

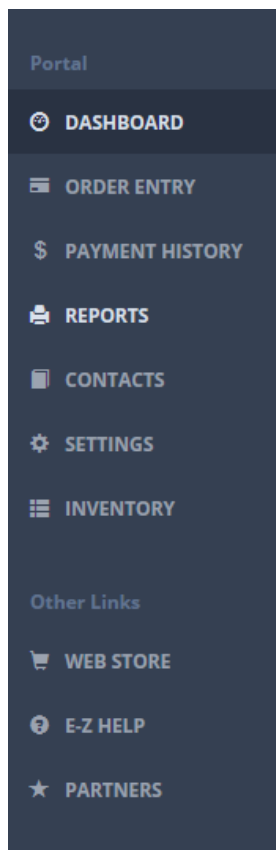
# RevTrak Portal Super User Guide



**Contents**

- Dashboard Navigation..... 2
- Processing an Order Entry Transaction..... 2
  - Selecting a Customer ..... 3
  - Adding Items to the Shopping Cart..... 4
  - Checking Out ..... 4
  - Receiving Payment Confirmation ..... 5
  - Pre-Authorizing a Card Account..... 5
- Processing an Order Entry Transaction for an Item with Account Linking ..... 6
- Receipt Preferences and Masking Account Numbers for Order Entry ..... 7
- Payment History..... 8
- Reporting ..... 9
  - Exporting Reports as a CSV File..... 9
- Contacts ..... 10
  - View/Edit Contacts..... 10
- VOIDS and Refunds ..... 101
- User Accounts ..... 11
- Default Security Permissions..... 13

## Dashboard Navigation



The **RevTrak**® Portal navigation bar is found on the left side of the screen. You will use this to navigate through the Portal.

Whenever you need to access the Portal home page, or Dashboard, select **“Dashboard.”**

To process in-person payments, select the **“Order Entry”** module. **“Payment History”** may be used to review item history and order history.

Deposit reports and transaction details may be reviewed under **“Reports.”** You can also use the **“Contacts”** tab to access order details for a specific customer, as well as review and edit their account information.

Anything regarding the general set-up of the Web Store can be found under **“Settings.”** Here, you will be able to review your global settings, update any import lists, modify receipt notes, review sales tax, edit pages, and assign User permissions.

**“Inventory”** is where your Web Store’s current offerings are managed. Please contact your Client Service Representative if you would like to add or edit Web Store items.

Under the heading **“Other Links”** are a few helpful links. You can view the **“Web Store.”** There is also a link to **“E-Z Help,”** which is where service requests can be entered and tracked. Knowledge Books and FAQs about the Web Store and Portal may also be accessed through E-Z Help.

## Processing an Order Entry Transaction

Order Entry allows you to collect in-person, phone-in, and mail-in payments. You must be logged in to the **RevTrak**® Portal to use Order Entry. Please note that Internet Explorer is the required browser to use a card reader with Order Entry.

Once you have clicked “**Order Entry**” (the second option on the navigation bar) you are ready to begin.

### Selecting a Customer

The first screenshot shows the 'CUSTOMER - CHANGE' interface for 'Express Contact 31477'. It includes a 'Cancel' button, an 'Express' button, and a search field labeled 'Filter'. Below the search field is a list of customer names and addresses: 'Abrunzo, Georgia', 'Akkerman, Juan', and 'Andrews, Georgia'.

The second screenshot shows the same interface with 'john doe' entered in the search field. The list of results now includes 'Doe, John' with two different addresses: '1234 Main Street, Happy Valley' and '888 East St, Bloomington'.

The third screenshot shows the selected customer 'John Doe' with ID #19513 and address '1234 Main Street, Happy Valley, MN 12345'. It features a 'Change' button, a 'Credit Cards' button, and input fields for 'FName' (John) and 'LName' (Doe).

To take an in-person payment, you first need to indicate from whom you are receiving the payment. The default setting will indicate an “Express Contact.”

If you continue using an Express Contact for your Order Entry transaction, the customer will not be emailed their receipt at the end of the transaction.

Order Entry includes existing Web Store customers. To look up an existing customer, click “**Change**.” A menu will slide out.

You will be able to search for the customer using the search field labeled “Filter.” Once you have located the customer, click on their name. Once you have selected the name the customer, you can either view or edit their card information, or you may begin adding items to the shopping cart.

Current customers with valid email addresses will receive a transaction confirmation via email.

## Adding Items to the Shopping Cart

All Inventory ▾

Filter

**CUSTOMER - CHANGE**  
John Doe 19513  
1234 Main Street  
Happy Valley, MN 12345

**SHOPPING CART (1)**

✕ 1 Art Supplies \$0.00

**Art Supplies** #artsupplies

Cost: \$10.00

Quantity: 1

Enter Students Last Name and ID number:  
Doe, 1234

✕ Cancel Save

You can easily locate items by choosing an “Inventory” group from the dropdown menu. You may scroll through all items or search for the item by the item name in the “Filter” field. Click on the item to add it to the Shopping Cart.

Enter any required information for the item and click **“Save.”** This will add the item to the “Shopping Cart.” The item will not allow you to save if there is required information that has been left incomplete.

The “Shopping Cart” will display all items selected for purchase. You may edit any one of the items by clicking on the item name. To delete an item from the “Shopping Cart,” select the item and an “x” will appear. Click the “x” and the item will be removed.

Confirm the items in the cart with the customer and then proceed to Checkout.

## Checking Out

**RevTrak** Checkout  
Your School Here

Item Name	Quantity	Cost	Item Total
Art Art Supplies Note: doe, 1234	1	\$10.00	\$10.00

Total: \$10.00  
Order Total: \$10.00

**CLICK TO ENABLE CARD READER**

Credit Card Payment Info

Credit Card Number: \*\*\*\*\* Cardholder Name: Robert Doe Expires: 04 2020

Nickname (Optional):

Cancel Complete Order

If the customer is currently a Web Store customer, you will have the option to have them pay with a previously saved card account. You may also enter a new card account at this time.

If the customer requests that the card account not be saved in Order Entry or in the Web Store, you may uncheck **“Save this card.”** Once you have verified the information on the checkout screen, click **“Complete Order”** to process the transaction.

## Receiving Payment Confirmation

**Your School Here**  
1234 East Bloomington Freeway  
Bloomington, MN 55406

**Receipt**  
Order #29236004  
4/10/2018 10:33:21 AM

**Robert Doe**

SKU	PRODUCT DESCRIPTION	PRICE	QTY	TOTAL
ARTsupplies	Art Supplies Comment: doe, 1234	\$10.00	1	\$10.00
Subtotal				\$10.00
Total				\$10.00

**Payment Info**

CARDHOLDER NAME	NUMBER	TYPE	AUTHORIZATION	RECEIPT NO.
Robert Doe	XXXX XXXX XXXX 1111	Visa	123457	4617

Once the transaction has processed, a receipt will display and can be printed for Card Present transactions. Customers who have a valid email address on file will also be emailed a receipt for their transaction.

If issues occur in generating the receipt, click **“Print Friendly Receipt”** (on the upper right of the screen) to display the receipt.

To change future receipts to all display with the printer friendly format, see “Adjusting Receipt Settings” (page 7).

## Pre-Authorizing a Card Account

**CUSTOMER - CHANGE**

John Doe 19513  
1234 Main Street  
Happy Valley, MN 12345

**SHOPPING CART (0)**

**Change**

**Credit Cards**

**John Doe**  
#19513

FName  
John

Pre-Authorize Credit Card

Authorization Info:

Credit Card Number:	Cardholder Name:	Expires:
<input type="text"/>	<input type="text"/>	Month <input type="text"/> Year <input type="text"/>
Nickname (Optional)		
<input type="text"/>		
<b>Authorize</b>		

You may pre-authorize a customer’s card for use with future payments. *This is optional.* First you will need to search for and select a customer. You will then click **“Credit Cards.”**

Next, click **“Add New Card.”** The “Pre-Authorize Credit Card” screen will then appear. Enter the customer’s card account information and click **“Authorize.”** You will receive an approval message stating the authorization has been processed. The card account information will now be saved and can be used for future purchases.

## Processing an Order Entry Transaction for an Item with Account-Linking

AP English Literature Exam

Student Last Name \*

doe

Student ID \*

24433

✕ Cancel    ✓ Save

After selecting a customer (page 3), add an item to the cart (page 4). An item that uses Account Linking will have fields to enter the contact's last name and ID number. After completing the fields, click the **"Save"** button. The item will be placed into the cart. You may process the payment as usual.

AP Exam Spanish

Student

Samuel Doe

+

Student Last Name \*

Student ID \*

✕ Cancel    ✓ Save

The import list contact will be linked with the payor account for additional fees and transactions.

## Receipt Preferences and Masking Account Numbers for Order Entry

There are a number of features for Order Entry that can be accessed through “Global Settings.” Note: Only Users with access to “Global Settings” will be able to view or edit these settings.

To access “Global Settings” first click “**Settings**” in your navigation bar. “Global Settings” will be the first option in the drop-down menu. Scroll down to the bottom of the Global Settings page and you will find the Order Entry options under the “Web Store Color Options” header.



The screenshot shows a settings panel with three options:

- Mask Order Entry Account Numbers**: A checkbox that is checked.
- OE Receipt Presentation**: A dropdown menu currently set to **Always**.
- OE Default Receipt Format**: A dropdown menu currently set to **Wide**.

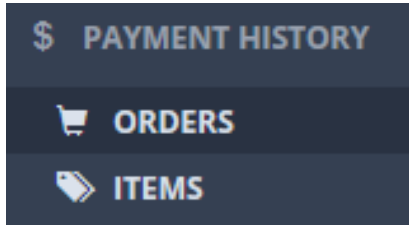
Masking card account numbers while processing in-person Order Entry payments is an important security feature that will put your customers more at ease- you may mask the account numbers by checking the box.

For “Receipt Presentation,” you may choose to select “**Always**,” which will always generate a receipt after an order is processed, “**Never**,” which will never generate a receipt for an order, or “**On Card Present**,” which will generate a receipt for those transactions in which the card information is swiped using a card reader.

“Default Receipt Format” refers to the type of receipt printer you are utilizing. The default setting will be “Wide,” which generates a standard paper sized receipt (8.5” x 11”). Select “**Narrow**” for the best option for ribbon style receipt printers.










## Payment History


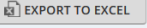













You can use “Payment History” to view both Order and Item History for purchases made through your Web Store and Order Entry.

When viewing both Item and Order History, you have several options for filtering orders (Order ID, Order Date, etc.). These filters are found at the top of the screen. You may either double click on an entry, Order ID or “More Details” to review a particular Order or Item Detail.

 <b>Order History</b> Your School Here			
			
ORDER ID	ORDER DATE 	TOTAL	LAST NAME
<input type="text"/>	<input type="text"/> 	<input type="text"/>  	<input type="text"/> 
<input type="button" value="31379021"/>	03/21/2018	\$36.22	Smith
<input type="button" value="36130018"/>	03/15/2018	\$517.45	Mullenbach

“**Order History**” is the first option of the Payment History module. Here you can view, refund or void complete orders made by customers.

 <b>Item History</b> Your School Here						
						
	ORDER 	ORDER DATE 	ITEM NAME 	PAYEE LAST NAME 	PAYEE FIRST NAME 	PAYEE ID 
	<input type="text"/>	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/>
<input type="button" value="VIEW REFUND"/>	<input type="button" value="41176002"/>	02/15/2018	Food Service	Adams	Arionna	290044
<input type="button" value="VIEW REFUND"/>	<input type="button" value="36198004"/>	05/24/2017	Food Service	PITTS	DYLAN	12216

“**Item History**” is the second option and shows the individual items purchased by customers. Here you can view the purchasing trends for individual items, departments and deposit accounts. You can customize how the data displays by clicking the edit icon (  which you will find located in the right corner of each column header.

## Reporting

Reporting is an important feature in your RevTrak Portal. All Users can access reports, and with the “Job Title” feature you, as a Super User, can indicate which ones.

To generate reports, click “**Reports**” in your Navigation bar. It is the fourth option. The reports available to your access level will then generate. You may also narrow the results shown by typing a search into the filter bar such as “item” or “deposit.”

### Exporting Reports as a CSV File

TRANSACTION DETAILS BY DEPOSIT ACCOUNT - EXPORT FRIENDLY

Select a Deposit Account: All

Choose a start date: 4/9/2018

Choose an end date: 4/10/2018

Run

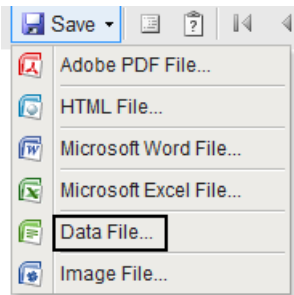
TRANSACTION DETAILS BY DEPARTMENT - EXPORT FRIENDLY

Select a Department: All

Choose a start date: 4/9/2018

Choose an end date: 4/10/2018

Run



To export a report as a CSV file, select a report from the list. Make your report selections, such as department or date range and select “**Run.**” After the report has generated, you will have the option to save the report. Click “**Save**” and select “**Data File**” from the drop down menu – the report will generate and save as a CSV file.

## Contacts

In the “Contacts” module you can review customer accounts and create new ones, if necessary. You are able to look up a contact using first name, last name, phone, email, company name or import list.

### View/Edit Contacts

Once you have located and selected the contact you would like to view, double click on their name. A screen will pop up where you can review their contact information, reset their Web Store password, look at a previous order or update credit card information that is on file.

The screenshot shows the 'Edit Contact' window with a sidebar on the left containing menu items: Contact Details, Web Store, Import Type, Low Balance Emails, and Orders Placed. The main area displays contact information for Contact ID 20530:

- First Name: Robert
- Last Name: Rosa
- Company Name: (empty field)
- Email: robert.rosa@revtrak.com
- Phone: (888) 847-3215
- Address #1: 888 Main Street
- Address #2: (empty field)
- City: Farmington
- State: (empty field)
- Zip: 55068

Overlaid on the bottom right is a table titled 'Edit Contact' showing a list of orders:

	ORDER	DATE	AMOUNT	TOTAL
Contact Details	32408157	10/10/17	\$75.00	\$77.62
Web Store	32408156	10/04/17	\$125.00	\$126.74
Import Type	32408155	08/24/17	(\$75.00)	(\$75.00)
Low Balance Emails	32408154	08/24/17	\$236.00	\$238.44
Orders Placed	32408153	07/25/17	(\$10.00)	(\$10.00)
	32408152	07/21/17	\$311.00	\$313.44
	32408151	07/21/17	\$145.00	\$147.44
	32408150	06/27/17	\$220.00	\$222.44

## Voids and Refunds

**Void:** To stop a transaction from settling with a cardholder’s bank. A void must be processed prior to 7:00 PM Central Time on the same day of the transaction. Pending transactions may remain on card holder accounts for approximately three to five business days.

**Refund:** To return funds for a given transaction back to the original cardholder’s account. There are no time restrictions on refund requests. Both the debit and credit will be listed on the cardholder’s card statement. Refunds are credited back to the original cardholder’s account in approximately three to five business days.

## Locate the Transaction

ORDER ID	ORDER DATE	TOTAL	LAST NAME
39087041	02/13/2018	\$15.22	McWilliams
39087038	02/08/2018	\$36.22	McWilliams
39087037	02/08/2018	\$42.22	McWilliams
39087036	02/07/2018	\$39.56	McWilliams

After opening “Order History” (the first option under “Payment History”), you will be able to look up the transaction using either the customer’s name or the order ID. Locate the transaction to be refunded and click the Order ID to begin your void or refund.

## Partially Refund a Transaction

TRANSACTION DATE	COST	SHIPPING	HANDLING	CONV FEE	TAX
02/07/2018	\$35.00	\$0.00	\$0.00	\$1.22	\$0.00

Cost: \$0.00    Service Fee: \$0.00

Buttons: Refund All, Refund \$0.00

On the transaction detail, you will note “View/Refund” displayed next to each item purchased. Click the appropriate “Refund” button. Once you are brought into the refund screen, you may enter the refund amount. Review the amount displayed on the partial refund button. Select the appropriate button to complete your refund.

## Fully Refund or Void a Transaction

SKU	ITEM	STATUS	PRICE	QTY	TOTAL
GHSsweatshirt	GHS Sweatshirt	Pending	\$35.00	1	\$36.22
Classroom Tr...	Cupcakes by the 1/2 Dozen	Completed	\$3.00	1	\$3.34

Total: \$39.56

**Refund Order (\$39.56)**  
Are you sure you want to refund this order?

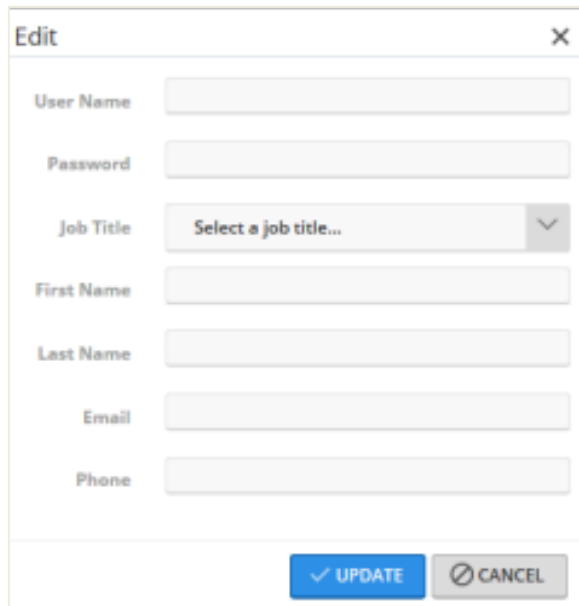
Buttons: Cancel, Refund

Select the red “Void/Refund Order” or “Refund Order” button and then confirm the refund by clicking “Refund”. The screen will refresh and you will be able to view the void or refund.

*Please note, refunds and voids may not post back to integration software. Accounts may need to be manually adjusted for refunds and voids. Your Client Service Representative can answer questions related to the posting of refunds or voids to your integration software.*

## User Accounts

### RevTrak Portal User Accounts



The image shows a screenshot of a web form titled "Edit" with a close button (X) in the top right corner. The form contains several input fields: "User Name" (text), "Password" (text), "Job Title" (dropdown menu with "Select a job title..." selected), "First Name" (text), "Last Name" (text), "Email" (text), and "Phone" (text). At the bottom of the form, there are two buttons: a blue "UPDATE" button with a checkmark icon and a grey "CANCEL" button with a close icon.

Access the RevTrak Portal User feature to add or edit a user's account (user name, password, etc.) and user's privileges. "Users" may be found under the "Settings" option on your navigation bar.

#### Add a New RevTrak Portal User

To add a new user, click the "Settings" button and select the "Users" option. Next click "New User" at the top left of the screen. A blank "Edit User" prompt will display. Enter a user name, password and contact information for the new user. Using the "Job Title" editor, select the privileges for the new user. Click "Update."

User names and passwords will not automatically be sent to the new user. Please provide the new user with a RevTrak Portal link as well their log-in credentials.

#### Edit a Current RevTrak Portal User

To edit a current user, click the "Settings" option and select "Users." Next click on the user name in the "User List" (use "Filter" to search the "User List" for a user.) You may either double click on the user's name or click on the "Edit" button to display the "Edit User" prompt screen. The user's existing information will display. Please note that it is not possible to view a user's password, but the "Edit User" screen can be used to reset the password. Edit the user's account information or "User Privileges" and click "Update."

		Global Control	Supervisors	Product Builders	Order Takers
Portal Access	Select	Super User	Power User	Standard User	Basic User
Portal Users	Add new users	√			
	Edit Login & password	√			
Order Entry (OE)	Process OE Payments	√	√	√	√
Order Management	View	√	√	√	√
	View Transaction History	√	√	√	√
	Refund/Void	√			
Legacy Reports	View & Drill Down	√	√	√	√
Reports	View & Drill Down	√	√	√	√
View / Edit Contacts (Web Customer or Import List)	Edit Contact Information	√	√		
	Edit Login & password	√	√		
	Edit Import Type	√	√		
	Edit Contact Type	√	√		
	View past orders	√	√		
	Refund/Void	√			
	Create New contact	√	√		
View / Edit Portal Users	View User List	√	√		
	Add / Edit User Account	√			
Changes	Edit / Mass Inventory Update	√	√	√	
Inventory	Edit / Add	√	√	√	
Account Codes	Edit / Add	√	√	√	
Departments	Edit / Add	√	√	√	
Groups	Categories	√	√	√	
Modifiers	Edit	√	√	√	
Units	Edit / Add	√	√	√	
Receipt Comments	Edit / Add	√			
Pages	Edit / Add	√	√	√	
Sales Tax	Edit / Add	√	√		
Import List	Edit / Add	√			
Global	Edit	√			