Scholastic Book Fairs Online Credit Card Processing for Credit, Debit, and Prepaid Cards

- Secure, easy, and fast!
- Provides receipts for customers and Book Fair chairpeople
- Only for use of individual Fair transactions, not for Fair Payment

You will need a desktop, laptop, or tablet with an Internet connection located near your Fair. A printer connection is optional because all receipts can be emailed.

GETTING STARTED

1. Simply access your **Toolkit** and navigate to the **Getting Started** tab. — (Starting late spring 2013, you can also access this on the Set Up tab).

- 2. Click on the **Process Your Credit Cards Online** link.
- 3. You will be directed to the Scholastic Book Fairs Online Credit Card Processing System screen.
- 4. Confirm your account information at the top of the screen.

PROCESSING A TRANSACTION

1. Manually total the purchases (including tax) and type in the amount in the Total § field. Re-enter the total sale amount in the Confirm Total field.

- 2. Select the Credit Card Type and then enter:
 - Card Number
 - Expiration Month and Year
 - CVV number
- 3. Enter the Cardholder's First and Last Name.
- 4. Enter the customer's **Email** address to ensure they receive a copy of the receipt from Scholastic.
 - Chairpeople will receive an emailed receipt for each credit card transaction for purposes of reporting the Fair.
 - If you do not receive your emailed receipt copies, please check your spam folder.
- 5. All other **Billing Address** information is optional.
- 6. Press the **SUBMIT** button.
- 7. "Authorizing Sale ... Please wait" message is displayed.
- 8. Once the transaction is authorized, an online receipt will display.

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dollars

Credit Cards

BOOK FAIRS TCHAIRPERSONS

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Book Fairs Online Credit Card Processing System

SUBMIT

- 9. If you are connected to a printer, you may print a copy of the receipt at this time.
 - If your customer provided their email address, his/her receipt will be emailed to him/her at this time.
 - The chairperson's copy of the receipt will also be emailed at this time.

10. Press the **Begin New Transaction** button to start another sale.

11. When you are finished for the day:

- Press the Logout button and then close the pop up window OR
- Close the Scholastic Book Fairs Online Credit Card Processing System screen.

12. When your Fair is over:

- Add the totals, including sales tax, of all emailed credit card receipts.
 - \circ Report this as the total credit card sales.

FREQUENTLY ASKED QUESTIONS

Question: How do I handle a refund? Please contact Customer Care at 888-412-9124. Answer[.] Question: What should I do if the school information at the top of the input screen does not match my school? Answer: Please contact Customer Care at 888-412-9124. Question: What should I do if a credit card is declined? An error message, "We are unable to authorize this sale," will Answer: appear. Click **OK**. You should ask the customer for another form isa of payment because we are unable to process that card. sterCard American Question: What is the CVV? Express The CVV or Card Verification Value is a 3- or 4-digit code that VISA Answer: AMERICAN GEOPRESS proves you have the physical card and helps keep a transaction safe. 5112 3 Question: I received a "login failed" message. What should I do? 196 7890 F FROST Answer: We apologize for the inconvenience, however, the time to accept credit cards has either not begun yet or it has ended. The site opens five days prior to the Fair start date and closes five days after the Fair end date. In the meantime, please use the Credit Card Purchase Form (found in the Chairperson's Toolkit and in your Book Fair Organizer). Question: I got a message saying I cannot submit the sale. What is wrong? Answer: This message means you have not provided all the information necessary to complete the transaction. Press the **Submit** button again and look at the pop up message. It should provide a list of the fields that need correction. Question: The Scholastic Book Fairs Online Credit Card Processing System screen is no longer available. What should I do? The Scholastic Book Fairs Online Credit Card Processing System screen will automatically close if Answer: the session has been inactive for more than four hours. Simply sign on again through the Toolkit. Question: Does my school have to pay the associated credit card fees when using the Scholastic Book Fairs Online Credit Card Processing System? No. Scholastic Book Fairs absorbs all of the fees for credit card usage, ONLY for credit cards Answer: processed through the Online Credit Card System.

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Scholastic Book Fairs® Online Credit Card Processing for Box Fairs Web Browser FAQs and Troubleshooting

FREQUENTLY ASKED QUESTIONS

Question: Can I use more than one computer, laptop, or iPad[®] (or any combination) simultaneously to process credit cards?

Answer: Yes, but always follow the "private browser" recommendations below.

Question: I am unable to establish a connection to the Online Credit Card Processing System. What can I do?

- Answer: 1. Delete all browser history before attempting another session.*
 - 2. Use that browser's form of private browsing.*

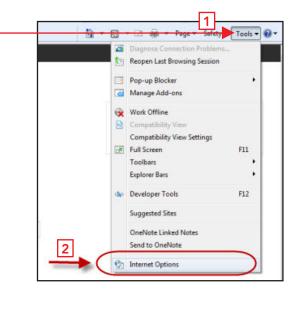
*Identify the Web browser you are using and follow the instructions in the Troubleshooting section.

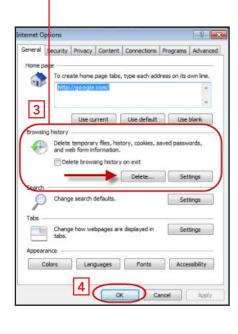
TROUBLESHOOTING

🜔 Internet Explorer®

How to Delete Browser History

- 1. In an open window, click on the **Tools** drop-down at the top right.
- 2. Select Internet Options. Another pop-up will open.
- 3. On the General tab, go to Browsing History and click Delete. -
- 4. Click OK.





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Read Every Day. Lead a Better Life.

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How to Open a Private Browsing Session — "InPrivate Browsing"

- 1. Close any open windows and open a new window in Internet Explorer.
- 2. Hold down Ctrl + Shift + P on your keyboard.
- 3. The screen shown here will appear to let you know that you are in a private browsing session. Throughout the session, "InPrivate" will be visible in the address bar.
- 4. Type **scholastic.com/cptoolkit** in the address bar. You will be directed to the Toolkit login page.

InPrivate - W	indows [ntemet Explorer - [InPrivate]
Favoritas	🙀 🔊 Student Financial Assistan 🔊 Shared Documents (2) 🔊 Shared Documents 👫 How to u
	rivate is turned on InPrivate Browsing is turned on, you will see this indicator
browsin	e Browsing helps prevent Internet Explorer from storing data about your g session. This includes cookies, temporary internet files, history, and other solbars and extensions are disabled by default. See Help for more tion.
To turn	off InPrivate Browsing, close this browser window.
Learn m	one about InPrivate Browsing Read the Internet Explorer privacy statement online

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🧿 Google Chrome™

How to Delete Browser History

- 1. In an open window, click the **Customize** icon at the top right.
- 2. Select History. Another pop-up will open.

New Tab 🛛 🗙 🚬					
- → C Q					2 =
For quick access, place your bookmarks here	on the bookmarks bar.)	import bookmarks now		New tab New window New incogniti Bookmarks	tindew Ctrl+Shift+N
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<				2 Sign in to Chr	U
				Settings About Google View backgrou	
				Help	
				Exit	

- 3. Click **Clear all browsing data**. Another pop-up will open.
- 4. Make sure the first four items are checked for deletion. In the drop down, select the beginning of time. -
- 5. Click Clear browsing data.

History	×	Clear browsing data
← → C 🗅	chrome://history	Obliterate the following items from: the past hour
Chrome	History	Clear browsing history Clear download history
History	Clear all browsing data Remove selected items	 Empty the cache Delete cookies and other site and plug-in data
Settings	Today - Friday. April 19. 2013	Clear saved passwords
seconda	12:18 PM 🚯 Welcome to Google Docs docs.google.com 📼	Clear saved Autofill form data
Help	12:18 PM 😑 chrome-extension://aohghmighlieiainnegkcijnfilokake/main.htm	a Clear data from hosted apps
	12:18 PM 🛛 🚔 Chrome Web Store chrome.google.com 🕑	Deauthorize content licenses
	12:18 PM 🛛 🚡 Chrome Web Store - Home chrome.google.com 🕞	Learn more 5 Clear browsing data

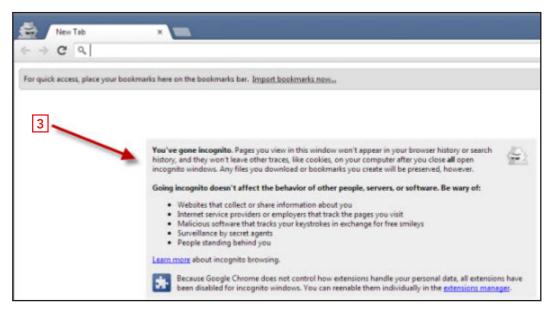
6. The Settings tab will appear. No action is needed here unless you want to change your settings.

A Settings	× 📃
- ⇒ C D	chrome://settings
Chrome	Settings Search
History	Sign in
Extensions	Sign in to Google Chrome with your Google Account to save your personalized browser features to the web and
Settings	access them from Google Chrome on any computer. You'll also be automatically signed in to your favorite
	Google services. <u>Learn more</u>
Help	Sign in to Chrome
	On startup
	Open the New Tab page
	Continue where I left off.

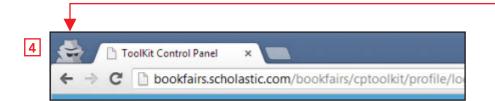
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How to Open a Private Browsing Session — "Incognito Session"

- 1. Close any open windows and open a new window in Google Chrome.
- 2. Hold down Ctrl + Shift + N on your keyboard.
- 3. The screen shown here will appear with a message to let you know you are in a private browsing session; **"You've gone incognito."**



4. Type **scholastic.com/cptoolkit** in the address bar. You will be directed to the Toolkit login page. Throughout the session, the "Incognito" mascot will be visible near the address bar.

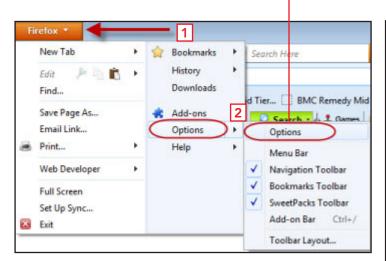


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How to Delete Browser History

- 1. In an open window, click the **Firefox** drop-down at the top left.
- 2. Select Options. In the next set of selections, select Options. -
- 3. Confirm that you landed on the **Privacy** tab.
- 4. From the drop-down, select **Never remember history**.
- 5. Click **clear all current history**. Click **OK**.



- 6. Another pop-up will open.
- 7. Select Everything from the drop down.
- 8. Be sure that the 4 items shown below are checked. Click **Clear Now**.

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<u> </u>	All selected items will be This action cannot be un	
Form & So Cookies Cache Active Log	& Download History earch History gins ebsite Data ences	



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How to Open a Private Browsing Session — "Private Browsing"

- 1. Close any open windows and open a new window in Firefox.
- 2. Hold down Ctrl + Shift + P on your keyboard.
- 3. There is no indication on the web page to let you know you are in a private browsing session. However, if you have the Firefox icon on your taskbar (at the bottom of your screen) and click on it, it will indicate if the page is in a **Private Browsing** session.



4. Type **scholastic.com/cptoolkit** in the address bar. You will be directed to the Toolkit login page.

NOTE: If you **do** use private browsing, you can have more than one window open at a time. If you **do not** use private browsing, be sure to have only the Toolkit and the Online Credit Card Processing windows open.

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