



**Ticket** TO  
READING REWARDS

## ONLINE REPORTING & ORDERING GUIDE

### WELCOME

Congratulations on enrolling in this year's **TICKET TO READING REWARDS** program--we are excited to get you and your students started!

The program is administered through the **TICKET online store**, which is used to obtain program materials, report your results and order rewards for your students. This guide will help you navigate through this site and place orders for program materials and incentive rewards. You should be receiving your account log-in details shortly (if you haven't already).

*Don't be scared by terms like "store" and "orders"—everything in **TICKET** is free!*

Please direct any questions about getting started to Nancy Dorris at [nancy@orvietogroup.com](mailto:nancy@orvietogroup.com).

### LOGGING IN

Once you have received your account details via email, proceed to the **TICKET online store** to log in:

<http://store.ttr-store.org/>

*(hit Ctrl-D on most computers to bookmark this site address)*

Returning Customers  
Please log in to your account.  
Email: test@ttr-store.org  
Password: ●●●●●●  
Log in to my account

Enter your email address and the password that was sent to you, along with the verification code (this will change each time you visit), in the top box, then click 'Log in to my account.' If you ever lose your password, you can always use the second box on this page to request a new password. Please do not allow others to enter the Store.

Upon logging-in, you will be taken to your My Account page (more about this in the next section).

### SITE BASICS

This section will provide a basic introduction to navigating each component of the **TICKET online store**:

- My Account
- Product Categories
- Product Pages / Shopping Cart
- Contact Us

## My Account

Your My Account page serves a variety of purposes.

Once you start reporting reading achievement, you will use this link (in bold red text) to submit your results.

You may update your account details, such as contact details or shipping address, at any time.

Each order you have placed to date will be listed here. You can click on any order to view status or shipping tracking information.

Each question you submit to customer service will be saved here. You can click on any request to submit a follow-up question.

### My Account

Welcome Back, Pat Smith Logout  
 If you're not Pat Smith, click here

**PLEASE REPORT YOUR SCHOOL'S RESULTS HERE BEFORE PROCEEDING TO PLACE AN ORDER FOR REWARDS!!!**

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<b>Primary Information</b>	Demo School Pat Smith 123 Main Street Anywhere, IN 46250 US 123-456-7890	Update Address
<b>Shipping Information</b>	Demo School Pat Smith 123 Main Street Anywhere, IN 46250 US 123-456-7890	Update Address

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Track your recent orders. [view all](#)

Date	Order #	Amount	Status	
11/9/2009	09-1007 (View Details)	\$0.00	New	<a href="#">reorder</a>

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My Address Book [Add New Address](#)

Alias	Details

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My Last Requests (30 days) [Add Request](#)

Id	Dept	Date	Subject	Last Action
1	General	11/9/2009	SI Kids Cards ?	Customer

## Product Categories

There are three product categories that can be accessed using the menu on the left side of the page:

- **Program Materials**—promotional and sample items to support each school's administration of the program



- **Rewards**—the actual incentive items that students earn



- **End-of-Year Awards**—special recognition for top-reading students and schools



## **Product Pages / Shopping Cart**

Clicking on a product category brings up a thumbnail view of the appropriate products. You can click on any image to bring up additional information about a specific item, including a larger photo, product options (e.g., shirt size/color) and any restrictions (e.g., one sample kit per school).

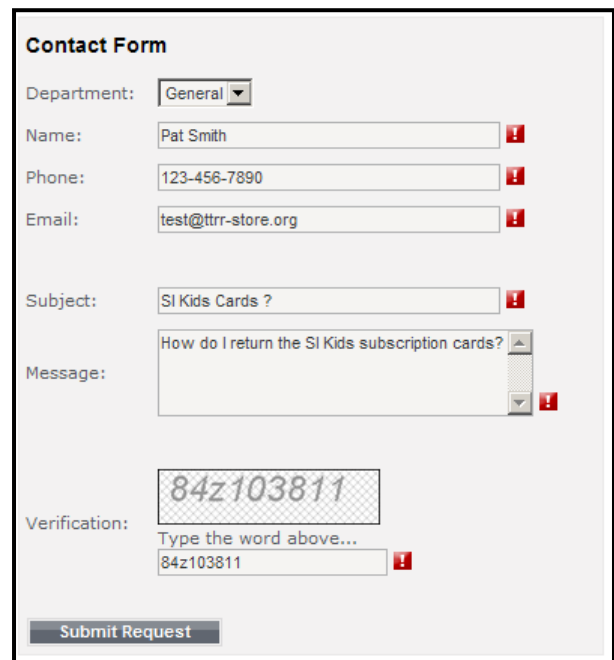
Enter the appropriate quantity for an item and click Add to Cart. You will be presented with a view of your Shopping Cart. You may click Continue Shopping to go back and add other products and build a complete order. The items in your Shopping Cart will now be displayed in the menu on the left side of the page.

Once you have verified the items and quantities in your Shopping Cart, click Proceed to Checkout to confirm your shipping information. **You must click on CHECK OUT at the bottom of this confirmation page to place your order.** An order confirmation email will be sent to you shortly thereafter with a summary of your order.

## **Contact Us**

Clicking Contact Us along the menu at the top of the page will take you to a form that you can use throughout the program to get in touch with us, ask questions or make requests.

We will try our best to respond as soon as possible. Please indicate the best method and time of day to reach you when you submit a request.



The image shows a contact form titled "Contact Form". It contains the following fields and elements:

- Department: A dropdown menu with "General" selected.
- Name: A text input field containing "Pat Smith".
- Phone: A text input field containing "123-456-7890".
- Email: A text input field containing "test@ttrr-store.org".
- Subject: A text input field containing "SI Kids Cards ?".
- Message: A text area containing "How do I return the SI Kids subscription cards?".
- Verification: A CAPTCHA image showing the number "84z103811" and a text input field below it containing "84z103811".
- A "Submit Request" button at the bottom.

Red exclamation mark icons are present next to the Name, Phone, Email, Subject, and Verification fields, indicating required or validated information.








## **ORDERING A WELCOME KIT**

Now that you understand how to navigate the site and place orders, let's get started! To launch **TICKET** in your school, you will need to place an order for a number of items to help you promote and administer the program.

The Welcome Kit items that you will want to add to your initial order are:

- Color poster: Up to four posters per school
- Reporting poster: Downloadable (print one per classroom)
- Sample rewards kit: One per school
- Program reference manual: A downloadable "how-to" manual for schools
- Coordinator Polo Shirt: One complimentary shirt per school (choose style, size & color)
- Coordinator T-Shirt: One complimentary shirt per school (choose size)
- Sports Illustrated For Kids Subscription Cards: Order one per participant (total number of students and teachers)

After you have added each of these products, your Shopping Cart should look something like this (the total number of subscription cards and posters will vary for each school):

ITEMS	QTY	PRICE	TOTAL
 LEVEL 1 (All Participants): Sports Illustrated For Kids Subscription Card	<input type="text" value="250"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Coordinator T-Shirt View/Hide options	<input type="text" value="1"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Coordinator Polo Shirt View/Hide options	<input type="text" value="1"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Program Reference Manual - Downloadable	<input type="text" value="1"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Sample Rewards Kit	<input type="text" value="1"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Reporting Poster - Downloadable	<input type="text" value="1"/>	\$0.00	\$0.00 <input type="button" value="x"/>
 Color Poster	<input type="text" value="4"/>	\$0.00	\$0.00 <input type="button" value="x"/>
		Subtotal	\$0.00
		<b>TOTAL</b>	<b>\$0.00</b>
Note: Total does not include tax, shipping, and handling rates. These will be calculated during check out.			
<input type="button" value="Continue Shopping"/> <input type="button" value="Update Cart"/> <input type="button" value="Proceed to Checkout"/>			

Proceed to **CHECK OUT** once you have confirmed that your order is correct. Please allow two weeks for delivery of your Welcome Kit. A shipping confirmation will be emailed to you once your order leaves the **TICKET** warehouse.

## **REPORTING RESULTS & ORDERING REWARDS**

After you have launched **TICKET** in your school, you will periodically aggregate your students' achievement levels, report these results and place an order for the additional rewards that have been earned. Keep in mind that rewards are earned **cumulatively**—so a student who reads 17 books, for example, would receive each of the previous four rewards (participant, 5 books, 10 books and 15 books) as soon as he/she reaches each level.

To facilitate the tracking and ordering of rewards, the **TICKET online store** offers a reporting tool that will capture each of your progress reports and help you determine the additional rewards that need to be ordered. Click the bold red link at the top of your My Account page to open this reporting tool in a new window. Please note that use of this reporting tool is **optional** but highly recommended.

Each time you report results, you will open the reporting tool to submit your updated results and then return to the store to place your order for additional rewards.

The following image illustrates how the reporting tool works:

## Reporting Tool

Username: test School: Test

Number of Students: 250

**Previously Submitted Reports** Print this Page

Date	0 Books	5 Books	10 Books	15 Books	20 Books	25 Books
1/1/2009	100	45	10	2	0	0
2/12/2009	60	80	30	10	5	2
<b>Total</b>	<b>160</b>	<b>125</b>	<b>40</b>	<b>12</b>	<b>5</b>	<b>2</b>

Would you like to submit a new report? If so, please choose a reporting method:

- CUMULATIVE ACHIEVEMENT** - Total # of readers at each level this year
- INCREMENTAL ACHIEVEMENT** - Additional # of readers who have reached each level since the last report


	0 Books	5 Books	10 Books	15 Books	20 Books	25 Books
<b>11/9/2009</b>	160	140	90	30	12	9

[Submit Your Results!](#)

This test account has already submitted two reports (see the two blue lines in top table), so we are ready to submit a third progress report. We have chosen to report our *Cumulative Achievement* (total results over the year) and have entered dummy data in each of the six boxes in the form at the bottom of the image indicating that we have 160 participants, 140 students who have read 5 books, 90 that have read 10 books, etc.

When we click on [Submit Your Results!](#), the tool calculates the incremental rewards needed based on this report, as demonstrated in the box below. At this point, we can either click on the shopping cart graphic to pre-populate the [Shopping Cart](#) in the **TICKET online store** (we would then return to the store to place and confirm the order) or return to the store and manually build an order for each reward using the quantities indicated below (just like you did for the Welcome Kit). We will try our best to ship orders for rewards within 72 hours of receipt of your order.

	0 Books	5 Books	10 Books	15 Books	20 Books	25 Books
<b>Additional Rewards Needed</b>	0	15	50	18	7	7



Please return to the shopping cart to build and place the suggested order above or click the button above to add directly to your shopping cart.

When we return to the reporting tool to enter the next round of results, this data will be captured as a previously submitted report.

## **MISCELLANEOUS**

- **Downloadable product**: Place an order for these products like you would for any other item. After you check out, you will receive an order confirmation email that contains links to download each product.
- **Mis-ships**: If you believe that you have received an incorrect number of items, please use the **Contact Us** link to make us aware of the problem immediately. We will work with you to make sure your students receive the total number earned as soon as possible.
- **Rewards**: We reserve the right to substitute products (this occurs only in rare situations). Unfortunately, given the volume of schools participating in **TICKET**, we cannot honor requests for specific colors or substitute items.

## **QUESTIONS**

Please direct any questions to customer service through the **Contact Us** link on the **TICKET online store** or by email at [help@ttrr-store.org](mailto:help@ttrr-store.org).

