SK Skchase

STEP 1

Login to the system   https://p4.skchase.com/giftapp

STEP 2

Click on MANAGEMENT

Skchaseadmin

SKCHASE
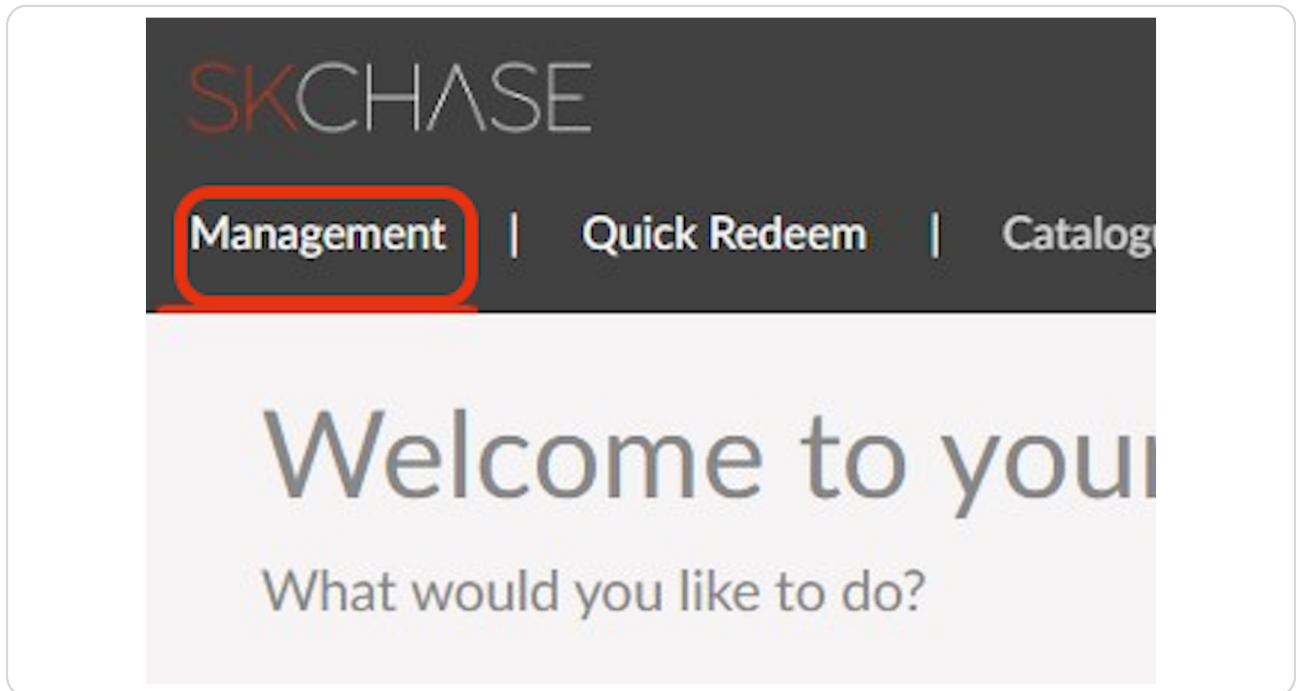
STEP 3

Click on GIFT ADMIN

A gear/settings icon with text below:

Go to gift manager
Download a report

Gift Admin
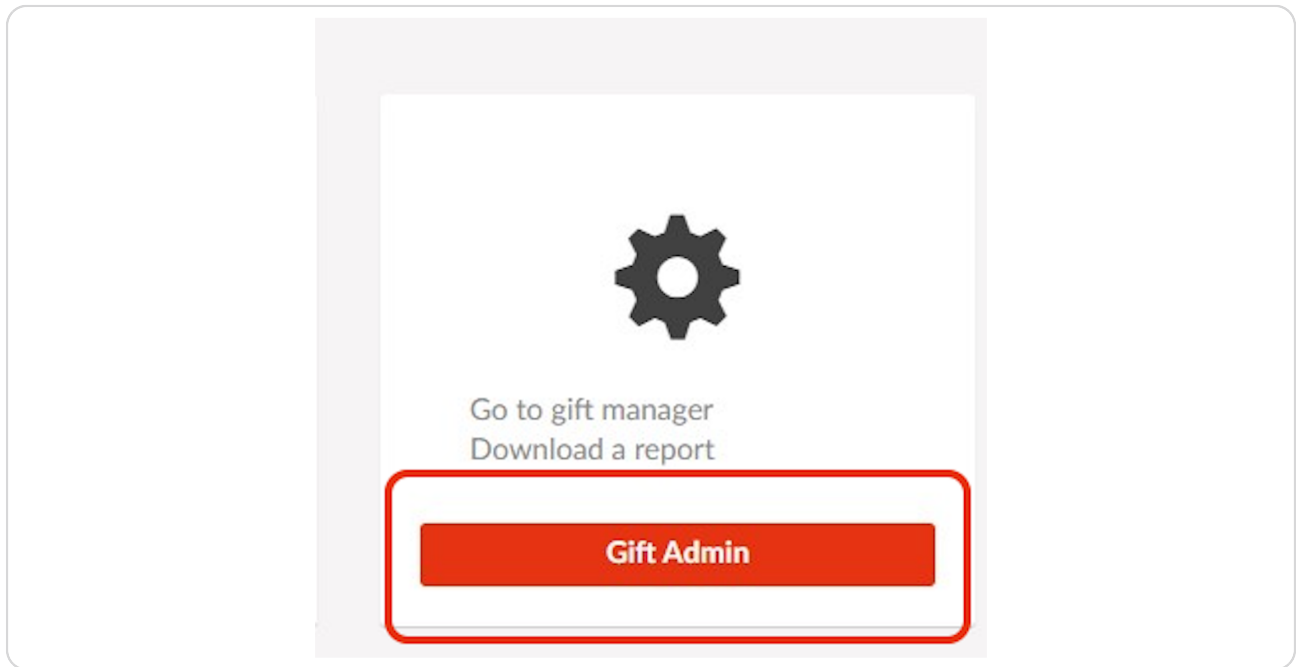
STEP 4

Retrieve the gift voucher that you would like to extend

Welcome **Jennifer Mullins**

Gift Manager   Reports   My Account   Logout

Gift Manager ⑦

Sellers	The Palmerston Hotel
Order ID	3343127
Item ID	
From Date	
To Date	

The maximum date range is 120 days

Search Term	
Search Field	Buyer's Surname

SEARCH

SKCHASE
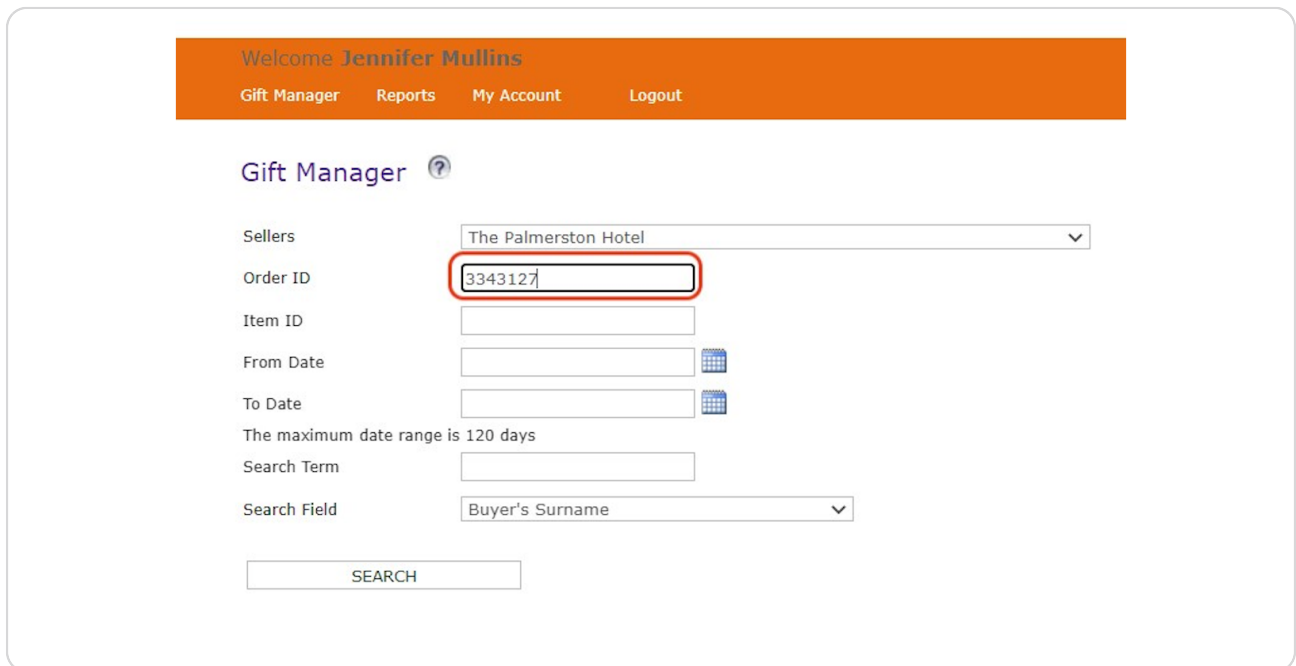
STEP 5

 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')

STEP 6

Click on the magnifying glass
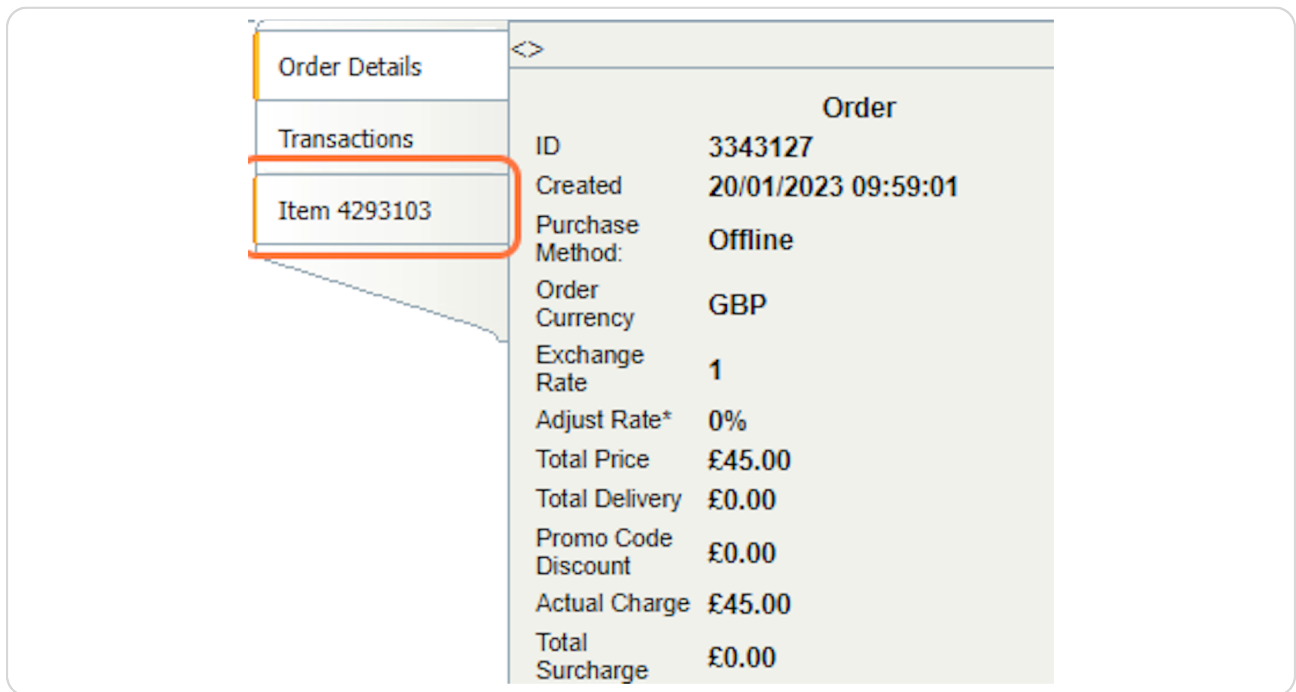
STEP 7

Click on the ITEM tab
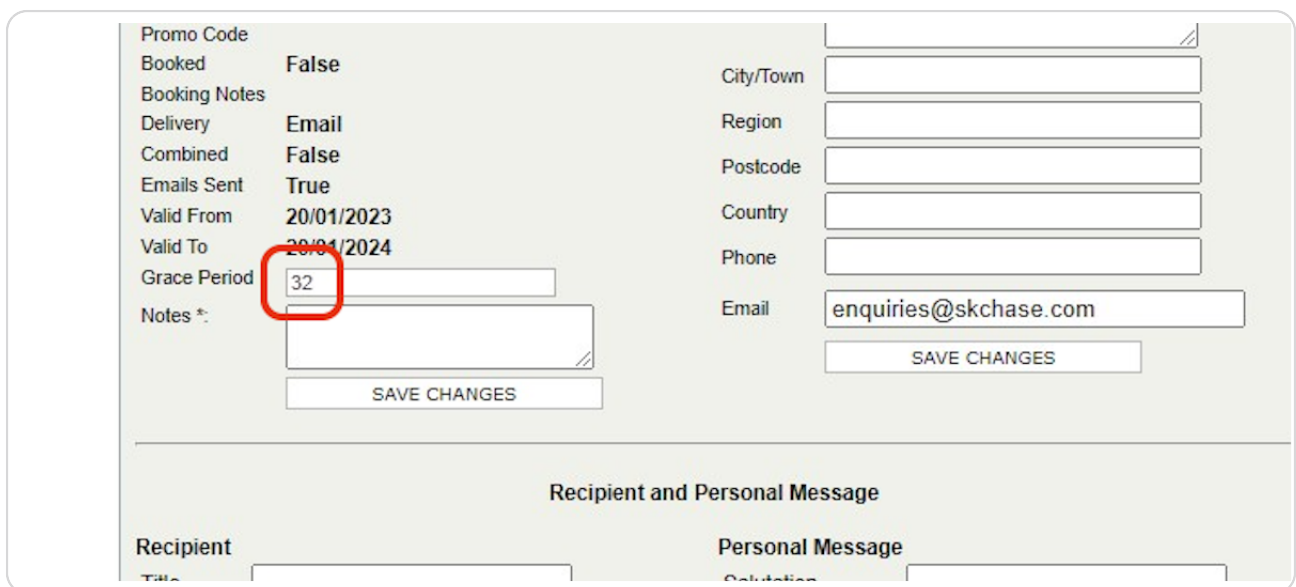
STEP 8

Add in the number of days you would like to extend the voucher for e.g 32 days for one month

Click SAVE CHANGES

To help work out the number of days you can use this tool https://www.timeanddate.com/date/duration.html

STEP 11

Enter the current expiry into the start date box

Start Date

Day: Month: Year: Date:

20 / 1 / 2024

Today

☐ Include end date in calculation (1 day is added)

Add time fields
Add time zone conversion

Calculate Duration

STEP 12

Enter the new desired expiry date into the end date box

End Date

Day: Month: Year: Date:

20 / 2 / 2024

Today

Count only workdays

STEP 13

Tick Include End Date box and then click CALCULATE DURATION

STEP 14

The number of days will be shown below

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Add the new expiry and who authorised the extension to the notes box

Skchaseadmin

1 Step ⬈

Click on SAVE CHANGES

SK CHASE

STEP 17

Check the status is at Issued If it has expired you will need to change the status back to Issued

Skchaseadmin

STEP 18

Click on the tick box next to the status of the voucher you would like to extend
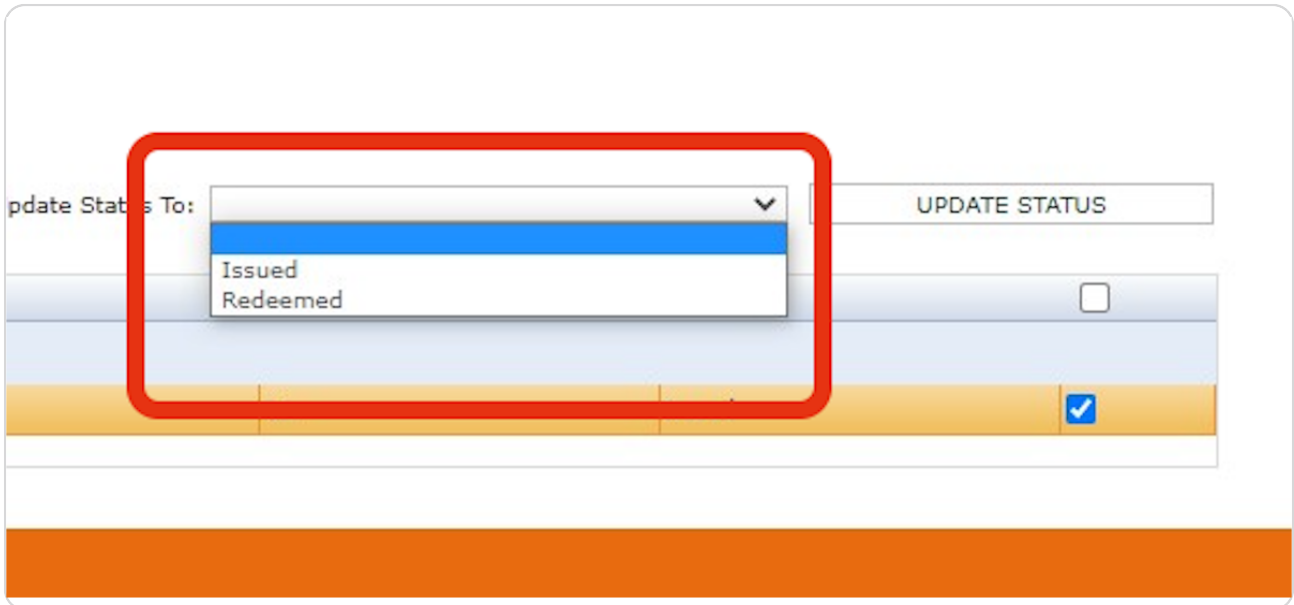
STEP 19
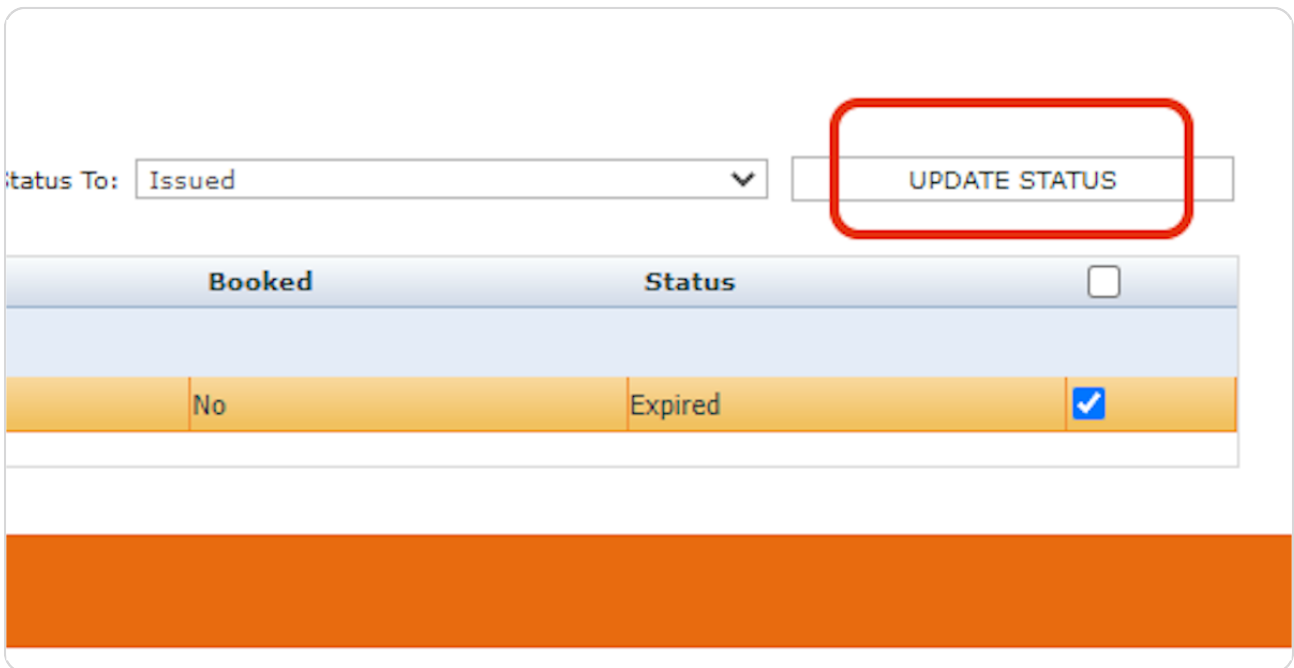
Select the status Issued from the drop down

STEP 20

Click UPDATE STATUS

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The validity will not change on the voucher itself, but the status will remain at a status of 'issued' for the number of days added to the grace period. The recipient can use their original voucher when redeeming at the venue.

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