STEP 1

Login to the system

https://p4.skchase.com/giftapp

STEP 2

There are multiple ways to locate a voucher in the system

STEP 3

You can search in QUICK REDEEM
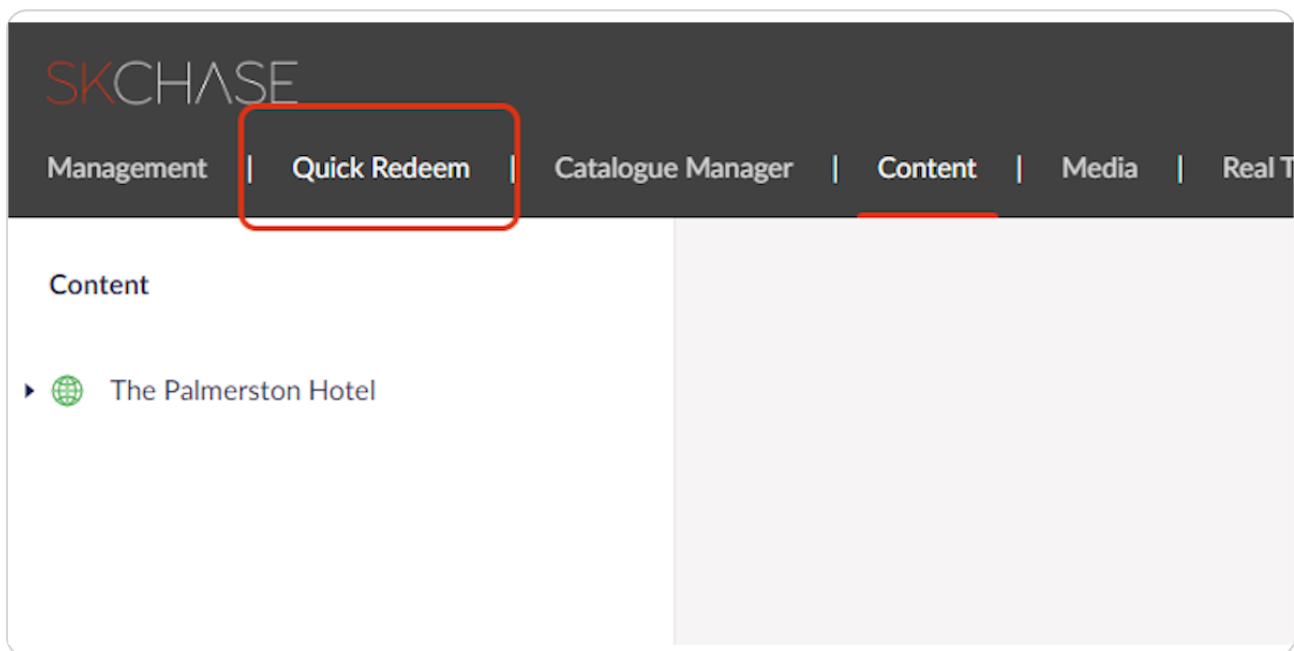
STEP 4

You can find the voucher by adding the ORDER ID

STEP 5

Or you can enter the ITEM ID

STEP 6

Click on Find Voucher(s)

Voucher reference number
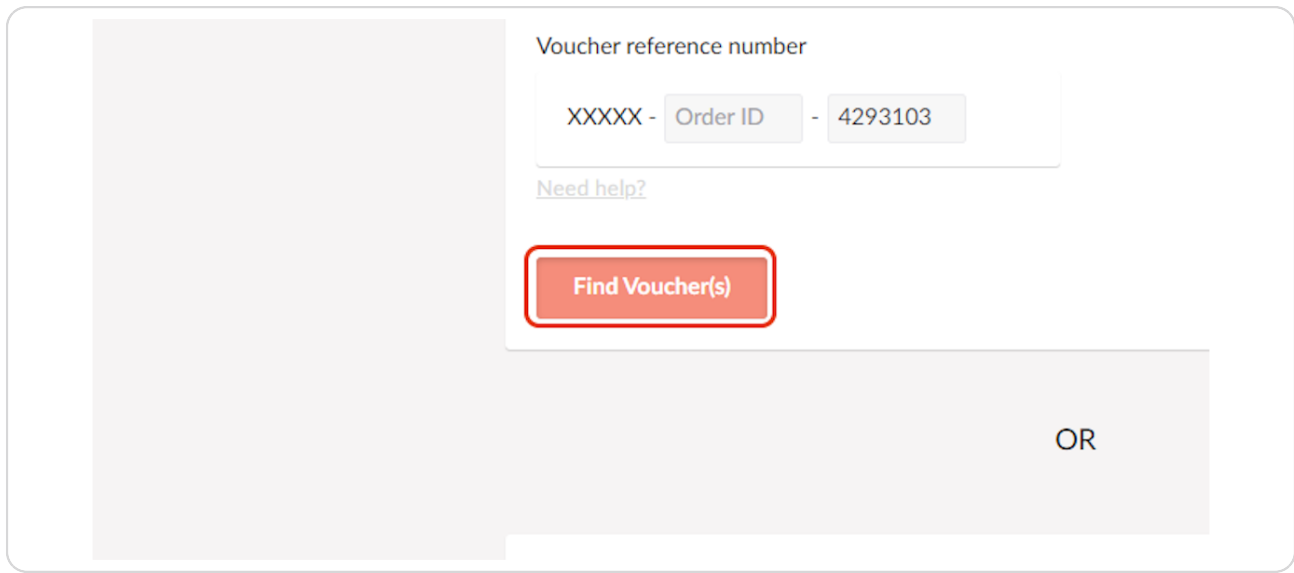
XXXXX - [Order ID] - [4293103]
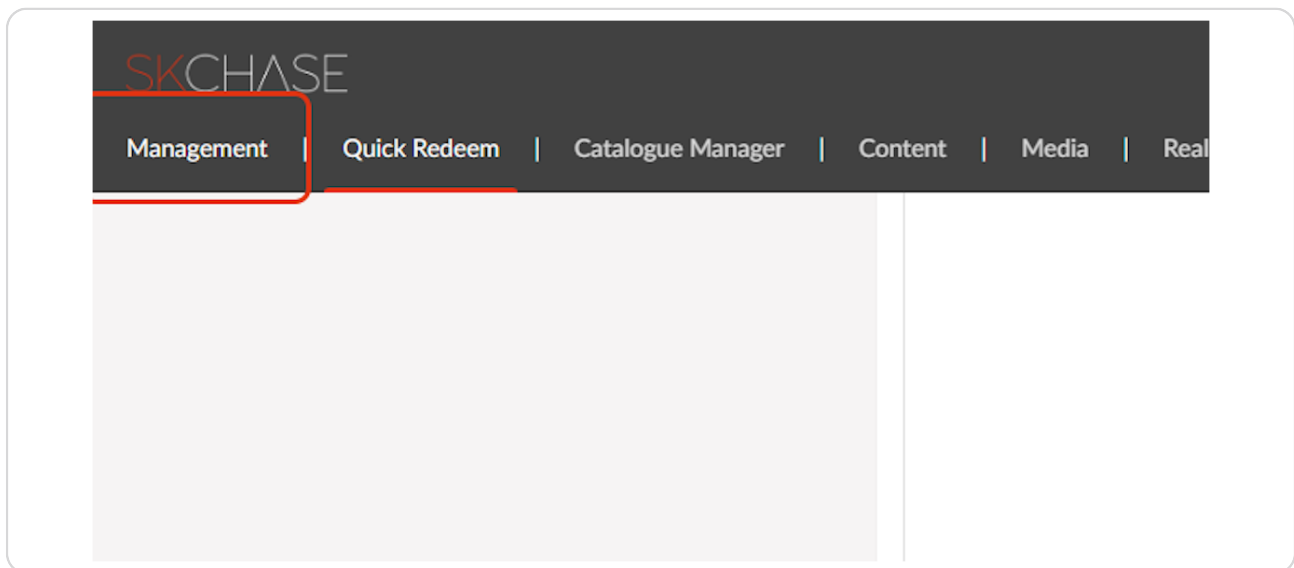
Need help?

Find Voucher(s)

OR

STEP 7

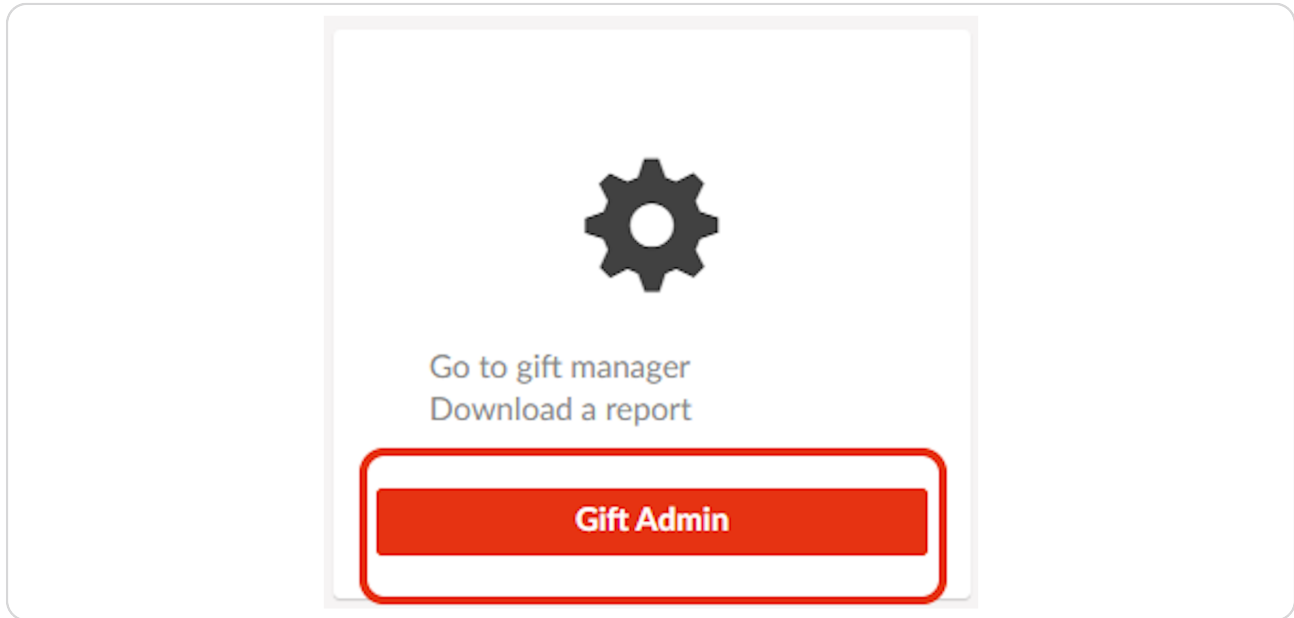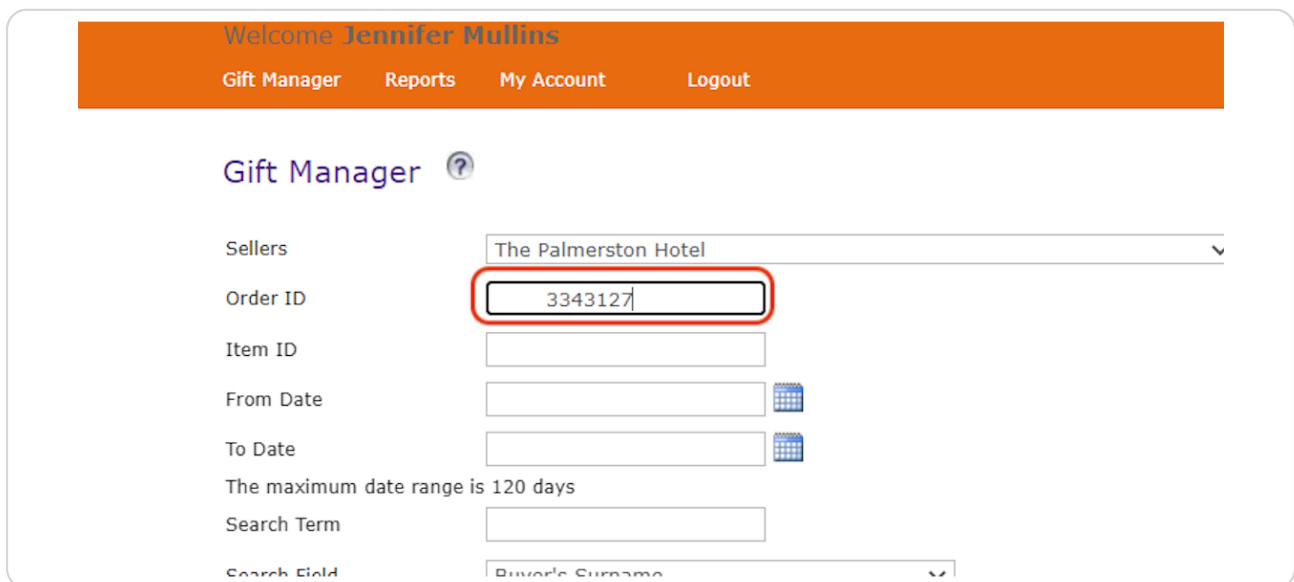**Or you can search in GIFT MANAGER**

STEP 8

Click on Management

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Management | Quick Redeem | Catalogue Manager | Content | Media | Real

SKCHASE

STEP 9

Click on Gift Admin

STEP 10

You can search by the ORDER ID

STEP 11

Or you can search by the ITEM ID

STEP 12

Click on SEARCH once the data has been added

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If you do not have the ORDER ID or ITEM ID, you can search by ORDER DATE

Select dates from the calendar or type it in: DD/MM/YYYY. The date range cannot be greater than 3 months.
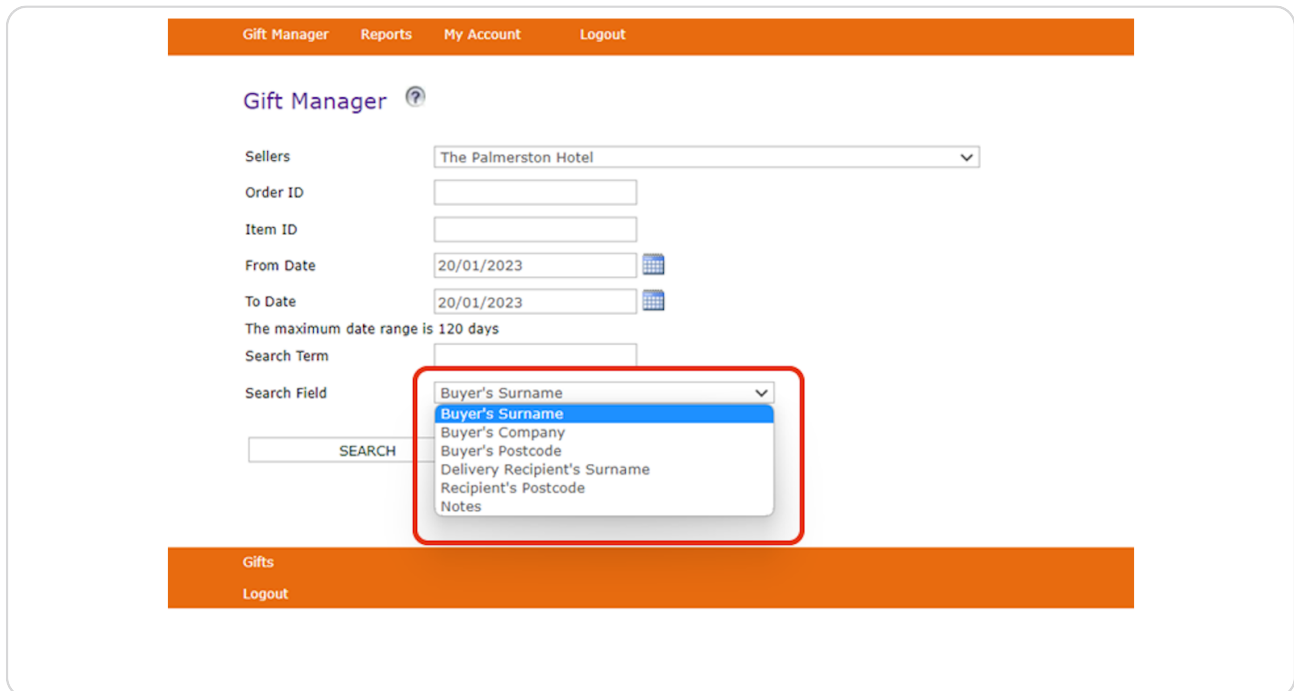
STEP 14

You can also search by: –Buyers Surname –Buyer's Company –Buyer's Postcode –Delivery Recipient's Surname –Recipient's Postcode –Notes

You will still need to add in a date range

STEP 15

If you still cannot locate the voucher you can run a BUYERS REPORT

STEP 16

Click on Reports

STEP 17

<u>Open the calendar popup and choose the desired date range</u>

There is no limit to the date range search

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STEP 18

Choose your venue from the SELLERS drop down and choose BUYERS from the Reports dropdown

If you are part of a group you will also be able to search by your GROUP

Reports

| From | 01/01/2023 |
| To | 31/01/2023 |

Sellers
The Palmerston Hotel

Reports
Buyers

GENERATE REPORT

STEP 19

Click on GENERATE REPORT

Sellers
The Palmerston Hotel
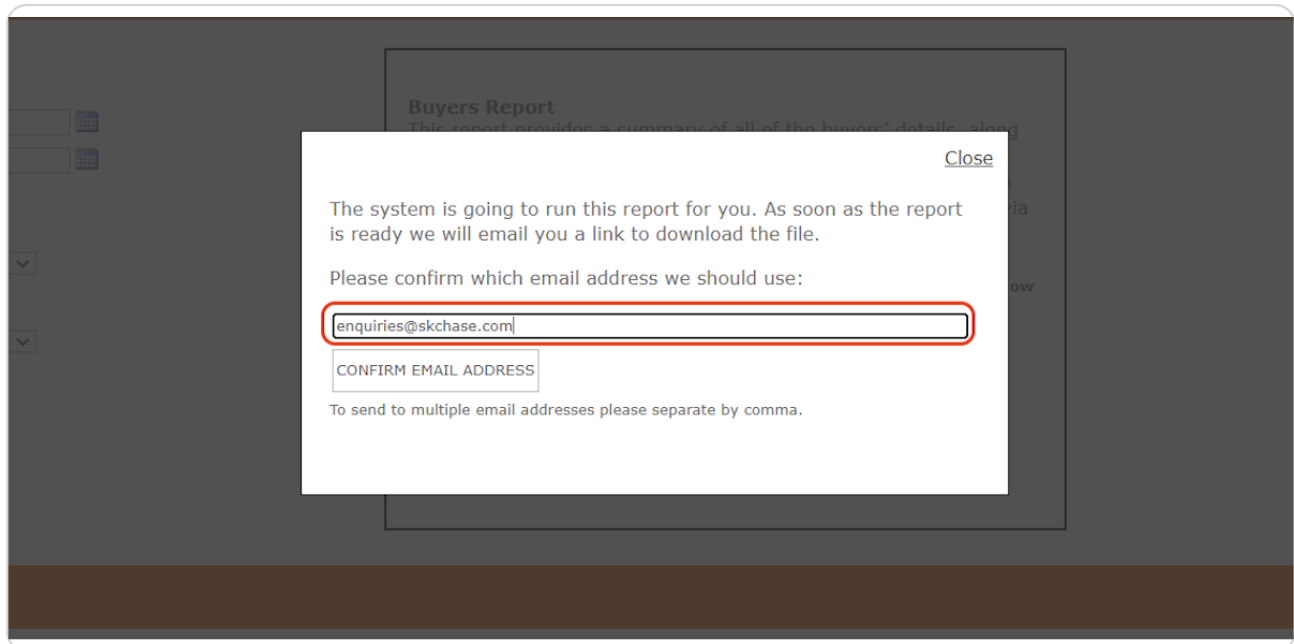
Reports
Buyers

GENERATE REPORT

Gifts

Logout

STEP 20
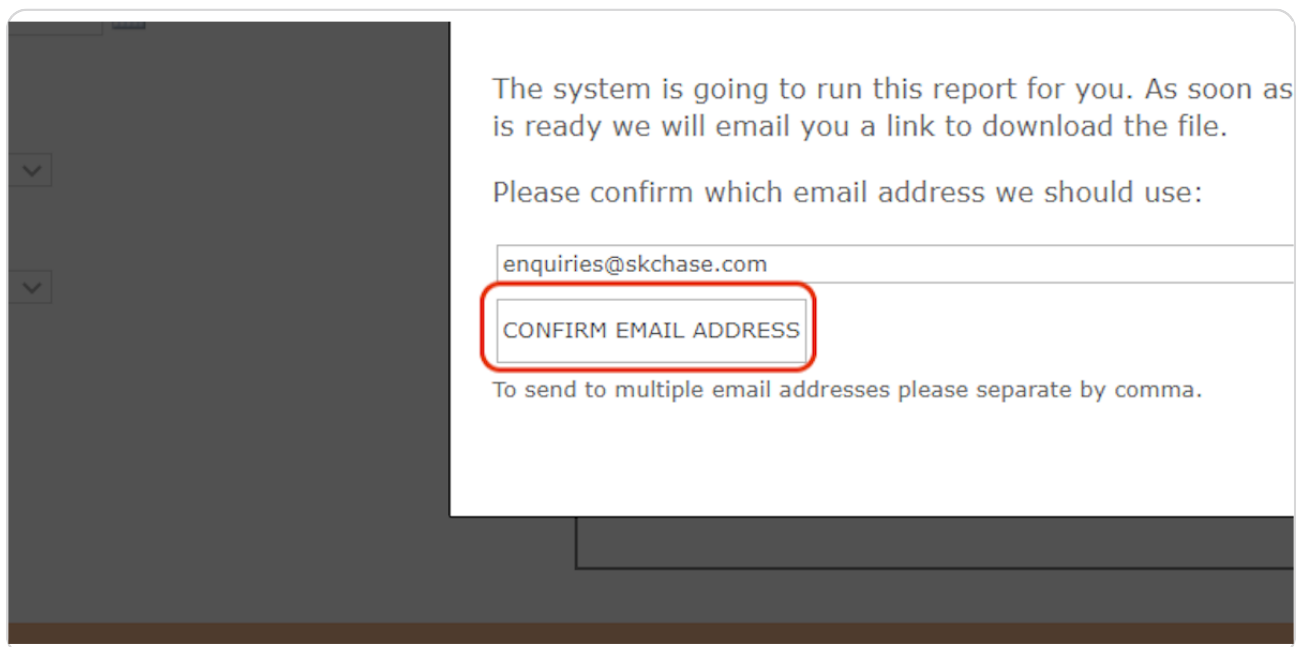
Type the email address that you want the report to be sent to

STEP 21

Click on CONFIRM EMAIL ADRESS

STEP 22

You will shortly receive the buyers report into your inbox. You can filter the report to search by: -First Name -Last Name -Company Name -Address -Email Address -Phone Number

STEP 23

If you still cannot locate the voucher please ask the buyer to confirm the last four digits of the card that they used to purchase the voucher and contact SK Chase by emailing enquiries@skchase.com.

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