

## **REDEEMING CHAMBER BUCKS IN YOUR BUSINESS**

Thanks for agreeing to accept Chamber Bucks in your business!  
Please read on for information on how to redeem Chamber Bucks.

### **Questions**

If, after reading this document, you still have questions about the technology or mobile applications, please contact either one of these entities:

1. Brookings Area Chamber of commerce  
Email: [info@brookingschamber.org](mailto:info@brookingschamber.org); Phone: (605) 692-8922
2. Conpoto  
Email: [support@conpoto.com](mailto:support@conpoto.com), Phone: 866-980-9531

### **STEP 1: LOG IN TO YOUR MERCHANT PORTAL**

After you've signed up to become a merchant, you can set your password and log into the Merchant Portal using the following website: <https://apps.conpoto.com>, or you can download the "Conpoto Scan" mobile application to your iPhone or Android device from the iOS App Store, or the Google Play Store for Android. You will use the "Conpoto Scan" app to redeem community currency. There is NO fee to download the app.

Once the app has been downloaded onto your smart phone or tablet, log into "Conpoto Scan" with the SAME username and password as the Merchant Portal.

*Below is a representative example of a gift certificate that a customer will present at the time of purchase. The highlighted area is the validation code referred to in step 2a and step 2b.*



**STEP 2a: REDEEM USING THE “CONPOTO SCAN” MOBILE REDEMPTION APP**

You can scan the QR code or enter the seven-digit alphanumeric code to redeem a certificate using the Conpoto Scan app. Both will redeem the community currency and prompt the Chamber to process your payment.

**Scanning the QR Code:**

1. Open the Conpoto Scan App on your iPhone or Android smart phone/tablet
2. Select “Scan Code” in the lower left corner
3. Scan the QR Code
4. If it is valid, click on “Redeem” to complete the transaction and then “Ok”

**Entering the six-digit alphanumeric code:**

1. Open the Conpoto Scan App on your iPhone or Android smart phone/tablet
2. Select “Enter Code” from the bottom middle
3. Enter the seven-digit code and click validate
4. If it is valid, click on “Redeem” to complete the transaction and then “Ok”

The App will notify you if the Gift Certificate is valid, or if the Gift Certificate has already been used.

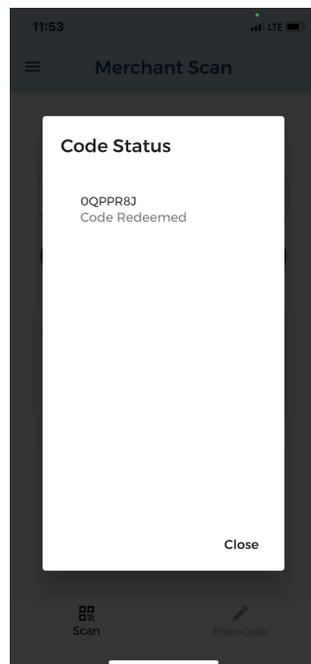
**\*\*CHAMBER BUCKS ARE ONE-TIME USE CERTIFICATES!\*\***

Consumers should use balance in one transaction.

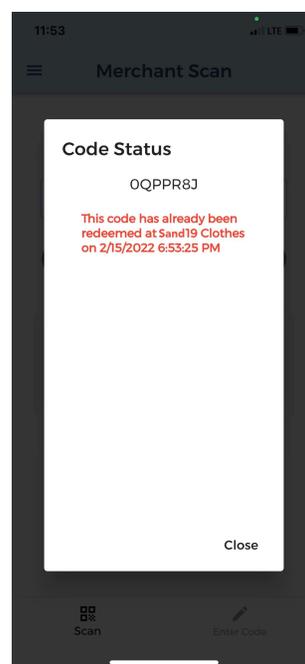
If they don't, merchant should issue gift card for balance.

The App will notify you if the Gift Certificate is valid, or if the Gift Certificate has already been used.

Valid Certificate



Certificate Already Used

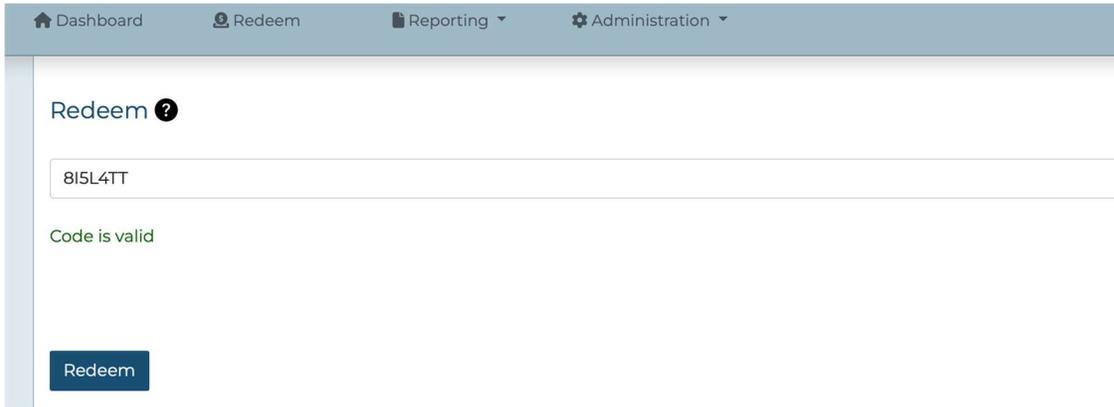


## **STEP 2b: REDEEM USING MERCHANT PORTAL ON A BROWSER**

The Merchant Portal (<https://merchant.conpoto.com>) has four main menu options:

### 1. *Redeem*

Enter the seven-digit alphanumeric code and click “Validate Code” to redeem a gift certificate. The website will confirm that the code is valid, or alert if the code has already been used, or is expired and should be declined.



The screenshot shows the 'Redeem' page in the Merchant Portal. At the top, there is a navigation bar with links for 'Dashboard', 'Redeem', 'Reporting', and 'Administration'. Below the navigation bar, the page title is 'Redeem' with a help icon. A text input field contains the alphanumeric code '815L4TT'. Below the input field, a green message states 'Code is valid'. At the bottom of the form, there is a blue button labeled 'Redeem'.

*(this next set of information is FYI, not needed to redeem certificates)*

### 2. *Reports*

- Redemption History - Enables you to search & view all Gift Certificates that have been redeemed at your location(s).
- Payment History - Enables you to search & view all payments you have received from a Membership Org. Click “View Details PDF” to see more about each gift certificate that was paid.

### 3. *Settings* (links to profile, location and users are on left side of screen):

- Profile - Enables you to view and edit key contact and payment information. Click “Save Profile” if changes are made.
- Locations - Enables you to verify, add or delete location information. Select “Add Location Row” and fill in the fields to include a new location. Click “Save Changes” when finished adding, updating, or removing locations.
- Users - Enables you to edit and add users. Click “New User” and enter the user’s name and email when prompted. Then Click “Save User”. New users will have the ability to redeem only, with no access to reports or settings.

### 4. *Help*

The Help menu provides access to this document, a set of how-to videos and merchant testimonials, as well as a link to log a support ticket with Conpoto.

### **STEP 3: CONTINUE WITH TRANSACTION IN YOUR POINT-OF-SALE SYSTEM**

Once it says the certificate has been redeemed, you can switch back to your point-of-sale system and process the Chamber Bucks in whichever way your company has decided to do so (some are treating as a gift card, some as cash, others create an item for the Chamber Bucks).

*Below is the process one business used to process Chamber Bucks in her system using Square (Please note this was done in 2019, so some elements may have been updated since then):*

- *Add/ scan the items the customer is purchasing*
- *Hit charge (blue button at the bottom right)*
- *Hit "split amount" (top right)*
- *Enter the community cash amount*
- *Continue*
- *Hit "more" then click "other gift card or certificate" (enter a note that states its community cash)*
- *Hit Record Payment (blue button, top right corner)*
- *Then if there is a remaining balance it can be paid like normal.*