

Photogize SureTrack[™] O R D E R T R A C K I N G

Photogize SureTrack Reference

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Introduction

Photogize SureTrack lets you view and update all Photogize Orders that are on the WebServices server. With Photogize SureTrack, you can:

- ❑ View Order summaries
- ❑ Update the Order status of any order
- ❑ Delete Orders from WebServices
- ❑ Re-order prints from any BPO-sourced Order

Installation

If you've downloaded the SureTrack installer from the web, simply run the **Photogize SureTrack Install.exe** single executable to install. If you have a CD, put the CD in your CD drive. If the SureTrack installer does not start, browse to the CD and execute **setup.exe**.

Launching

Do **Start...Programs...Graphx...Photogize SureTrack** to run the application.

Note: you must obtain a software unlock code for SureTrack within 14 days from the date that you first run the application. Please call Graphx customer service at 781-932-0430 x 559 to obtain your unlock code.

Configuration

After you launch SureTrack the first time, you will be presented with the following dialog that lets you define the Accounts you wish to track.

You can monitor up to ten accounts. The fields that you must fill out are:

Friendly Name

A name you create to help you identify the account.

Name

The Photogize account name assigned to you by Graphx.

Password

The Password for the account assigned to you by Graphx.

Channel

The Photogize Channel to which the account is attached.

If a Name or Password field is blank, SureTrack will ignore the account.

Once you click OK, SureTrack will begin monitoring the accounts you have defined.

Running SureTrack

After you have defined your Accounts, SureTrack will refresh the Order list displayed on the main page every 30 seconds. The main page looks like this:



The screenshot shows a window titled "Photogize SureTrack" with a menu bar (File, Edit, View, Help) and a toolbar. Below the toolbar is a table with the following columns: ID, Date Submitted, Friendly Name, Channel, Name, Email, Status, StoreID, Prints, and Amt. The table contains 15 rows of data representing print orders.

ID	Date Submitted	Friendly Name	Channel	Name	Email	Status	StoreID	Prints	Amt
24249KNO	02/05/04 at 02:34PM	My Basic BPO	Basic Print Order	User3	PeterT@graphx.com	Ready for Pickup	9	3.51	
24249LNO	02/05/04 at 02:38PM	My Basic BPO	Basic Print Order	User3	PeterT@graphx.com	Shipped	1	0.39	
24265KJO	Yesterday at 02:01PM	My Basic BPO	Basic Print Order	User3	PeterT@graphx.com	Shipped	2	0.78	
24265LSO	Yesterday at 02:09PM	My Basic BPO	Basic Print Order	Pete Traversy	PeterT@graphx.com	Harvested	1	0.39	
24265LUO	Yesterday at 02:08PM	My Basic BPO	Basic Print Order	Pete Traversy	PeterT@graphx.com	Harvested	1	0.39	
24265LWO	Yesterday at 02:06PM	My Basic BPO	Basic Print Order	Pete Traversy	PeterT@graphx.com	Harvested	1	0.39	
24265NQO	Yesterday at 02:16PM	My Basic BPO	Basic Print Order	Pete Traversy	PeterT@graphx.com	Harvested	1	0.99	
24265NTO	Yesterday at 02:15PM	My Basic BPO	Basic Print Order	Pete Traversy	PeterT@graphx.com	Harvested	1	0.39	
24268JLO	Today at 10:31PM	My Basic BPO	Basic Print Order	Steven Smith	StevenS@yahoo.com	Shipped	1	0.39	
24040MHO	01/06/04 at 12:45AM	PrintWizard	PrintWizard Print Order	david	iphoto@pacbell.net	Submitted	4	1.56	
24040MPO	01/06/04 at 12:43AM	PrintWizard	PrintWizard Print Order	david	iphoto@pacbell.net	Submitted	9	12.21	
24081PEO	01/12/04 at 11:26AM	PrintWizard	PrintWizard Print Order	Pete Traversy	PeterT@graphx.com	Submitted	1	0.51	
24081SMO	01/12/04 at 11:45AM	PrintWizard	PrintWizard Print Order	Pete Traversy	PeterT@graphx.com	Submitted	7	3.60	

You can adjust the column widths by dragging the columnar dividers with your mouse. You can also sort the results by clicking on a column heading. The fields are:

ID

The Order ID assigned by Photogize WebServices.

Date Submitted

The date and time that the order was submitted.

Friendly Name

The name that you assigned to the Account into which the Order was placed.

Channel

The Photogize Channel of the Account.

Name

The Account Name assigned to you by Graphx.

Email

The customer's email address.

Status

The status of the Order.

StoreID

The StoreID assigned by you in the copy of Photogize Lab that last acted on the Order.

Prints

Total number of prints in the Order.

Amt

Total dollar amount of the Order.

Changing the Status of an Order

Double click on an order to view/change the status. You can also scan an order's barcode - the order will be found and the status dialog box will be displayed.

The status box looks like this:

Status of 24296BE0

Production Status:

- Submitted
- Harvested
- * Printed OK
- Error Printing
- Complete
- Ready for Pickup
- Shipped
- Archived

Payment Method:

Visa

Billing Status:

- * Open
- Billed
- Authorized
- Paid

Customer Status:

Order 24296BE0 is currently being processed at the lab.

Credit Card Transaction Details:

* = current setting

OK

Cancel

Re-order

Charge Now

Void Auth

Issue Credit

The current setting for an order will be marked with an asterisk. If you change the Production, Billing status and then click OK, the status of the order will be changed in WebServices.

Production Status

The status of the order as set by Photogize Lab or an operator.

Customer Status

The string reported to the customer if they check the status of their Order online.

Payment Method

The method of payment for the order.

Billing Status

The status of the payment. If you are doing automatic online billing, this is where you do the actual debit on the customer's charge card.

Credit Card Transaction Details

The status received from AUTHORIZE.NET after debiting the customer's credit card.

Sorting

Click on any column heading in the Order list to sort. Click again to reverse the sort.

Printing

You can print or print preview the Order list by clicking **File...Print** or **File...Print Preview** from the main menu.

Order Status in Photogize Lab

Photogize Lab checks and updates the local status of any Order every time it does a harvest. If you have used SureTrack to change order status of a previously harvested order, Photogize Lab will update the status of the downloaded Order the next time it does a harvest.

Credit Card Processing

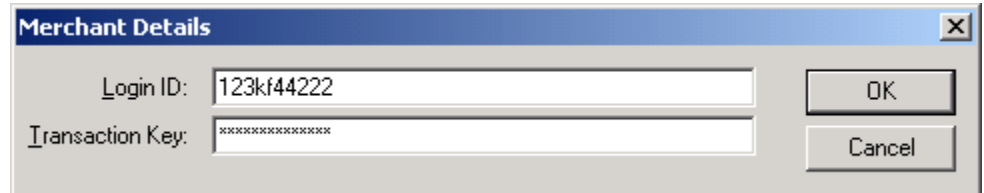
If you have configured your Photogize Channel to do online, real-time credit card processing, you can use SureTrack to do the final debiting of the customer's credit card. A typical real-time credit card transaction looks like this:

1. A consumer places an online order and enters valid credit card information.
2. Photogize WebServices uses the retailer's AUTHORIZE.NET to put a temporary hold on the customer's credit card for the total amount of the order.
3. The retailer prints and ships the order (or readies it for pickup).

4. The retailer uses SureTrack to do the final debit by highlighting the order in SureTrack and clicking *Charge Now*.

Merchant Details

In order to do credit card processing in SureTrack, you'll need to enter your AUTHORIZE.NET merchant information. To do this, do **Edit...Merchant Details** in SureTrack and enter your merchant Login ID and Transaction Key in the dialog.



The image shows a screenshot of a dialog box titled "Merchant Details". The dialog has a blue title bar with a close button (X) in the top right corner. Below the title bar, there are two input fields. The first field is labeled "Login ID:" and contains the text "123kf44222". The second field is labeled "Transaction Key:" and contains a series of asterisks "XXXXXXXXXXXX". To the right of the input fields are two buttons: "OK" and "Cancel".

Other Credit Card Operations

You can void a previous authorization by highlighting an order in SureTrack and clicking **Void Auth**. The temporary hold will be released. You can issue a credit for the full amount of the order by highlighting the order and clicking **Issue Credit**.

Getting Help

Click the F1 key and SureTrack will display this help guide. You need Adobe® Acrobat® reader to view this help file.

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