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- OFFICE USE INFORMATION AND AUDIT TRAIL

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- REPORTING OPTIONS

K-12 Online Records Request  
System, **Made Simple!**



## **BEST PRACTICES – PLACEMENT OF THE LINK TO SCRIBORDER**

Placement of the link to ScribOrder on the website is an important part of the process. The ScribOrder link is most effective when added to the home page under “quick links” or a “resources” section and to departments page on the central office website. Make sure all PDF forms and references to PDF forms are replaced by the link to ScribOrder. When you have multiple options for submitting requests, you will have disjointed processes. The goal of ScribOrder is to unify, optimize and control the records request process.

If ScribOrder is deployed at the high schools, it is important to add the link to each high schools in addition to the central office website.

**Here is an example of where to place the link to ScribOrder on the home page:**

The screenshot shows a website home page with three main columns: Quick Links, Resources, and Recent News. A red arrow points to the link "Online Student Records / Transcript Requests" in the Resources column.

Quick Links	Resources	Recent News
<ul style="list-style-type: none"><li>2013 Graduation Dates</li><li>Online Registration Forms</li><li>Superintendent Search</li><li>High School Testing Update</li><li>Financial Transparency</li><li>Employee Benefits</li><li>Community &amp; Government Relations VIPS/PIE</li></ul>	<ul style="list-style-type: none"><li>Atomic Learning</li><li>Center for Career &amp; Technology Education</li><li>Magnet Schools</li><li>My Lunch Money</li><li>Military Outreach</li><li><a href="#">Online Student Records / Transcript Requests</a></li><li>EPISD Council of PTA's</li><li>Ethics and Compliance Hotline</li><li>Stop Bullying</li><li>EPISD Education Foundation</li></ul>	<ul style="list-style-type: none"><li>06.06.2013 EPISD to offer free breakfast &amp; lunch in summer</li><li>06.05.2013 Sierra Providence East to display Western Hills' Artful Endeavor</li><li>06.04.2013 Input sought from community on four principal positions</li><li>06.03.2013 EPISD campuses receive Community Foundation Grants</li><li>06.03.2013 Good News EPISD!</li><li>05.30.2013 Jefferson ROTC to compete at National Academic Bowl</li><li>05.30.2013 Zavala librarian honored as a Mover &amp; Shaker 2013</li><li>05.30.2013 EPISD honors retiree with most years of service</li></ul> <p><a href="#">more news &gt;</a></p>

**Here is an example of where to place the link to ScribOrder on the departments page:**

The screenshot shows a department page for Pupil Services. On the left is a navigation menu with links for Students, Parents, EPISD Staff, Community, and Superintendent Search. Below the menu are several informational boxes, including one for "2011-12 Accredited-Probation Status" and another for "STOP BULLYING". The main content area is titled "Pupil Services" and features a photo of children in a classroom. A callout box on the right, labeled "NEW!", contains the text "Online student records and transcript requests" and a "CLICK HERE" link. Below the photo, there is a welcome message: "Welcome to Pupil Services. We invite you to browse through this resource to obtain information about your child's rights and privileges while attending school in the El Paso Independent School District. Thank you for making a commitment to be involved in your child's education."

## **BEST PRACTICES – MANAGING ALL FORMS OF PAYMENT**

The goal of ScribOrder is to unify, optimize and control the records request process. Thus, it is important that all request are submitted online via ScribOrder. ScribOrder is designed to manage all forms of payments online. Approximately 90% of the payments will be via credit / debit credit. To insure all requests are processed through ScribOrder, each school has to option to use **Coupon Codes**. **Coupon Codes** are when collecting cash, dealing with hardship cases, and government entities.

### **Paying online through Amazon Payments or Debit/Card Cards:**

#### **You have requested the following:**

**Description:** You have requested to receive all or part of your student record.  
**Purchase Amount:** \$6.00  
**Convenience Fee:** \$4.00  
**Total Amount:** \$10.00 USD

#### **Payment Options:**



★ Credit/Debit Card Number:

required

★ Card Holders Last Name:

required

★ Card Holders First Name:

required

★ Expiration Date: MMY

required

★ Card Security Code: CCV2

required

### **Paying online using a Coupon Code:**

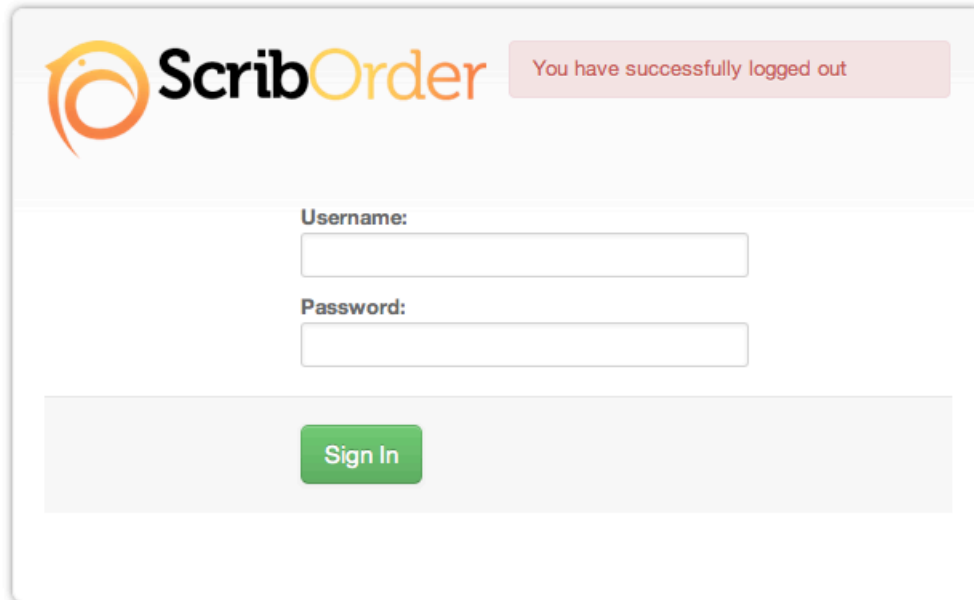
Coupon Code:

## **BASIC FUNCTIONALITY – LOGGING IN**

Each user has a unique user id and password to access ScribOrder. Type in your userid and password and click the Sign In button.

Bookmark / Add to favorites the following URL:  
**<https://XXXXXX.scriborder.com/appList#>**

**Sign In web page:**



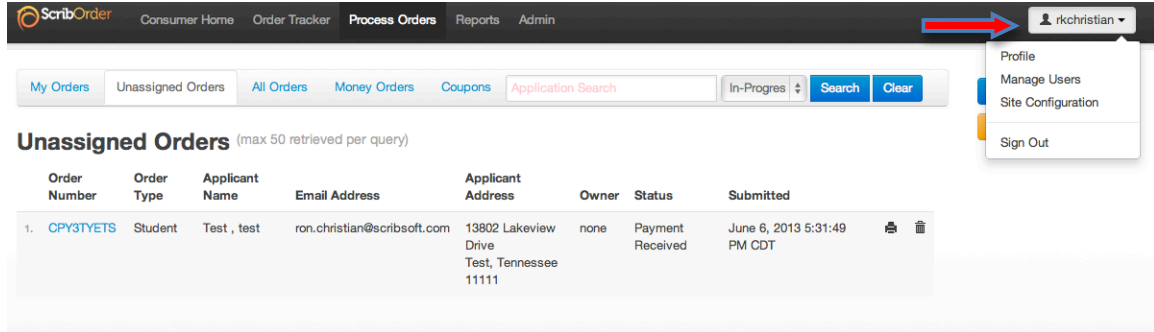
The screenshot shows the ScribOrder login interface. At the top left is the ScribOrder logo. To its right is a pink notification box containing the text "You have successfully logged out". Below the logo, there are two input fields: one for "Username:" and one for "Password:". A green "Sign In" button is positioned below the password field. The entire login form is set against a light gray background.



## **BASIC FUNCTIONALITY – CHANGING PASSWORD**

For security purposes, it is important that each user changes their password in conjunction with the current policy. To change your password, sign in to ScribOrder and click your user id at the top right hand corner of the screen.

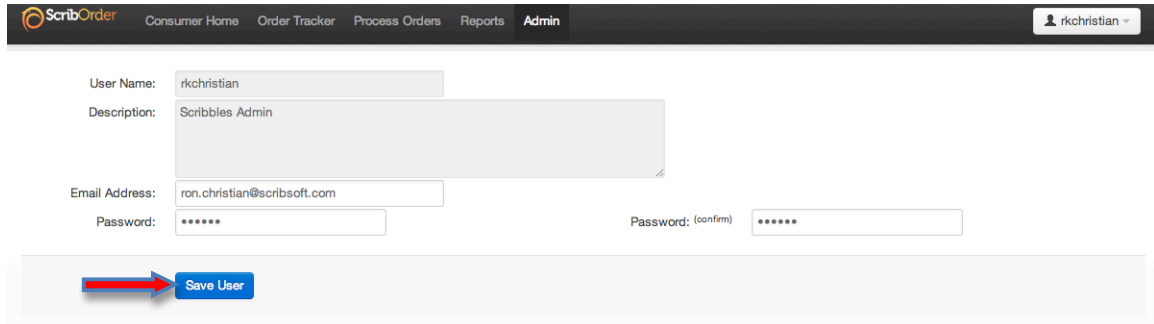
**Click on your User ID and select Profile:**



The screenshot shows the ScribOrder application interface. At the top right, the user ID 'rkchristian' is displayed with a dropdown arrow. A red arrow points to this dropdown menu, which is open and shows the following options: Profile, Manage Users, Site Configuration, and Sign Out. Below the navigation bar, there are tabs for 'My Orders', 'Unassigned Orders', 'All Orders', 'Money Orders', and 'Coupons'. A search bar is present with the text 'Application Search' and buttons for 'In-Progress', 'Search', and 'Clear'. The main content area displays 'Unassigned Orders (max 50 retrieved per query)' with a table of order details.

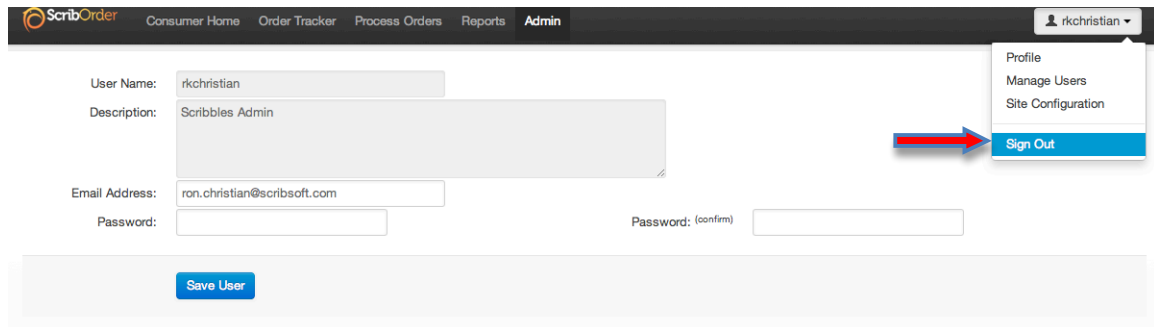
Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted
1. CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	none	Payment Received	June 6, 2013 5:31:49 PM CDT

**On the Profile Page Type in a new Password twice and click Save:**



The screenshot shows the ScribOrder application interface with the user profile page. The user ID 'rkchristian' is displayed at the top right. The profile page contains the following fields: User Name: rkchristian, Description: Scribbles Admin, Email Address: ron.christian@scribsoft.com, Password: \*\*\*\*\* (masked), and Password: (confirm) \*\*\*\*\* (masked). A red arrow points to the 'Save User' button at the bottom of the form.

**Click on you User ID, Sign Out and Sign In again using your New Password:**



The screenshot shows the ScribOrder application interface with the user profile page. The user ID 'rkchristian' is displayed at the top right. The profile page contains the following fields: User Name: rkchristian, Description: Scribbles Admin, Email Address: ron.christian@scribsoft.com, Password: (empty), and Password: (confirm) (empty). A red arrow points to the 'Sign Out' button in the dropdown menu at the top right.

## BASIC FUNCTIONALITY - HEADERS AND TABS

When you log into ScribOrder, you will see HEADERS (in the black section) and TABS (in blue front). The TABS are used to process requests where the header will take you out of the processing page to other major functions of ScribOrder.

### Default “Home” Page for ScribOrder Processors:

Order Number	Order Type	Applicant Name	Last School	Grad Year / Grade	Owner	Status	Submitted
1. → CRO422RPU	Student	Doe, John	EAST DUPLIN HIGH SCHOOL	1987	demo	Payment Received	5/8/2014 12:08:20 PM

### HEADERS:

**Customer Home.** This takes you to the Start Order page.

**Order Tracker.** This takes you to the Order Tracker sign in page.

**Process Orders.** This is the default HOME page for all users that process requests.

**Reports.** This takes you to Reports.

**Admin.** This is only used by Administrators only to add new users or modify existing users.

### TABS:

**My Orders.** This is selected to view the tasks owned by the user that have not been processed.

**Unassigned Orders.** This is the default when **Process Orders** is selected. These tasks have not been completed and have not been assigned to a processor.

**All Orders.** This is search on ALL tasks including active, declined and completed tasks.

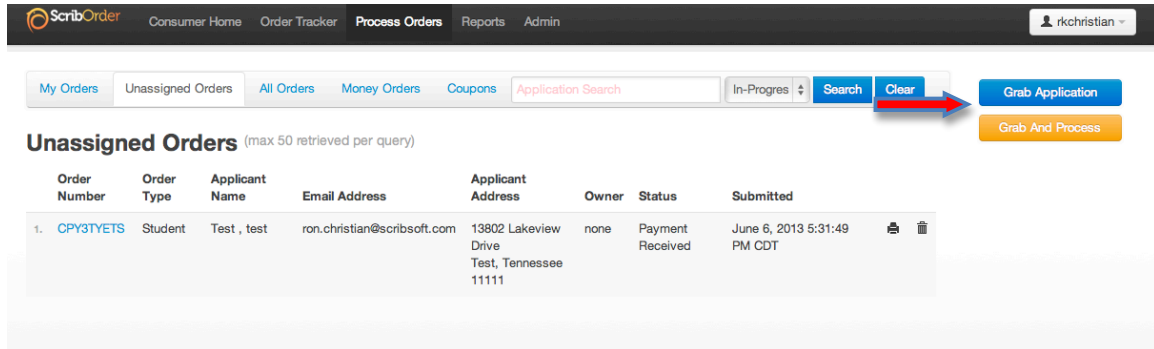
**Money Orders.** This is selected to activate money orders

**Coupons.** This is selected to manage all Coupon Codes. You can view existing Coupon Code and create new codes on this page.

**Filter.** This is selected to apply Filters to narrow the display to specific orders. This is most commonly used to identify new activity on an order such as an uploaded document by the requestor or a voicemail added to the order by the requestor.

## PROCESSING REQUESTS – GRAB VS. GRAB AND PROCESS

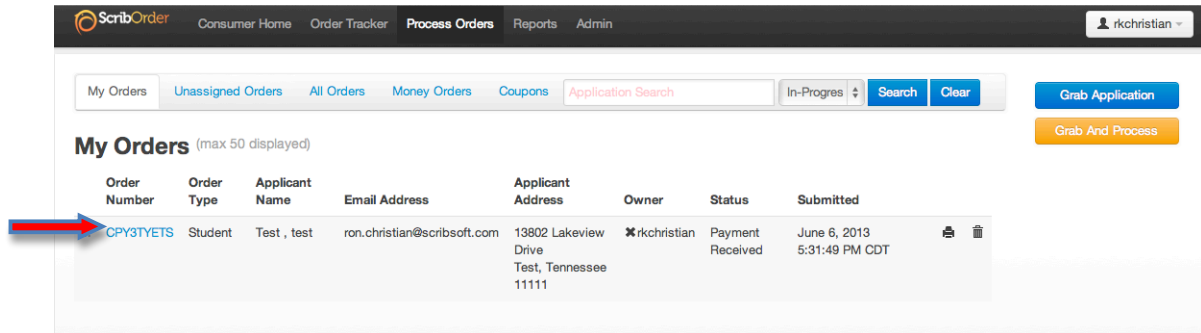
To navigate to the to requests waiting to be processed, click on **Process Orders** in the header section of ScribOrder. This will take you to a list of all unassigned orders in chronological order (oldest to newest). To take ownership of the first task, click **Grab Application** or **Grab And Process**.



The screenshot shows the ScribOrder interface with the 'Process Orders' tab selected. The navigation bar includes 'My Orders', 'Unassigned Orders', 'All Orders', 'Money Orders', and 'Coupons'. A search bar contains 'Application Search' and buttons for 'In-Progress', 'Search', and 'Clear'. A red arrow points to the 'Clear' button. Below the search bar are two buttons: 'Grab Application' (blue) and 'Grab And Process' (orange). The main content area is titled 'Unassigned Orders (max 50 retrieved per query)' and contains a table with one row of data.

Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted		
1. CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	none	Payment Received	June 6, 2013 5:31:49 PM CDT		

**Grab Application.** This option grants the user ownership of the task and moves the order from **Unassigned Orders** to **My Orders**. To process the request, the user must click on **My Orders** and click the Order Number to open the request.



The screenshot shows the ScribOrder interface with the 'Process Orders' tab selected. The navigation bar includes 'My Orders', 'Unassigned Orders', 'All Orders', 'Money Orders', and 'Coupons'. A search bar contains 'Application Search' and buttons for 'In-Progress', 'Search', and 'Clear'. Below the search bar are two buttons: 'Grab Application' (blue) and 'Grab And Process' (orange). The main content area is titled 'My Orders (max 50 displayed)' and contains a table with one row of data. A red arrow points to the order number 'CPY3TYETS' in the first column of the table.

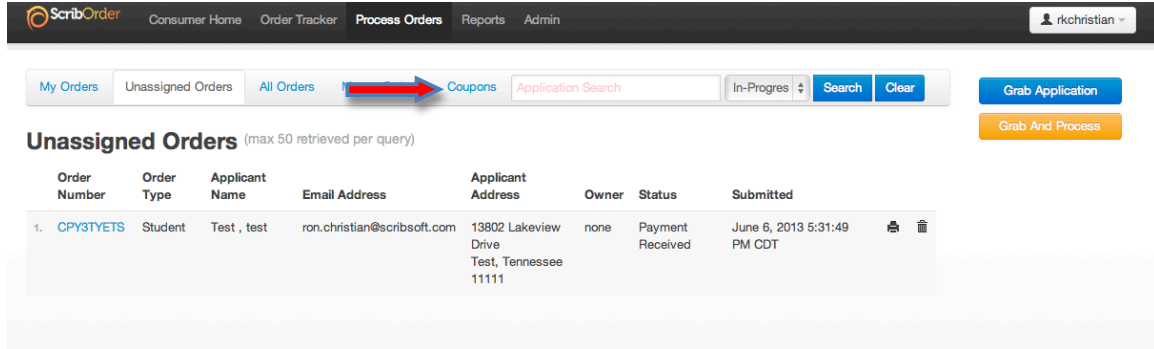
Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted		
CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	*rkchristian	Payment Received	June 6, 2013 5:31:49 PM CDT		

**Grab Application.** This option grants the user ownership of the task and opens the request so the user can process the task.

## PROCESSING REQUESTING – COUPON CODES

Coupon codes are commonly used to manage hardship cases, government requests and when school districts allow for cash payment. Coupon codes can either be permanent or one time user only.

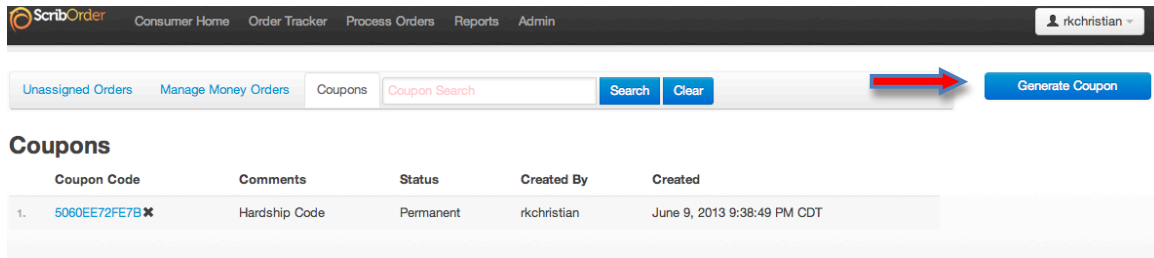
Click the Coupons tab:



The screenshot shows the ScribOrder application interface. The navigation menu at the top includes 'Consumer Home', 'Order Tracker', 'Process Orders', 'Reports', and 'Admin'. The 'Coupons' tab is highlighted with a red arrow. Below the navigation, there are buttons for 'My Orders', 'Unassigned Orders', 'All Orders', and 'Coupons'. A search bar labeled 'Application Search' is present, along with 'In-Progress', 'Search', and 'Clear' buttons. On the right, there are 'Grab Application' and 'Grab And Process' buttons. The main content area displays 'Unassigned Orders (max 50 retrieved per query)' with a table of order details.

Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted
1. CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	none	Payment Received	June 6, 2013 5:31:49 PM CDT

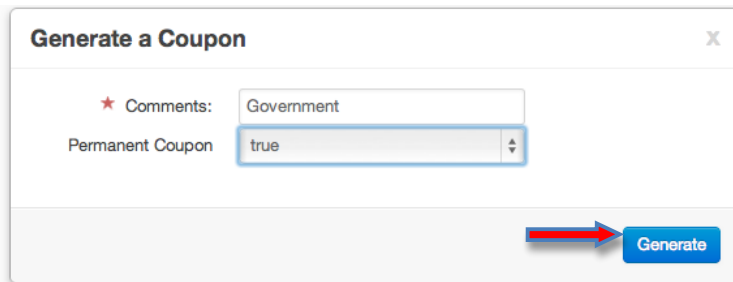
All existing Coupon Codes are listed, click Generate Coupon to create a new code:



The screenshot shows the ScribOrder application interface. The navigation menu at the top includes 'Consumer Home', 'Order Tracker', 'Process Orders', 'Reports', and 'Admin'. The 'Coupons' tab is highlighted with a red arrow. Below the navigation, there are buttons for 'Unassigned Orders', 'Manage Money Orders', and 'Coupons'. A search bar labeled 'Coupon Search' is present, along with 'Search' and 'Clear' buttons. On the right, there is a 'Generate Coupon' button. The main content area displays 'Coupons' with a table of coupon details.

Coupon Code	Comments	Status	Created By	Created
1. 5060EE72FE7B ✖	Hardship Code	Permanent	rkchristian	June 9, 2013 9:38:49 PM CDT

Type in the Description of the Coupon Code in the Comments box, select Permanent to True or False (one time use only) and Click Generate:



The screenshot shows the 'Generate a Coupon' dialog box. It has a title bar with 'Generate a Coupon' and a close button. The form contains a 'Comments' field with the text 'Government' and a 'Permanent Coupon' dropdown menu with the value 'true'. A red arrow points to the 'Generate' button at the bottom right.



## PROCESSING REQUESTS – OPTIONS ON THE REQUEST DETAIL PAGE (APPLICATION)

All of the information necessary to process a request is presented on one web page to the user referred to as the **Application**. The user will process the request from this page using Action button.

### Application Detail:

ScribOrder
Consumer Home Order Tracker **Process Orders** Reports Admin
rkchristian

Request / Reason Student Info Birth Info Parent Information School Information Contact Info Survey Info Office Use History

**Order Number:** CPY3TYETS Q ⌵

**Order Received:** 08/08/2013 18:31

**Status:** Instant Payment Approved ⚙

**Processor:** Rkchristian ⌵

**Order Expires:** 08/05/2013

**Payment History:** \$8.00,  
Credit Card,  
*Auth-17SDP\$HNM27D57N8SEA9FVO174UZBIGQ939*

Request Information

Inform of Progress

**Move Order**

Set Pending

Approve Request

Deny Request

Office Use

Save Progress

Print

**Type of Document(s) Requested:** High School Transcript      **Reason(s):** Employment

**Delivery Type:** To Be Mailed

**Delivery Addresses:** (the following addresses were submitted for review)

Name	Attention	Addr 1	Addr 2	City	State	Zip	Country	# of Copies
test		test		test	Tennessee	22222	United States	1

### Student Application

#### Name While Attending School:

<p>★ Last Name: <input type="text" value="Test"/></p> <p>Middle Name: <input type="text"/></p> <p>Maiden Name: <input type="text"/></p> <p>Last 4 SSN: <input type="text"/></p> <p>Student Id: <input type="text"/></p>	<p>★ First Name: <input type="text" value="test"/></p> <p>Suffix: <input type="text"/></p> <p>Last 4 SSN: (confirm) <input type="text"/></p>
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### Order and Task Information:

**Order Number:** CPZL744E2 Q ⌵

**Order Received:** 06/09/2013 22:51

**Status:** Money Order Received ⚙

**Processor:** None ⌵

**Order Expires:** 08/08/2013

**Payment History:** \$8.00,  
Coupon/M-O,  
*Auth-WAITING MONEY ORDER-valid*

### Information Requested, Reason and Delivery Method:

**Type of Document(s) Requested:** High School Transcript      **Reason(s):** Employment

**Delivery Type:** To Be Mailed

For mail requests all addresses will be listed and an envelope can be printed automatically for each address provided (note the number of copies):

#### Delivery Addresses: (the following addresses were submitted for review)

Name	Attention	Addr 1	Addr 2	City	State	Zip	Country	# of Copies
ABS College		123 Street		Tampa	Florida	44444	United States	1

## User Action buttons.

**Request Information** is used to communicate to the request when you need additional information to process their order. An email and Text Message (if applicable) are sent to the requestor on your behalf by ScribOrder.

**Inform of Progress** is used to communicate to the provide information to the request about the status of their order. An email and Text Message (if applicable) are sent to the requestor on your behalf by ScribOrder.

**Move Order** is reassign the ownership of the request from the current user to another user.

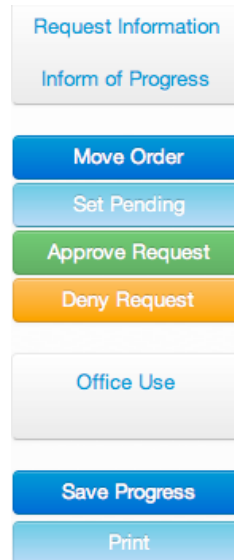
**Set Pending** is not to be used unless your district requires additional steps in the workflow process. Please consult a Scribbles Software Solution Coach for more information.

**Approved Request** is used once the fulfillment of the request is successfully completed. An email and Text Message (if applicable) are sent to the requestor on your behalf by ScribOrder notifying them their order has been successfully processed.

**Deny Request** is used when the order cannot not be fulfilled. An email and Text Message (if applicable) are sent to the requestor on your behalf by ScribOrder notifying them their order could not be processed.

**Save Progress** is used in conjunction with Work Comments. Refer to **PROCESSING REQUESTS – OFFICE USE INFORMATION AND AUDIT TRAIL** for more details.

**Print** is used to print the **Application** and **Envelopes**. Refer to **PROCESSING REQUESTS – PRINT OPTIONS** for more details.



**Processing Comments** are required for Approving, Denying, Requesting additional information and informing of the status. The information typed will be sent to the requestor via an email on your behalf by ScribOrder. Template responses may be added to ScribOrder for your convenience and to provide consistency to processing requests. Template responses will auto-populate in Processing Comments. You may add as many Approval and Denial templates as you like. Please email [support@scribsoft.com](mailto:support@scribsoft.com) for more details.

Please ignore the Contingent Deny or Contingent Approve button. In addition to text and email, ScribOrder will also call the requestor to inform them of the status of their order. The default is set to "No Phone Call". The goal is to let ScribOrder communicate to the requestor and eliminate the "status update" phone calls received by the processors. It is recommended to use the call feature for former student requests.

### Approve Application X

Please enter the reason for Approval. The message will be embedded within the approval email.

**B** *I* U **ABC** | Styles Paragraph Font Size

HTML

Path: p

Apply Template

GRADUATION VERIFICATION

MAILED OUT

PICK UP DOCUMENTS

If you would like us to call you as well as send the default email, please select a phone number below.

**What number would you like us to call?**

Primary: 15622982619

Cell: 15622982619

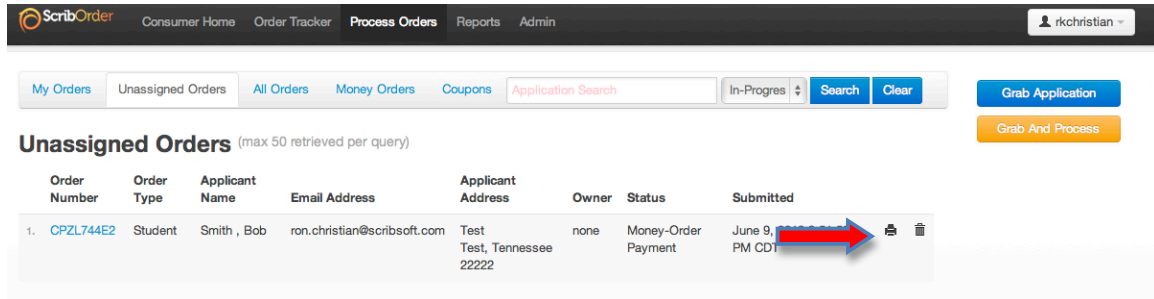
No Phone Call

Contingent ApprovalApproveCancel

## PROCESSING REQUESTS – PRINTING OPTIONS

Printing options are most commonly used to print **Envelopes** with the address(s) provided by the request and the information requested on a one-page form referred to as the **Application**. The processor also has the option of printing a **Cover Letter** and **Receipt**.

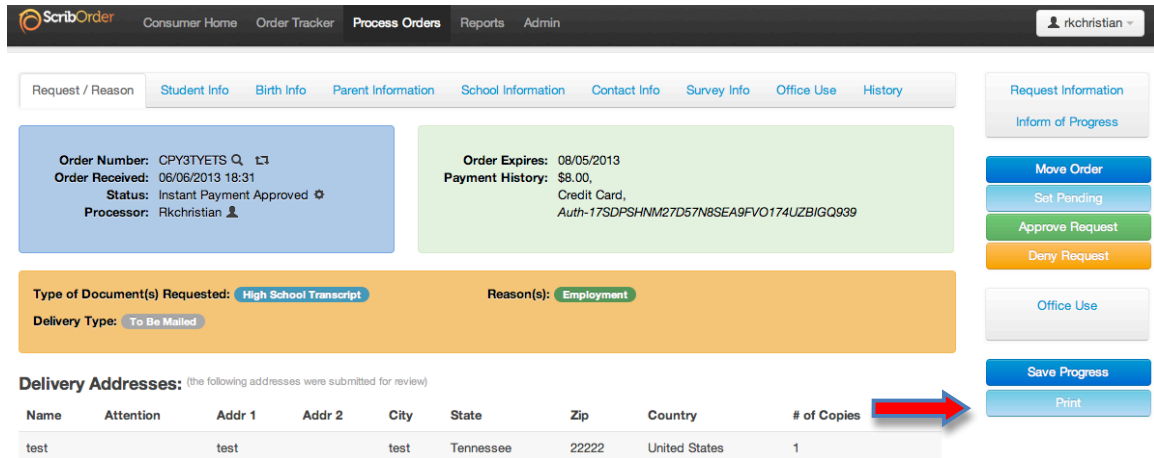
Selecting the Print Option from the Task List click the Printer Icon:



The screenshot shows the 'Unassigned Orders' page in the ScribOrder system. The page header includes navigation tabs like 'Consumer Home', 'Order Tracker', 'Process Orders', 'Reports', and 'Admin'. Below the header, there are filters for 'My Orders', 'Unassigned Orders', 'All Orders', 'Money Orders', and 'Coupons'. A search bar is present with 'Application Search' and buttons for 'In-Progress', 'Search', and 'Clear'. On the right, there are buttons for 'Grab Application' and 'Grab And Process'. The main content area displays a table of orders. The first order is highlighted, and a red arrow points to the printer icon in the 'Submitted' column.

Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted
1. CPZL744E2	Student	Smith, Bob	ron.christian@scribsoft.com	Test Test, Tennessee 22222	none	Money-Order Payment	June 9, PM CDT

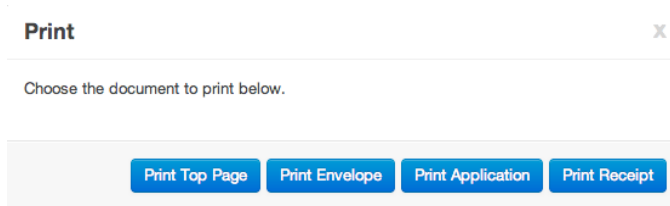
Selecting the Print Option from the Request Detail Page click the Print button:



The screenshot shows the 'Request Detail' page in the ScribOrder system. The page header includes navigation tabs like 'Consumer Home', 'Order Tracker', 'Process Orders', 'Reports', and 'Admin'. Below the header, there are tabs for 'Request / Reason', 'Student Info', 'Birth Info', 'Parent Information', 'School Information', 'Contact Info', 'Survey Info', 'Office Use', and 'History'. The main content area displays order details, including 'Order Number', 'Order Received', 'Status', 'Processor', 'Order Expires', and 'Payment History'. Below this, there are sections for 'Type of Document(s) Requested' and 'Reason(s)'. A 'Delivery Addresses' table is shown, and a red arrow points to the 'Print' button in the right-hand sidebar.

Name	Attention	Addr 1	Addr 2	City	State	Zip	Country	# of Copies
test		test		test	Tennessee	22222	United States	1

Selecting the appropriate Print Option:



The screenshot shows a 'Print' dialog box with a close button (X) in the top right corner. Below the title bar, the text reads 'Choose the document to print below.' At the bottom of the dialog, there are four buttons: 'Print Top Page', 'Print Envelope', 'Print Application', and 'Print Receipt'.

## PROCESSING REQUESTS – MANAGING ATTACHMENTS AND VOICE MESSAGES

The Requestor may upload support documentation such as a copy of the driver's license, a notary or a signed release via the Order Tracker. The Processor clicks the file hyperlink under File Name to open the document. In addition, the Processor may add documents to the Order by clicking the Add Files icon. The Processor may leave you a voice message for the Processor via the Order Tracker. The Processor clicks the Play button in the Audit Trail to listen to the message from the Requestor.

**+ 1 Attached Documents** [+ Add files...](#)

File Name	Description	Attached By	Attached
<a href="#">Signed_auth.pdf</a>	Requested Documentation	ordertracker	10/03/14 13:59

Action Date:	Action User:	Action Type:	Description / Notes:
05/08/14 05:11	Consumer VM	VoiceMail	
05/08/14 05:12	demo	OwnerChange	The application was grabbed by user 'demo'.
05/08/14 05:14	demo	ApprovedPhoneCall	Approved Message Delivered - 15622982619
05/08/14 05:14	demo	ApplicationApproved	The document request application was approved.' YOUR REQUEST HAS BEEN PROCESSED AND MAILED OUT TODAY TO THE ADDRESS YOU PROVIDED DURING THE ORDERING PROCESS.'
05/08/14 05:14	demo	EmailSent	A student application 'Approved' email has been sent.

The Processor clicks the Clear Notice icon on the top of the Order page once they have reviewed the information sent by the Requestor.

Request / Reason [Student Info](#) [Birth Info](#) [Parent Information](#) [School Information](#) [Contact Info](#) [Survey Info](#) [Office Use](#) [History](#)

**Order Number:** CRO4Z2RPU

**Order Received:** 5/8/2014 12:08:20 PM

**Status:** Instant Payment Approved

**Processor:** None

**Order Expired:** 07/07/2014

**Payment History:** \$8.00, Credit Card, Auth-213995689312394TEEU8E31ER3CA17FF1P4

[Clear Notice](#)

**Type of Document(s) Requested:** [High School Transcript](#) **Reason(s):** [College](#)

## PROCESSING REQUESTS – OFFICE USE INFORMATION AND AUDIT TRAIL

All user activity pertaining to a request is tracked and stored for future reference. The Audit Trail of user activity is in the green box with a date, time stamp of each action. Work comments are used to document specific internal use information pertain a request. Each user Action to automatically tracked and saved by ScribOrder. The user must click the **Save Progress** button to document Work Comments.

Special Instructions:

**Processing / Informational Questions:**

**Workflow Office-Use:**

Process	Status	Initials	Date
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Work Comments :

**Buttons:** Move Order, Set Pending, Approve Request, Deny Request, Office Use, Save Progress, Print

**Audit Trail:**

Action Date:	Action User:	Action Type:	Description / Notes:
06/07/13 02:39	tiffanywilliams	OwnerChange	The application was grabbed by user 'tiffanywilliams'.
06/07/13 02:41	tiffanywilliams	ApplicationApproved	The document request application was approved. Document was mailed on June 7, 2013.
06/07/13 02:41	tiffanywilliams	EmailSent	A student application 'Approved' email has been sent.

## SEARCHING AND REPORTING – SEARCHING ON ORDERS

All orders, regardless of the status, are stored and can be retrieved in ScribOrder.

To Search for an order click the **All Orders** tab followed by the picklist :

The screenshot shows the ScribOrder application interface. At the top, there is a navigation bar with tabs: Consumer Home, Order Tracker, Process Orders, Reports, and Admin. Below this, there is a secondary navigation bar with tabs: My Orders, Unassigned Orders (highlighted with a red arrow), All Orders, Money Orders, Coupons, Application Search (highlighted with a red arrow), In-Progress (dropdown), Search, and Clear. The main content area displays "Unassigned Orders (max 50 displayed)" with a table header including Order Number, Order Type, Applicant Name, Email Address, Applicant Address, Owner, Status, and Submitted.

Select a Picklist Option:

The screenshot shows the "All Orders (max 50 displayed)" section. A table lists order details. The "Status" column is highlighted with a red arrow, and a dropdown menu is open, showing options: In-Progress (checked), Pending, Contingently Approved, Approved, Contingently Denied, Denied, Waiting on Money-Orders, Payment Declined, and All. The table header includes Order Number, Order Type, Applicant Name, Email Address, Applicant Address, Owner, Status, and Submitted.

Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted
1. CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	✕rkchristian	Payment Received	

Picklist Options.

- **Approved** for all orders that have been successfully completed.
- **Denied** for all orders that have been were not completed but denied by the processor.
- **Waiting on Money-Order** for all orders that were submitted but are pending activation.
- **Payment Declined** for all orders have been deleted or denied by Amazon Payments.
- **All** is used to search every request regardless of the status.

To search type in the order number or last name in the space provided and click Search.

The screenshot shows the search interface. The "All Orders" tab is selected. The "Money Orders" tab is highlighted with a red arrow. The search input field contains the text "christian". The dropdown menu is set to "All". The Search and Clear buttons are visible.

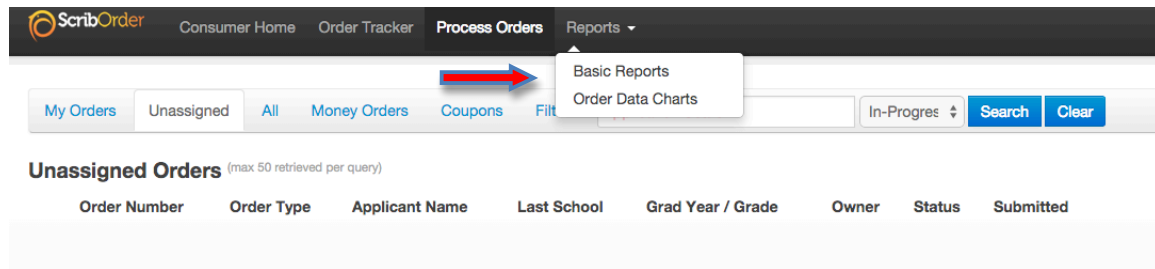
Search Result shows the Order Number, Type of Order, the processor (Owner), and Status. The open the order click on the Order Number.

The screenshot shows the search results for "christian". The "All Orders (max 50 displayed)" section is shown. The first result is highlighted with a red arrow pointing to the Order Number "CPY3TYETS".

Order Number	Order Type	Applicant Name	Email Address	Applicant Address	Owner	Status	Submitted
CPY3TYETS	Student	Test , test	ron.christian@scribsoft.com	13802 Lakeview Drive Test, Tennessee 11111	✕rkchristian	Payment Received	June 6, 2013 5:31:49 PM CDT

## SEARCHING AND REPORTING – REPORTING

To access Reports, click on Reports in the Header:



The screenshot shows the ScribOrder web application interface. The top navigation bar includes the ScribOrder logo and links for Consumer Home, Order Tracker, Process Orders, and Reports. A red arrow points to the Reports dropdown menu, which is open, showing options for Basic Reports and Order Data Charts. Below the navigation bar, there are tabs for My Orders, Unassigned, All, Money Orders, Coupons, and Filter. A search bar with an In-Progress dropdown, Search, and Clear buttons is also visible. The main content area displays 'Unassigned Orders' with a note '(max 50 retrieved per query)' and a table with columns: Order Number, Order Type, Applicant Name, Last School, Grad Year / Grade, Owner, Status, and Submitted.

### Reports Types

- **Basic Reports** is a summary report of all transactions for over a period of time.
- **Order Data Charts** is a break down of all activity including Overall Status, Overall Distribution, Status by Date, Order Type by Date, Payment by Date, Order Distribution by Date, Order Reason by Date, Ordered Document by Date