

# COMMUNITY CASH MERCHANT REFERENCE GUIDE

## MERCHANT PORTAL

After setting your password, you will log into the Merchant Portal here: [merchant.conpoto.com](http://merchant.conpoto.com)

### **PORTAL TABS:**

#### **Tab 1 – Redeem Certificates**

You may manually redeem gift certificates by entering the six-digit alphanumeric code that is located directly below the QR code on the gift certificate (refer to certificate example above - F3GA8Y).

Enter the code, and click “Validate Certificate.”

The website will confirm that the code is valid. If the certificate has already been redeemed, or is expired, you will be notified immediately, and you should decline the certificate.

**Enter Certificate Code:**

Code was already redeemed on 3/1/2014 at MIKES BBQ. It is NOT valid.

**VALIDATE CERTIFICATE**

#### **Tabs 2 & 3 – Manage Profile & Manage Locations**

You will enter your contact, payment and initial location information during the registration process. You may add locations to your profile by clicking “Add Location Row.”

#### **Tab 4 – Manage Users**

Allows you to add and delete users from your account. The portal will request the user’s name, email and role. Their user id will be their email address.

Selecting “Redeem Only” will enable the new user to download the scanning app and redeem codes on the portal and mobile scanning app. Selecting “Merchant Admin” will enable the new user to download the scanning app and have full access the Merchant Portal.

The new user will receive an email with a link to set a password for their account. They will use this user id and password combination with both the mobile apps, and web portal.

#### **Tab 5 – Redemption History:**

Allows you to review all Gift Certificates that have been redeemed (either by scanning the QR Code or entering the six-digit code into the web portal).

Start Date:	<input type="text" value="01/01/2014"/>	End Date:	<input type="text" value="12/31/2014"/>	<input type="button" value="SEARCH"/>			
Code	Purchase Date	Purchase Membership Org	Redemption Date	Redemption Location	Paid?	Certificate	Value
39E34H	3/1/2014	Membership Org User Documentation	3/1/2014	MIKES BBQ	Yes	\$10 MainSTREET Certificate	\$10.00
6CRQ6E	3/1/2014	Membership Org User Documentation	3/1/2014	MIKES BBQ	Yes	\$20 MainSTREET Certificate	\$20.00

## Tab 6 – Payment History:

Allows you to review all payments processed by the Chamber. Clicking “View Details PDF” provides detail of each gift certificate that was paid.

Start Date:	<input type="text" value="01/01/2014"/>	End Date:	<input type="text" value="12/31/2014"/>	<input type="button" value="SEARCH"/>
Merchant	Payment Date	Amount		Action
MIKES BBQ	March 2, 2014 7:22am	\$28.50		<input type="button" value="VIEW DETAILS PDF"/>
		<b>Total:</b>	<b>\$28.50</b>	

## Tab 7 – Change Password:

Allows you to change your password. Any new password will need to be updated on the MechScan app as well.

## MOBILE SCANNING APP

Download the “MerchScan” mobile application to your iPhone or Android device from either the iOS App Store, or the Google Play Store for Android. You will use the “MerchScan” app to redeem gift certificates. There is NO fee to download the app.

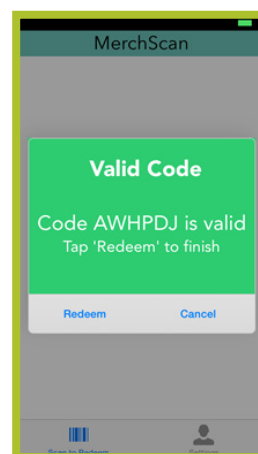
Once the app has been downloaded onto your smart phone, log into “MerchScan” with the SAME username and password as the Merchant Portal.

Scanning the QR Code using the MerchScan App will redeem the Gift Certificate and prompt the Chamber to process your payment:

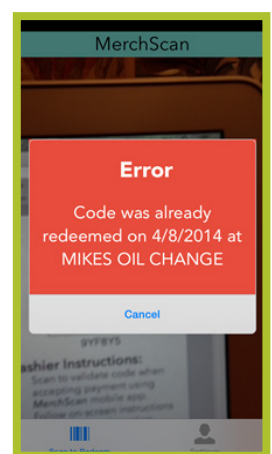
1. Open the MerchScan App on your iPhone or Android smartphone
2. Select “Scan to Redeem” in the lower left corner.
3. Scan the QR Code
4. The App will notify you if the Gift Certificate is valid, or if the Gift Certificate has already been used.
5. If it is valid, select “Redeem” to complete the transaction.



Example certificate a customer will present at purchase



Valid Certificate



Certificate Has Been Used

## TECHNICAL SUPPORT

If you have questions about the technology or mobile applications, please contact our Gift Certificate partner Conpoto:

Email: [support@conpoto.zendesk.com](mailto:support@conpoto.zendesk.com)  
Phone: 866-980-9531