# 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 <u>View most recent version</u>

Created by

Rosario Quezada

Creation Date

Last Updated

March 28, 2023

May 25, 2023





# Login to https://p5.skchase.com/giftapp

#### STEP 2

# **Click on ORDER MANAGEMENT**

| SKCHASE<br>Management   Quick Redeem   Catalo | gue Manager   Content   Media   Re                        | al Time Reports   Order Management          |   | Q. (160 |
|---|---|---|---|---------|
| Welcome to you<br>What would you like to do?  | r gift app!   |   |   |         |
|   |   | \$  |   |         |
| Process an Order                              | Check voucher validity<br>Redeem vouchers<br>Quick Redeem | Manage Orders Order Management              | Create vouchers<br>Edit vouchers<br>Catalogue Manager |         |
| -   |   |   |   |         |
| Ű   |   | Customise gift shop<br>Create a campaign    | How to redeem a voucher<br>How to extend a voucher    |         |
| View Real Time Sales                          | Manage My Site  | View key dates insights Marketing Resources | How to resend an e-voucher<br>Etc<br>How To Guides    |         |
|   |   |   |   |         |



# Search for the ORDER ID

| SKCHA<br>Management | SE<br>  Quick Redeem   Catalogue Manager   Content   N | Media   Real Time Reports   Order Management | Q. (16) |
|---------------------|--|--|---------|
|                     | ् PSKC0Zb7   | Q ¥ Filter                                   |         |
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### STEP 4

## Click on the ITEM ID link, below the ORDER ID

This will open a new tab with the item details



# On the new tab, click on EDIT GREETING

This will open a new tab with the personal message

| Voucher Details       Greeting         Reference Number       865DW53L         Voucher Name       £500 Monetary Voucher         Face Value       £50.00         Amount Paid       £0.00         Refunded       £0.00         Venue       Hotel 1         Validity       22 Mar 2023 - 32 Mar 2024         Extension       22 Apr 2024 (31 days)         Delivery Status       Opened on 22 Mar 2023 10:45:59 | Voucher Details       Greeting         Reference Number       865DW53L         Voucher Name       £500 Monetary Voucher         Face Value       £50.00         Amount Paid       £0.00         Refunded       £0.00         Venue       Hotel I         Validity       22 Mar 2023 - 22 Mar 2024         Extension       22 Apr 2024 (13 days)         Delivery Status       Opened on 22 Mar 2023 10:45:59   | Voucher Details Greeting  |                             |
|--|--|---|-----------------------------|
| Reference Number     865DW53L     To     Gisela       Youcher Name     £50 Monetary Voucher     Personal Message     Hapy Birthday! xx       Face Value     £50.00     Amount Paid     £0.00       Current Balance     £0.00     Amount Paid     £0.00       Refunded     £0.00     Amount Paid     £0.00       Venue     Hotel 1     Validity     22 Mar 2023 - 22 Mar 2024       Extension     22 Apr 2024 (31 days)     Opened on 22 Mar 2023 10:45:59  | Reference Number     865DW53L     To     Gisela       Youcher Name     £50 Monetary Voucher     Personal Message     Hapy Birthday! xx       Face Value     £50.00     Notes     Notes       Gurent Balance     £0.00     E0.00     Notes       Venue     Hotel 1     Validity     22 Mar 2023 - 22 Mar 2024       Yalidity     22 Apr 2024 (31 days)       Delivery Status     Opened on 22 Mar 2023 10.45.59 |   |                             |
| Current Balance     £50.00       Amount Paid     £0.00       Refunded     £0.00       Value     Hotel 1       Validity     22 Apr 2023 - 22 Mar 2024       Extension     22 Apr 2024 (31 days)       Delivery Status     Opened on 22 Mar 2023 10:45:59  | Current Balance     E50.00       Amount Paid     E0.00       Refunded     E0.00       Value     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  | Reference Number         865DWS3L         To           Voucher Name         £50 Monetary Voucher         Personal Message           Face Value         £50.00 | Gisela<br>Hapy Birthday! xx |
| Venue         Hotel 1  | 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  | Current Balance         £50.00           Amount Paid         £0.00         Notes           Refunded         £0.00         Notes                               |                             |
| Delivery Status Opened on 22 Mar 2023 10:45:59   | Delivery Status Opened on 22 Mar 2023 10:45:59   | Venue         Hotel 1   |                             |
|  |  | Delivery Status Opened on 22 Mar 2023 10:45:59  |                             |

#### STEP 6

# Amend the message and click on SAVE

| Edit Greeting  |
|--|
| To<br>Gisela<br>Personal Message<br>Happly Birthday!xx |
|  |
|  |
| Close  |



| The | message | has now | been | amended! | Click | on | CLOSE |
|-----|---------|---------|------|----------|-------|----|-------|
|-----|---------|---------|------|----------|-------|----|-------|

| Voucher Details         Reference Noucher         © Leit Note:         © Leit Note:         © Resend Im         X invalidate Voucher           Reference Noucher Betails         E S05 WSSL         Creeting         E det Noucher Voucher         Main of the Noucher Voucher           Reference Noucher Betails         E S05 WSSL         Creeting         E det Noucher Voucher           Reference Noucher Noucher Betails         E S05 WSSL         Creeting         E det Noucher Voucher           Reference Noucher Betails         E S05 WSSL         Notes         E det Noucher Voucher           Reference Noucher Hanzen E S05 WSSL         Notes         Notes         E det Noucher Voucher           Reference Noucher Hanzen E S05 WSSL         Notes         Notes         E det Noucher Voucher           Reference Noucher Hanzen E S05 WSSL         Notes         E det Noucher Voucher         Notes           Main Z Mur Z Mur Z023 VM Z024 VM Z02   | Voucher Details     Voucher Details     Voucher Details     Voucher Details     Reference Number   EdD Noctary Voucher     EdD Noctary Voucher     Mitter eine eine eine eine eine eine eine ei  | Voucher Details     Voucher Detail | Voucher Details     Voucher Detail   | £50 Monetary Voucher                           | - 865DW53L Valid                               |   |              |                 |             |                        |                              |       |
|--|--|--|--|--|--|---|--------------|-----------------|-------------|------------------------|------------------------------|-------|
| Verdeer Vaacher Voor E-Vaacher   Voor her Details     Reference Name   6500 VSDL   Voor her Details     Nore Value   Kerence Name   6500 VSDL   Current Balance   6000   Current Balance   6000   Refended   000   Refended   000   Refended   000   Voor Befended   000 <td></td> <td>Verdeer Vacader     Verdeer Details     Reference Name     Reference</td> <td>Verdeer Verdeer Verdeer Verdeer     Verdeer Details     Reference Nume   Absorber Verdeer   Reference Nume   6500 VSU   Current Balance   Convert Balance   Verdeer Parkee   Delivery Status   Operation 22 Mar 2020 10:45:57</td> <td>Voucher Details</td> <td>Redemptions</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> |  | Verdeer Vacader     Verdeer Details     Reference Name     Reference                            | Verdeer Verdeer Verdeer Verdeer     Verdeer Details     Reference Nume   Absorber Verdeer   Reference Nume   6500 VSU   Current Balance   Convert Balance   Verdeer Parkee   Delivery Status   Operation 22 Mar 2020 10:45:57  | Voucher Details                                | Redemptions                                    |   |              |                 |             |                        |                              |       |
| Voucher Details     Greeting       Reference Number     8650W53L     To     Gisala       Nocher Name     5000     Personal Message     Happy Birthday/sc       Face Vake     5000     Notestary Voucher     Notestary Voucher       Reference Balance     6000     Notestary Voucher     Notestary Voucher       Nonest Pail     6000     Notestary Voucher     Notestary Voucher       Validity     22 Mar 2023 - 22 Mar 2024     Notestary Voucher     Notestary Voucher       Validity     22 Mar 2023 - 22 Mar 2024     Notestary Voucher     Notestary Voucher       Delivery Status     Opered on 22 Mar 2023 104.559     Notestary Voucher     Notestary Voucher  | Voucher Details     Greeting       Reference Number     8500W53L       Voucher Name     5500 Monstary Voucher       Face Vake     55000       Ansourt Paid     6500       Ansourt Paid     6000       Nemes     Hoalt       Validary     22 Mar 2023 - 22 Mar 2024       Delivery Status     Opened on 22 Mar 2023 10.4559   | Voucher Details     Greeting       Reference Number     8500W351.       Voucher Name     6500 Notation Voucher       Your Name     6500 Notation Voucher       Greeting     55000       Current Balance     55000       Annount Pial     6100       Vones     1000       Vones     1001       Vones     1021       Vones     22 Aur 2024 101 days)       Delivery Status     0 pened on 22 Mar 2023 10.4559  | Function     Greeting       Reference Number     8050W351.       Vaccher Name     65000       Vaccher Name     65000       Greeting     100       Greeting     6000       Refunded     6000       Neme     Hold       Vame     Hold       Derevision     22 Aur 2023-22 Mar 2023       Derevision     22 Aur 2023-12 Mar 2023  | ☑ Redeem Voucher                               | View E-Voucher                                 | <ul> <li>Edit Greeting</li> </ul>             | D Edit Notes | Extend Validity | Resend Item | × Invalidate Voucher   |                              |       |
| Reference     Motor     To     Galds       Vocuber Name     500 Montary Vocuber     Personal Message     Happyr Birthday's xx       Face Main     5000     Hampyr Birthday's xx       Current Biana     5000     Hampyr Birthday's xx       Annuer Pail     0.00     Notes       Refineded     0.00     Notes       Valiety     2 Mar 2003, 122 Mar 2003, 124 Mar 2003     Hampyr Birthday's xx       Valiety     2 2 Mar 2003, 122 Mar 2003, 124 Mar 2004     Hampyr Birthday's xx       Delivery Status     Operation of an 22 Mar 2023 104 M559     Hampyr Birthday's xx  | Reference     84500 VISL     To     Gisela       Voucher Name     5000     Personal Message     Hagory Birthday's oc       Current Balance     5000     Notes     Notes       Remode     6000     Notes     Notes       Remode     6001     Notes     Notes       Remode     2002     214m 2023-12 Mar 2024     Notes       Kension     2 Apr 2023-12 Mar 2024     Notes     Notes | Reference:     84500 VXSL     To     Gieda       Voucher Name     500 Montany Voucher     Bassica     Hoppy Birthday's xx       Face     5000     Homman Piela     Hoppy Birthday's xx       Current Balano     6000     Homman Piela     Homman Piela       Refunded     6000     Homman Piela     Homman Piela       Venne     Hotel 1     Homman Piela     Homman Piela       Valler     2 Apr 2023 - 32 Mar 2024     Homman Piela       Extension     2 Apr 2023 - 32 Mar 2023 10:45:59     Homman Piela   | Reference     8450VVS3L     To     Giada       Voucher Name     500 Montary Voucher     Base     Harmond Message     Harmond Message     Harmond Message       Current Baina     000     Anno     Notes     Intervent Message     Harmond Message     Harmond Message       Vennet Message     1000     Anno     Notes     Intervent Message     Harmond Message       Vennet Message     1000     Anno     Notes     Intervent Message     Intervent Message       Vennet Message     2007 2023 22 Mar 2024     Anno     Intervent Message     Intervent Message       Vennet Message     2007 222 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 222 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 222 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 22 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 22 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 22 Mar 2024     Intervent Message     Intervent Message     Intervent Message       Vennet Message     2007 22 Mar 2024     Intervent Message     Inter | Voucher Details                                |  |   |              |                 |             | Greeting               |                              |       |
| Current Balano         5500           Annount Pialu         5000           Refunded         0.00         Notes           Venide         Holat         -           Validity         22 Mar 2003 - 22 Mar 2003 - 20 Mar 2004         -           Entine         2.2 Aar 2004 13 Long         -           Delivery Status         Operation of an 22 Mar 2023 10.4559         -   | Current Balan     5500       Amount Paid     0.00       Refunded     6.00       Venue     Hold 1       Valler     2.04 n2023 - 22.Mar 2024       Extension     22.Apr 2023 - 32.Mar 2023 10.45.59  | Current Balan     5000       Annual Pala     000       Refunded     000       Venue     Hotal 1       Valietty     22 Aur 2023 - 22 Mar 2024       Extension     22 Aur 2023 - 102 Mar 2024       Delivery Status     Opened on 22 Mar 2023 10.4559  | Current Balan     5000       Annual Pala     000       Befunded     0.00       Vend     Hodal       Validity     22 Mar 2023-22 Mar 2024       Extension     22 Aar 2024 (33, day)   | Reference Number<br>Voucher Name<br>Face Value | f 865DW53L<br>£50 Monetary<br>£50.00           | Voucher                                       |              |                 |             | To<br>Personal Message | Gisela<br>Happy Birthday! xx |       |
| Refunded         E00           Venue         Hotel         -           Validity         22 Mar 2022 - 20 Mar 2024         -           Extension         22 Arar 2024 (31 days)         -           Delivery Status         Opened on 22 Mar 2023 10.45.59         -  | Refunded     E0.0       Venue     Hota 1       Validity     22 Mar 2023 - 22 Mar 2024       Extension     22 Alar 2024 (31 days)       Delivery Status     Opened on 22 Mar 2023 10.45.59  | Refunded     E00       Venue     Hotel 1       Vallefly     22 Mar 2023 - 22 Mar 2024       Extension     22 Apr 2024 (31 days)       Delivery Status     Opened on 22 Mar 2023 10.45.59   | Refunded     E00       Venue     Hotel 1       Valldty     22 Mar 2023 - 22 Mar 2024       Extension     22 Arer 2024 - 132 Mar 3024       Delivery Status     Opened on 22 Mar 2023 10.45.59  | Current Balance<br>Amount Paid                 | £50.00<br>£0.00                                |   |              |                 |             | Notes                  |                              |       |
| tenniny         da train docted at main docted           Etension         22.4 pr 2024 (31 July a)           Delivery Status         Opened on 22 Mur 2023 10.4559   | Functory         2.4 Final code*           Extension         22.2 Apr 2024 (31.2044)           Delivery Status         Opened on 22 Mar 2023 10.4559   | Etension         22 Apr 2024 (31 Days)           Delivery Status         Opened on 22 Mar 2023 10:45:59  | Fundation         2.2 Apr 2024 (31 Dec)           Delivery Status         Opened on 22 Mar 2023 10.45.59   | Refunded<br>Venue                              | £0.00<br>Hotel 1                               | 22 Mar 2024                                   |              |                 |             |                        |                              |       |
|  |  |  |  | Extension<br>Delivery Status                   | 22 Apr 2023 -<br>22 Apr 2024 (<br>Opened on 22 | 22 (nai 2024<br>31 days)<br>Mar 2023 10:45:59 |              |                 |             |                        |                              |       |
|  |  |  |  |  |  |   |              |                 |             |                        |                              |       |
|  |  |  |  |  |  |   |              |                 |             |                        |                              |       |
|  |  |  |  |  |  |   |              |                 |             |                        |                              |       |
|  |  |  |  | Voucher ID : a4993318-31fr                     | c-4af8-840b-7f2a0107                           | 1423  |              |                 |             |                        | 7                            | 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

| Q PSKC0Zb7                     |        |         |
|--------------------------------|--------|---------|
| ID<br>PSKC0ZB7                 | Status | Venue   |
| €22 Mar 2023 10.42<br>865DW53L | Valid  | Hotel 1 |
|                                |        |         |



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

| Order PSKC0ZB7  |        |  |  |       |
|---|--------|--|--|-------|
| Order Details Payments and Refunds Delivery   |        |  |  |       |
| 👗 Edit Buyer 🗈 Edit Notes O Resend Receipt  |        |  |  |       |
| Order Information   |        | Buyer Information  | on   |       |
| Order Number PSKC0287<br>Anoune Paid E0:00<br>Order Date 22 Mar 2023 10:42-54<br>Sales Chamel Hotel Croup A - Our Gateway<br>Checkout Type Offline (ante) |        | First Name<br>Last Name<br>Company Name<br>Address<br>Phone<br>Email | Jan<br>Harding<br>-<br>+<br>+443443710071<br>jan.harding@skase.com |       |
| Order Items   |        | Notes  |  |       |
| Reference Number Name   | Status |  |  |       |
| 865DW53L £50 Monetary Voucher   | Valid  |  |  |       |
|   |        | ,  |  |       |
| Order ID : a4fb459b-c889-1960-fd2a-34017ea807eb   |        |  |  | Close |

#### STEP 10

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



# SKCH/SE