

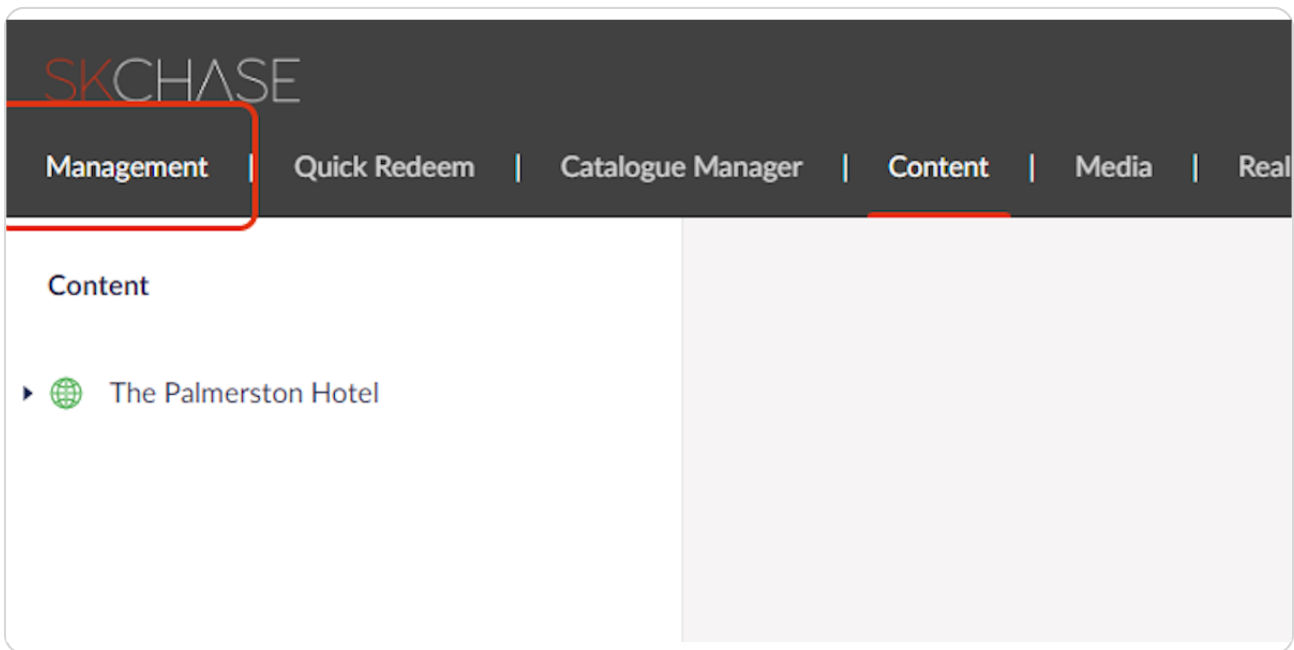
STEP 1

Login to the system

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

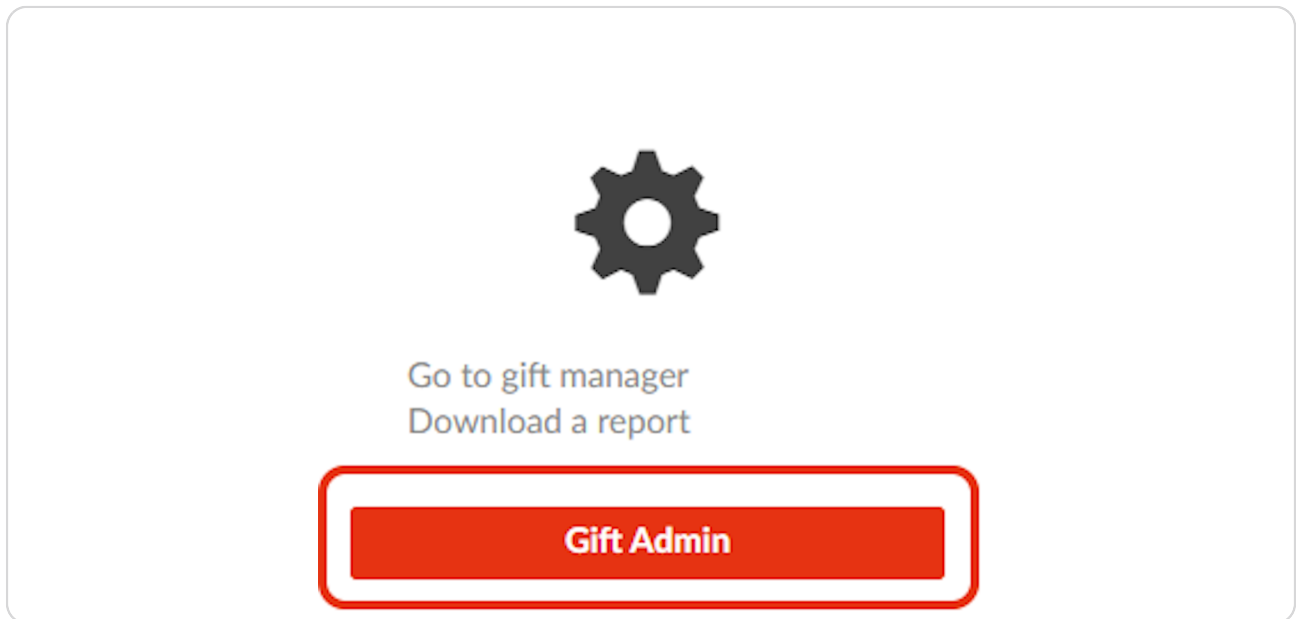
STEP 2

Click on Management



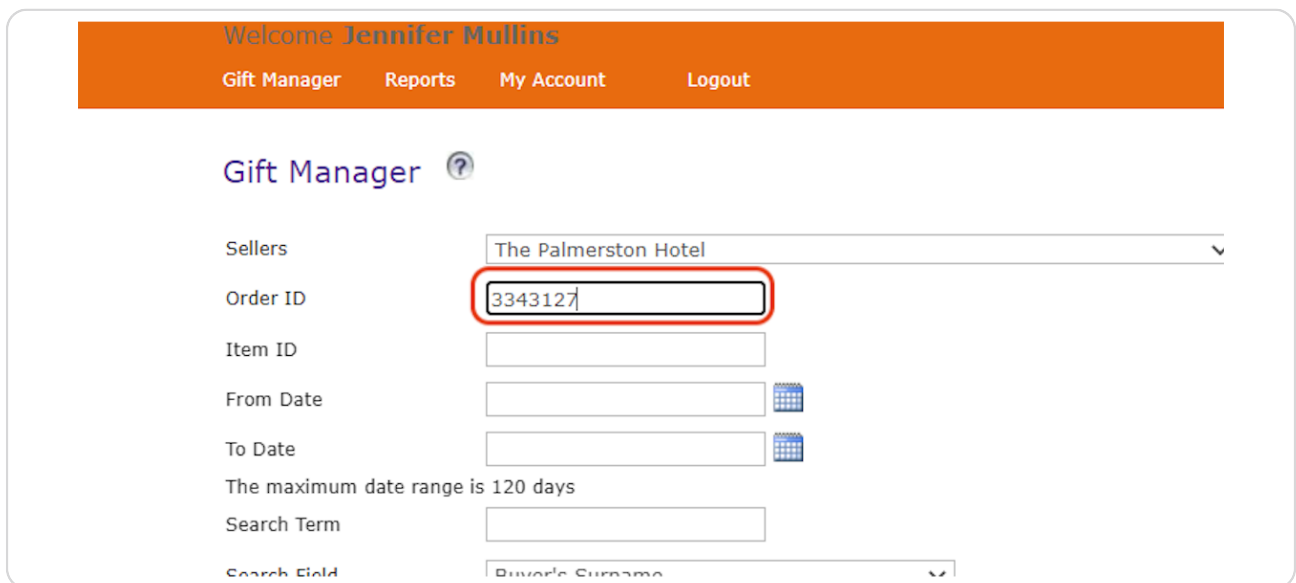
STEP 3

Click on Gift Admin



STEP 4


Retrieve the order




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

Item ID	Seller	Unit Price	Actual Ch
Order ID: 3343127; Purchase Method: Offline; Total Amount Paid: £45.00; Bought From: The Palmerston Hotel			
4293103	The Palmerston Hotel	£45.00	£45.00

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

Gifts

Logout

STEP 7

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

The screenshot shows the 'Order Details' page. On the left, there is a sidebar with 'Order Details' selected. The main content area is divided into two columns: 'Order' and 'Buyer'. The 'Order' column contains details such as ID (3343127), Created date (20/01/2023 09:59:01), Purchase Method (Offline), 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), and Notes. The 'Buyer' column contains fields for Title, First Name (Joe), Surname (Bloggs), Company Name, Address, City/Town, Region, Postcode, Country, Phone (+443443710071), and Email (enquiries@skchase.com). The email field is highlighted with a red box. Below the buyer information, there are two 'SAVE CHANGES' buttons, one of which is also highlighted with a red box. At the bottom of the page, there are buttons for 'RESEND RECEIPT' and 'RESEND ALL VOUCHERS'.

STEP 8

Click on Resend Receipt

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

This is a close-up view of the 'Order Details' page, focusing on the 'Resend Receipt' button. The 'Order' column on the left shows the same order details as in Step 7. The 'Buyer' column on the right shows the same buyer information. The 'Resend Receipt' button is highlighted with a red box. The 'Email' field is also visible, showing 'enquiries@skchase.com'.

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

The screenshot shows a web interface with two buttons at the top: 'SEARCH' and 'REFRESH'. Below them is a table with the following columns: 'Item ID', 'Seller', and 'Unit'. The table contains one row with the following data: '4293103', 'The Palmerston Hotel', and '£45.00'. Above the table, there is a row of icons, including a magnifying glass, a document, and a printer. The printer icon is circled in red. To the right of the printer icon, there is a text string: 'Order ID: 3343127; Purchase Method: Offline; Total Amount Paid: £45.00; Bought From: T'. Below the table, there is a pagination control: 'Change page: < > | Display page 1 of 1, items 1 to 1 of 1'. At the bottom of the interface, there is an orange bar with the text 'Gifts' and 'Logout'.

Item ID	Seller	Unit
4293103	The Palmerston Hotel	£45.00

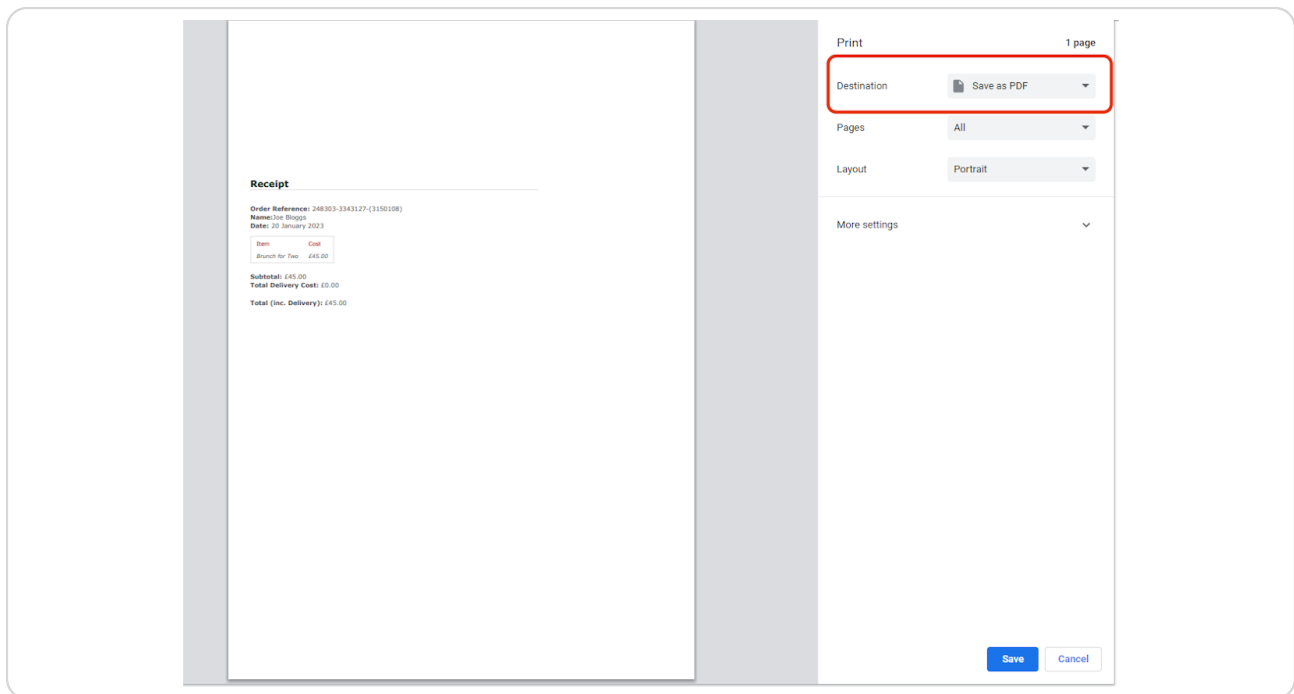
Order ID: 3343127; Purchase Method: Offline; Total Amount Paid: £45.00; Bought From: T

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

Gifts
Logout

STEP 11

Right click on Receipt and save as a PDF to your desktop



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