

# Web Store Auto-Replenish



The **RevTrak® Web Store only offers auto-replenish (recurring payments) for food service.** The feature is optional and can be enabled or disabled at any time by the Web Store account holder, while offered by the district. Auto-replenish settings can be defined per student, if multiple students are associated with the Web Store account. When a student's account balance falls below a preset balance, Auto-Replenish will automatically deposit the specified amount and charge the payment method on file. The settings and payment method can be updated at the Web Store account holder's discretion.

## Log into the Web Store

- ▶ Visit the **RevTrak®** Web Store.
- ▶ **Log in or create an account before shopping to expedite your checkout experience.** Your account tracks all orders associated with your email. You may click outside the login prompt to start shopping, but you must log in or create an account prior to payment.

**New Customer:** Click **Create New Account**. Complete the new account form. The email provided will be used to log in for subsequent visits and will receive order confirmations.

**Existing Customer:** Provide the email address and password established when you created the account. Click **Log In**.

## Set up Food Service Auto-Replenish

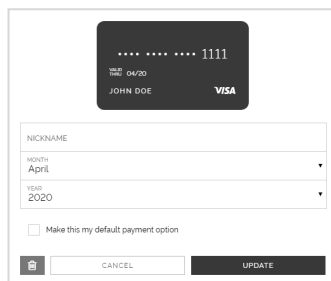
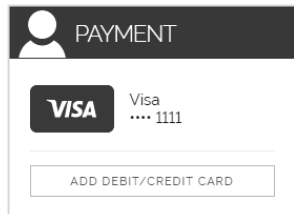
Repeat the steps below for each student account. Auto-replenish settings can be managed at the payment item or in My Account, under the *Linked Accounts* section (student accounts associated with the Web Store account will be listed).

- ▶ Navigate to **Food Service**.
- ▶ Locate the student's name.
- ▶ Under the student name, click **Low Balance Settings**.

One-time payment is available at any time.

- ▶ Toggle the slider next to *Disabled* to **enable Auto-Replenish**. To disable, toggle the slider (now identified as *Enabled*).
- ▶ Adjust the **threshold** (*When my balance falls below*) and **deposit amount** (*I would like to add*). The Web Store defaults to an amount specified by the district.
- ▶ Change or add a **payment method**.
- ▶ Indicate agreement to the recurring payment terms.
- ▶ Click **Save**.

## Manage Payment Method



If you need to update your payment method information, you must manage any changes via *My Account*.

- ▶ Click **My Account**. (If you have not yet logged in, click **Login**.)
- ▶ Click **My Settings**.
- ▶ Under *Payment*, click the method you wish to adjust.

You may update, delete, or cancel the payment method. Only the nickname and expiration date can be updated; to change the card number, you must add a new card.

- ▶ To save changes, click **Update**.
- ▶ Under *Linked Accounts*, disable and re-enable auto-replenish for the applicable student account to associate the updated payment method.

## Important Details

### Processing Schedule

Auto-replenish will process after 7:00 p.m. CT when the food service account balance falls below threshold.

### Transactions

A transaction will be processed when the student's food service account balance falls below the predetermined threshold ("When my balance falls below"). A transaction will process through the payer's account (customer) once per student, per day. If a payment was made the previous day after 7:00 p.m. CT, auto-replenish will not execute a transaction against the transaction. If multiple students are linked to the same customer account and the food service balance falls below the respective thresholds, auto-replenish will process the payments in a single transaction. If two or more customers are linked to a single student's food service account and both have auto-replenish enabled for that student, both customers will be charged for auto-replenish on that student's food service account, based on the customers' respective thresholds.

### Failed Transactions

If an auto-replenish transaction fails to process, the account is disabled for future transactions. The customer is notified of the failed transaction by email and informed that the account settings must be updated. The email will include a link to the **RevTrak®** Web Store account with instructions on updating the payment method. The payment method must be updated before re-establishing auto-replenish.