

PRO USER GUIDE

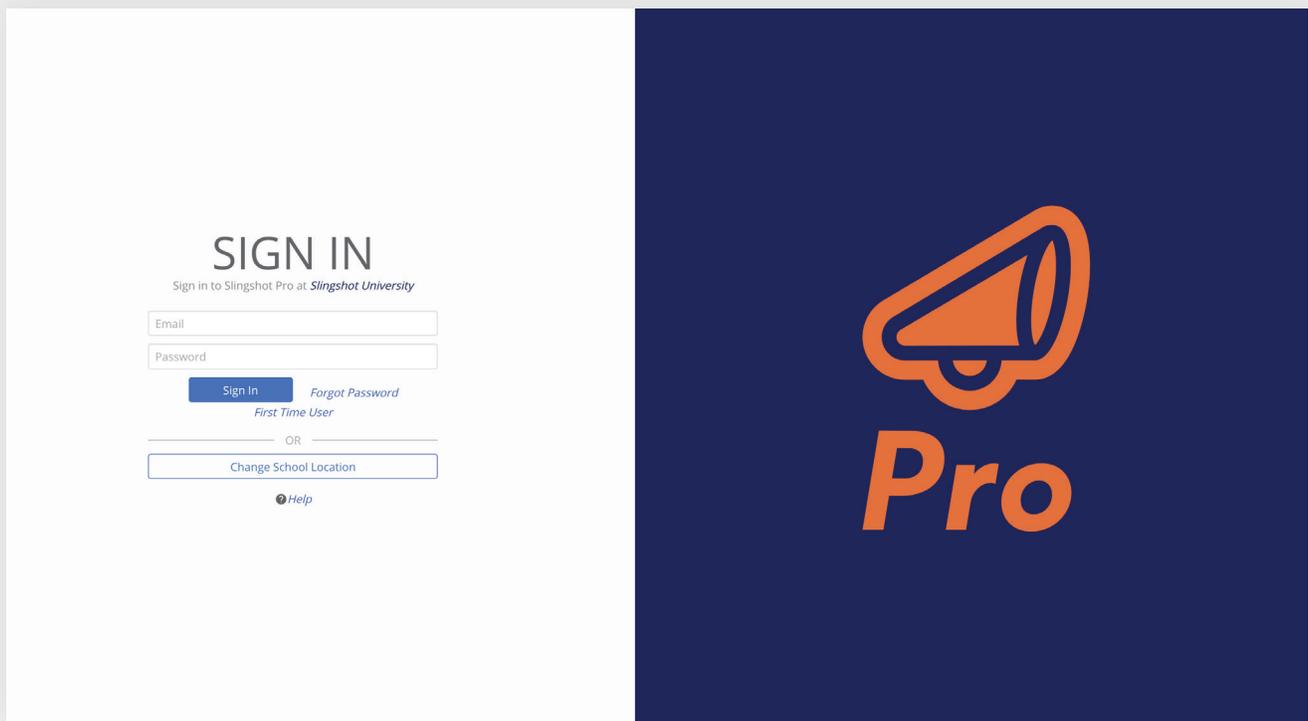


Pro empowers instructors, staff, and administrators to gain valuable insights into student order fulfillment metrics for their courses/divisions.

LOGIN / ACCESS

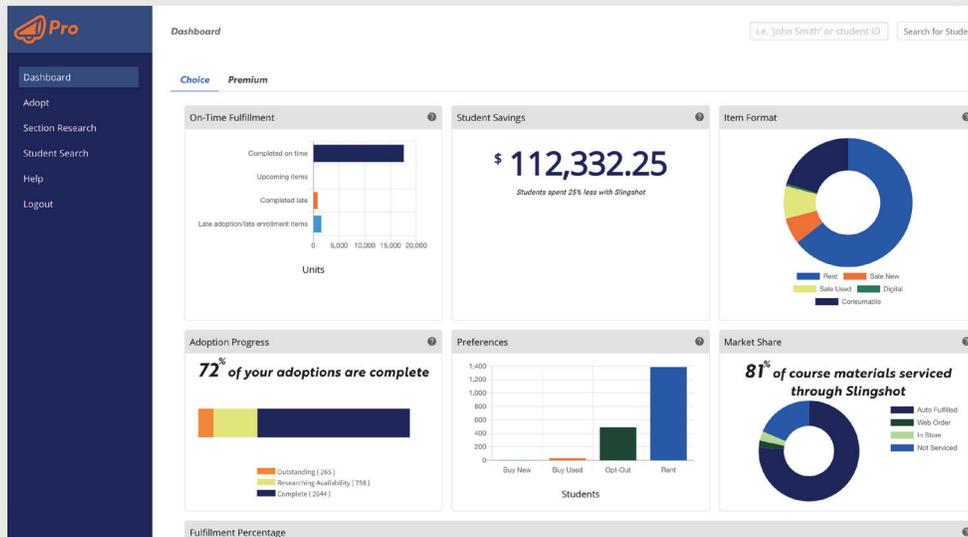
To login, go to www.slingshotedu.com/admin-login and select your affiliated institution. Each user is set up with a login using their institutional email address. Choose the "Forgot Password" option which will prompt an email with a link to login and set up a password for future use. Any questions about the login process can be directed to the Slingshot account manager or campus store manager for your institution.

By default, all instructors have access to all students and courses/sections that they have or are currently teaching. Administrators typically have full access to all courses/sections and student details within a specific division. Permission levels are tailored individually and can be adjusted by the Slingshot account manager.



DASHBOARD

Dashboards display high-level data points for all the sections/courses a user has access to. Tool tips offer detailed descriptions of each of the charts displayed on this page. If a user has access to multiple divisions, multiple tabs will display across the top of the page organizing the charts by division. Most of these metrics are updated in live-time so users can always be in the know.



STUDENT SEARCH

When looking for course material fulfillment details for a specific student, use the student search function. This page offers the ability to search by name, email, or student ID number. This is an inclusive search that will include anything that even partially matches the search criteria entered. If there is only one result that matches the search, the user will be taken to the resulting student details automatically. Student search is also always available in the top right corner of the screen.



SECTION RESEARCH

To view fulfillment data at the catalog (term/course/section) level, use the fulfillment research function. To find a specific section or group of sections, use the filters at the top to search by instructor, section start date, division, term, course and/or section.

Results will only populate for the sections to which a user has access. The results display the course/section codes, the term, instructor, start date, total number of students enrolled, and the fulfillment percentage and can be sorted by any of these columns. The fulfillment percentage is a key metric and indicates the number of Slingshot orders that have been completed for students who have opted in to Slingshot's service.

The screenshot displays the 'Section Research' interface. On the left is a dark blue sidebar with navigation links: Dashboard, Adopt, Section Research (highlighted), Student Search, Help, and Logout. The main content area is titled 'Section List' and includes a search bar with the placeholder text 'i.e. 'John Smith' or student ID' and a 'Search for Student' button. Below the search bar are filters for 'Instructor' (set to 'All'), 'Section Start Date Range' (10/04/2020 — 11/03/2021), and 'Catalog Filter' (set to 'All'). There are 'Filter' and 'Clear' buttons. A table below shows the results:

Section	Term	Instructor	Start Date	Number of Students	Fulfillment Percentage	Number of Adoptions
ANT420-1	2020 SPRING	Smith, James	01/05/2020	20	89%	3
CLT113-A	2019 SPRING	Graham, Ernest	02/18/2019	18	100%	1
CRJ233-A	2019 SPRING	Ball, Michael	02/18/2019	21	100%	2
COM113-B	2019 SPRING	Gibbs, William	02/18/2019	19	100%	1

At the bottom of the table, it says 'Results: 5 Sections' and there is a pagination control showing '1' and navigation arrows.

SECTION DETAIL

Click on the blue course/section code link in the **Section Research** to view the details about that specific section.

Each course/section displays three key data points

1. Fulfillment Rate shows the percentage of opted in students who have received their order items vs. those items that are still outstanding for this section.
2. Slingshot Preference shows the type breakdown of all enrolled students' fulfillment preferences, including opt outs.
3. Fulfillment Format shows the breakdown of what type of item was used to fulfill the orders based on preference and availability (Rent, Sale New, Sale Used, Consumable, Digital).

Additionally, the course name, instructor, and start date are displayed in the header. **Section Detail** results will populate general details about all students enrolled in this section. These details include the student name, ID number, Slingshot preference, email address, and a count of pending items yet to be provided automatically. If a student has opted out, the pending items count will be zero (0).

Section Research / Section Detail i.e. 'John Smith' or student ID

ANT420-1

Psychological Anthropology-CC
Instructor Priest, Robert | Start date 02/03/2020

Fulfillment Rate		Slingshot Preference		Fulfillment Format	
Fulfilled	Unfulfilled	Rent	Opt-Out	Rent	Digital
89%	11%	80%	20%	75%	25%

Item Title	ISBN	Adoption Status	Requirement
Crazy Like Us: The Globalization of the American Psyche	9781416587088	Adoption Status: Complete	Required
Never in Anger: Portrait of an Eskimo Family	9780674608283	Adoption Status: Complete	Required
Psychological Anthropology: A Reader on Self in Culture	9781405105767	Adoption Status: Complete	Required

Student	Slingshot Preference	Email	Pending Items
Amelia Adams 3098398	Rent last updated: 08/13/2019	aadams@slingshotedu.com	1
Bethany Skaggs 3203957	Opt-Out last updated: 08/11/2019	bskaggs@slingshotedu.com	0
Carie Zaff 3492838	Rent	czaff@slingshotedu.com	0
Elizabeth Groth 3048392	Rent last updated: 01/23/2017	egroth@slingshotedu.com	0
Lee Smith 3048398	Rent last updated: 08/06/2017	lsmith@slingshotedu.com	0

Results: 5 Students 1 < >

STUDENT DETAIL

Clicking on a student allows you to gain insight into required materials, outstanding rentals, and transaction history for a specific individual based on user permissions.

Required Materials:

This tab will show the status of all required materials for a specific student's enrollment. If there are no current adoptions for that section "No Required Course Materials" will display. The following statuses are available:

Upcoming Order | This item is yet to be fulfilled and should arrive prior to the course start date.

Order Created | An order has been created for this item, but has yet to be shipped.

Complete | This item has been fulfilled and is in the customers' possession (or in transit).

Will Not Auto Fulfill | This status indicates that Slingshot may not be providing this item to the student, typically due to an opt out preference.

Returned | This item was a rental that was returned at the end of the rental period.

Refunded | This item was fulfilled but then returned for a refund.

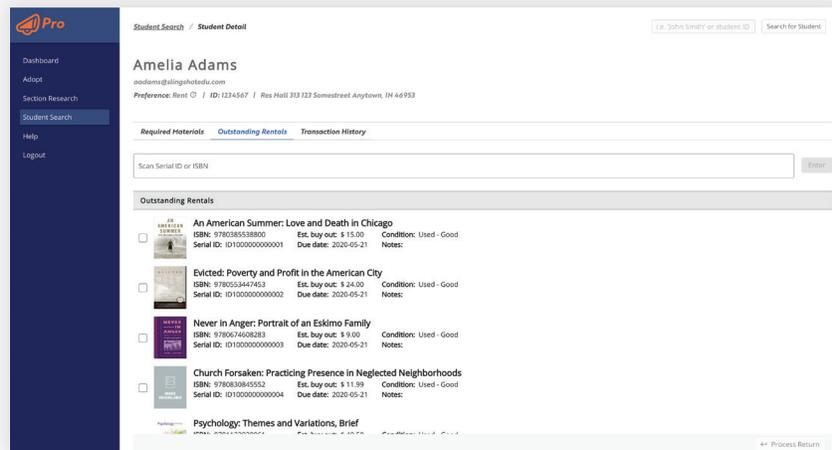
Shipping and fulfillment details are available by selecting the pull down arrow.

The screenshot shows the 'Student Detail' page for Amelia Adams. The page is divided into a left sidebar with navigation options (Dashboard, Adopt, Section Research, Student Search, Help, Logout) and a main content area. The main content area includes the student's name, email, and address. Below this, there are three tabs: 'Required Materials', 'Outstanding Rentals', and 'Transaction History'. The 'Required Materials' tab is active, showing a list of course materials with their fulfillment status and purchase type. Each item has a pull-down arrow for more details.

Course	Status	Type
ANT420-1 Psychological Anth... starts 02/03/2020	2/3 items fulfilled	Order Created, Used Purchase
CAS170-2 Integrative Comm... starts 02/03/2020	1/1 items fulfilled	Complete, Rental
ENG110-5 College Composition starts 02/03/2020	1/1 items fulfilled	Complete, Rental
PSY100-4	2/2 items fulfilled	Complete, New Purchase

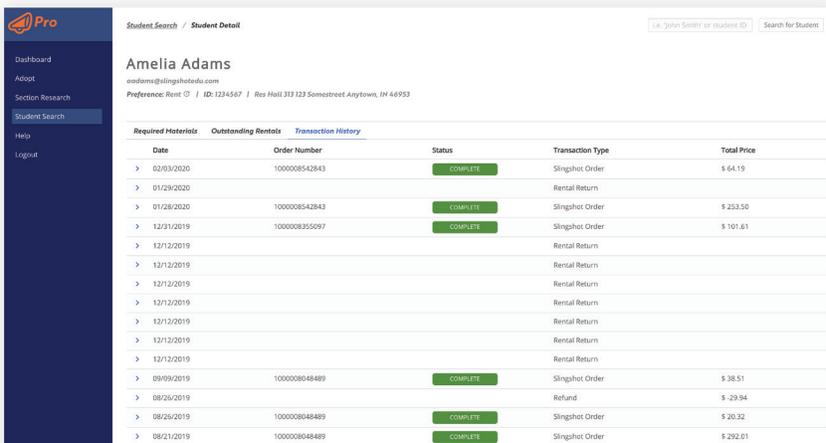
OUTSTANDING RENTALS

A list of a student's current **Outstanding Rentals** and corresponding due dates are displayed on this page. If a student would like to return a rental, a prepaid shipping label can be generated for the item. Just select the desired item(s) and click on the **Return Rentals** button in the top right corner of the screen. The **Pending Returns** section displays the details about any rentals in transit. Click on the tracking number to check on the progress of a shipment. Misplaced shipping labels can be reprinted by clicking on **"Print Return Labels."**



TRANSACTION HISTORY

Administrative users are offered insight into a student's transaction history to verify shipping addresses or billing details. All transactions using that student's account are listed with the most recent at the top. Select the pull down arrow to view itemized details.



If you have any questions or concerns feel free to reach out to customer support at www.slingshotedu.com/support

