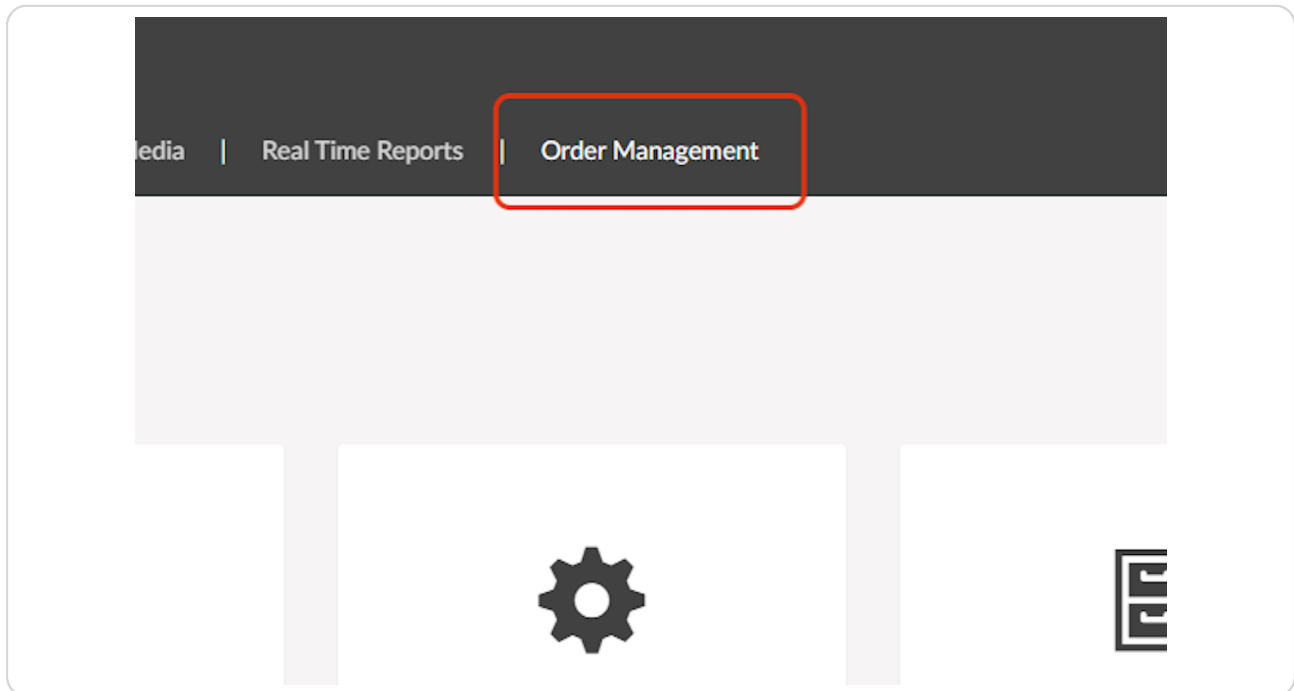


STEP 1

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

STEP 2

[Click on Order Management](#)

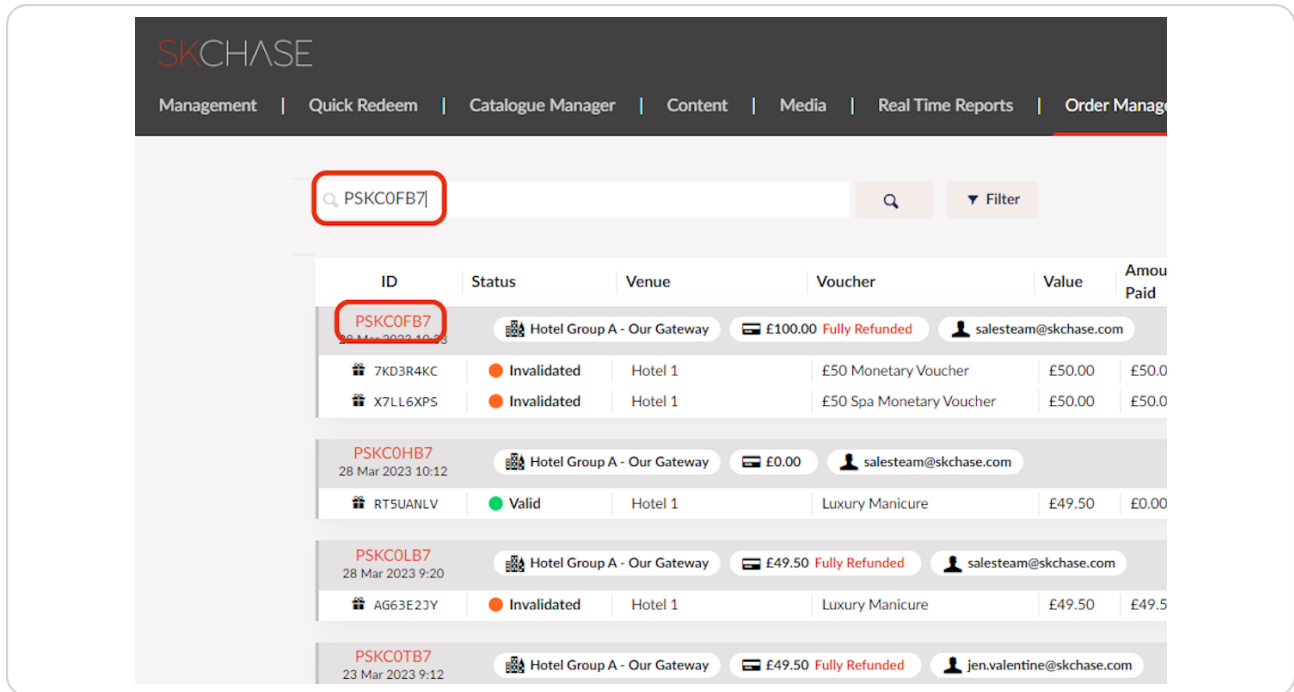


STEP 3

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

STEP 4

Order ID



The screenshot displays the SKCHASE Order Management interface. At the top, there is a navigation bar with the following menu items: Management, Quick Redeem, Catalogue Manager, Content, Media, Real Time Reports, and Order Management. Below the navigation bar is a search bar containing the text "PSKC0FB7" and a search icon. To the right of the search bar is a "Filter" button. Below the search bar is a table listing orders. The table has the following columns: ID, Status, Venue, Voucher, Value, and Amount Paid. The first order listed is PSKC0FB7, which is fully refunded for £100.00. Below it are two invalidated orders: 7KD3R4KC (£50 Monetary Voucher) and X7LL6XP5 (£50 Spa Monetary Voucher). The next order is PSKC0HB7, which is valid for £0.00. Below it is a valid order: RTSUANLV (Luxury Manicure, £49.50). The next order is PSKC0LB7, which is fully refunded for £49.50. Below it is an invalidated order: AG63E23Y (Luxury Manicure, £49.50). The final order listed is PSKC0TB7, which is fully refunded for £49.50.

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0FB7 20 Mar 2023 10:28		Hotel Group A - Our Gateway	£100.00 Fully Refunded		
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XP5	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00
PSKC0HB7 28 Mar 2023 10:12		Hotel Group A - Our Gateway	£0.00		
RTSUANLV	Valid	Hotel 1	Luxury Manicure	£49.50	£0.00
PSKC0LB7 28 Mar 2023 9:20		Hotel Group A - Our Gateway	£49.50 Fully Refunded		
AG63E23Y	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.50
PSKC0TB7 23 Mar 2023 9:12		Hotel Group A - Our Gateway	£49.50 Fully Refunded		

STEP 5

This will be displayed on the buyers receipt and will encompass all vouchers purchased within a transaction.

Your item(s) will be sent separately by your chosen delivery method. You can view a digital copy below by clicking on 'view item details'.

ORDER RECEIPT

Order Number: **PSKC0DBX**
Order Date: Wednesday, 15 March 2023

ITEMS ORDERED

View Item Details	Luxury Spa Day for One	£0.00
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STEP 6

The voucher reference number

7KD3R4KC

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0FB7 28 Mar 2023 10:33	Hotel Group A - Our Gateway	£100.00 Fully Refunded	salesteam@skchase.com		
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XPS	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00

STEP 7

This will be displayed on the gift voucher itself. Each gift voucher will have its own unique reference number.

WHAT IS MY VOUCHER REFERENCE NUMBER?

7KD3R4KC



Hotel A team, please scan the QR code to the left or use the reference number above to redeem this voucher on www.gift.skchaseadmin.com

HOW LONG IS MY VOUCHER VALID FOR?

Your voucher is valid from 28 March 2023 until 28 March 2024.

STEP 8

Surname

This is the surname of the buyer.

The screenshot shows the SKCHASE Order Management interface. A search bar at the top contains the text 'Valentine', which is highlighted with a red box. Below the search bar is a table of orders. The table has columns for ID, Status, Venue, Voucher, Value, and Amount Paid. The data is grouped by order ID.

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0FB7 28 Mar 2023 10:33 Hotel Group A - Our Gateway £100.00 Fully Refunded salesteam@skchase.com					
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XPS	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00
PSKC0HB7 28 Mar 2023 10:12 Hotel Group A - Our Gateway £0.00 salesteam@skchase.com					
RT5UANLV	Valid	Hotel 1	Luxury Manicure	£49.50	£0.00
PSKC0LB7 28 Mar 2023 9:20 Hotel Group A - Our Gateway £49.50 Fully Refunded salesteam@skchase.com					
AG63E2JY	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.50
PSKC0TB7 23 Mar 2023 9:12 Hotel Group A - Our Gateway £49.50 Fully Refunded jen.valentine@skchase.com					

STEP 9

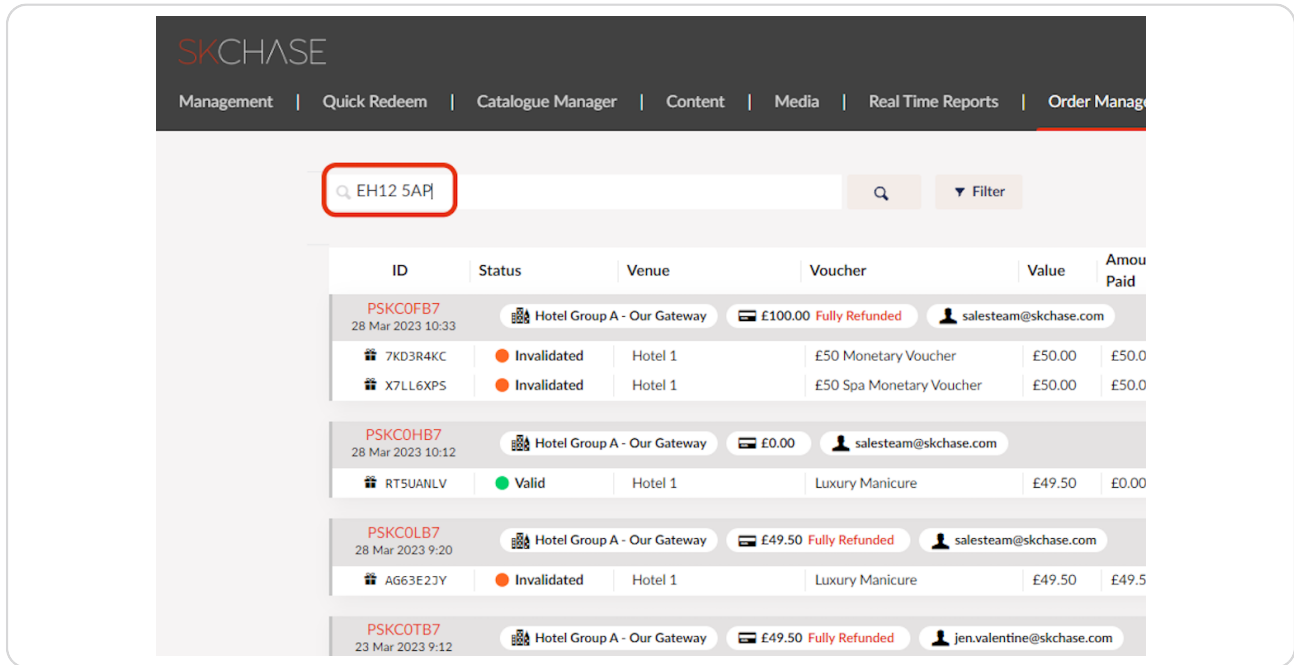
Buyer Email Address

The screenshot shows the SKCHASE Order Management interface. A search bar at the top contains the text 'enquiries@skchase.com', which is highlighted with a red box. Below the search bar is a table of orders, identical to the one in Step 8.

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0FB7 28 Mar 2023 10:33 Hotel Group A - Our Gateway £100.00 Fully Refunded salesteam@skchase.com					
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XPS	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00
PSKC0HB7 28 Mar 2023 10:12 Hotel Group A - Our Gateway £0.00 salesteam@skchase.com					
RT5UANLV	Valid	Hotel 1	Luxury Manicure	£49.50	£0.00
PSKC0LB7 28 Mar 2023 9:20 Hotel Group A - Our Gateway £49.50 Fully Refunded salesteam@skchase.com					
AG63E2JY	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.50
PSKC0TB7 23 Mar 2023 9:12 Hotel Group A - Our Gateway £49.50 Fully Refunded jen.valentine@skchase.com					

STEP 10

Postcode

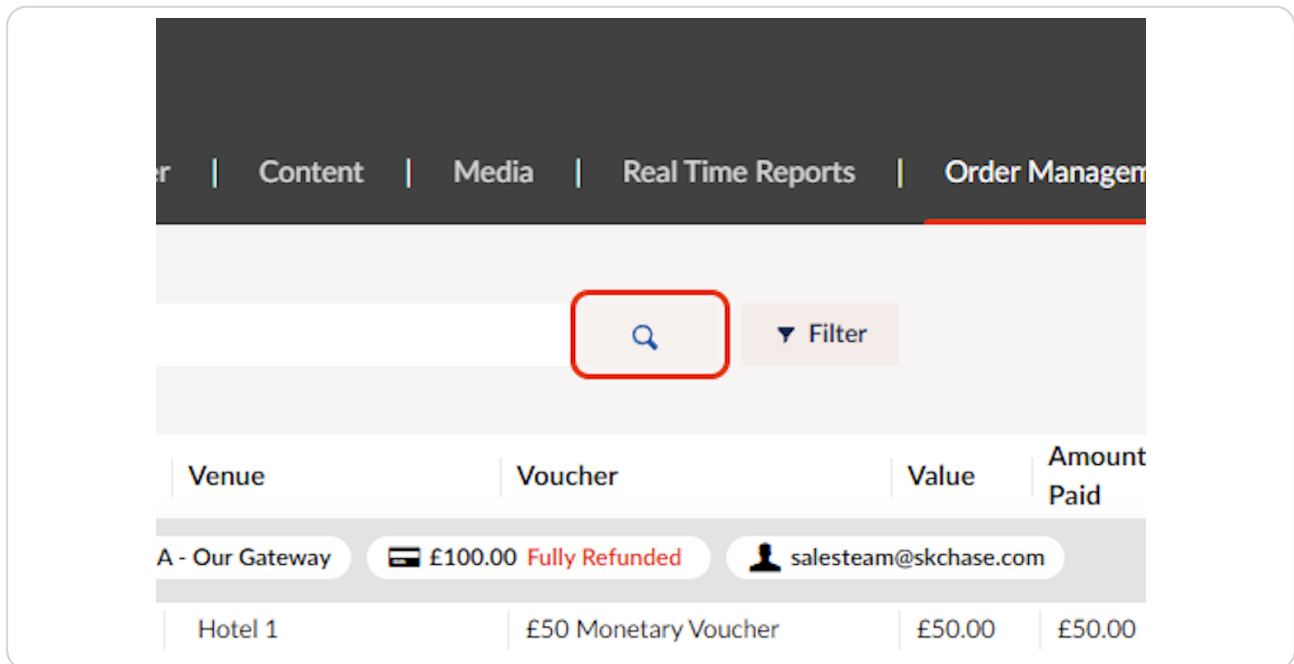


The screenshot shows the SKCHASE Order Management interface. At the top, there is a navigation bar with links: Management, Quick Redeem, Catalogue Manager, Content, Media, Real Time Reports, and Order Management. Below the navigation bar, there is a search input field containing the text 'EH12 5AP', a search icon, and a 'Filter' button. Below the search bar, there is a table displaying a list of vouchers. The table has columns for ID, Status, Venue, Voucher, Value, and Amount Paid. The data is grouped by voucher ID.

ID	Status	Venue	Voucher	Value	Amount Paid
PSKCOFB7 28 Mar 2023 10:33					
Hotel Group A - Our Gateway					
£100.00 Fully Refunded					
salesteam@skchase.com					
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XPS	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00
PSKCOHB7 28 Mar 2023 10:12					
Hotel Group A - Our Gateway					
£0.00					
salesteam@skchase.com					
RT5UANLV	Valid	Hotel 1	Luxury Manicure	£49.50	£0.00
PSKCOLB7 28 Mar 2023 9:20					
Hotel Group A - Our Gateway					
£49.50 Fully Refunded					
salesteam@skchase.com					
AG63E2JY	Invalidated	Hotel 1	Luxury Manicure	£49.50	£49.50
PSKCOB7 23 Mar 2023 9:12					
Hotel Group A - Our Gateway					
£49.50 Fully Refunded					
jen.valentine@skchase.com					

STEP 11

Once you have added the search term, click the search icon



This screenshot is a close-up of the search interface. It shows the search input field with the text 'EH12 5AP' and a search icon. The search icon is highlighted with a red box. Below the search bar, there is a 'Filter' button. Below the search bar, there is a table displaying a list of vouchers. The table has columns for Venue, Voucher, Value, and Amount Paid. The data is grouped by voucher ID.

Venue	Voucher	Value	Amount Paid
A - Our Gateway			
£100.00 Fully Refunded			
salesteam@skchase.com			
Hotel 1	£50 Monetary Voucher	£50.00	£50.00