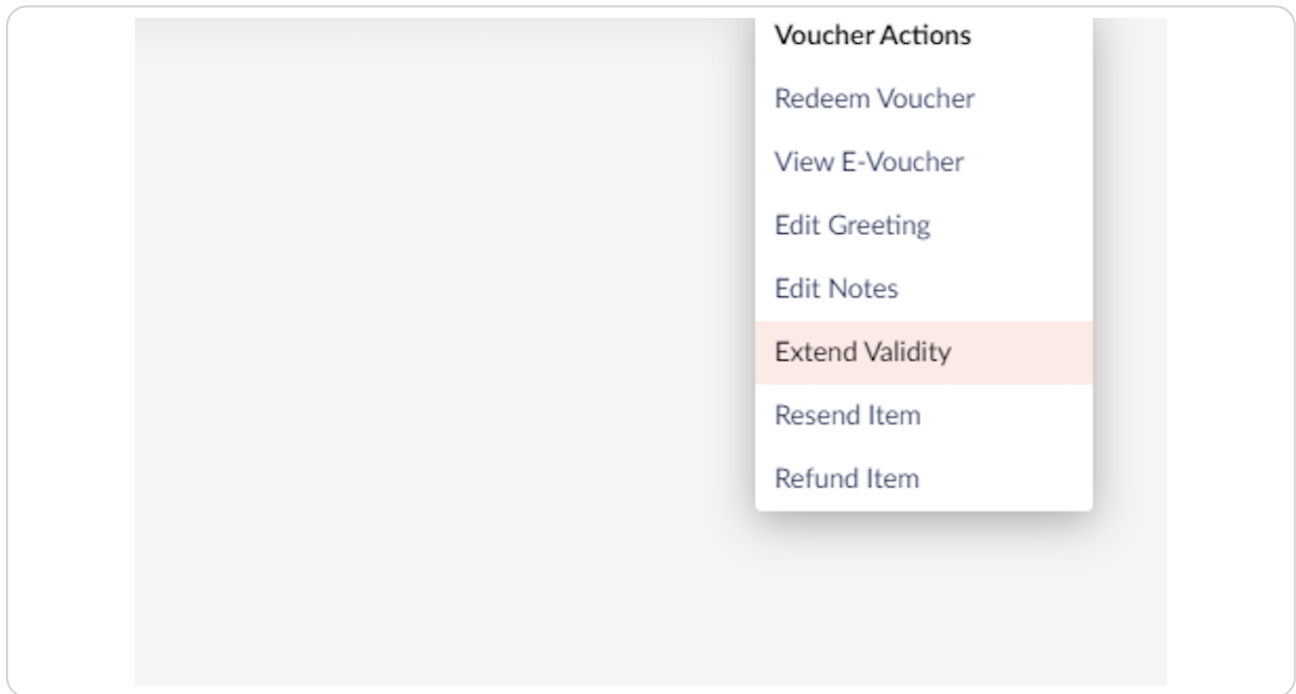


A screenshot of a table showing voucher details. The table has columns for Value, Amount Paid, Balance, Valid Until, and Delivery. A row is highlighted with a red box around the three dots menu icon in the Delivery column.

	Value	Amount Paid	Balance	Valid Until	Delivery
eam@skchase.com					...
ure	£49.50	£49.50	£49.50	28 Mar 2024	✉ Delivered

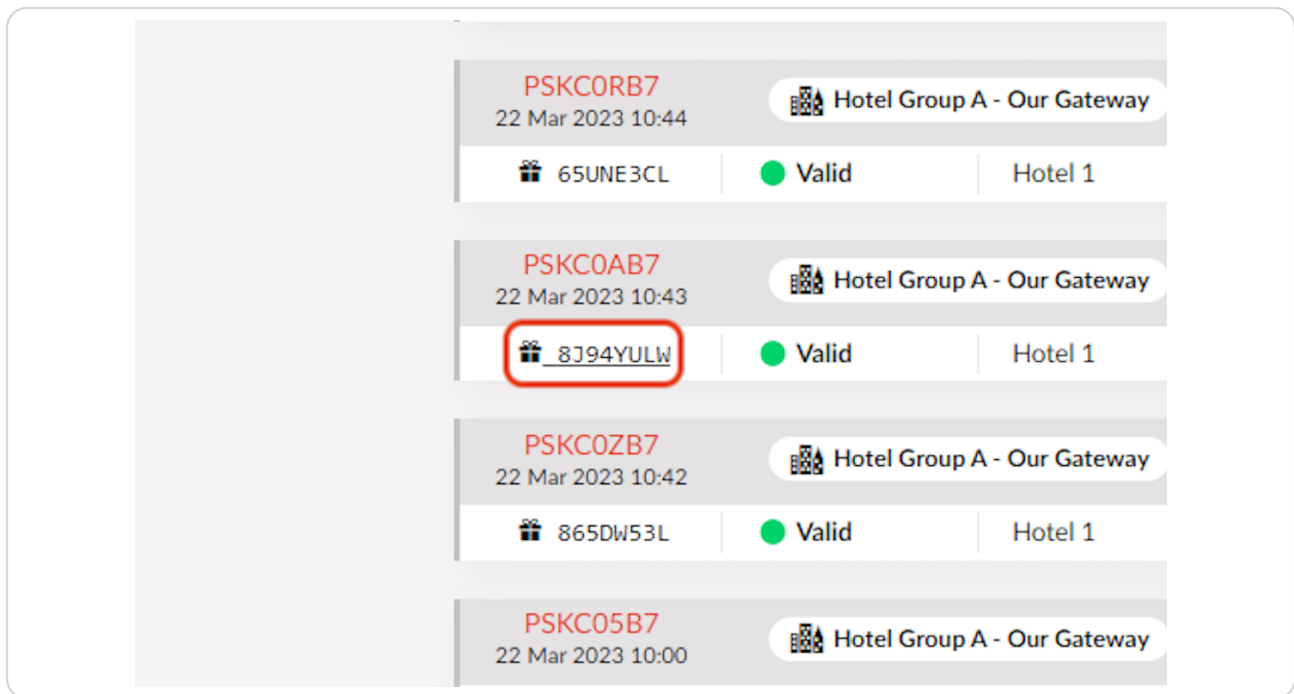
STEP 6

Click on **EXTEND VALIDITY**



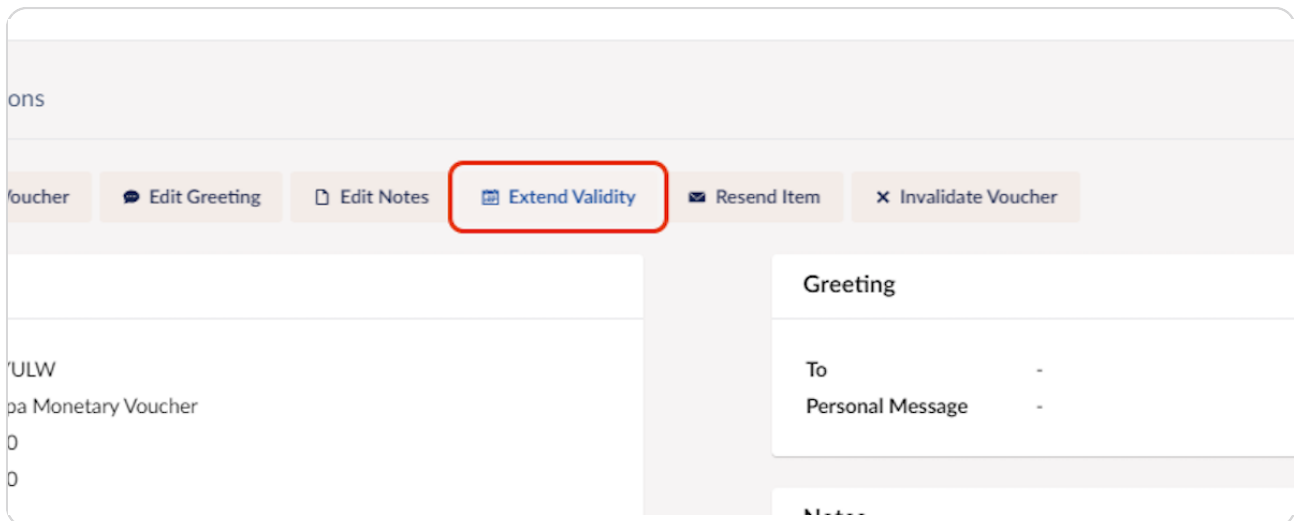
STEP 7

Or you can click onto the item ID



STEP 8

And click on EXTEND VALIDITY



STEP 9

Click on **SELECT DATE**

Edit Voucher Validity : AG63E2JY

anagement

Extension

02 Apr 2024

Notes

(optional) reason for extending voucher.

Amount Paid

£49.50

STEP 10

Choose the date you would like to extend the voucher to

onal Message

es

31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

STEP 11

Add a note to say who authorised the extension and the reason for extension.

Edit Voucher Validity : AG63E2JY

Extension
30 Apr 2024

Notes
Authorisation to extend by Jennifer Mullins.
Booking cancelled due to Covid.

STEP 12

Click on SAVE

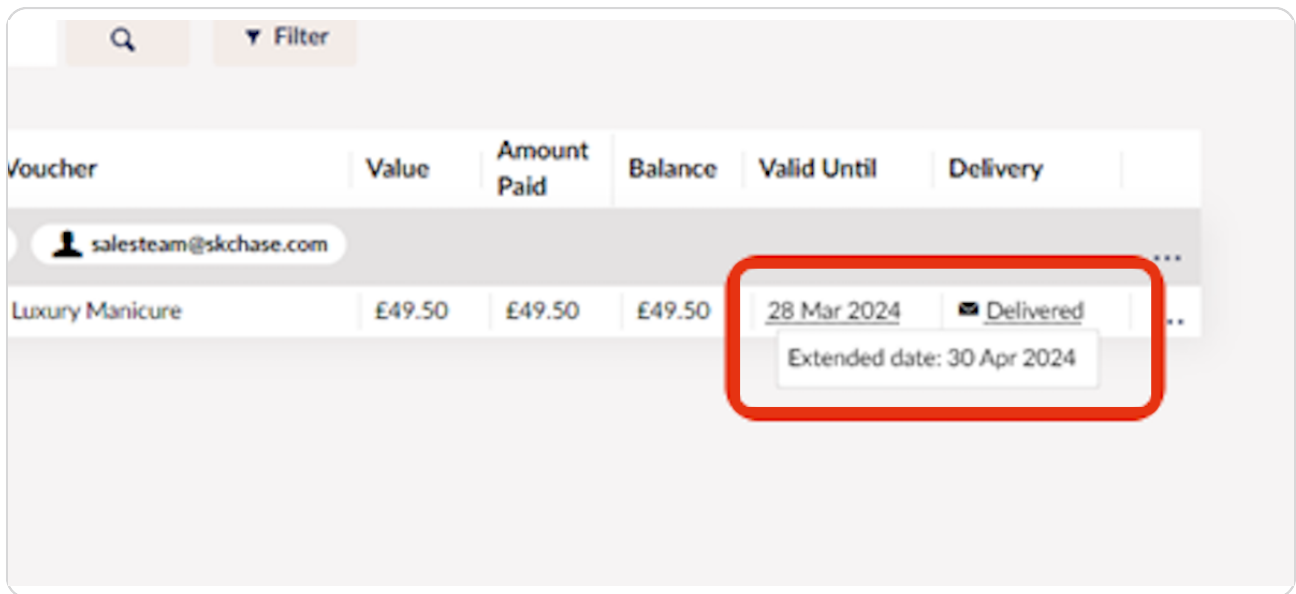
Close **Save**

STEP 13

You can view the new extension date in two places:

STEP 14

Hover your mouse over the Valid Until date to see the Extended Date

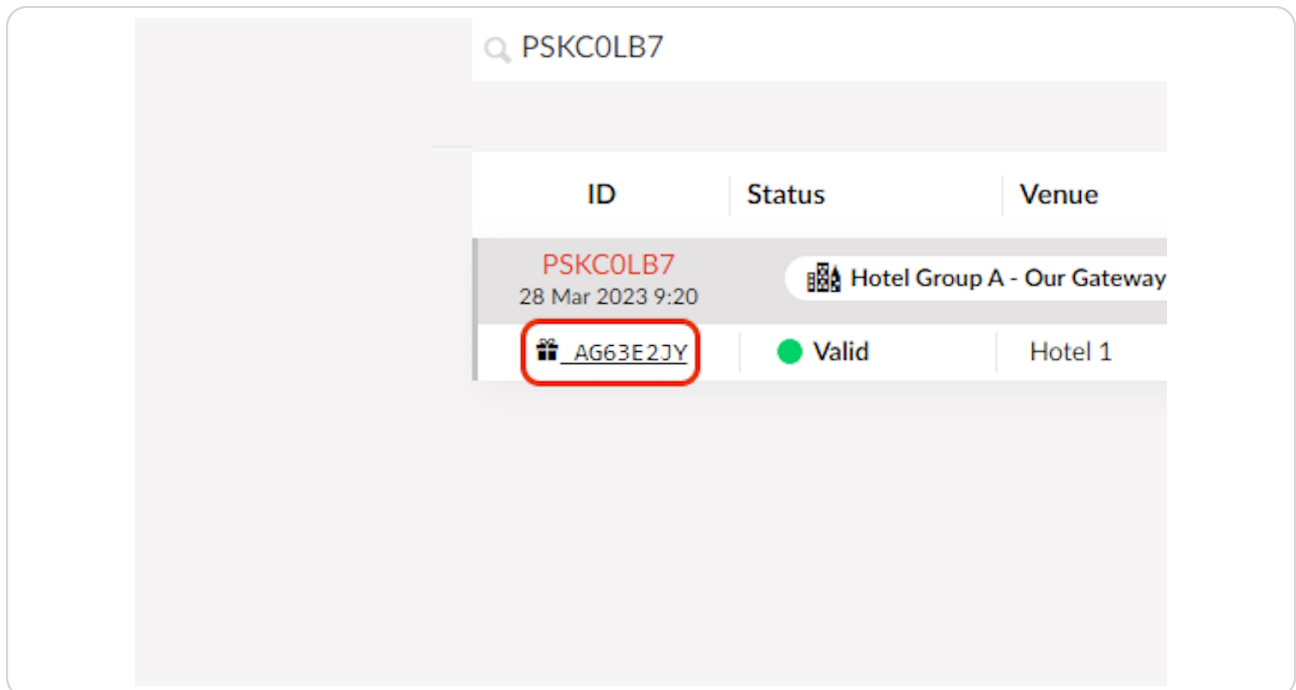


A screenshot of a web interface showing a table of vouchers. The table has columns for Voucher, Value, Amount Paid, Balance, Valid Until, and Delivery. A tooltip is shown over the 'Valid Until' date '28 Mar 2024', displaying 'Extended date: 30 Apr 2024'. The email 'salesteam@skchase.com' is visible in the top left.

Voucher	Value	Amount Paid	Balance	Valid Until	Delivery
Luxury Manicure	£49.50	£49.50	£49.50	28 Mar 2024	Delivered

STEP 15

Or you can click onto the item ID



A screenshot of a search results page for 'PSKCOLB7'. The search bar contains 'PSKCOLB7'. Below the search bar is a table with columns for ID, Status, and Venue. The first row shows 'PSKCOLB7' with a status of 'Valid' and venue 'Hotel 1'. The ID 'PSKCOLB7' is highlighted with a red box.

ID	Status	Venue
PSKCOLB7 28 Mar 2023 9:20	Valid	Hotel Group A - Our Gateway
<u>AG63E2JY</u>	Valid	Hotel 1

STEP 16

And view the extension under the Voucher Details

The screenshot displays the 'Voucher Details' section of a system. The main content area contains the following information:

Voucher Details	
Reference Number	AG63E2JY
Voucher Name	Luxury Manicure
Face Value	£49.50
Current Balance	£49.50
Amount Paid	£49.50
Refunded	£0.00
Venue	Hotel 1
Validity	28 Mar 2023 - 28 Mar 2024
Extension	30 Apr 2024 (33 days)
Delivery Status	Delivered on 28 Mar 2023 09:21:05

On the right side, there is a sidebar with the following sections:

- Greeting**
- To**
Persona
- Notes**
-
- Extensi**
Authoris

The 'Extension' row in the main table is highlighted with a red rectangular box.

STEP 17

The Extension Reason will appear under the notes section

The screenshot shows the management interface for a voucher. At the top, there are several action buttons: 'End Validity', 'Resend Item', 'Refund Item', and 'Invalidate Voucher'. Below these buttons, the interface is divided into sections:

- Greeting**
- To**
Personal Message: To Alex
Happy Birthday! x
- Notes**
-
- Extension Reason**
Authorisation to extend by Jennifer Mullins.

The 'Notes' and 'Extension Reason' sections are enclosed in a red rectangular box.