

Finance training

Payment, financial processes and reports



Finance module: SK Chase gateway

In this module we'll cover:

1. Voucher status
2. How vouchers are paid – payment process
3. SK Chase fees
4. What we will send you
5. Finance reports
6. Risk checks
7. Frequently asked questions

1. Voucher status



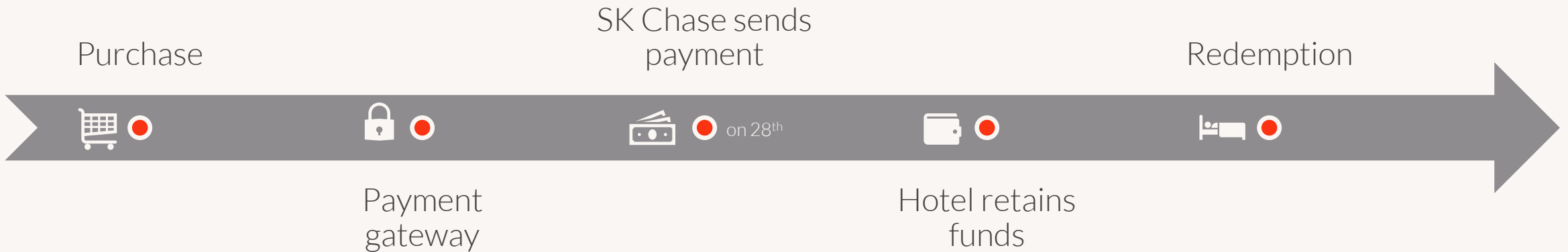
- All vouchers showing as valid are counting towards voucher liability
- All vouchers showing as invalidated are not valid and do not count towards voucher liability

Teams to check validity before accepting voucher

- Voucher is redeemed – move money from balance sheet to P&L
- Expired voucher – move money from reserve to profit in P&L

2. Gift voucher payment process

SK Chase payment gateway / SK Chase merchant services. From purchase to redemption.



SK Chase payment gateway

SK Chase client funds are settled into a separate client account.

Commission and fulfillment fee deducted. Monthly bacs payments for all sales.

Multiple hotels can be paid into central account if required.

Funds sit as liability on your balance sheet until voucher is redeemed or expires.

Finance team can download reports to ascertain breakage / current liability

Please note: Your bank may charge a fee for receiving International payments.

This is normally a fixed fee; please check with your bank for more information.



We'll pay you

We will pay you (by BACS) on the 28th of the month (or the nearest working day prior to this date) for the previous month's gift voucher sales less our fees.

So for example we will be paying you for April's gift voucher sales, less our fees, at the end of May.

International payments may incur bank charges for the receipt of gift voucher funds; these are shared between SK Chase and the client.



3. Fees



Online commission %
For all online payments through
SK Chase gateway

(commission includes all credit card fees, transaction fees and risk check)



Unit fulfilment fee –
passed on to gift buyer



Offline commission %
For all inhouse sales via cash,
hotel PDQ machine



Storage fee - £25 + vat
(vat for UK clients)



Ad hoc invoices
i.e.. stationery / couriers, as requested by the hotel

4. We'll send you

At the beginning of every month (on the second working day):

1. Full statement

On the 28th of the month you will receive:

2. Commission, fulfilment & delivery fees invoice
3. Remittance advice
4. Storage fee invoice

Please note, **you do not need to pay the invoices** as we automatically deduct the fees every month from your gift voucher sales before we make payment to you.



Example of a 'commission, fulfilment & delivery fees' invoice sent via email to you on the 28th of the month.

(DO NOT PAY)



SK Chase Ltd
31 Palmerston Place
Edinburgh
EH12 5AP

Tel: 0844 371 0071
enquiries@skchase.com
www.skchase.com

Sample Customer
Address
Address 2
Town
XXX XXX

Invoice No: 15982
Invoice Date: 18/07/2013
Account Ref: SAMPLECU

INVOICE

Quantity	Details	Unit Price	Net Amount	VAT Rate	VAT
1.00	Commission on gift voucher sales	253.30	253.30	20.00	50.66
1.00	Fulfillment costs	15.75	15.75	20.00	3.15
1.00	Delivery costs	2.73	2.73	20.00	0.55

IMPORTANT

This invoice is for information purposes only

Payment is not required as the value of this invoice will be deducted from your gift voucher sales

VAT No: 853 1560 34

Total Net Amount	271.78
Carriage Net	0.00
Total VAT Amount	54.36
Invoice Total	326.14

Full statement report

SK CHASE				FULL STATEMENT - November 2023				ACTUALS - November 2023			
Demo Hotel											
ONLINE SALES											
Total Sales	1,667.00	EUR	1,444.42	GBP	Demo	Demo Channel	PSKC00VB	3cc72871-b0a9-4e00-9324-88560f8c8f6b	#####	Afternoon Tea for 2	
Total Refunds.	-	EUR	-	GBP	Demo	Demo Channel	PSKC00VB	f7d923fc-9db4-4dbe-88e7-8727949f2f18	#####	Overnight Stay With Breakfast Included	
Sales Total less Refunds.	1,667.00	EUR	1,444.42	GBP	Demo	Demo Channel	PSKC01VS	6fc7881f-5007-41d4-8513-62e4187abccc	#####	Two nights stay on Bed and Breakfast basis	
Commission inc VAT	100.02	EUR	86.66	GBP	Demo	Demo Channel	PSKC01Y5	8683d59f-4221-4364-9a80-46574cd59a6d	#####	Complimentary 3 nights stay	
Commission to be Refunded inc VAT	-	EUR	-	GBP	Demo	Demo Channel	PSKC02V4	e86f42dd-44d7-4bc9-bf1c-e4e8174f3d3a	#####	€300 Monetary Voucher	
Total Commission Due inc VAT	100.02	EUR	86.66	GBP	Demo	Demo Channel	PSKC03V0	a7ab1393-1cc4-4f60-b1d4-72c8edc49af3	#####	Complimentary 2 nights stay	
Total Commission exc. VAT	100.02	EUR	86.66	GBP	Demo	Demo Channel	PSKC03Y5	e48952d7-694b-44f6-bec1-e079020da2c4	#####	Complimentary 3 nights stay	
OFFLINE SALES											
Total Sales	2,836.00	EUR	2,457.33	GBP	Demo	Demo Channel	PSKC04V0	3cab866b-214f-44dd-85ef-8d127ebe8ef0	#####	Overnight Stay With Breakfast Included	
Total Refunds.	-	EUR	-	GBP	Demo	Demo Channel	PSKC04Y4	01f5d1e4-afa7-4c71-99d5-97f8bc240904	#####	Overnight Stay With Breakfast Included	
Sales Total less Refunds.	2,836.00	EUR	2,457.33	GBP	Demo	Demo Channel	PSKC05V1	5f58b471-b469-4c2d-89b6-f907a17d4baf	#####	Overnight Stay With Breakfast Included	
Commission inc VAT	113.44	EUR	98.29	GBP	Demo	Demo Channel	PSKC05V1	c9f3822b-1150-442e-befd-874b00915658	#####	Overnight Stay With Breakfast Included	
Commission to be Refunded inc VAT	-	EUR	-	GBP	Demo	Demo Channel	PSKC05VY	5f0c8dd8-9e1c-445d-88ed-1807061d9506	#####	Overnight Stay With Breakfast Included	
Total Commission Due inc VAT	113.44	EUR	98.29	GBP	Demo	Demo Channel	PSKC05VY	ae304eb7-daf5-466c-b2b9-3ec10f868787	#####	Overnight Stay With Breakfast Included	
Total Commission exc. VAT	113.44	EUR	98.29	GBP	Demo	Demo Channel	PSKC06V1	a2019430-6d1b-4487-a63b-31a7c5c11cec	#####	Complimentary Lunch for 2 people	
Sales Total less Refunds.											
4,503.00 EUR											
Total Received by Client less Refunded by Client.											
2,836.00 EUR											
Total Received by SKC less Refunded by SKC											
1,667.00											
Total Fee Due exc VAT											
213.46 EUR											
VAT on Fees											
0.00 EUR											
Total Fee Due inc VAT											
213.46 EUR											
Total Fee Received by SKC less fee refunded by Sk											
- EUR											
Total Due to Client											
1,453.54 EUR											
1,259.46 GBP											
Demo											
Demo Channel											
PSKC08V9											
74040d59-b968-4964-8fab-c0dc74d0f53e											
#####											
Complimentary Birthday Voucher											



Full statement explained

Demo Hotel		
ONLINE SALES		
Total Sales	1,667.00	EUR
Total Refunds.	-	EUR
Sales Total less Refunds.	1,667.00	EUR
Commission inc VAT	100.02	EUR
Commission to be Refunded inc VAT	-	EUR
Total Commission Due inc VAT	100.02	EUR
Total Commission exc. VAT	100.02	EUR
OFFLINE SALES		
Total Sales	2,836.00	EUR
Total Refunds.	-	EUR
Sales Total less Refunds.	2,836.00	EUR
Commission inc VAT	113.44	EUR
Commission to be Refunded inc VAT	-	EUR
Total Commission Due inc VAT	113.44	EUR
Total Commission exc. VAT	113.44	EUR
Sales Total less Refunds.	4,503.00	EUR
Total Received by Client less Refunded by Client.	2,836.00	EUR
Total Received by SKC less Refunded by SKC	1,667.00	
Total Fee Due exc VAT	213.46	EUR
VAT on Fees	0.00	EUR
Total Fee Due inc VAT	213.46	EUR
Total Fee Received by SKC less fee refunded by SKC	-	EUR
Total Due to Client	1,453.54	EUR

→ All online sales where payment has been taken through the SK Chase payment gateway

→ All sales that have been taken in house via cash/cheque/PDQ payments

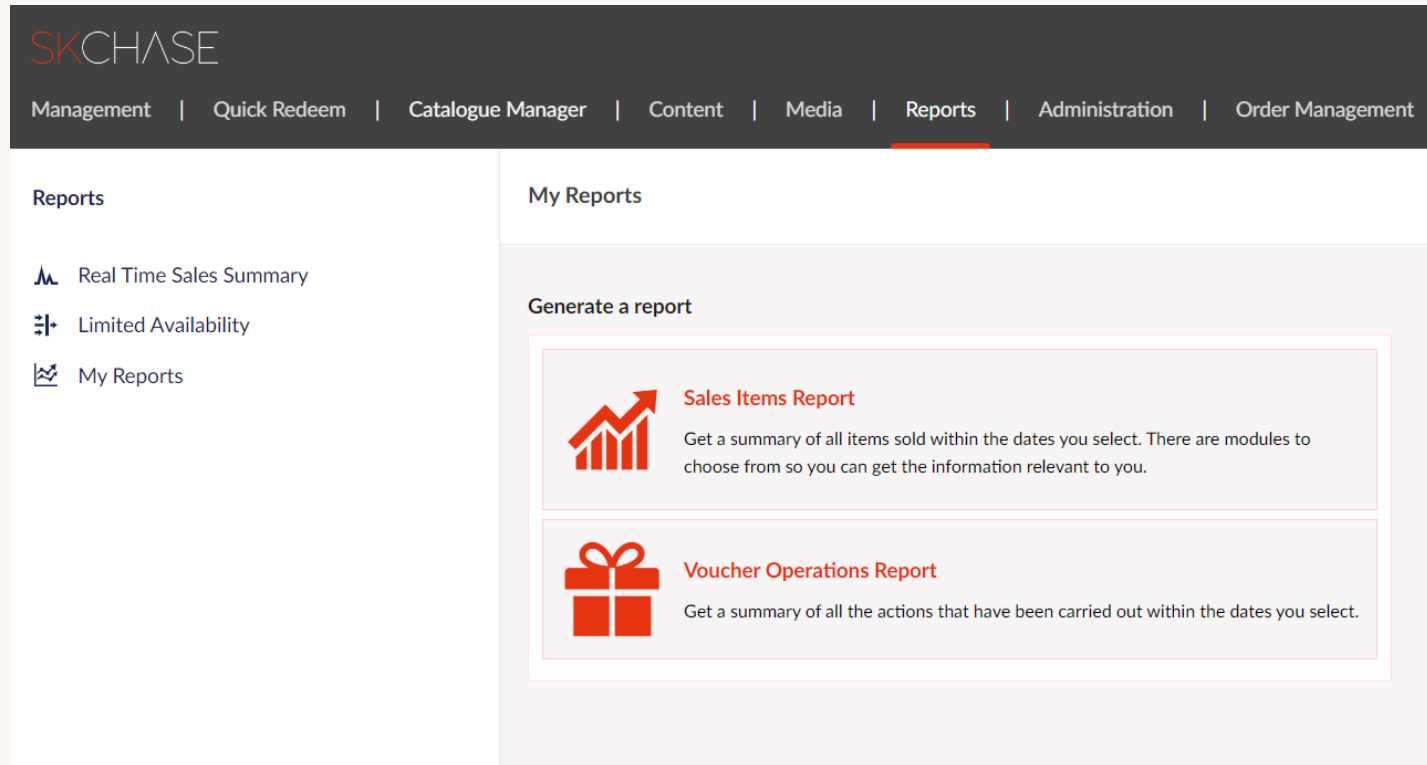
→ Total fees deducted from gift voucher sales

→ Total Payable on 28th of month



5. Finance reports

Instant reports that can be downloaded from the system



The screenshot shows the SKCHASE web application interface. At the top, there is a dark navigation bar with the SKCHASE logo and a menu of options: Management, Quick Redeem, Catalogue Manager, Content, Media, Reports (highlighted with a red underline), Administration, and Order Management. Below the navigation bar, the page is divided into two main sections. On the left is a sidebar titled 'Reports' containing three menu items: 'Real Time Sales Summary' with a bar chart icon, 'Limited Availability' with a list icon, and 'My Reports' with a line graph icon. The main content area is titled 'My Reports' and features a 'Generate a report' section. This section contains two report cards. The first card is for the 'Sales Items Report', which includes a bar chart icon with an upward arrow and the text: 'Get a summary of all items sold within the dates you select. There are modules to choose from so you can get the information relevant to you.' The second card is for the 'Voucher Operations Report', which includes a gift box icon and the text: 'Get a summary of all the actions that have been carried out within the dates you select.'

▶ 'How to' guides

- [How to download a report](#)
- [How to schedule a report](#)

Voucher Operations Report

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
SystemLc	VoucherNumt	OrderNumber	SalesChannel	Venue	Catalogue	OperationName	OccurredOn	CurrencyC	FaceValue	AmountPa	Redeemat	FinancialV	ReserveValu	NewRedec	NewFinanc	NewReser	Redeemed
a0c8d5d5	PPZVSSYK	PSKC0CNQ	The Westin Dragonara Resort	The Westin	Food and Beverage	Issued	11/08/2023 14:16	EUR	50	40	50	40	40	50	40	40	
ce24743f	7Z6ZPVXM	PSKC0DNQ	The Westin Dragonara Resort	The Westin	Accommodation	Issued	11/08/2023 10:20	EUR	310	0	310	0	0	310	0	0	
053e1277	KZRBBDPX	PSKC008W	The Westin Dragonara Resort	The Westin	Monetary	Issued	10/08/2023 09:32	EUR	100	100	100	100	100	100	100	100	
ad00618f	BAPCYFU4	PSKC008W	The Westin Dragonara Resort	The Westin	Monetary	Issued	10/08/2023 09:32	EUR	100	100	100	100	100	100	100	100	
4b1ad6af	HBFN2TQE	PSKC098W	The Westin Dragonara Resort	The Westin	Monetary	Invalidated	09/08/2023 14:45	EUR	25	25	-25	0	0	0	0	0	
36f4bfcc	HBFN2TQE	PSKC098W	The Westin Dragonara Resort	The Westin	Monetary	Refunded	09/08/2023 14:45	EUR	25	25	0	-25	-25	25	0	0	
73ea9777	HBFN2TQE	PSKC098W	The Westin Dragonara Resort	The Westin	Monetary	Issued	09/08/2023 14:16	EUR	25	25	25	25	25	25	25	25	
181449fc	6TK3DHVJ	PSKC038G	The Westin Dragonara Resort	The Westin	Monetary	Issued	07/08/2023 14:51	EUR	50	50	50	50	50	50	50	50	
f7ade5d7	W8DQ9L2G	PSKC0Y8G	The Westin Dragonara Resort	The Westin	Monetary	Issued	07/08/2023 11:46	EUR	150	150	150	150	150	150	150	150	
ff677ab1	777THM56	PSKC0Y8G	The Westin Dragonara Resort	The Westin	Monetary	Issued	07/08/2023 11:46	EUR	150	150	150	150	150	150	150	150	
549c0cdc	4354KF3Z	PSKC0Y8G	The Westin Dragonara Resort	The Westin	Monetary	Issued	07/08/2023 11:46	EUR	50	50	50	50	50	50	50	50	

This can be used to check in on any status changes that have been processed against your gift voucher sales.



Clarify internal procedures

You'll need procedures for:

- Payment & reconciliation for in house payments
- Banking and reconciling voucher payments received by SK Chase (on 28th of each month)
- Posting voucher sales process
- Redemption process

6. Risk checks

We're helping counter cyber crime

CYBER DETECTIVES

Skilled members of our team working to proactively prevent cyber crime – risk checks throughout the day

What we do:

- All voucher purchases are checked twice daily (Mon-Fri)
- Any unusual purchases are cancelled immediately
- Finance & FOH teams notified not to accept voucher
- If confirmed fraud, voucher is refunded to original cardholder



7. Frequently asked questions

1. Where is my full statement?
2. When will we receive payment for gift vouchers?
3. Why does the full statement not match what we were paid?
4. Why have we been charged bank fees?
5. How to find voucher information from statements
6. VAT / Tax receipts
7. Where to find my invoices/remittance advice
8. How to refund a gift voucher



▶ 'How to' guides

- [How to refund an order](#)

'How to' guides

Short, easy to follow guides, helping your team find what they need with ease:

<https://skchase.com/training-video-guides-p5/>

Gift voucher user guides

View step by step PDFs and short video guides (less than a minute or two) which walk you through common actions around gift vouchers.



Front of house guides

VIEW NOW



Marketing guides

VIEW NOW



Finance guides

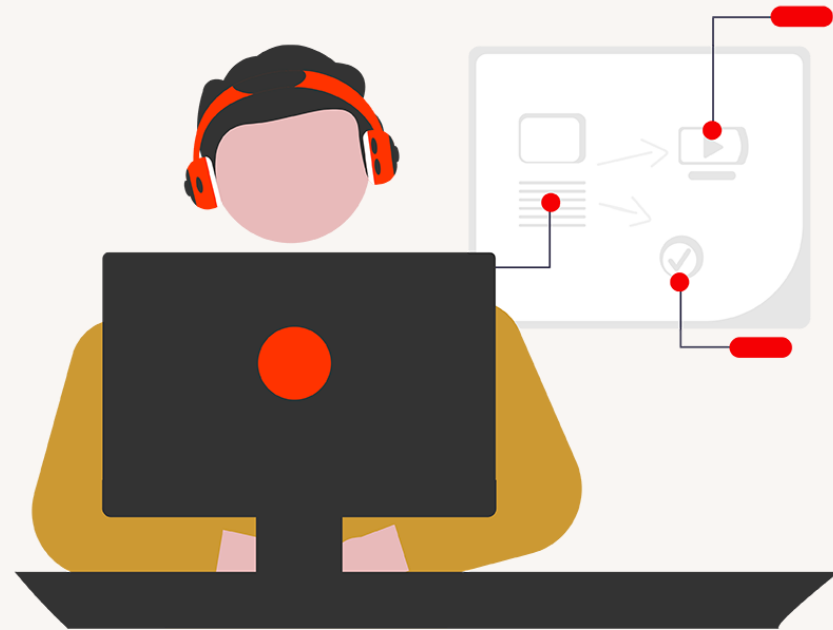
VIEW NOW

SK Chase webinars

Our webinars help set you up for success with gift vouchers:

<https://skchase.com/gift-voucher-webinars-p5/>

Front of house, marketing
and finance sessions
available





Our friendly team are here to help,
please do get in touch

E: enquiries@skchase.com or
finance queries to accounts@skchase.com

T: + 44 (0)344 371 0071

