Community Currency – Reference Guide

Questions

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

Email: support@conpoto.zendesk.com
Phone: 866-980-9531

Merchant Portal

After setting your password, you will log into the Merchant Portal from the following website:

https://merchant.conpoto.com

Mobile Scanning Apps

Download the "MerchScan" mobile application to your iPhone or Android device from the iOS App Store, or the Google Play Store for Android. You will use the "MerchScan" 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 "MerchScan" with the SAME username and password as the Merchant Portal.

Gift Certificate & Redeeming with MerchScan App

Below is a representative example of a gift certificate that a customer will present at the time of purchase:

"MerchScan" Mobile Redemption App

You can scan the QR code or enter the six digit alphanumeric code to redeem a certificate using the MerchScan app. Both will redeem the community currency and prompt the Chamber to process your payment.
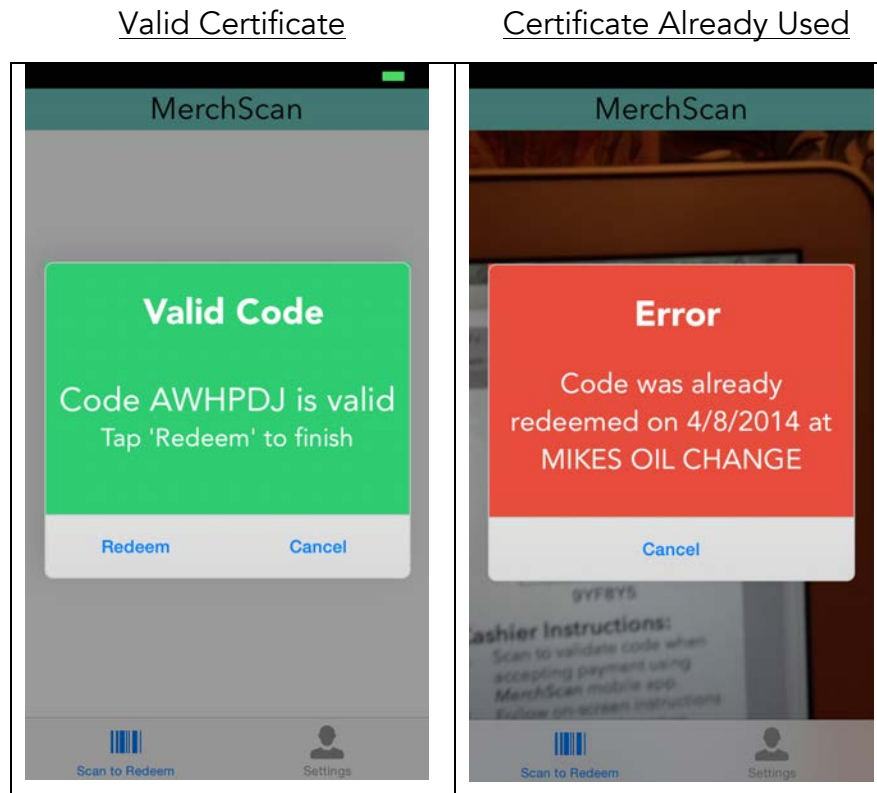
Scanning the QR Code:

1. Open the MerchScan 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 MerchScan App on your iPhone or Android smart phone/tablet
2. Select "Enter Code" from the bottom middle
3. Enter the six 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.

Valid Certificate   Certificate Already Used

43 E. 8th Street   Suite 150   Holland, MI 49423   conpoto.com

Merchant Portal

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

Redeem

Enter the six-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.

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.

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.

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.

Change Password:

Click on your name (upper left corner of screen) to access your User Profile where you can change your password, update your name, or set a default location (if you have more than one location configured). This menu will also let you logout of the portal.