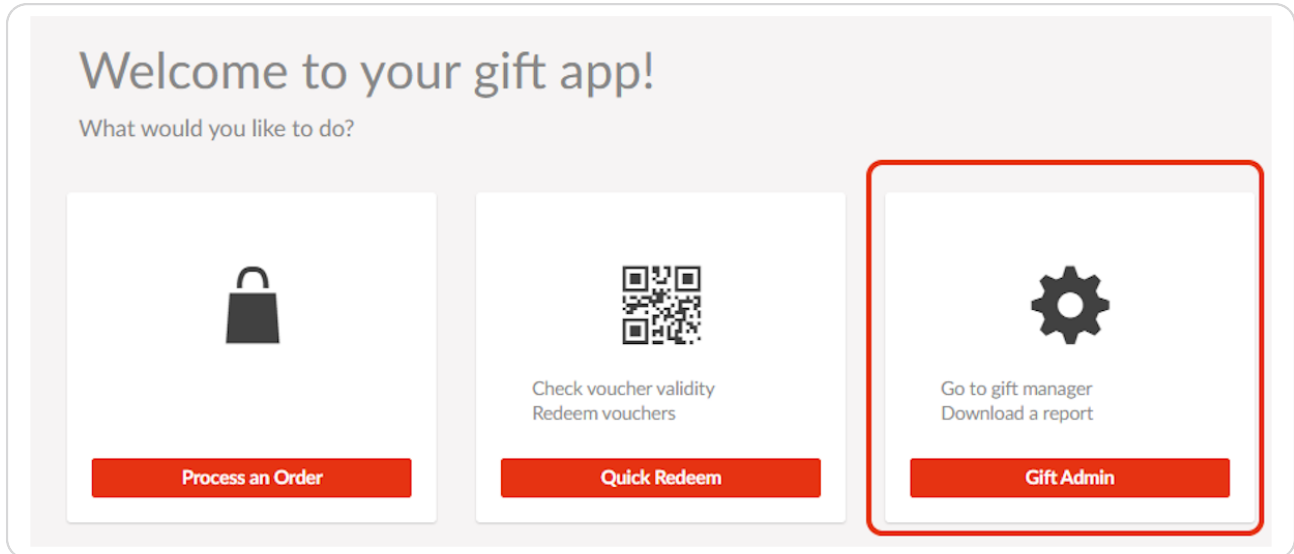


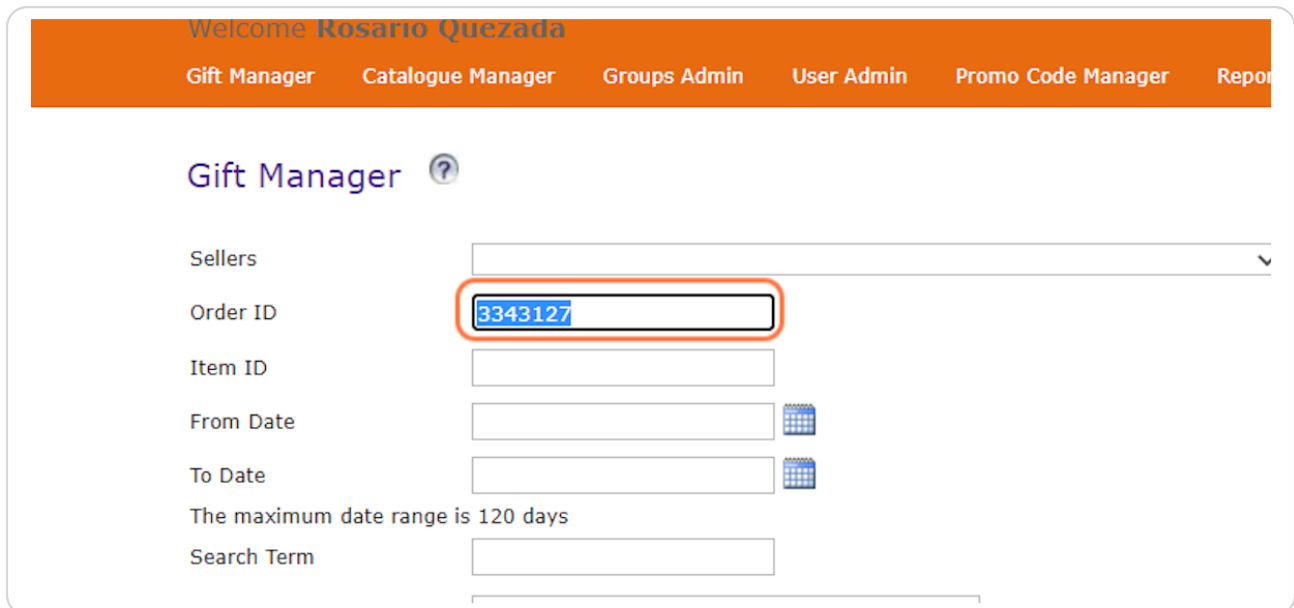
STEP 1

Login and click on GIFT ADMIN



STEP 2

Search for the order or item ID



STEP 3




Click on the magnifying glass icon

This icon is there to view the voucher details and will open a new window

The maximum date range is 120 days

Search Term

Search Field

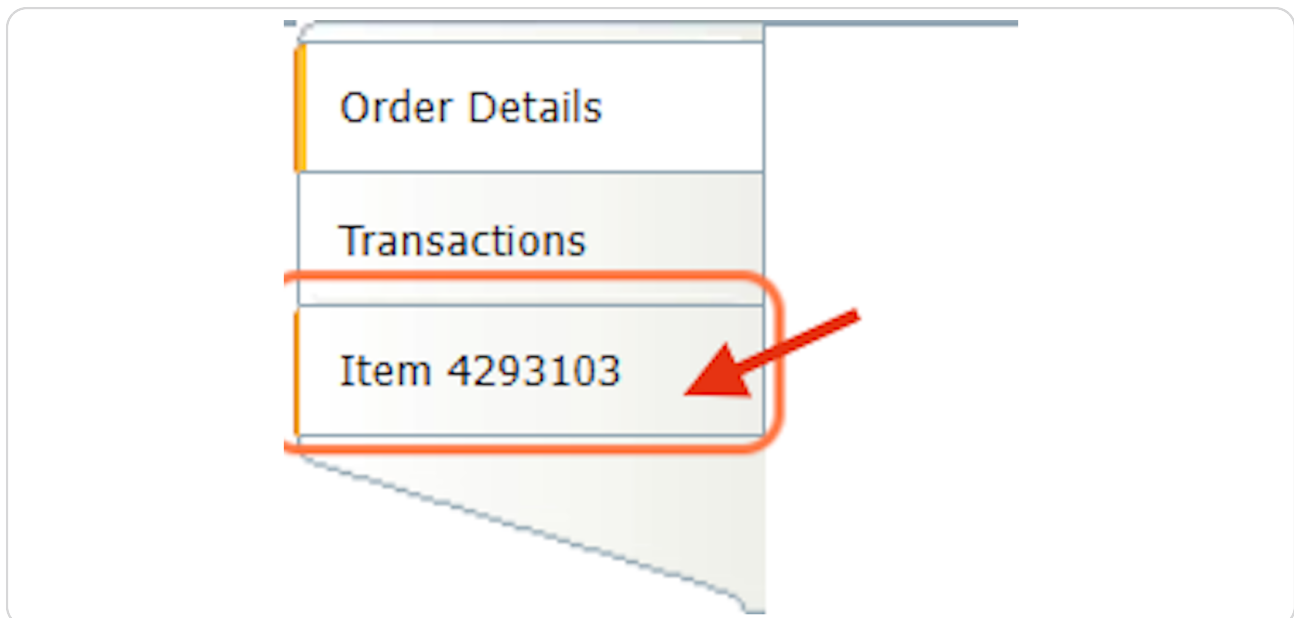
	Item ID	Seller
   Order ID: 3343127; Purchase Method: Offline; Total Amount Paid:	4293103	The Palmer

Change page: < > | Display page 1 of 1, items 1 to 1 of 1

STEP 4

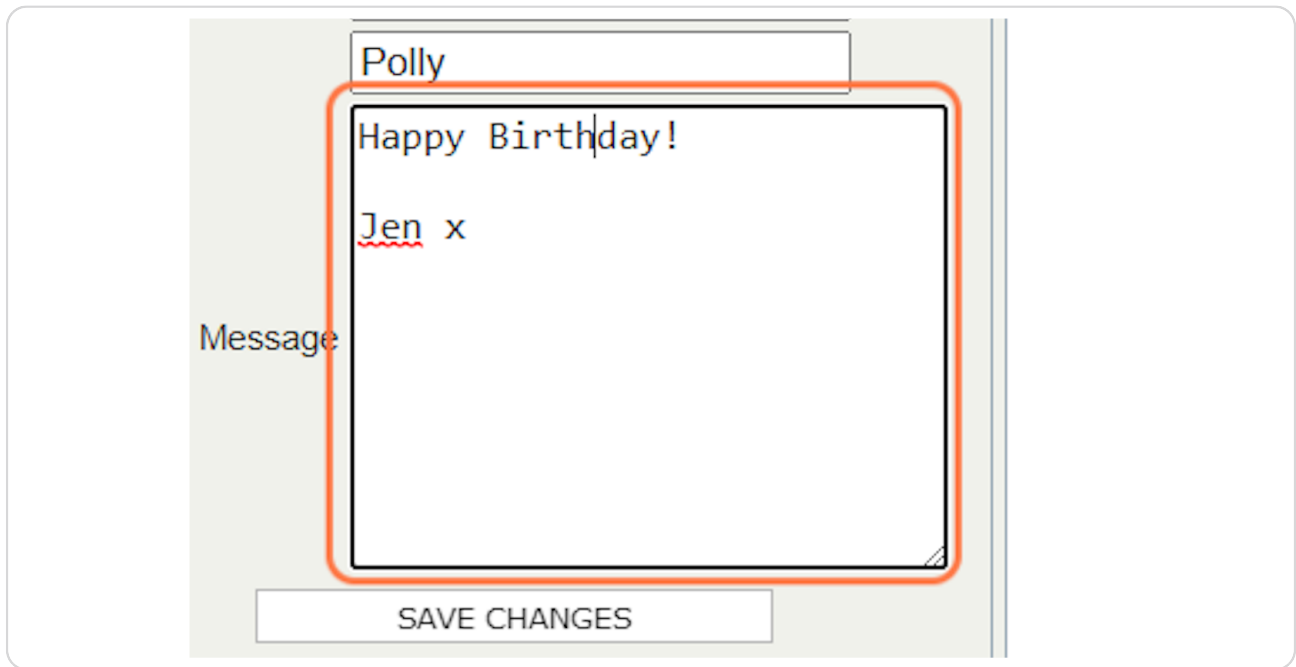
Click on the ITEM tab on the left

Here you can view the recipient details and the personal message.



STEP 5

Go to **PERSONAL MESSAGE** and make the amendments needed



A screenshot of a web form for editing a personal message. The form has a light grey background. At the top, there is a text input field containing the name "Polly". Below it is a large text area containing the message "Happy Birthday!" followed by "Jen x". The text area is highlighted with a thick orange border. To the left of the text area, the word "Message" is written vertically. At the bottom of the form, there is a button labeled "SAVE CHANGES".

STEP 6

Don't forget to click on **SAVE CHANGES!**



A screenshot of a web form for editing a personal message. The form has a light grey background. At the top, there is a section header "d Personal Message". Below it, there is a sub-section header "Personal Message". Underneath, there are two text input fields: "Salutation" with the value "Dear" and "Name" with the value "Polly". Below these is a large text area containing the message "Happy Birthday!" followed by "Jen x". The text area is labeled "Personal Message" on the left. At the bottom of the form, there is a button labeled "SAVE CHANGES". A red arrow points to the "SAVE CHANGES" button, which is also highlighted with a thick orange border.

STEP 7

Changes Saved!

Changes Saved. ? | HELP

Item Details		Delivery	
ID	4293103	ID	4893513
Seller	The Palmerston Hotel - 248303	Title	<input type="text"/>
Brought From Customer	The Palmerston Hotel	First Name	Polly
Brought From Group		Surname	Bloggs
Name	Brunch for Two	Company Name	<input type="text"/>
Unit Price	£45.00	Address	<input type="text"/>
Price	£45.00	City/Town	<input type="text"/>
Promo Code		Region	<input type="text"/>
Booked	False	Postcode	<input type="text"/>
Booking Notes		Country	<input type="text"/>
Delivery	Email	Phone	<input type="text"/>
Combined	False	Email	enquiries@skchase.com
Emails Sent	True		
Valid From	20/01/2023		
Valid To	20/01/2024		
Grace Period	32		
Notes *	<input type="text"/>		

Recipient and Personal Message

Recipient		Personal Message	
Title	<input type="text"/>	Salutation	Dear
First Name	<input type="text"/>	Name	Polly

STEP 8

If the delivery method is Email, don't forget to re-send the voucher with the new message. Click on the **RE-SEND VOUCHER EMAIL** at the bottom of the **ITEM** tab

Order Details

Item Details		Delivery	
ID	4293103	ID	4893513
Seller	The Palmerston Hotel - 248303	Title	<input type="text"/>
Brought From Customer	The Palmerston Hotel	First Name	Polly
Brought From Group		Surname	Bloggs
Name	Brunch for Two	Company Name	<input type="text"/>
Unit Price	£45.00	Address	<input type="text"/>
Price	£45.00	City/Town	<input type="text"/>
Promo Code		Region	<input type="text"/>
Booked	False	Postcode	<input type="text"/>
Booking Notes		Country	<input type="text"/>
Delivery	Email	Phone	<input type="text"/>
Combined	False	Email	enquiries@skchase.com
Emails Sent	True		
Valid From	20/01/2023		
Valid To	20/01/2024		
Grace Period	32		
Notes *	<input type="text"/>		

Recipient and Personal Message

Recipient		Personal Message	
Title	<input type="text"/>	Salutation	Dear
First Name	<input type="text"/>	Name	Polly
Surname	<input type="text"/>	Personal Message	Happy Birthday! Jen x

STEP 9

The E-voucher with the new message has been re-sent!

Success, your email was sent

Order Details	Item Details	
Transactions	ID	4293103
Item 4293103	Seller	The Palmerston Hotel - 248303
	Brought From Customer	The Palmerston Hotel
	Brought From Group	
	Name	Brunch for Two
	Unit Price	£45.00
	Price	£45.00
	Promo Code	
	Booked	False
	Booking Notes	

STEP 10

PLEASE NOTE:

Vouchers sent by **post** and with the status '**ISSUED**' have already been dispatched so it is too late to update the message.

Please view 'How to re-issue your voucher' or contact us to cancel and reissue the order.

All the other types of vouchers will be updated straight away:

- Sent by post but with status '**PURCHASED**'
- E-vouchers
- Printed In-house

SKCHASE