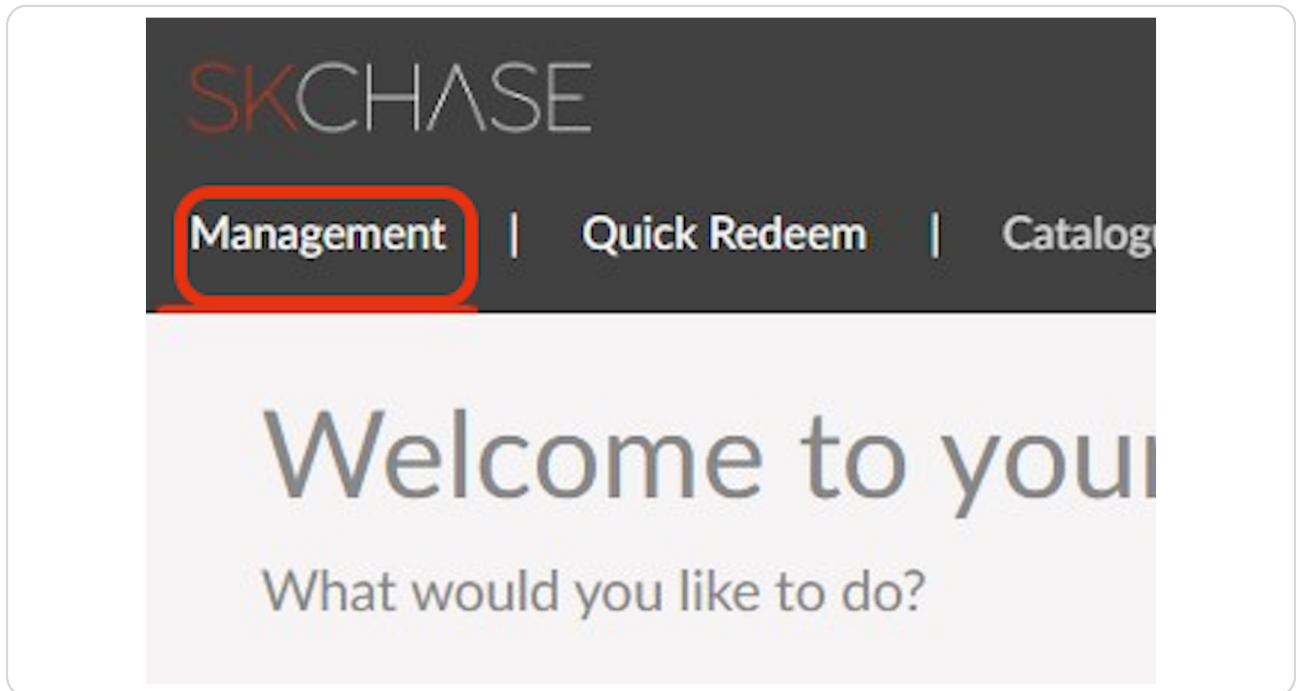


STEP 1

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

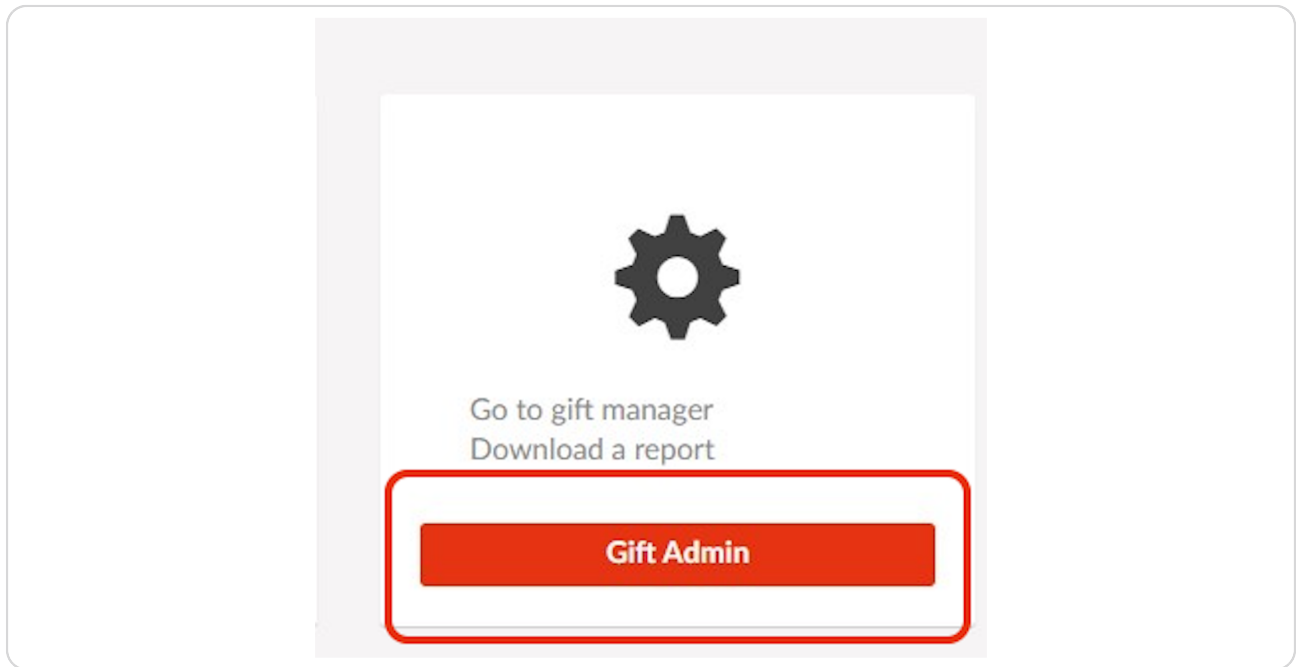
STEP 2

Click on MANAGEMENT



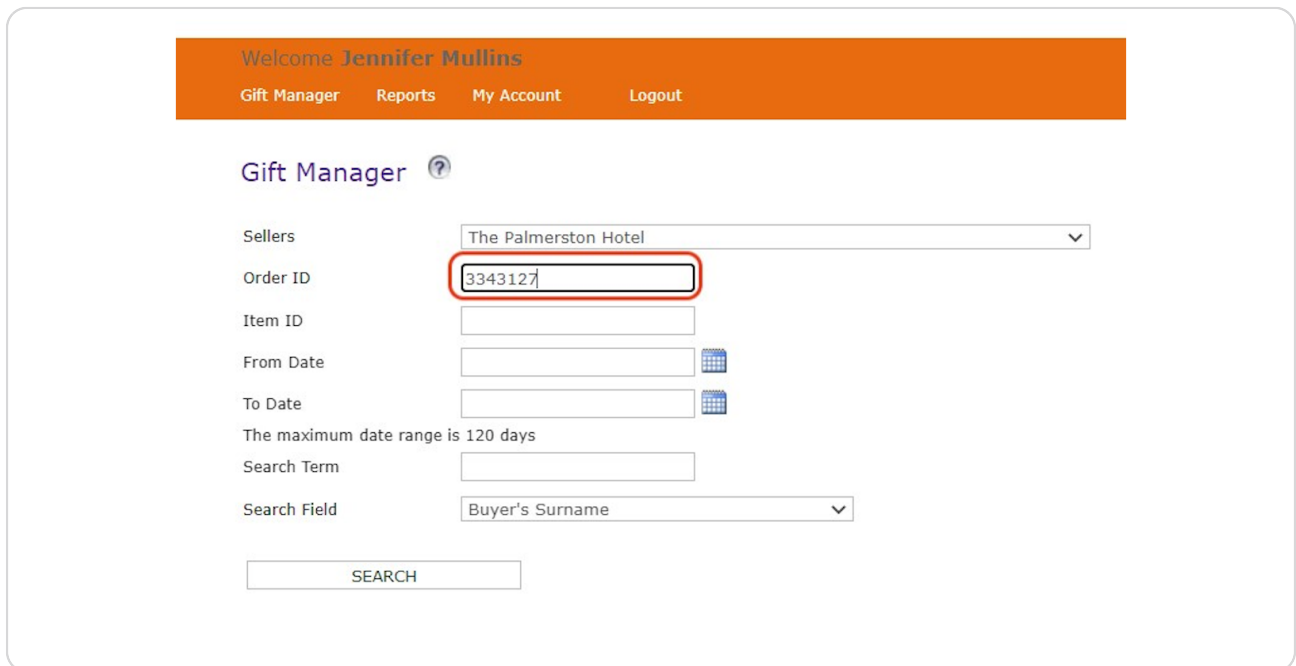
STEP 3

Click on GIFT ADMIN



STEP 4


Retrieve the gift voucher that you would like to extend




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')

Item ID

From Date 

To Date 

The maximum date range is 120 days

Search Term

Search Field




[Gifts](#)

[Logout](#)

STEP 6

Click on the magnifying glass

Search Field

Item ID	Seller
   Order ID: 3343127; Purchase Method: Offline; Total Amount Paid: £45.00; Bought From: Th	
4293103	The Palmerston Ho

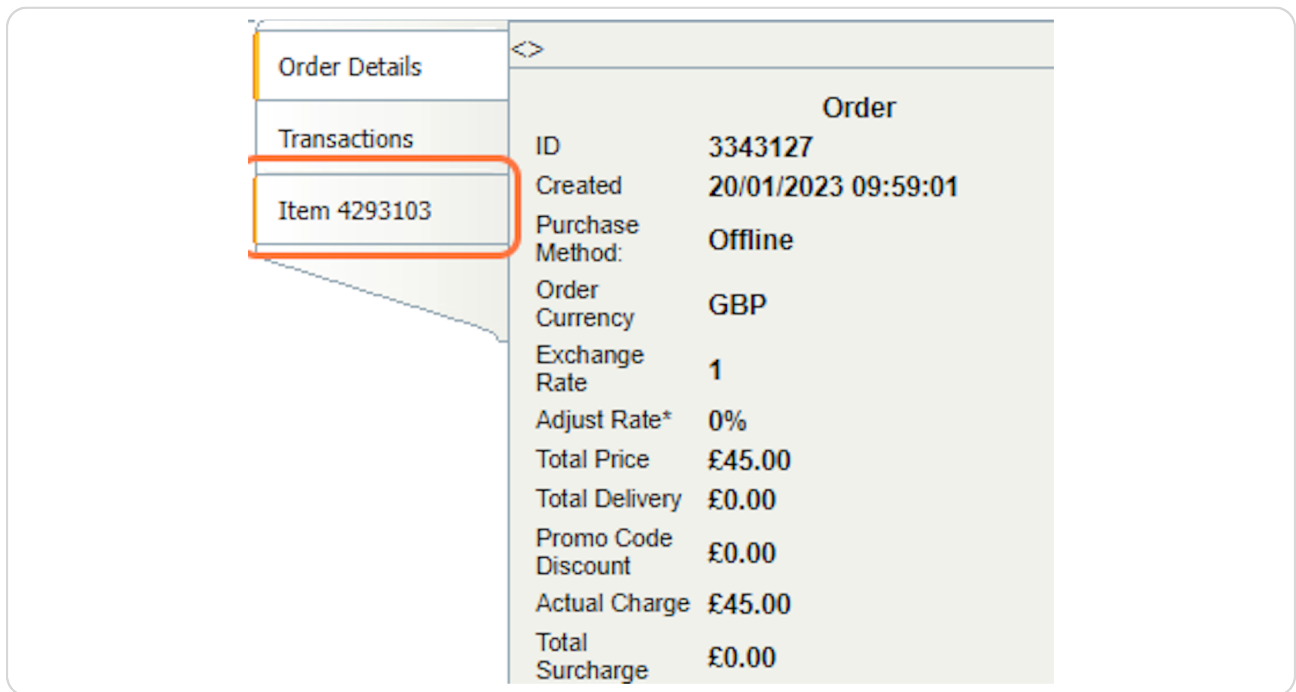
Change page: < > | Display page 1 of 1, items 1 to 1 of 1

[Gifts](#)

[Logout](#)

STEP 7

Click on the ITEM tab

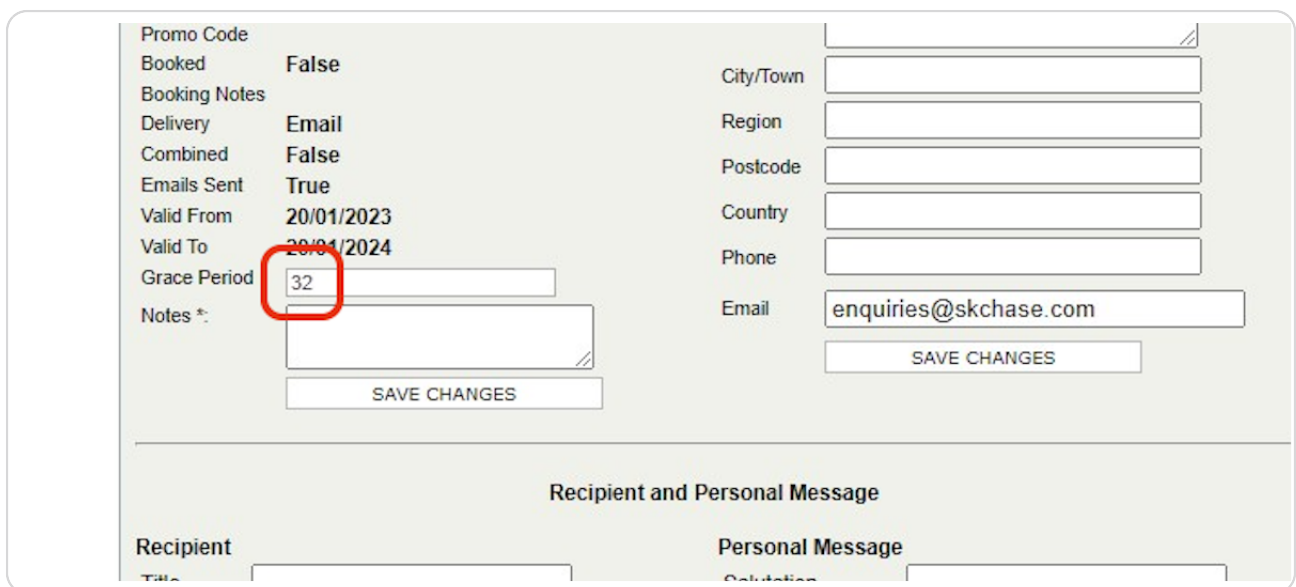


The screenshot shows a web interface for viewing order details. On the left, there is a vertical menu with three items: 'Order Details', 'Transactions', and 'Item 4293103'. The 'Item 4293103' item is highlighted with an orange border. To the right of the menu is a table titled 'Order' with the following data:

Order	
ID	3343127
Created	20/01/2023 09:59:01
Purchase Method:	Offline
Order Currency	GBP
Exchange Rate	1
Adjust Rate*	0%
Total Price	£45.00
Total Delivery	£0.00
Promo Code Discount	£0.00
Actual Charge	£45.00
Total Surcharge	£0.00

STEP 8

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



The screenshot shows a form for extending a voucher. The form is divided into two main sections. The top section contains various fields and a 'SAVE CHANGES' button. The bottom section is titled 'Recipient and Personal Message' and contains fields for 'Recipient' and 'Personal Message'. The 'Grace Period' field is highlighted with a red circle and contains the value '32'.

Promo Code		
Booked	False	City/Town
Booking Notes		Region
Delivery	Email	Postcode
Combined	False	Country
Emails Sent	True	Phone
Valid From	20/01/2023	Email
Valid To	20/01/2024	
Grace Period	32	enquiries@skchase.com
Notes *:		SAVE CHANGES

Recipient and Personal Message

Recipient	Personal Message
Title	Salutation

STEP 9

Click SAVE CHANGES

Promo Code		
Booked	False	City/Town
Booking Notes		
Delivery	Email	Region
Combined	False	Postcode
Emails Sent	True	Country
Valid From	20/01/2023	Phone
Valid To	20/01/2024	Email
Grace Period	<input type="text" value="32"/>	<input type="text" value="enquiries@skchase.com"/>
Notes *	<input type="text"/>	<input type="button" value="SAVE CHANGES"/>
<input type="button" value="SAVE CHANGES"/>		
Recipient and Personal Message		
Recipient		Personal Message

STEP 10

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**

Start Date


Day: Month: Year: Date:

20 / 1 / 2024 

Today

End Date

Day: Month: Year: Date:

20 / 2 / 2024 

Today

Include end date in calculation (1 day is added)

[Add time fields](#)
[Add time zone conversion](#)

Calculate Duration


Count only workdays

STEP 14

The number of days will be shown below

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

From and including: **Saturday, 20 January 2024**
To and including: **Tuesday, 20 February 2024**

Result: 32 days

It is 32 days from the start date to the end date, end date included.
Or 1 month, 1 day including the end date.

STEP 15

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

Unit Price	£45.00	Name	<input type="text"/>
Price	£45.00	Address	<input type="text"/>
Promo Code		City/Town	<input type="text"/>
Booked	False	Region	<input type="text"/>
Booking Notes		Postcode	<input type="text"/>
Delivery	Email	Country	<input type="text"/>
Combined	False	Phone	<input type="text"/>
Emails Sent	True	Email	<input type="text" value="enquiries@skchase.com"/>
Valid From	20/01/2023		
Valid To	20/01/2024		
Grace Period	<input type="text" value="32"/>		
Notes *	<input type="text" value="Extended until 20/2/24 authorised by Jennifer Mullins"/>		
	<input type="button" value="SAVE CHANGES"/>		

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1 Step [↗](#)

STEP 16

Click on **SAVE CHANGES**


Unit Price	£45.00	Name	<input type="text"/>
Price	£45.00	Address	<input type="text"/>
Promo Code		City/Town	<input type="text"/>
Booked	False	Region	<input type="text"/>
Booking Notes		Postcode	<input type="text"/>
Delivery	Email	Country	<input type="text"/>
Combined	False	Phone	<input type="text"/>
Emails Sent	True	Email	<input type="text" value="enquiries@skchase.com"/>
Valid From	20/01/2023		
Valid To	20/01/2024		
Grace Period	<input type="text" value="32"/>		
Notes *	<input type="text" value="Extended until 20/2/24 authorised by Jennifer Mullins"/>		
	<input type="button" value="SAVE CHANGES"/>		

STEP 17

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

Update Status To:

Valid To	Booked	Status	<input type="checkbox"/>
02/09/2018	No	Expired	<input type="checkbox"/>




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STEP 18

Click on the tick box next to the status of the voucher you would like to extend

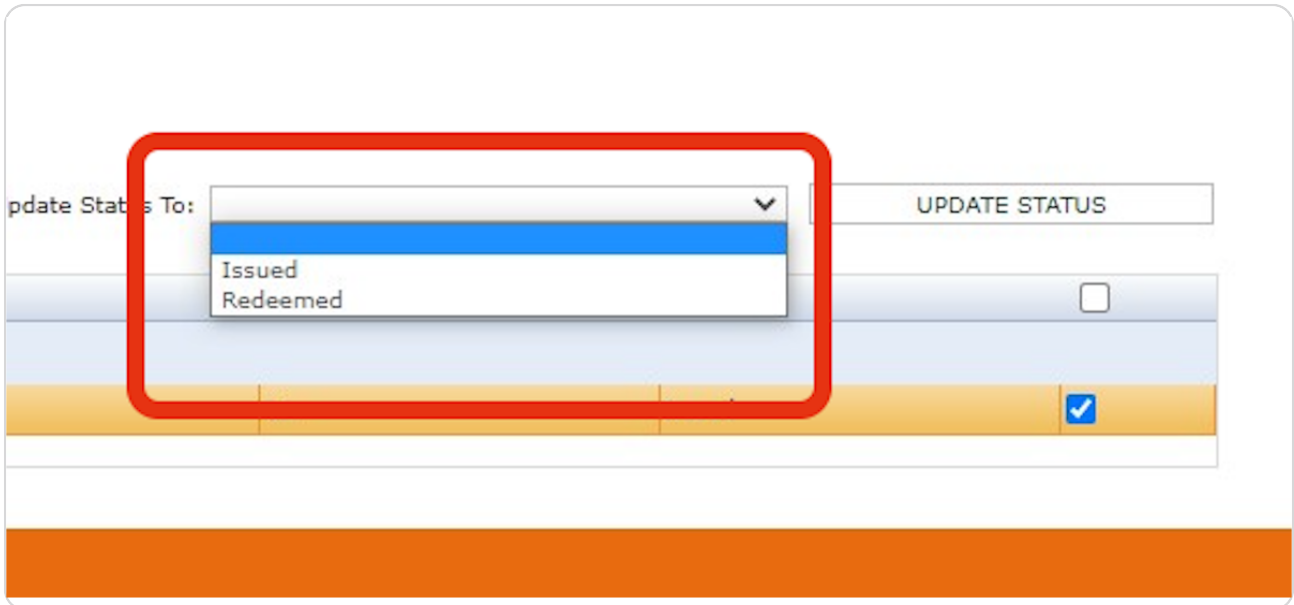
Update Status To:

Valid To	Booked	Status	<input type="checkbox"/>
02/09/2018	No	Expired	<input checked="" type="checkbox"/>



STEP 19

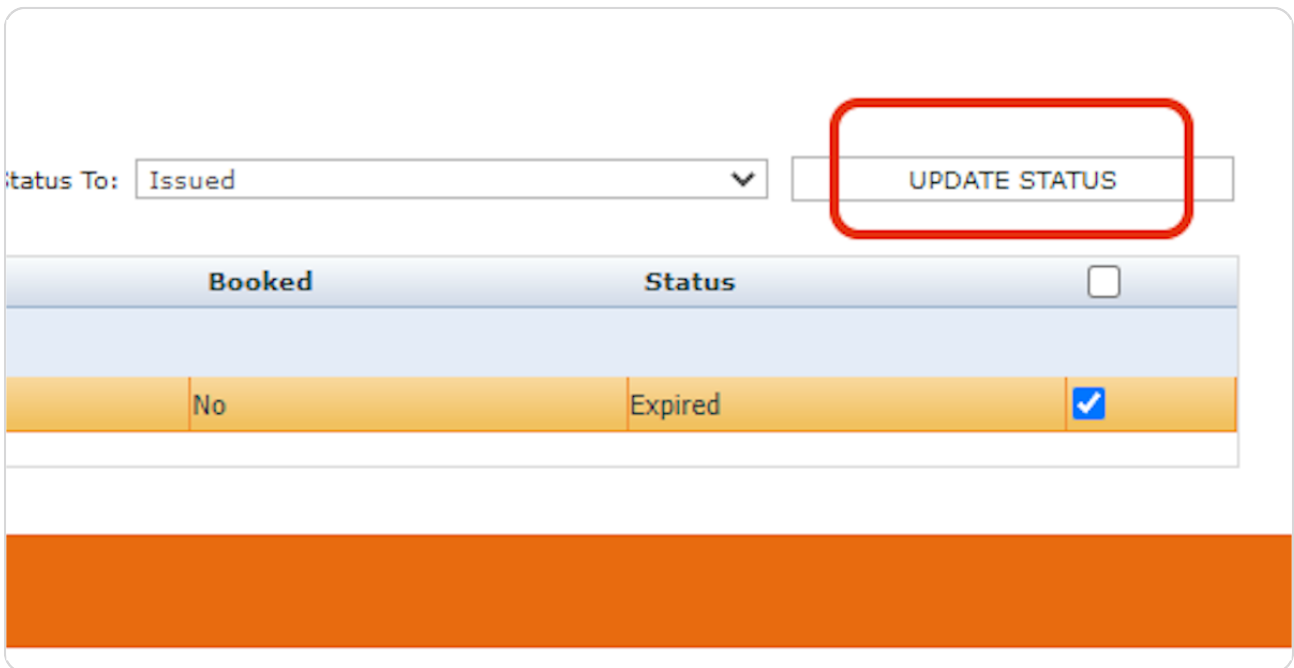
Select the status Issued from the drop down



A screenshot of a web form. On the left, there is a label 'Update Status To:' followed by a dropdown menu. The dropdown menu is open, showing two options: 'Issued' (highlighted in blue) and 'Redeemed'. To the right of the dropdown is a button labeled 'UPDATE STATUS'. Below these elements is a table with two columns: 'Booked' and 'Status'. The 'Booked' column has a header 'Booked' and a value 'No'. The 'Status' column has a header 'Status' and a value 'Expired'. There is a checkbox in the 'Status' column, which is checked (blue checkmark). The entire form is set against a light blue background with a white border. An orange bar is at the bottom of the page.

STEP 20

Click UPDATE STATUS



A screenshot of the same web form as in Step 19. The dropdown menu now shows 'Issued' as the selected status. The 'UPDATE STATUS' button is highlighted with a red rounded rectangle. The table below shows the 'Booked' column with 'No' and the 'Status' column with 'Expired'. The checkbox in the 'Status' column is checked (blue checkmark). The entire form is set against a light blue background with a white border. An orange bar is at the bottom of the page.

STEP 21

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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