

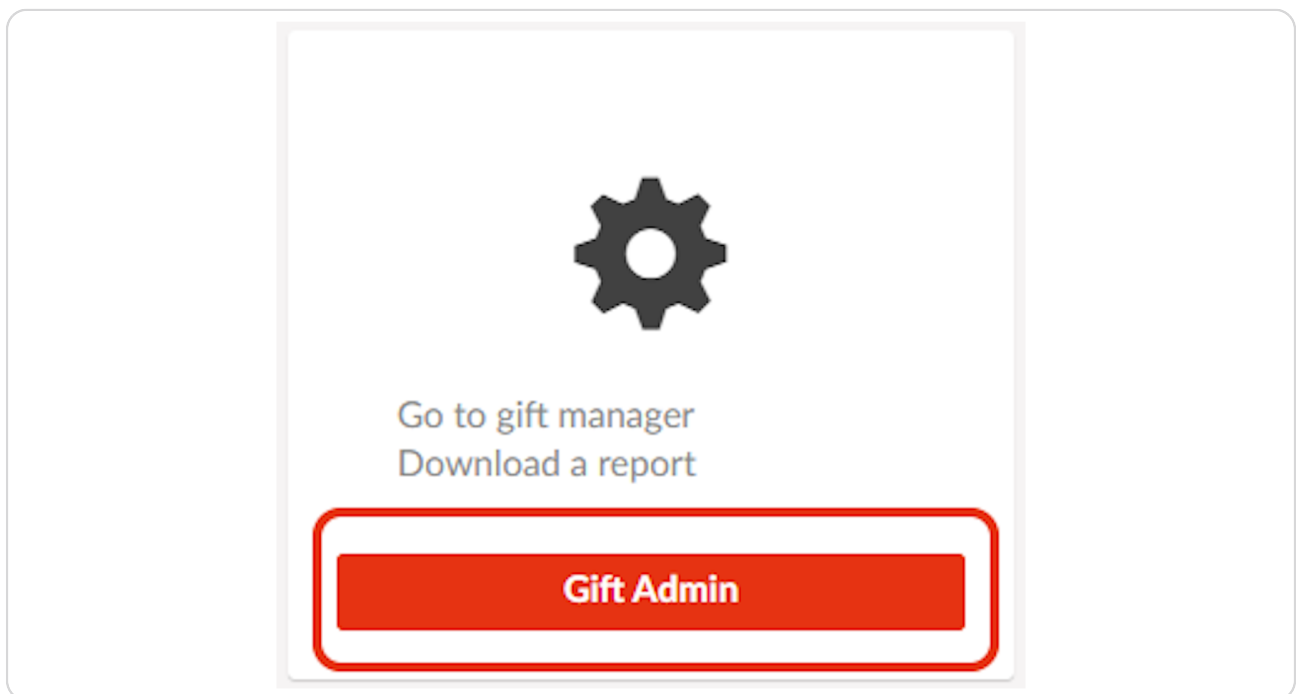
STEP 1

Login to the system

<https://p4.skchase.com/giftapp>

STEP 2

Click on Gift Admin



STEP 3

Retrieve the gift voucher that you would like to cancel and reissue

Welcome **Jennifer Mullins**

[Gift Manager](#) [Reports](#) [My Account](#) [Logout](#)

Gift Manager ?

Sellers

Order ID

Item ID

From Date

To Date

The maximum date range is 120 days

Search Term

Search Field

STEP 4

Click **SEARCH** once you have added your chosen retrieval method

(This could be order ID, Item ID, or you can search by a three month date range/specific date and 'Search Field')

From Date

To Date

The maximum date range is 120 days

Search Term

Search Field

[Gifts](#)

[Logout](#)

STEP 5

Click on the MAGNIFYING GLASS

SEARCH

REFRESH

Item ID	Seller
Order ID: 3343127; Purchase Method: Offline; Total Amount Paid: £45 4293103	The Palmersto

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

Gifts

Logout

STEP 6

Click onto the ITEM TAB to view the voucher details

Order Details

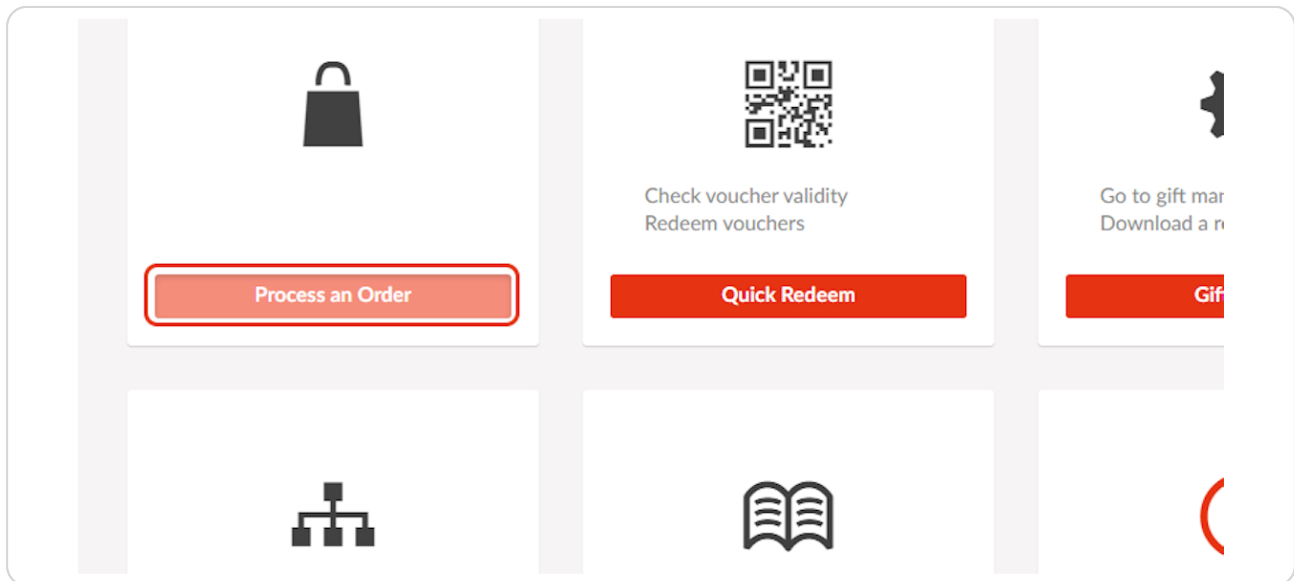
Transactions

Item 4293103

Order	
ID	3343127
Created	20/01/2023 09:59:01
Purchase Method:	Offline

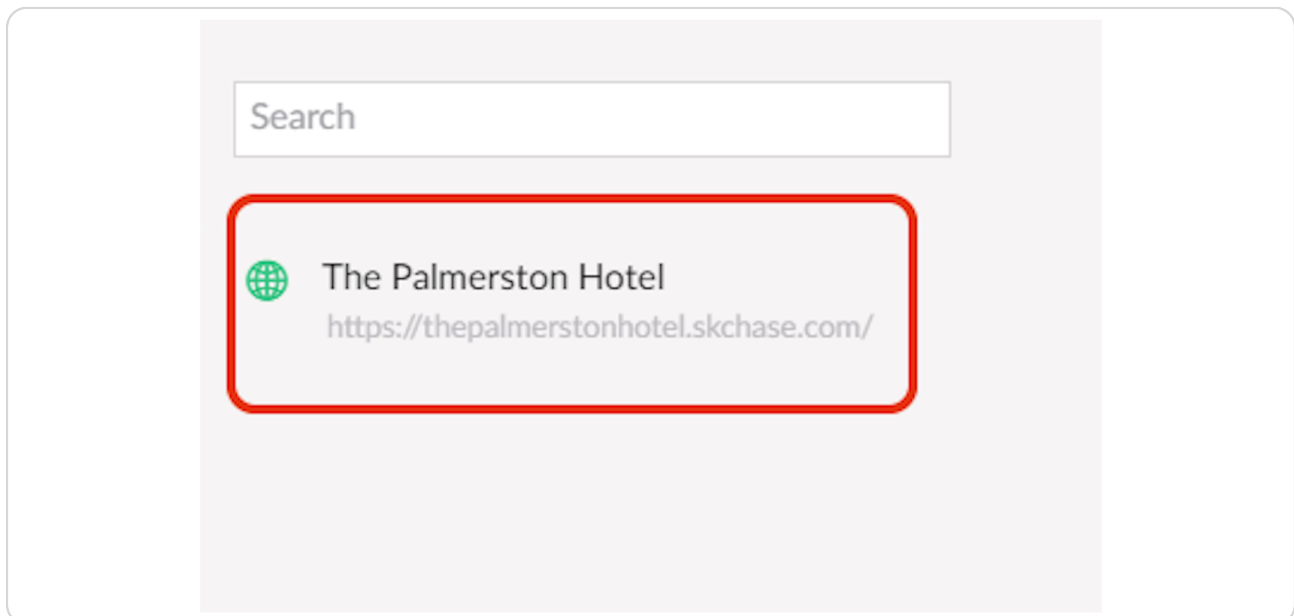
STEP 7

Go back to Management and click PROCESS AN ORDER



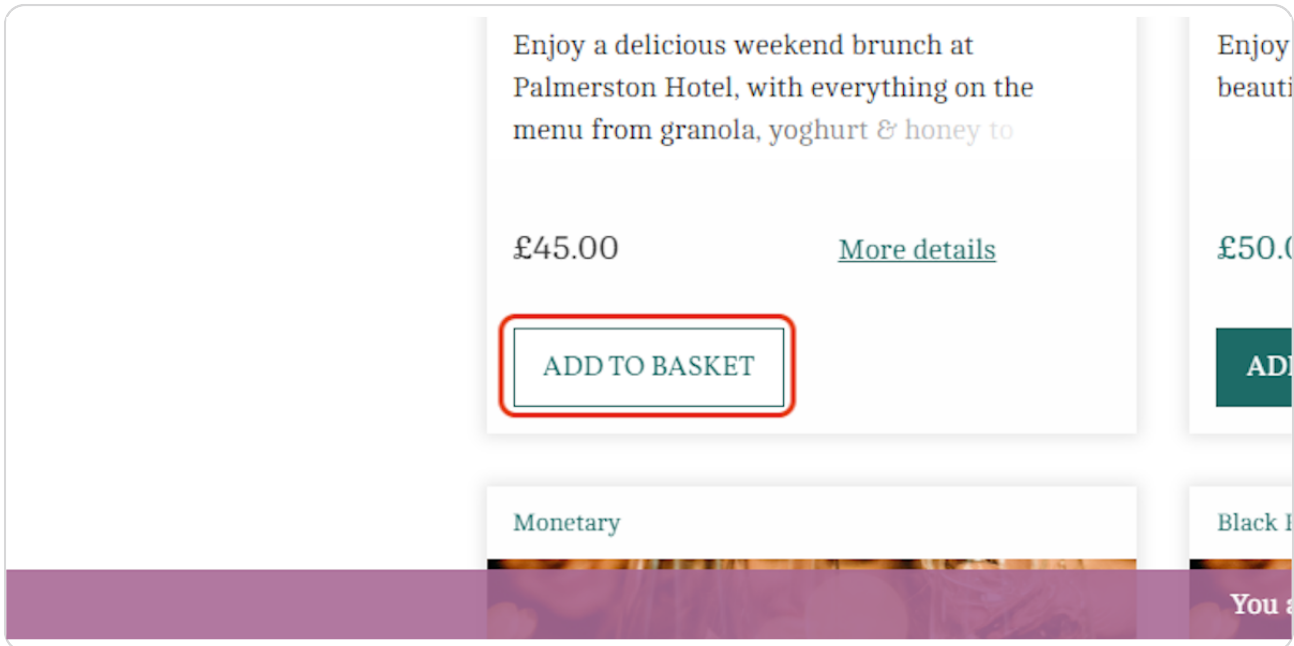
STEP 8

Choose the relevant venue



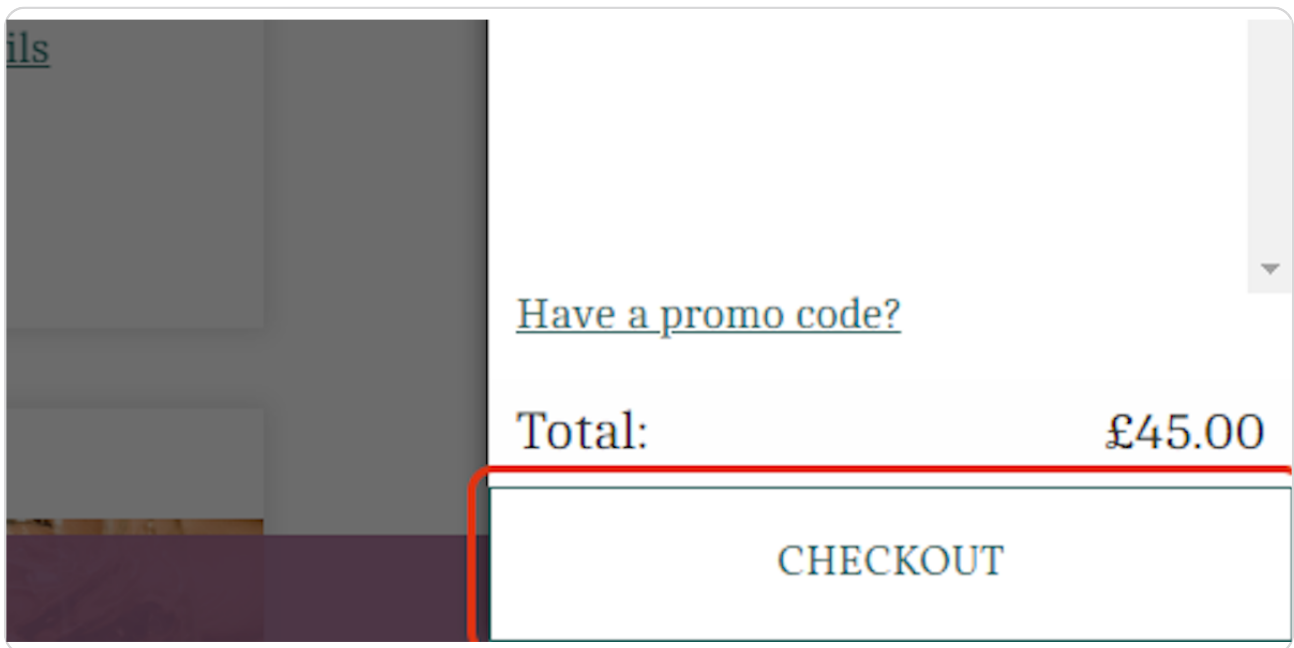
STEP 9

Find the voucher that matches the order and click on ADD TO BASKET



STEP 10

Click on CHECKOUT



STEP 11

Click on the desired delivery method

[Delivery](#) [Personalise](#) [Pay](#)

DELIVERY

View delivery information [HERE](#) (add link to delivery page)

How would you like to receive your items?

EMAILPRINT INTERNALLY

Enter an email address (this is where your gifts will be sent to)

CONTINUE TO PERSONALISATION

STEP 12

Enter the email address/delivery address that the gift should be sent to

Copy this directly from the original order or add in new details if the gifts are being sent by a different delivery method/to a different address. You may wish to send this to your personal email address so that you can send this onto the customer directly.

● Delivery ○ Personalise ○ Payment ○ Confirmation

DELIVERY

View delivery information [HERE](#) (add link to delivery page)

How would you like to receive your items?

EMAILPRINT INTERNALLY

Enter an email address (this is where your gifts will be sent to)

CONTINUE TO PERSONALISATION

ORDER SUMMARY

Have a promo code?

Brunch for Two	£45.00	x
Total	£45.00	

CHANGE ORDER VALUE

[TERMS & CONDITIONS](#) [COOKIE POLICY](#) [PRIVACY NOTICE](#) [VOUCHERS](#) [CHECK YOUR BALANCE](#)

STEP 13

Click on **CONTINUE TO PERSONALISATION**

DELIVERY

View delivery information [HERE](#) (add link to delivery page)

How would you like to receive your items?

Enter an email address (this is where your gifts will be sent to)

STEP 14

If the original order has a gift message, click YES, I WANT TO ADD A GIFT MESSAGE or click NO THANKS

Copy and paste the message directly from the original order to minimise any errors

Delivery Personalise Pay

PERSONALISE

Would you like to add a gift message?

BRUNCH FOR TWO

£45.00

Add a greeting (e.g. Dear Kaye)

Enter your gift message

STEP 15

Click on **CHECKOUT NOW**

BRUNCH FOR TWO

£45.00

Add a greeting (e.g. Dear Kaye)

Dear Polly,

Enter your gift message

Happy Birthday,
Jen x

CHECKOUT NOW

STEP 16

Click CHANGE ORDER VALUE and change to '0'

You need to change the value to '0' as you are not charging the customer. The funds sit on the original order.

ORDER SUMMARY

Have a promo code?

Brunch for Two	£45.00	x
Greeting: Dear Polly,		
Message: Happy Birthday, Jen x		
Subtotal	£45.00	
Postage & Packaging (Email)	£0.00	
	-£45.00	
Total	£0.00	

[CHANGE ORDER VALUE](#)

STEP 17

Add the buyer details (copy directly from the order to minimise any errors)

Adding in a receipt of purchase email is optional as you may not want the customer to receive another receipt

PAYMENT

We do not store credit card details.

First Name Last Name


Joe |

Email Address (Optional)
This is where the receipt will be sent to

Phone No (Optional)

STEP 18

Click on OFFLINE as the payment method

 *This is a secure 128-bit SSL encrypted payment. Please note that an extra international charge may apply. SK Chase Ltd will appear on your bank statement.*

OFFLINE **CARD PAYMENT** **COM**

Payment Method


-- Select offline method --

[TERMS & CONDITIONS](#) [COOKIE POLICY](#)

STEP 19

Click on OTHER from Payment Method

CARD DETAILS

 *This is a secure 128-bit SSL encrypted payment. Please note that an extra international bank charge fee may apply. SK Chase Ltd will appear on your bank statement.*

OFFLINE
CARD PAYMENT
COMPLIMENTARY


Payment Method

Other
▼

STEP 20

Add in a reason and add details for the original voucher

e.g. 'Cancel and reissue. Original order number: 3343127. Lost in post.'

 *This is a secure 128-bit SSL encrypted payment. Please note that an extra international bank charge fee may apply. SK Chase Ltd will appear on your bank statement.*

OFFLINE
CARD PAYMENT
COMPLIMENTARY


Payment Method

Other
▼

Reason

Cancel and reissue. Original order number: 3343127. Lost in post.

TERMS & CONDITIONS
COOKIE POLICY
PRIVACY NOTICE
VOUCHERS

 50
You are logged in and viewing private checkout.

STEP 21

Click on PLACE ORDER

Double check that the 'total' is showing as '0'

ORDER SUMMARY

Have a promo code?

Brunch for Two	£45.00	x
Greeting: Dear Polly,		
Message: Happy Birthday, Jen x		
Subtotal	£45.00	
Postage & Packaging (Email)	£0.00	
	-£45.00	
Total	£0.00	

[CHANGE ORDER VALUE](#)

[PLACE ORDER](#)

STEP 22

Copy the new order number

very Personalise Payment Confirmation

CONFIRMATION

Your order number is **3344765**

You'll receive a confirmation email shortly at
on't see the email shortly then please check your spam/junk mail folder)

STEP 23

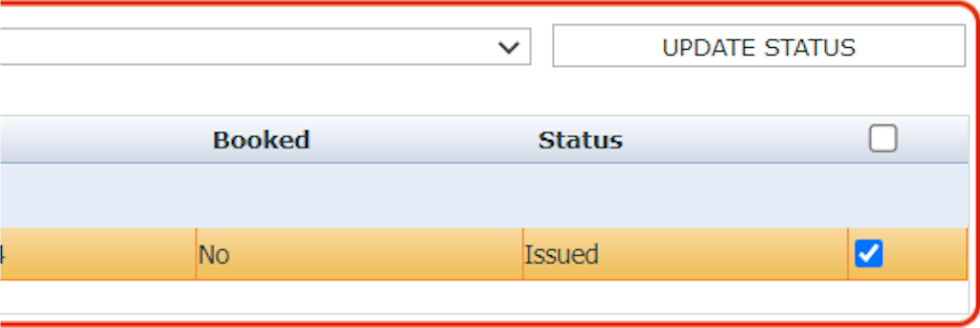
Go to SK Chase System

Skchaseadmin

5 Steps 

STEP 24

Tick the original voucher to update the status



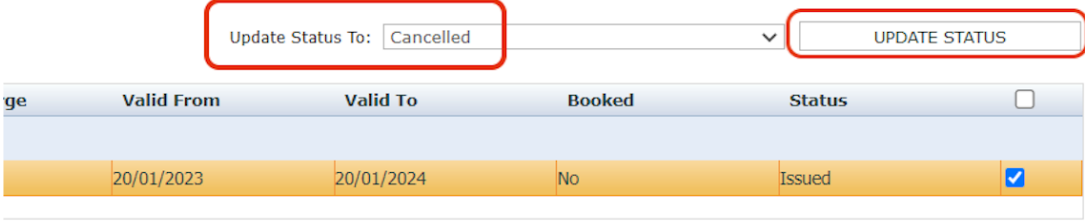
UPDATE STATUS

Booked	Status	
No	Issued	<input checked="" type="checkbox"/>

SKChase (v1.0.0.0)

STEP 25

Choose CANCELLED from the drop down list and click UPDATE STATUS



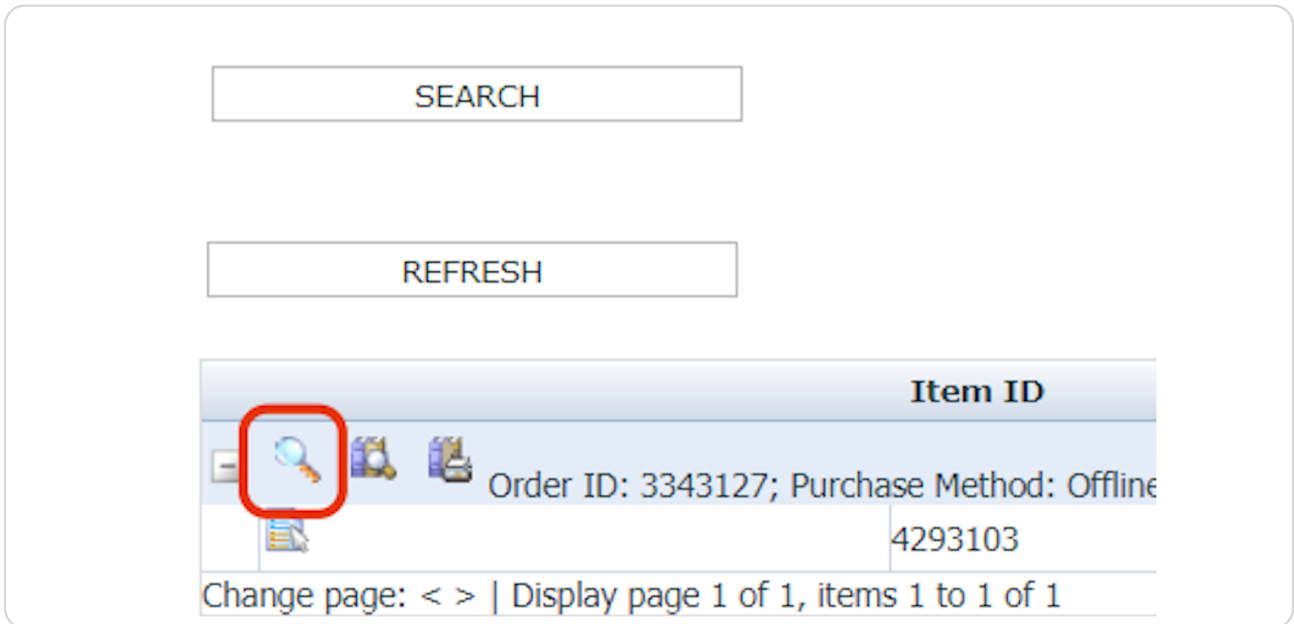
Update Status To: Cancelled

UPDATE STATUS

Valid From	Valid To	Booked	Status	
20/01/2023	20/01/2024	No	Issued	<input checked="" type="checkbox"/>

STEP 26

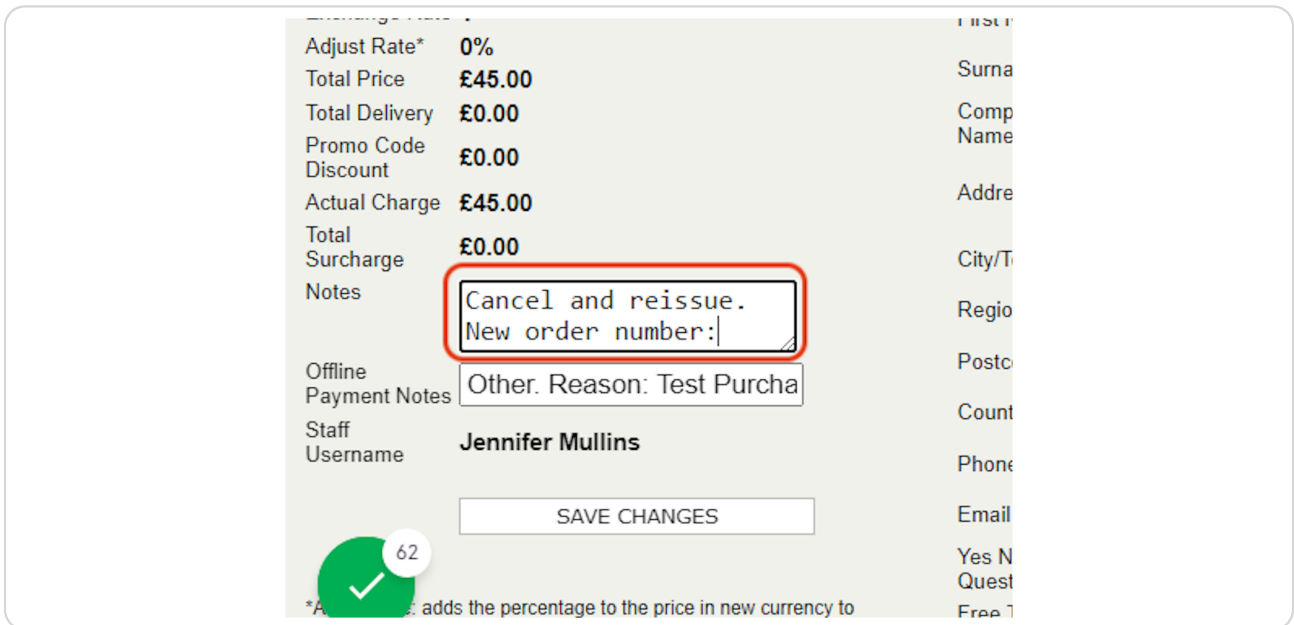
Open the order by clicking on the magnifying glass



STEP 27

Add a note to the order to say it has been cancelled and reissue and provide the new order number so that the two orders are linked.

e.g 'Cancel and reissue. New order number: 3344765. Lost in post.'



STEP 28

Click SAVE CHANGES

Actual Charge	£45.00
Total Surcharge	£0.00
Notes	<input type="text" value="Cancel and reissue."/> <input type="text" value="New order number:"/>
Offline Payment Notes	<input type="text" value="Other. Reason: Test Purcha"/>
Staff Username	Jennifer Mullins
<input type="button" value="SAVE CHANGES"/>	

SKCHASE