



BLUE BEAR & REVTRAK WEB STORE & ON-LINE CREDIT CARDS FREQUENTLY ASKED QUESTIONS

Question: What is it and how much does it cost?

Answer: We're delighted to announce that Blue Bear has teamed up with RevTrak to bring you web store and on-line credit card processing – completely integrated with Tracks 5.1. How would it be if you could collect participation fees (or yearbooks or grad night tickets or whatever) over the web and have those transactions flow into Tracks, and that money flow into your bank account? We thought it would be terrific – so we made it happen! The good news? There is no Blue Bear charge for the Tracks interface to RevTrak – it's included with Tracks 5.1. You do, of course, get to pay a merchant fee and transaction fees for credit card processing, but at least the interface is FREE.

Question: Should I complete a Merchant Application for my individual school or should we have one Merchant Account for the whole district?

Answer: You can do whatever works best for you. Transactions for a single merchant account go into one bank account.

- If you have an account for your individual school, the total amount settled for each day is deposited to your bank account 2 business days later.
- If you have one account for the whole district, all the money for food service, transportation, activities for the individual schools, everything goes into one bank clearing account. Your RevTrak reports provide you with a detailed breakdown showing what money goes where, so it's easy to transfer money out of the clearing account into the right bank accounts.

Question: Can I use RevTrak for both web store sales and getting credit cards approved at school?

Answer: Yes, you can accept credit cards for web store sales, card present sales, and telephone/mail order type sales too.

Question: Who will set up my web store? Can I have a link from my existing web site?

Answer: RevTrak will set up your web store for you. And yes, you can simply put a link on your existing web page to go directly to your new web store.

Question: How can I see some examples of what other schools have done? How about references?

Answer: If you look at the RevTrak Success Stories document, you'll see links to existing sites that you can check out. To see a great example of a site that sells a whole bunch of things, try <http://antioch.revtrak.net/tek9.asp> - it's a fun one! If you would like to speak to references, please call us at 800.954.2583 and we'll give you some names and phone numbers.



Question: How will I keep transactions made on the Web Store separate from my regular Tracks transactions for the day?

Answer: With RevTrak, you can choose to “settle” your web transactions at any time of the day. Let’s say you pick 3:30PM. That means that at 3:30PM every day, all the transactions from the Web Store for the previous 24 hours will be bundled up and “settled.” If you sold \$3500 on the web today, that total amount will hit your bank account in 2 days.

1. First, you’ll do a regular Closeout in Tracks just like you always do.
2. Then you’ll do an “Import from RevTrak” (which is similar to Importing from PC Remote). All the transactions made on the Web Store will be imported into Tracks as transactions.
3. Now, you’ll do a second Closeout in Tracks for only the RevTrak transactions. The total amount on this Closeout will tie to the \$3500 that will be deposited in your bank account.

Question: How do I get started? What do I need to do?

Answer: It’s easy to get started.

- First, fill out the “Yellow Highlighted” fields on the Merchant Application and fax it to Blue Bear at 858-486-5600. That will get the ball rolling.
- Then, you’ll need to send the following directly to RevTrak:
 1. The original of the Merchant Application – signed by someone who can sign checks.
 2. A copy of the front page of the most recent bank statement for the bank account where your money will be deposited. They want to see the account number and the balance.
 3. A voided check from this bank account.
 4. A copy of the signature card for this bank account. (We need to be able to show that the person who signed the Merchant Application is actually a signatory on the account.)

Send the above to:

RevTrak
307 West 92nd Street
Bloomington, MN 55420
Phone: 800.323.5953

Question: Will you (Blue Bear) have RevTrak integration available for SchoolBooks? If so, when?

Answer: We’re planning on having an “Import from RevTrak” function available for SchoolBooks within the next month or so. This import will allow you to download RevTrak transactions directly into Bank Deposit Entry.

Question: Who do you call when you have questions?

Answer: Call Blue Bear Software at 800.954.2583. Ask for Carol Martin and tell the receptionist you’re calling with a RevTrak question.

