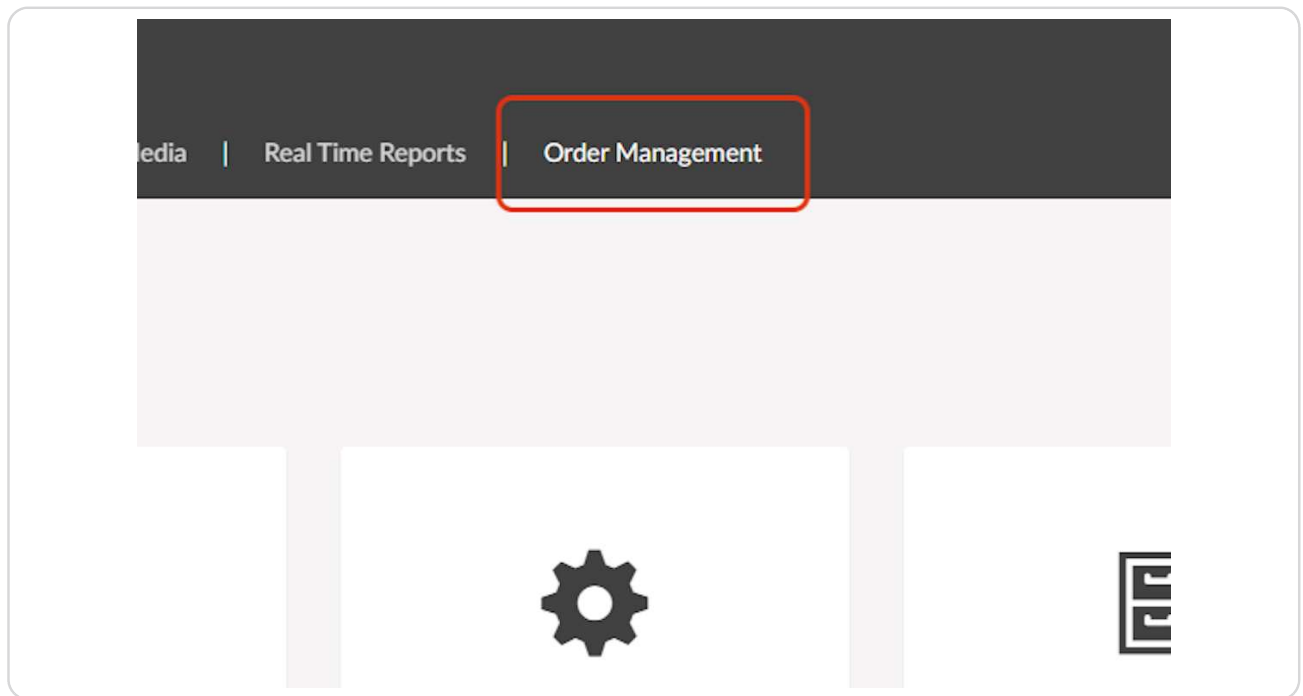


STEP 1

Login into [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

SKCHASE

Management | Quick Redeem | Catalogue Manager | Content | Media | Real Time Reports | Order Manager

Q PSKC0FB7

Q

▼ Filter

ID	Status	Venue	Voucher	Value	Amount Paid
PSKC0FB7 28 Mar 2023 10:33					
Hotel Group A - Our Gateway		£100.00		salesteam@skchase.com	
7KD3R4KC	Valid	Hotel 1	£50 Monetary Voucher	£50.00	£50.00
X7LL6XPS	Valid	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		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 4

Click the search icon

Content | Media | Real Time Reports | Order Manager

Q

▼ Filter

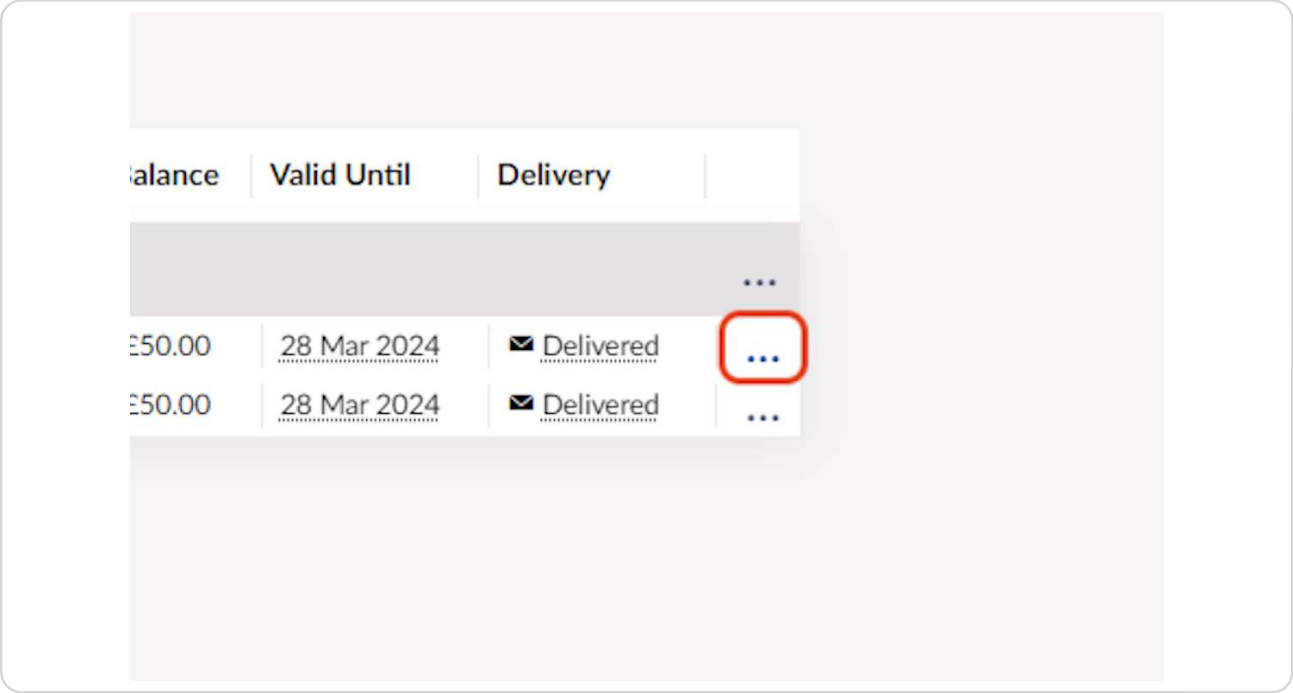
Venue	Voucher	Value	Amount Paid
A - Our Gateway		£100.00	
salesteam@skchase.com			
Hotel 1	£50 Monetary Voucher	£50.00	£50.00

STEP 5

There are two ways you can refund a voucher:

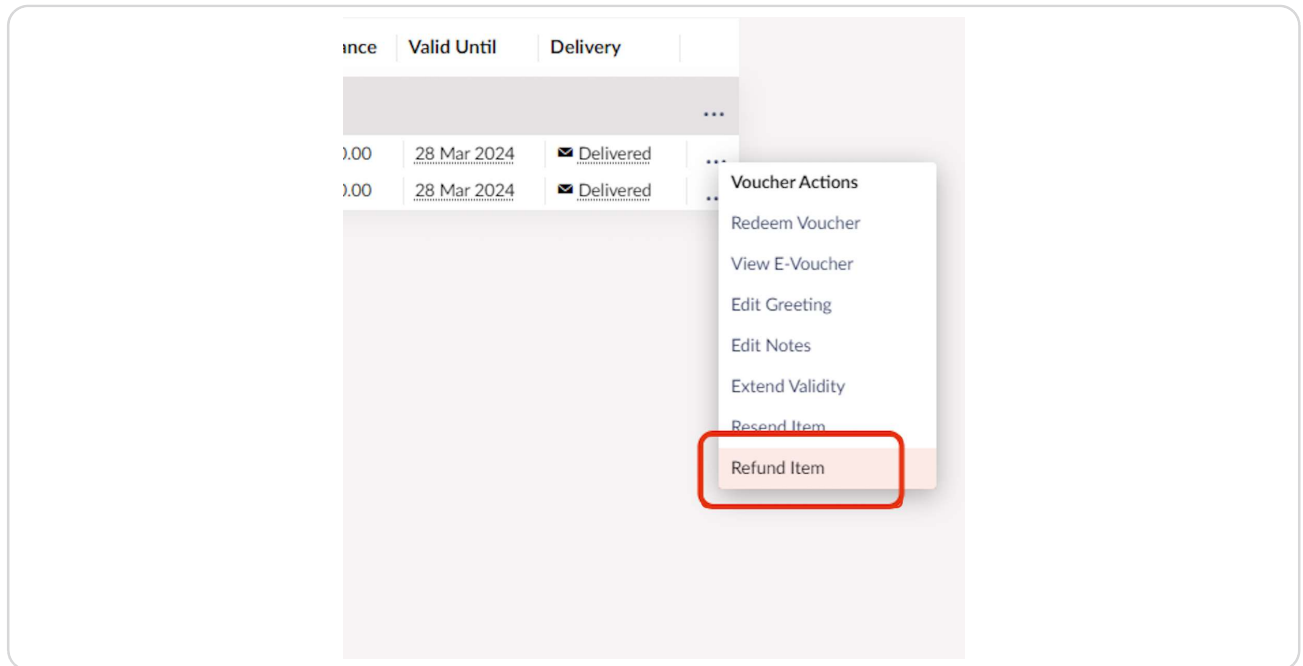
STEP 6

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



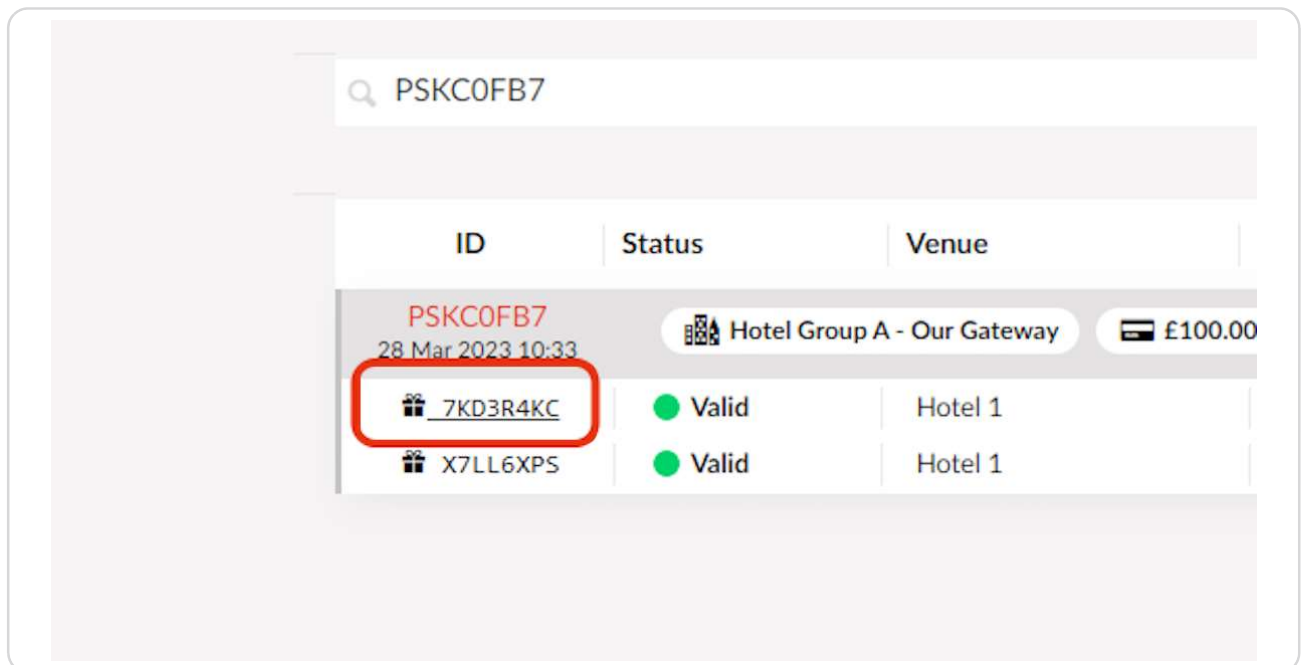
## STEP 7

### Click on REFUND ITEM



## STEP 8

### Or click on the item ID of the voucher you would like to refund



## STEP 9

### And click on REFUND ITEM

The screenshot shows a horizontal menu with five buttons: 'Edit Notes', 'Extend Validity', 'Resend Item', 'Refund Item', and 'Invalidate Voucher'. The 'Refund Item' button is highlighted with a red rectangular border. Below the menu, there is a 'Greeting' field and a 'To' field with a minus sign.

## STEP 10

### Add the reason for refund

The screenshot shows a refund form. At the top, it says 'Purchase Method : card' and 'Payment Type : Stripe'. Below this is a table with the following data:

	Item	Reference	Name	Face Value	Balance	Amount Paid	Refunded	Status	Re
<input checked="" type="checkbox"/>	Voucher	7KD3R4KC	£50 Monetary Voucher	£50.00	£50.00	£50.00	£0.00	Valid	5

Below the table, there is a 'Reason for refund' section with a text input field containing 'Refund request within 14 days|'. To the right of this field is the 'Refund Method' section with three radio button options:

- ☒ Original payment method - Automatic  
A refund can be processed here and the money will be credited to the original payment method. You can check which card by going to the gateway portal or app.
- ☐ Original payment method - Manual  
Records a refund manually issued via the payment gateway.
- ☐ Offline or other refund method  
You must refund the buyer with cash or alternative payment method. You must acknowledge it in the system.

## STEP 11

### Choose the REFUND METHOD

£50.00	£50.00	£50.00	£0.00	Valid
--------	--------	--------	-------	-------

**Refund Method**

- ☒ **Original payment method - Automatic**  
A refund can be processed here and the can check which card by going to the ga app.
- ☐ **Original payment method - Manual**  
Records a refund manually issued via th
- ☐ **Offline or other refund method**  
You must refund the buyer with cash or

## # Understanding refund methods:

15 Steps

## STEP 12

### Original Payment Method – automatic

This refund will automatically go back onto the card used to make purchase. This is the most common way to refund.

**Refund Method**

- ☒ **Original payment method - Automatic**  
A refund can be processed here and the money will go back on the card that was used to pay. You can check which card by going to the gateway portal. We do not store the card details in the gift app.
- ☐ **Original payment method - Manual**  
Records a refund manually issued via the payment gateway
- ☐ **Offline or other refund method**  
You must refund the buyer with cash or alternative payment methods and then process the refund here to acknowledge it in the system.

## STEP 13

### Original Payment Method – Manual

If you have refunded an order directly in the payment gateway (instead of using the automatic refund method) you will choose this to make sure the refund is also recorded in the system.

#### Refund Method

☐ Original payment method - **Automatic**

A refund can be processed here and the money will go back on the card that was used to pay. You can check which card by going to the gateway portal. We do not store the card details in the gift app.

☒ Original payment method - **Manual**

Records a refund manually issued via the payment gateway

☐ Offline or other refund method

You must refund the buyer with cash or alternative payment methods and then process the refund here to acknowledge it in the system.

## STEP 14

### Offline or other refund method

If you refund a buyer with cash or another alternative payment, you will need need to choose this method so the refund is mirrored in the system.

## STEP 15

Once you have established the refund method, click REFUND



A screenshot of a refund confirmation dialog box. The dialog has a light gray background. At the bottom right, there are two buttons: a 'Close' button and a green 'Refund' button. The 'Refund' button is highlighted with a red rectangular border.

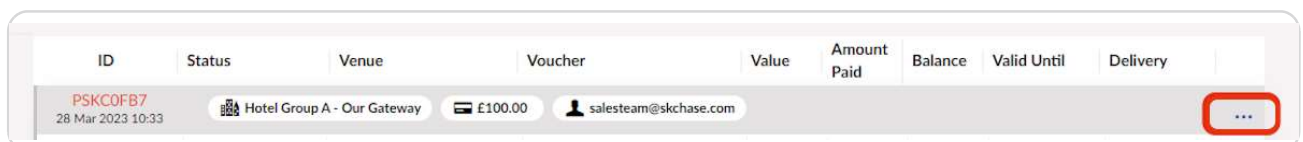
## STEP 16

There are two ways to refund an ORDER

(All vouchers within an order)

## STEP 17

To refund an ORDER click onto the three dots next to the order details



A screenshot of a table showing order details. The table has columns: ID, Status, Venue, Voucher, Value, Amount Paid, Balance, Valid Until, and Delivery. The first row contains the following data: ID: PSKC0FB7, Status: 28 Mar 2023 10:33, Venue: Hotel Group A - Our Gateway, Voucher: £100.00, Value: salesteam@skchase.com. The three-dot menu icon at the end of the first row is highlighted with a red rectangular border.

ID	Status	Venue	Voucher	Value	Amount Paid	Balance	Valid Until	Delivery
PSKC0FB7	28 Mar 2023 10:33	Hotel Group A - Our Gateway	£100.00	salesteam@skchase.com	...			



STEP 18

Click on REFUND ORDER

Amount Paid	Balance	Valid Until	Delivery	
£50.00	£50.00	28 Mar 2024	Delivered	...
£50.00	£50.00	28 Mar 2024	Delivered	...

Order Actions

Edit Buyer

Edit Notes

Resend Receipt

Resend E-Voucher

Refund Order

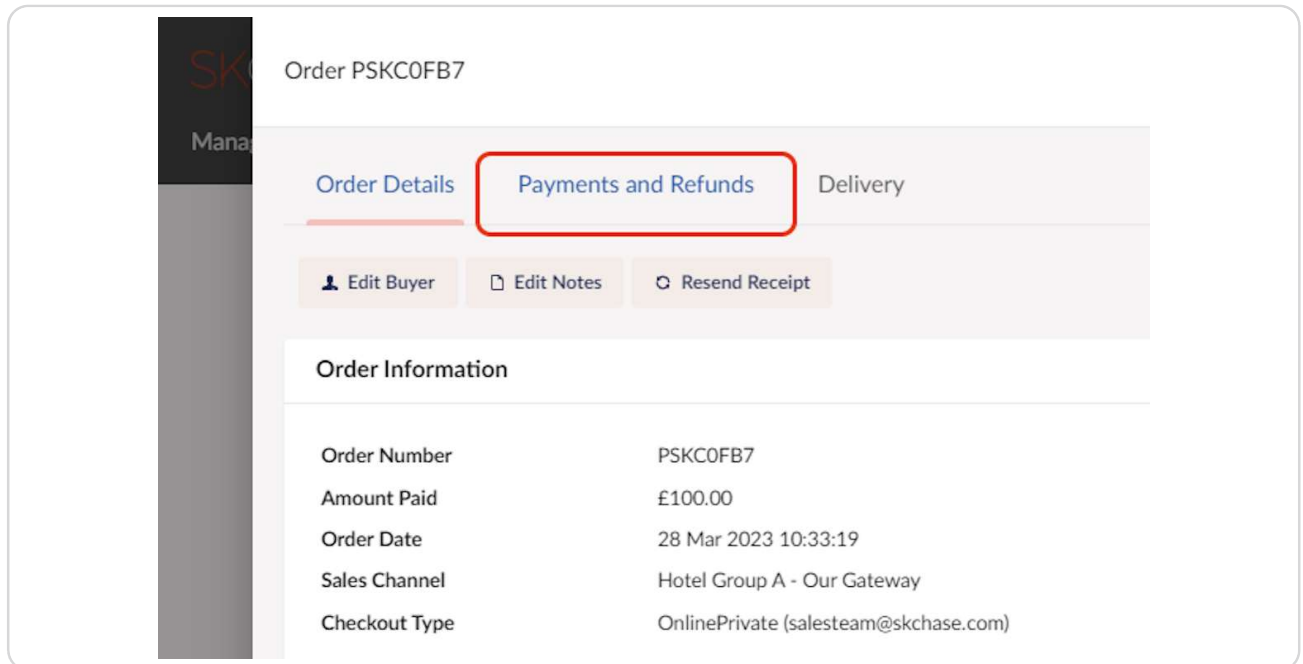
STEP 19

Or click on the Order ID

ID	Status	Venue
PSKC0FB7		Hotel Group A - Our Gateway
7KD3R4KC	Valid	Hotel 1
X7LL6XPS	Valid	Hotel 1

## STEP 20

### Click on PAYMENTS AND REFUNDS

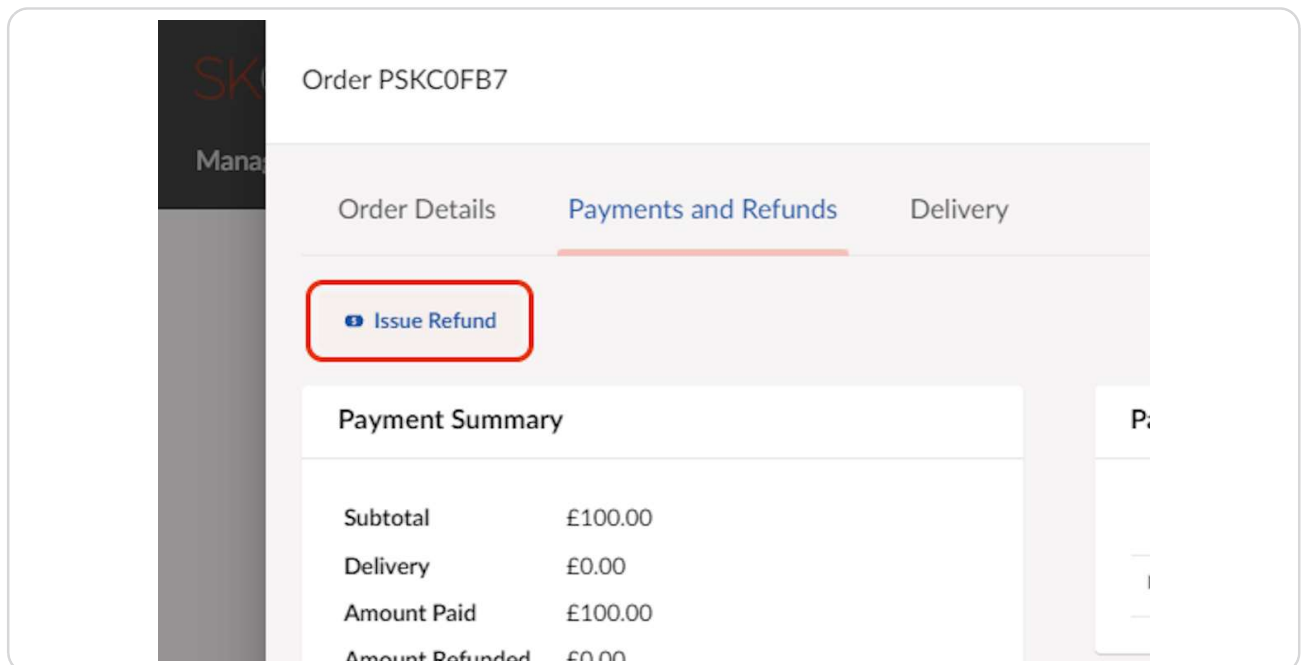


The screenshot shows the SKCHASE Order Management interface for Order PSKC0FB7. The 'Payments and Refunds' tab is selected and highlighted with a red box. Below the tabs, there are three buttons: 'Edit Buyer', 'Edit Notes', and 'Resend Receipt'. The 'Order Information' section displays the following details:

Order Number	PSKC0FB7
Amount Paid	£100.00
Order Date	28 Mar 2023 10:33:19
Sales Channel	Hotel Group A - Our Gateway
Checkout Type	OnlinePrivate (salesteam@skchase.com)

## STEP 21

### Click on ISSUE REFUND



The screenshot shows the SKCHASE Order Management interface for Order PSKC0FB7. The 'Payments and Refunds' tab is selected. The 'Issue Refund' button is highlighted with a red box. Below the tabs, there is a 'Payment Summary' section displaying the following details:




Payment Summary	
Subtotal	£100.00
Delivery	£0.00
Amount Paid	£100.00
Amount Refunded	£0.00

## STEP 22

### Make sure all of the vouchers you want to refund are ticked

(Vouchers that are unticked, will not be refunded)




Payment type: Stripe

<input checked="" type="checkbox"/>	Item	Reference	Name
<input checked="" type="checkbox"/>	 Voucher	7KD3R4KC	£50 Monet
<input checked="" type="checkbox"/>	 Voucher	X7LL6XPS	£50 Spa M
<input type="checkbox"/>	 Email	-	Email Deliv

## STEP 23

### Add a reason for the refund

Payment Type: Stripe

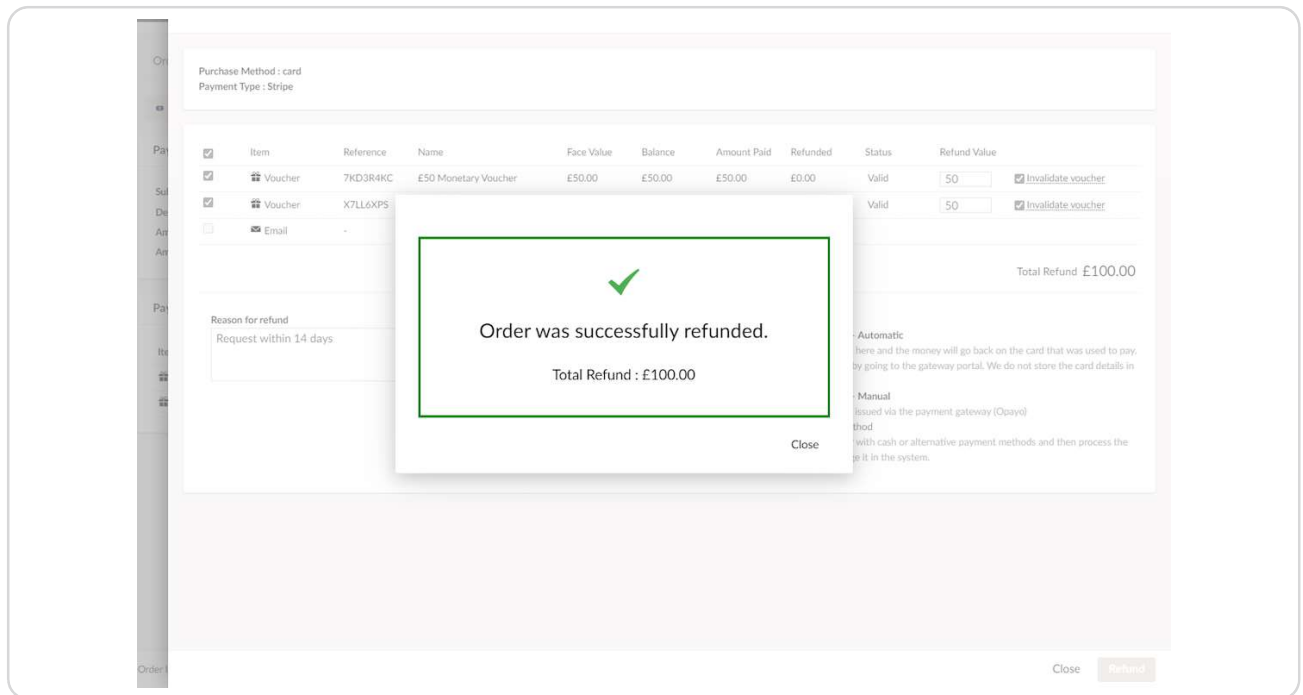
<input checked="" type="checkbox"/>	Item	Reference	Name	Face Value	Balance	Amount Paid	Refunded	Status	Re
<input checked="" type="checkbox"/>	 Voucher	7KD3R4KC	£50 Monetary Voucher	£50.00	£50.00	£50.00	£0.00	Valid	5
<input checked="" type="checkbox"/>	 Voucher	X7LL6XPS	£50 Spa Monetary Voucher	£50.00	£50.00	£50.00	£0.00	Valid	5
<input type="checkbox"/>	 Email	-	Email Delivery	£0.00	-	-	-		

**Reason for refund**  
Request within 14 days

**Refund Method**  
☒ **Original payment method - Automatic**  
A refund can be processed here and the money will be returned to the original payment method. You can check which card by going to the gateway portal app.  
☐ **Original payment method - Manual**  
Records a refund manually issued via the payment gateway.  
☐ **Offline or other refund method**  
You must refund the buyer with cash or alternative payment method. You must acknowledge it in the system.

## STEP 24

A pop up will confirm that the voucher/order was successfully refunded



## STEP 25

The order will now show as **FULLY REFUNDED** and the vouchers **INVALIDATED** in both the summary

ID	Status	Venue	Voucher	Value	Amount Paid	Balance	Valid Until	Delivery
PSKC0FB7 28 Mar 2023 10:33		Hotel Group A - Our Gateway	£100.00 Fully Refunded					
7KD3R4KC	Invalidated	Hotel 1	£50 Monetary Voucher	£50.00	£50.00	£0.00	28 Mar 2024	Delivered
X7LL6XPS	Invalidated	Hotel 1	£50 Spa Monetary Voucher	£50.00	£50.00	£0.00	28 Mar 2024	Delivered

STEP 26

And within the order details

Order PSKC0FB7

Order Details

Payments and Refunds

Delivery

Issue Refund

Payment Summary

Subtotal	£100.00
Delivery	£0.00
Amount Paid	£100.00
Amount Refunded	£100.00

Payment History

Status	Amount	Timestamp	Message
▶ Payment Succeeded	£100.00	28 Mar 2023 10:33:21	Payment complete.

Payment Breakdown

Item Type	Reference No	Item Name	Face Value	Amount Paid	Refunded	Status
Voucher	7KD3R4KC	£50 Monetary Voucher	£50.00	£50.00	£50.00	Invalidated
Voucher	X7LL6XPS	£50 Spa Monetary Voucher	£50.00	£50.00	£50.00	Invalidated