

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



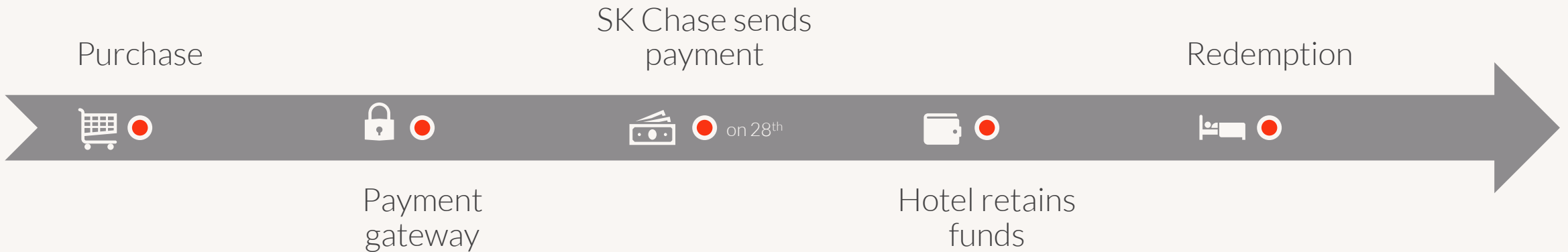
- All vouchers showing as valid are counting towards voucher liability
- All vouchers showing as invalidated are not valid and do not count towards voucher liability

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		ClientName	SalesChannelName
Total Sales	1,667.00 EUR	1,444.42 GBP Demo	Demo Channel
Total Refunds.	- EUR	- GBP Demo	Demo Channel
Sales Total less Refunds.	1,667.00 EUR	1,444.42 GBP Demo	Demo Channel
Commission inc VAT	100.02 EUR	86.66 GBP Demo	Demo Channel
Commission to be Refunded inc VAT	- EUR	- GBP Demo	Demo Channel
Total Commission Due inc VAT	100.02 EUR	86.66 GBP Demo	Demo Channel
Total Commission exc. VAT	100.02 EUR	86.66 GBP Demo	Demo Channel
OFFLINE SALES		Demo	Demo Channel
Total Sales	2,836.00 EUR	2,457.33 GBP Demo	Demo Channel
Total Refunds.	- EUR	- GBP Demo	Demo Channel
Sales Total less Refunds.	2,836.00 EUR	2,457.33 GBP Demo	Demo Channel
Commission inc VAT	113.44 EUR	98.29 GBP Demo	Demo Channel
Commission to be Refunded inc VAT	- EUR	- GBP Demo	Demo Channel
Total Commission Due inc VAT	113.44 EUR	98.29 GBP Demo	Demo Channel
Total Commission exc. VAT	113.44 EUR	98.29 GBP Demo	Demo Channel
Sales Total less Refunds.	4,503.00 EUR	3,901.74 GBP Demo	Demo Channel
Total Received by Client less Refunded by Client.	2,836.00 EUR	2,457.33 GBP Demo	Demo Channel
Total Received by SKC less Refunded by SKC	1,667.00	Demo	Demo Channel
Total Fee Due exc VAT	213.46 EUR	184.96 GBP Demo	Demo Channel
VAT on Fees	0.00 EUR	0.00 GBP Demo	Demo Channel
Total Fee Due inc VAT	213.46 EUR	184.96 GBP Demo	Demo Channel
Total Fee Received by SKC less fee refunded by Sk	- EUR	- GBP Demo	Demo Channel
Total Due to Client	1,453.54 EUR	1,259.46 GBP Demo	Demo Channel
			OrderNumber ProductItems.ProductItemId Date ProductName
			PSKC00VB 3cc72871-b0a9-4e00-9324-88560f8c8f6b ##### Afternoon Tea for 2
			PSKC00VB f7d923fc-9db4-4dbe-88e7-8727949f2f18 ##### Overnight Stay With Breakfast Included
			PSKC01VS 6fc7881f-5007-41d4-8513-62e4187abccc ##### Two nights stay on Bed and Breakfast basis
			PSKC01Y5 8683d59f-4221-4364-9a80-46574cd59a6d ##### Complimentary 3 nights stay
			PSKC02V4 e86f42dd-44d7-4bc9-bf1c-e4e8174f3d3a ##### €300 Monetary Voucher
			PSKC03V0 a7ab1393-1cc4-4f60-b1d4-72c8edc49af3 ##### Complimentary 2 nights stay
			PSKC03Y5 e48952d7-694b-44f6-bec1-e079020da2c4 ##### Complimentary 3 nights stay
			PSKC04V0 3cab866b-214f-44dd-85ef-8d127ebe8ef0 ##### Overnight Stay With Breakfast Included
			PSKC04Y4 01f5d1e4-afa7-4c71-99d5-97f8bc240904 ##### Overnight Stay With Breakfast Included
			PSKC05V1 5f58b471-b469-4c2d-89b6-f907a17d4baf ##### Overnight Stay With Breakfast Included
			PSKC05V1 c9f3822b-1150-442e-befd-874b00915658 ##### Overnight Stay With Breakfast Included
			PSKC05VY 5f0c8dd8-9e1c-445d-88ed-1807061d9506 ##### Overnight Stay With Breakfast Included
			PSKC05VY ae304eb7-daf5-466c-b2b9-3ec10f868787 ##### Overnight Stay With Breakfast Included
			PSKC06VC a2019430-6d1b-4487-a63b-31a7c5c11cec ##### Complimentary Lunch for 2 people
			PSKC06YL a4f2aba0-e4f4-4590-acfe-eeef3bbb6f6bde ##### Dinner at Restaurant A
			PSKC08V4 367fbc62-3fd5-445a-8e97-99ee514231e2 ##### €15 Monetary
			PSKC08V9 0a59548d-16cd-4458-9a61-e8099f5acc1 ##### Complimentary Birthday Voucher
			PSKC08V9 0c5f0b40-6343-4098-9bd3-d7a6a9117cf2 ##### Complimentary Birthday Voucher
			PSKC08V9 0e9ee7c1-a55a-435f-9ab0-d75adb1faa0 ##### Complimentary Birthday Voucher
			PSKC08V9 133ca746-37c9-426d-93d8-a0b8c08fc68c ##### Complimentary Birthday Voucher
			PSKC08V9 169bda2c-731d-4fb1-a8d5-29439a7d52f1 ##### Complimentary Birthday Voucher
			PSKC08V9 1e7e591f-b762-473a-869e-c534f6577417 ##### Complimentary Birthday Voucher
			PSKC08V9 30018877-68a7-440f-a973-bcc1ffc5a12f ##### Complimentary Birthday Voucher
			PSKC08V9 3042740a-5595-4dff-8481-ea91c09edf63 ##### Complimentary Birthday Voucher
			PSKC08V9 32066648-f04a-4ff0-8554-3083e70e94de ##### Complimentary Birthday Voucher
			PSKC08V9 549616dc-fc51-4d30-97d1-99293062cae2 ##### Complimentary Birthday Voucher
			PSKC08V9 5591dd42-bdd7-460d-b868-402906be418 ##### Complimentary Birthday Voucher
			PSKC08V9 654d980d-5d2e-41c4-8ae0-5226647d409f ##### Complimentary Birthday Voucher
			PSKC08V9 68a0e85b-cd53-4bbf-b6e7-743992158a2f ##### Complimentary Birthday Voucher
			PSKC08V9 74040d59-b968-4964-8fab-c0dc74df053e ##### 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 Sk	-	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 displays the SKCHASE system interface. The top navigation bar includes: Management | Quick Redeem | Catalogue Manager | Content | Media | Reports | Administration | Order Management | Settings | Users | 2FA. The left sidebar lists: Reports, Sales Performance, Limited Availability, and My Reports. The main content area is titled 'My Reports' and shows a 'Recent Reports' tab. A 'Create Report' button is visible. A modal window is open, titled 'Select the type of report to generate', with three options:

- Sales Items Report**: 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.
- Voucher Liability and Activity Report**: Get a summary of the opening and closing balance and activity that has taken place within the dates you have selected. (Including reports on redemptions for the period selected and all valid vouchers as at the last date of the report).
- Redemption Report - Based on Redemption Venue**: Get a summary of all redemptions for the venue(s) you select within the date range. (For groups, please view the 'SalesChannel' column to know where the voucher was sold).

A 'Close' button is located at the bottom right of the modal.

▶ 'How to' guides

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

Voucher Liability and Activity Report

Time Zone	Start Date	End Date	Requested Clients
Europe/London	28/10/2024	31/10/2024	SK Chase - Dummy

CURRENCY: GBP

	Redeemable Amount		Reserve Amount		List of operations	Notes
Opening Balance	558,432.41	GBP	552,025.96	GBP	View all the operations that make up these figures on these reports:	
↑ Issued	9,237.25	GBP	9,237.25	GBP	Voucher_Issued_SK_Chase_Dummy_28102024_31102024.csv	
↓ Redeemed	-9,153.00	GBP	-9,153.00	GBP	Voucher_Redeemed_SK_Chase_Dummy_28102024_31102024.csv	
↓ Expired	-1,810.00	GBP	-1,610.00	GBP	Voucher_Expired_SK_Chase_Dummy_28102024_31102024.csv	
↓ Invalidated	0.00	GBP	-	GBP	Voucher_Invalidated_SK_Chase_Dummy_28102024_31102024.csv	
↓ Refunds	-	GBP	0.00	GBP	Voucher_Refunds_SK_Chase_Dummy_28102024_31102024.csv	
↑ Voided Redemptions	280.60	GBP	280.60	GBP		
↑ Extensions from Expired	350.00	GBP	350.00	GBP	Voucher_BackToValid_SK_Chase_Dummy_28102024_31102024.cs	
↑ Voided Invalidations	0.00	GBP	0.00	GBP		
Total Variance	-1,095.15	GBP	-895.15	GBP		
Closing Balance	557,337.26	GBP	551,130.81	GBP	Voucher_ValidVouchers_SK_Chase_Dummy_28102024_31102024.cs	This is the list of Valid Vouchers as of the end date of this report.
Net Redemptions	8,872.40	GBP	8,872.40	GBP		This is Redemptions less Voided Redemptions
Net Breakage	1,460.00	GBP	1,260.00	GBP		This is Expired less Extensions from Expired

BACK TO VALID

▶ 'Howto' guides

- [Voucher liability and activity report](#)

These reports can be used to show your gift voucher liability for your chosen date range. A selection of sub reports are also included in this download that can be used to reconcile your voucher activity for the period.



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

