



How to amend the personal message

You can amend the personal message of an e-voucher at any time and simply re-send the updated e-voucher to the buyer or recipient once the changes have been made.

10 Steps [View most recent version](#) 

Created by

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Creation Date

March 28, 2023

Last Updated

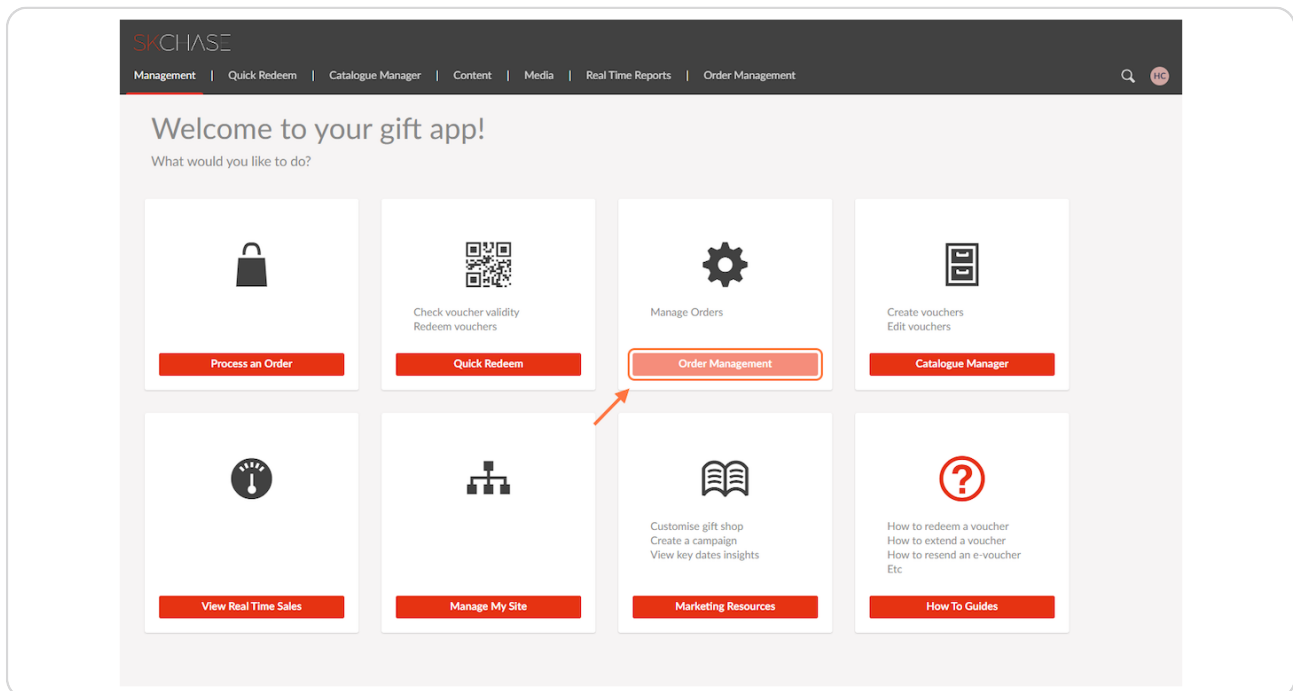
May 25, 2023

STEP 1

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

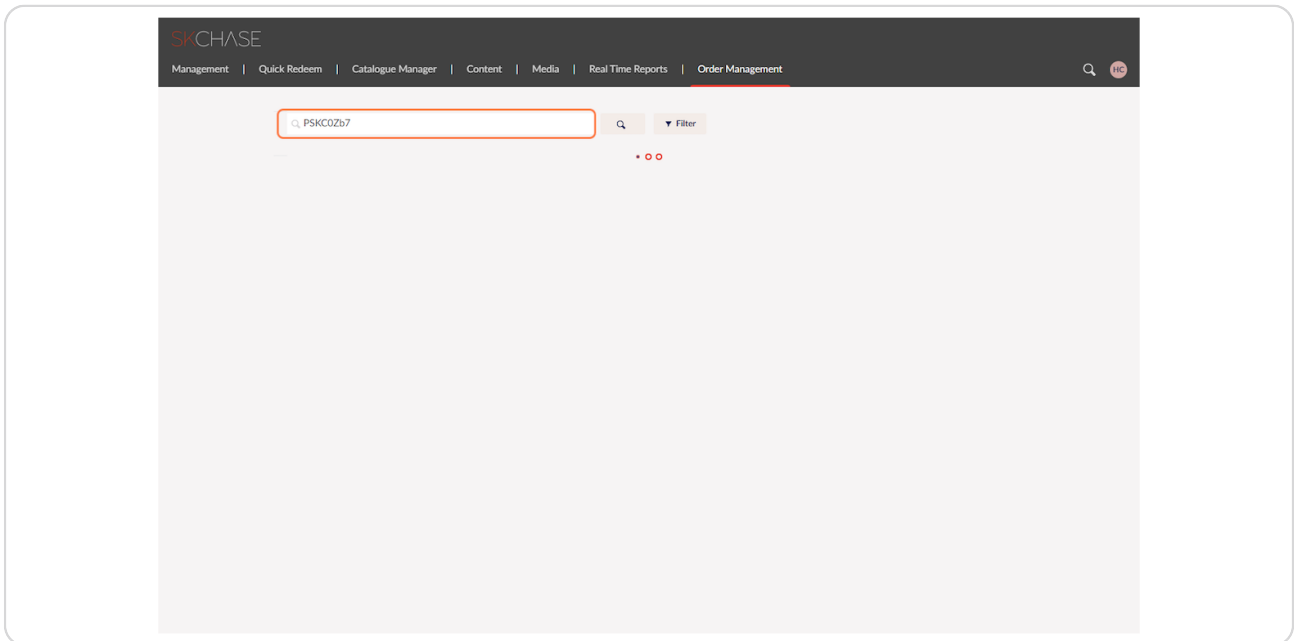
STEP 2

Click on ORDER MANAGEMENT



STEP 3

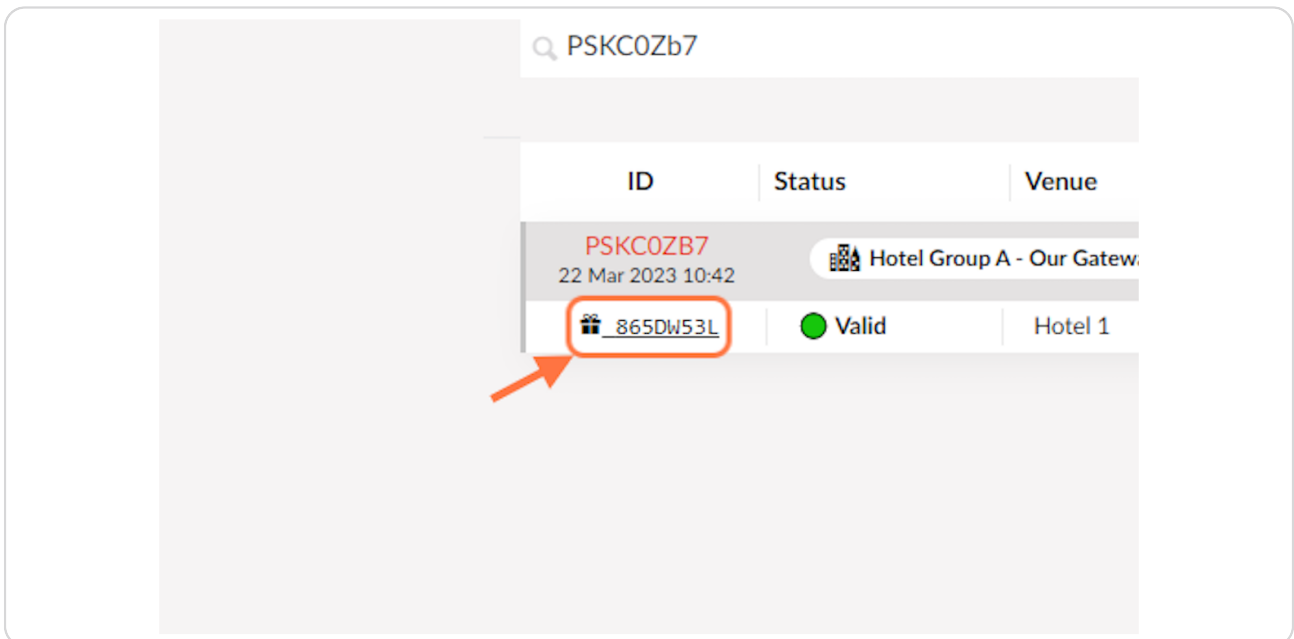
Search for the ORDER ID



STEP 4

Click on the ITEM ID link, below the ORDER ID

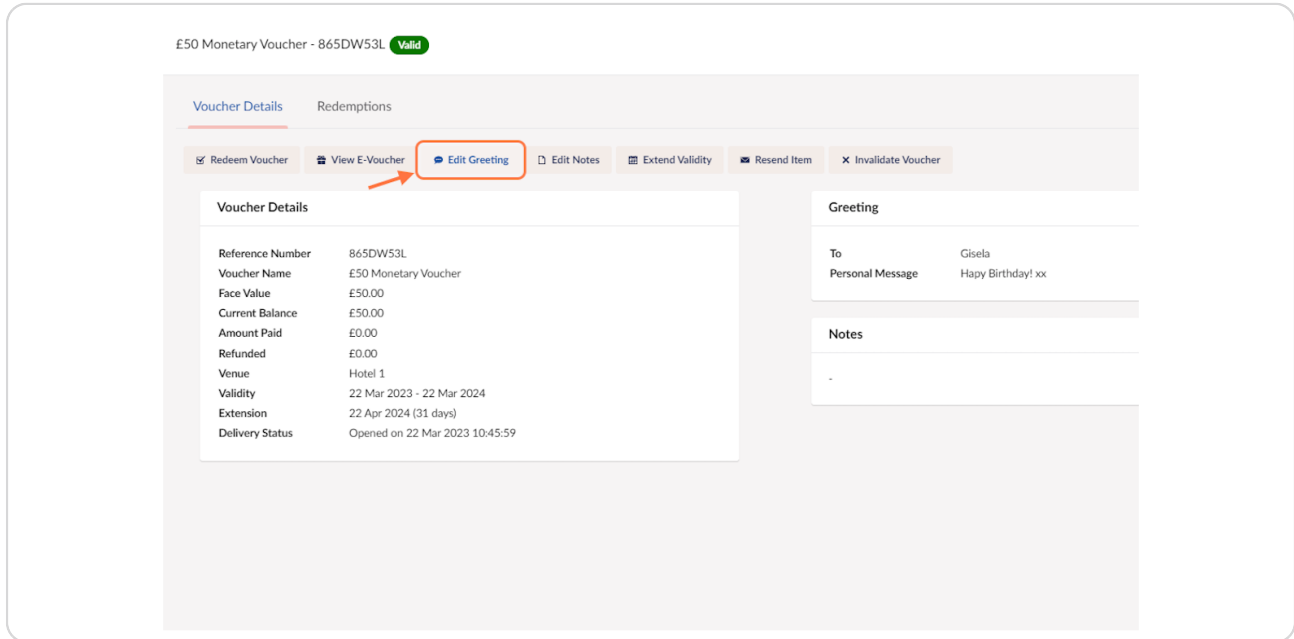
This will open a new tab with the item details



STEP 5

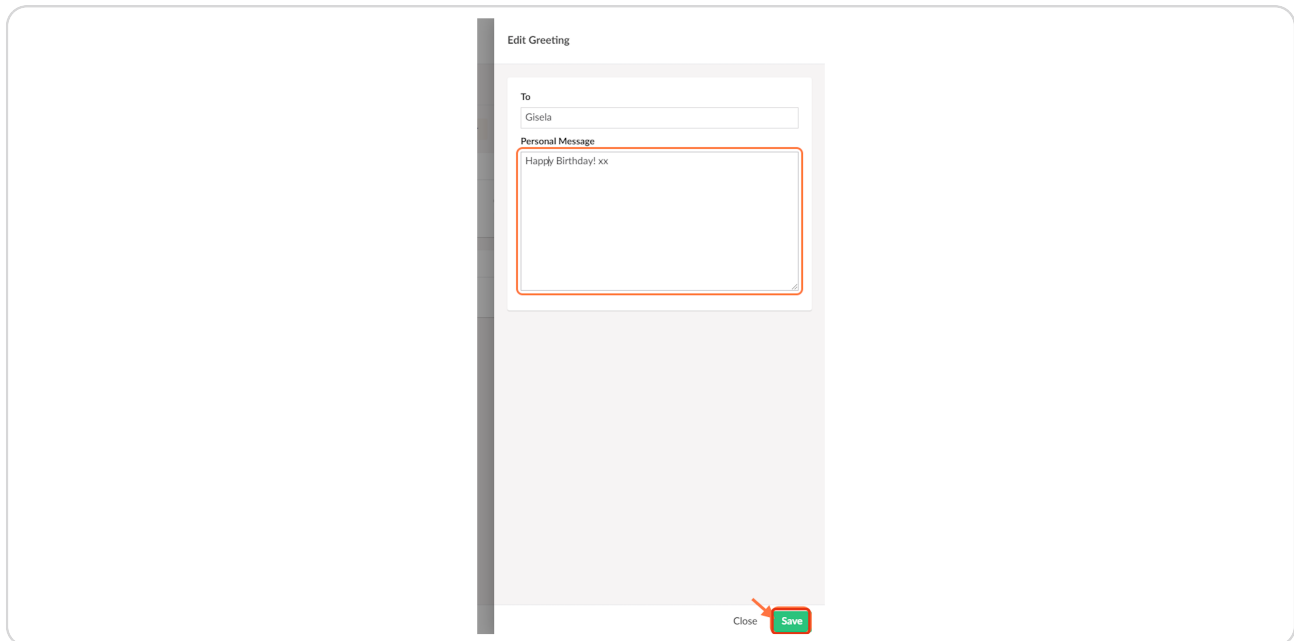
On the new tab, click on EDIT GREETING

This will open a new tab with the personal message



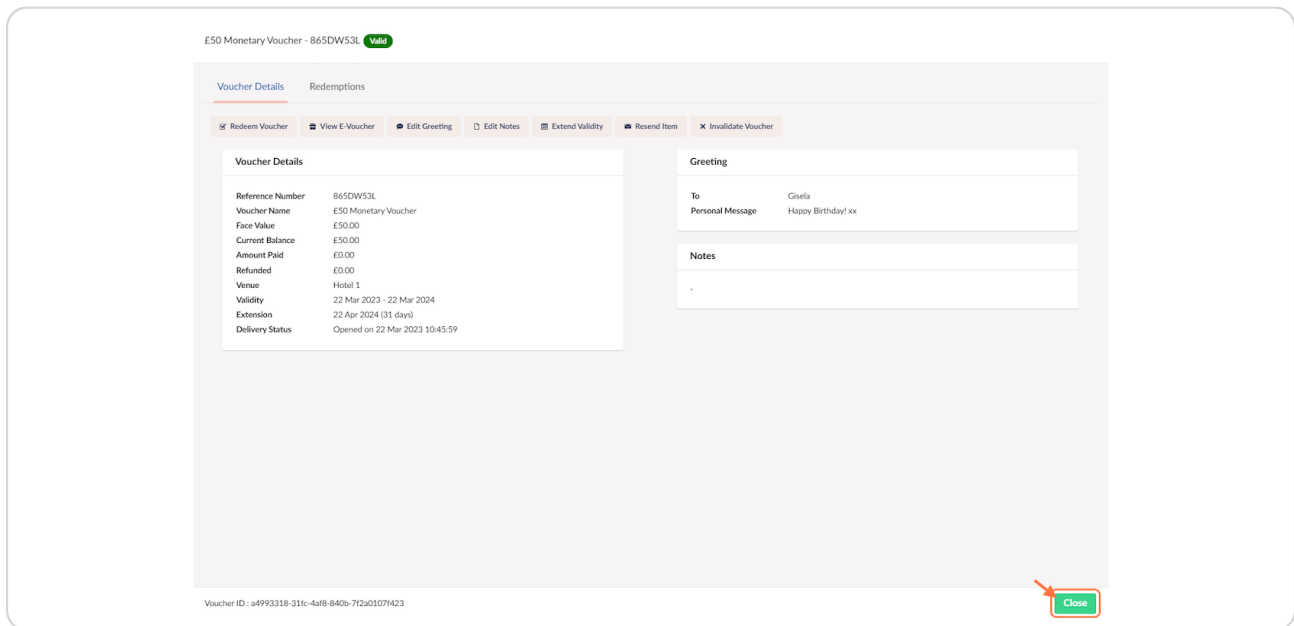
STEP 6

Amend the message and click on SAVE



STEP 7

The message has now been amended! Click on **CLOSE**



E50 Monetary Voucher - 865DW53L **Valid**

Voucher Details | Redemptions

Redeem Voucher | View E-Voucher | Edit Greeting | Edit Notes | Extend Validity | Resend Item | Invalidate Voucher

Voucher Details	
Reference Number	865DW53L
Voucher Name	E50 Monetary Voucher
Face Value	£50.00
Current Balance	£50.00
Amount Paid	£0.00
Refunded	£0.00
Venue	Hotel 1
Validity	22 Mar 2023 - 22 Mar 2024
Extension	22 Apr 2024 (31 days)
Delivery Status	Opened on 22 Mar 2023 10:45:59

Greeting	
To	Gisela
Personal Message	Happy Birthday! xx

Notes

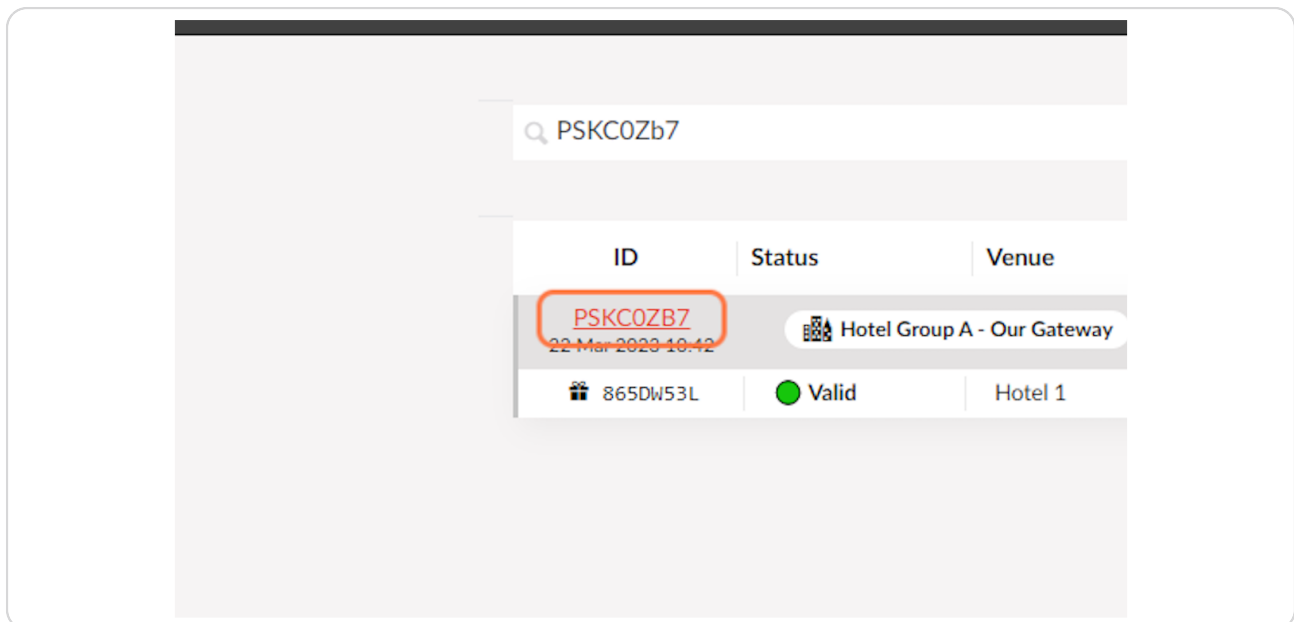
Voucher ID : a4993318-311c-4a18-840b-712a01071423

Close

STEP 8

Alternatively, after searching for the **ORDER ID**, you can click on the **ORDER ID link**

This will open a new tab with the order details



PSKC0Zb7

ID	Status	Venue
PSKC0ZB7 22 Mar 2023 10:42		Hotel Group A - Our Gateway
865DW53L	Valid	Hotel 1

STEP 9

On the new tab, click on the link in ORDER ITEMS

Order PSKC02B7

Order Details | Payments and Refunds | Delivery

Edit Buyer | Edit Notes | Resend Receipt

Order Information

Order Number	PSKC02B7
Amount Paid	£0.00
Order Date	22 Mar 2023 10:42:54
Sales Channel	Hotel Group A - Our Gateway
Checkout Type	Offline (anb)

Buyer Information

First Name	Jan
Last Name	Harding
Company Name	-
Address	-
Phone	+443443710071
Email	jan.harding@skchase.com

Order Items

Reference Number	Name	Status
865DW53L	£50 Monetary Voucher	Valid

Order ID : a4fb459b-c889-1960-4d2a-34017ea807eb Close

STEP 10

This will bring you to the ITEM ID details and you can amend the message as explained previously

Order: £50 Monetary Voucher - 865DW53L Valid

Voucher Details | Redemptions

Redeem Voucher | View E-Voucher | **Edit Greeting** | Edit Notes | Extend Validity | Resend Item | Invalidate Voucher

Voucher Details

Reference Number	865DW53L
Voucher Name	£50 Monetary Voucher
Face Value	£50.00
Current Balance	£50.00
Amount Paid	£0.00
Refunded	£0.00
Venue	Hotel 1
Validity	22 Mar 2023 - 22 Mar 2024
Extension	22 Apr 2024 (31 days)
Delivery Status	Opened on 22 Mar 2023 10:45:59

Greeting

To	Gisela
Personal Message	Happy Birthday! xx

Notes

Order: Voucher ID : a4993318-31fc-4a18-840b-7f2a0107f423 Close

SKCHASE