STEP 1

Login to the system

https://p4.skchase.com/giftapp
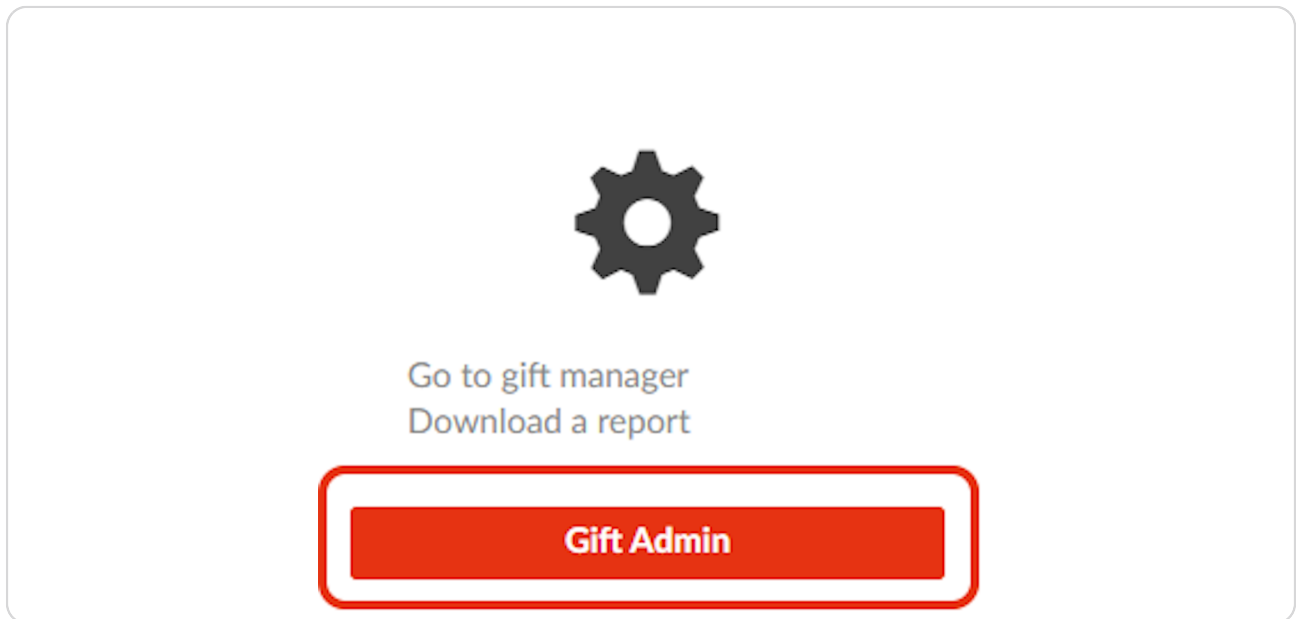
STEP 2

Click on Management
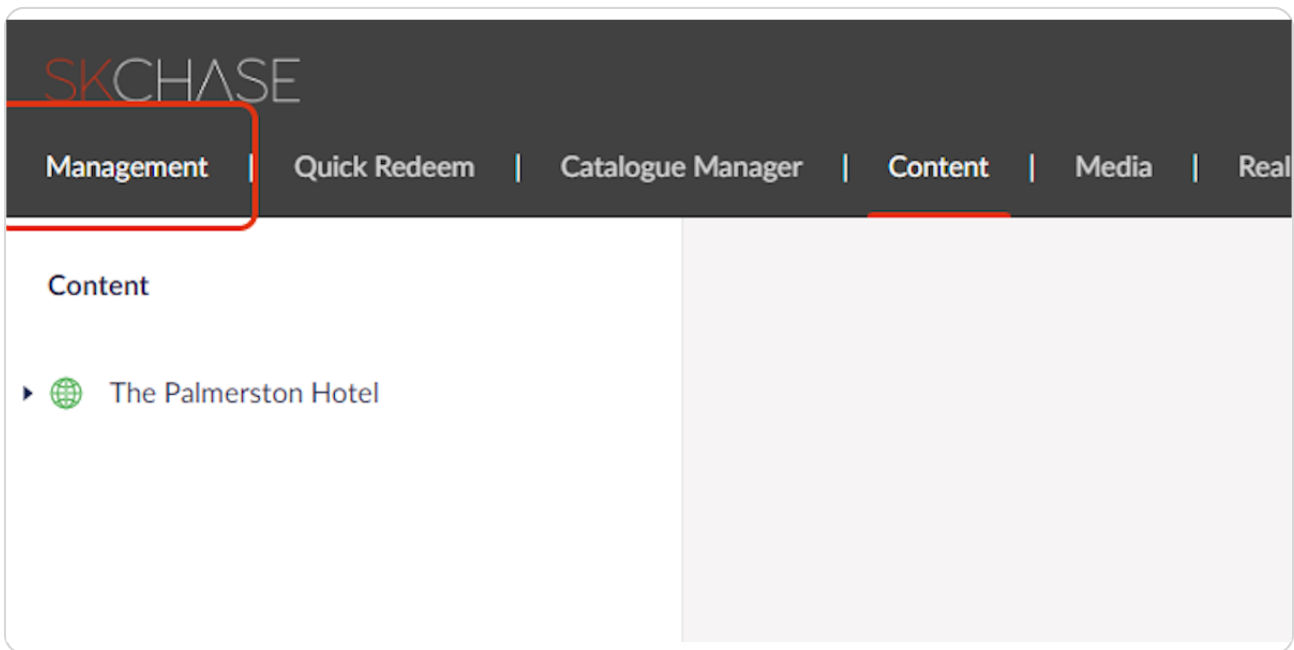
STEP 3

Click on Gift Admin

Skchaseadmin
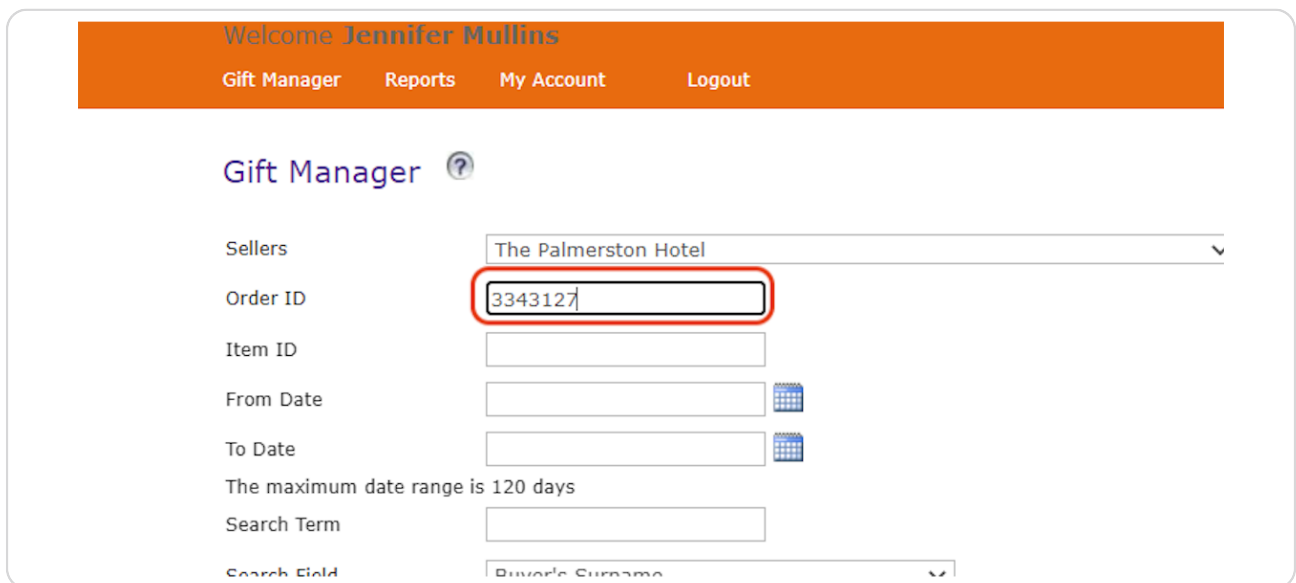
STEP 4

Retrieve the order

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

Check that the buyer's email address is correct. Amend any typos and click 'Save Changes'

STEP 8

Click on Resend Receipt

Ask the customer to check their spam folder if it doesn't come into their inbox

STEP 9

Alternatively you can send the E-Voucher as a PDF attachment in an email

STEP 10

Click on the 'Print Receipt'' Icon which will open up the receipt

STEP 11

<u>Right click on Receipt and save as a PDF to your desktop</u>
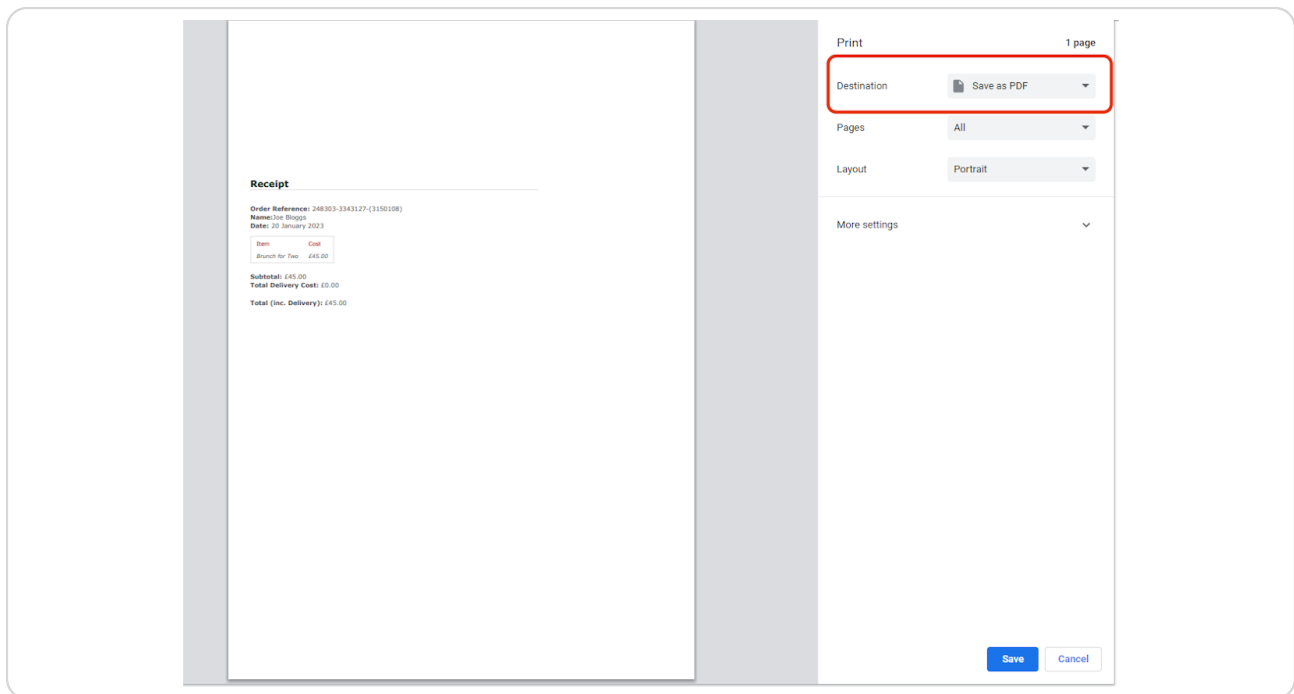
STEP 12

Attach the PDF in an email to the customer. If the customer has strict inbox settings/company firewalls, sending the receipt as an attachment can sometimes help the voucher go into the inbox.

SKCHASE