

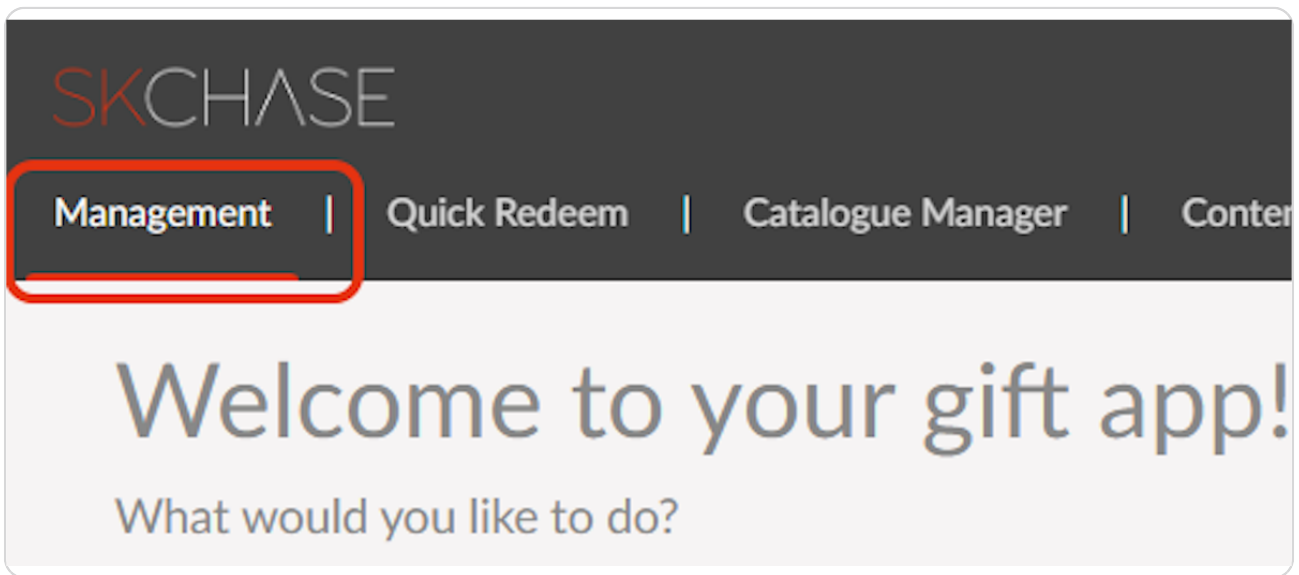
STEP 1

Login to the system

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

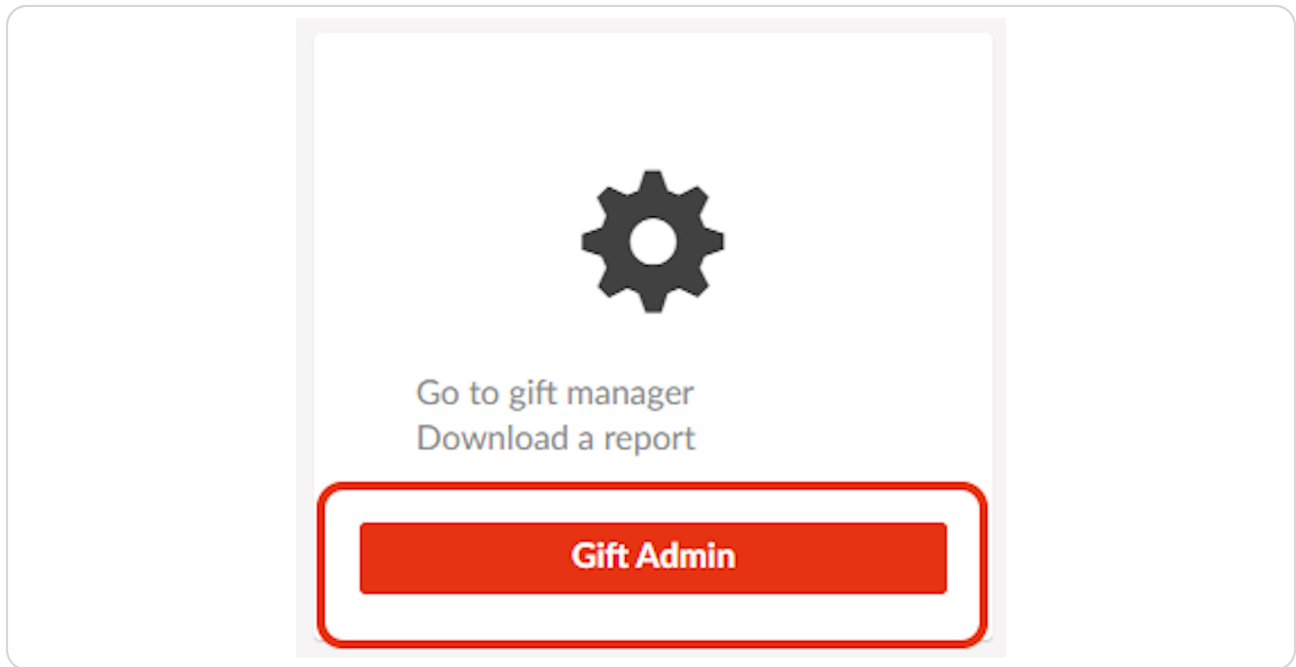
STEP 2

Click on MANAGEMENT



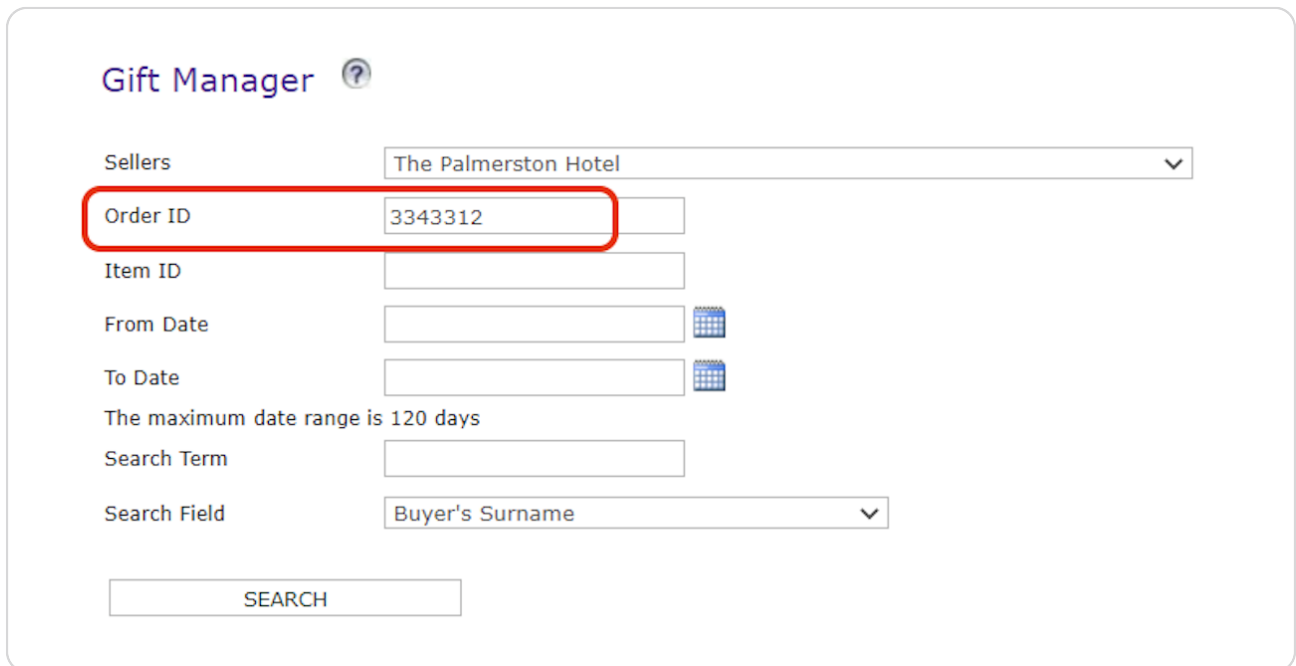
STEP 3

Click on Gift Admin



STEP 4


Retrieve the gift voucher that you would like to refund


A screenshot of a web form titled "Gift Manager" with a help icon. The form contains several input fields: a dropdown menu for "Sellers" with "The Palmerston Hotel" selected; a text input for "Order ID" containing "3343312" (highlighted with a red box); empty text inputs for "Item ID", "From Date", and "To Date" (with calendar icons); a text input for "Search Term"; and a dropdown menu for "Search Field" with "Buyer's Surname" selected. A "SEARCH" button is located at the bottom left. A note below the date fields states "The maximum date range is 120 days".

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')

From Date 

To Date 

The maximum date range is 120 days

Search Term




Search Field

Gifts

Logout

STEP 6

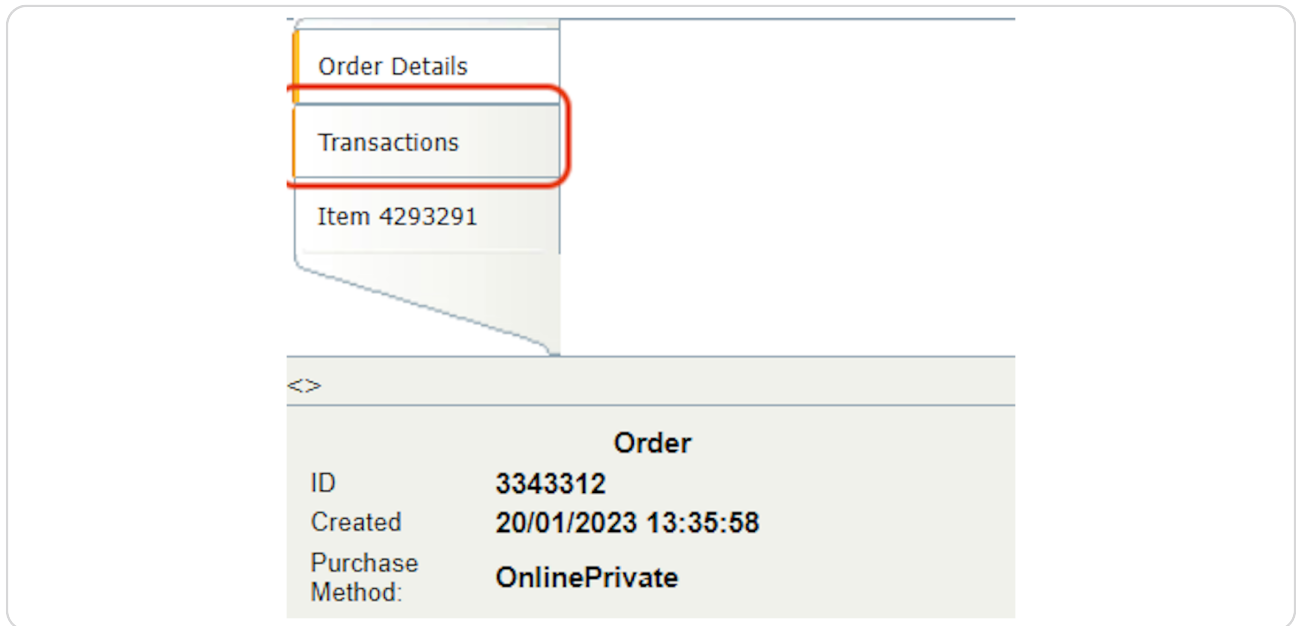
Click on the magnifying glass icon

	Item ID	Seller
   Order ID: 3343312; Purchase Method: OnlinePrivate; Total Amount Paid	4293291	The Palmerston

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

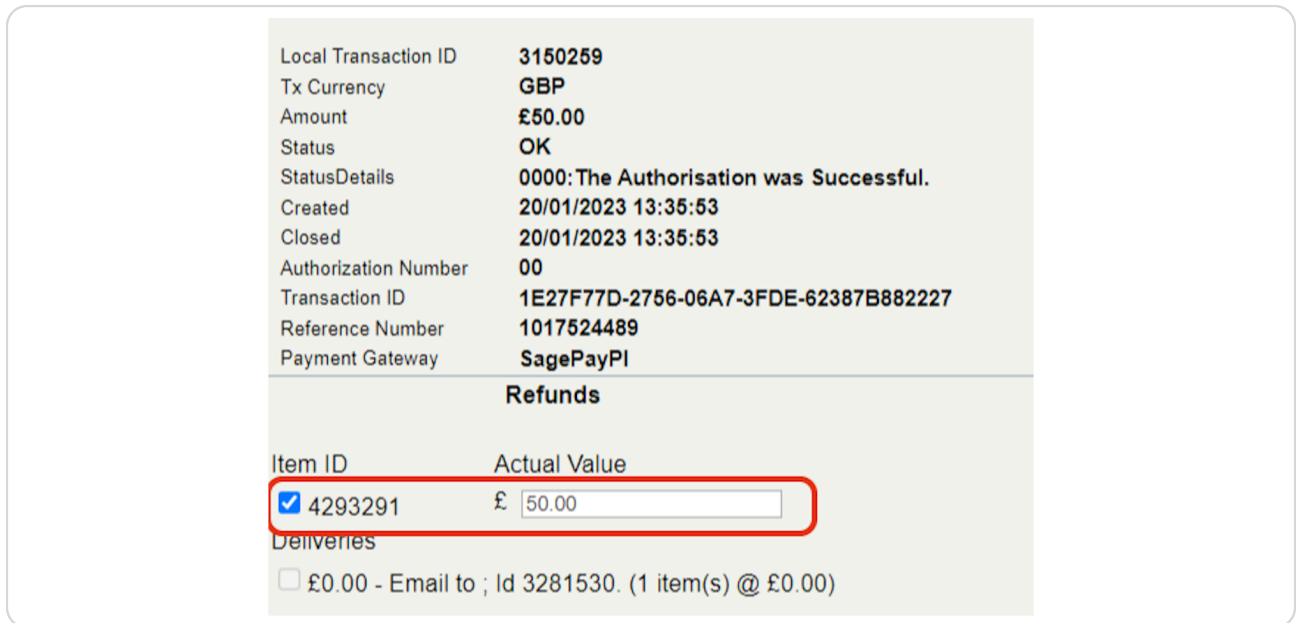
STEP 7

Click on the Transactions tab



STEP 8

Untick any Item ID's that you DO NOT want to refund. Ticked Items will be refunded.



STEP 9

Add in a reason for refund

? | HELP

Local Transaction ID	3150259
Tx Currency	GBP
Amount	£50.00
Status	OK
StatusDetails	0000:The Authorisation was Successful.
Created	20/01/2023 13:35:53
Closed	20/01/2023 13:35:53
Authorization Number	00
Transaction ID	1E27F77D-2756-06A7-3FDE-62387B882227
Reference Number	1017524489
Payment Gateway	SagePayPI

Refunds

Item ID	Actual Value
<input checked="" type="checkbox"/> 4293291	£ 50.00

Deliveries

£0.00 - Email to ; Id 3281530. (1 item(s) @ £0.00)

Reason for refund:

Refunds For Order

STEP 10

Click REFUND

? | HELP

Local Transaction ID	3150259
Tx Currency	GBP
Amount	£50.00
Status	OK
StatusDetails	0000:The Authorisation was Successful.
Created	20/01/2023 13:35:53
Closed	20/01/2023 13:35:53
Authorization Number	00
Transaction ID	1E27F77D-2756-06A7-3FDE-62387B882227
Reference Number	1017524489
Payment Gateway	SagePayPI

Refunds

Item ID	Actual Value
<input checked="" type="checkbox"/> 4293291	£ 50.00

Deliveries

£0.00 - Email to ; Id 3281530. (1 item(s) @ £0.00)

Reason for refund:

Refunds For Order

STEP 11

When you refresh the page, the voucher status will change to 'Refunded'

Item ID	Seller	Unit Price	Actual Charge	Valid From	Valid To	Booked	Status	<input type="checkbox"/>
Order ID: 3343312; Purchase Method: OnlinePrivate; Total Amount Paid: £50.00; Bought From: The Palmerston Hotel								
4293291	The Palmerston Hotel	£50.00	£50.00	20/01/2023	20/01/2024	No	Refunded	<input type="checkbox"/>

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

Skchaseadmin

STEP 12

Click on the Update Status icon to view the Item Status History

REFRESH

Item ID
Order ID: 3343312; Purchase Method: OnlinePrivate; Total Amount Paid: £50.00; Bought From: The Palmerston Hotel
4293291

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

STEP 13

This will show the date that the voucher was refunded and which admin user this was processed by

Item Status History : 248303-3343312-4293

This page allows you to view and update the current position in the

Item ID	Status	Date Updated	Admin User
	Refunded	20 January 2023 15:07	Jennifer Mullins
	Issued	20 January 2023 13:35	
	Working	20 January 2023 13:35	

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