



MSF Basic eCourseSM Maintenance Account User Guide

Overview

This guide is intended for Sponsors who choose to maintain their own enrollment systems when implementing MSF eCourse curriculum. This is known as “Option 2” for Training Providers delivering either the Basic or the StreetStrategies *RiderCourse* eCourses. A Sponsor’s account is created in MSF’s **RiderCourse Enrollment System (RES)** and allows Sponsors to issue Coupon Codes to students. An RES Sponsor’s account provides the following functionality:

- Ability for Sponsor to download blocks of coupons and issue them directly to students as they enroll in classes.
- Coupons can be provided to students with the enrollment email they receive through your enrollment system. ** Note: It is up to the Sponsor to decide how to implement this functionality into their enrollment system**
- Each coupon is good for one student and a single use of either the Basic or the StreetStrategies eCourse.
- Sponsors have the ability to view individual student completion status through Sponsor’s RES account
- Sponsors can manage coupons and track coupon assignment and redemption through their RES account.

The eCourse coupon codes are allocated by MSF to training providers who then deliver the coupon codes to their students. They are 12 character, randomly generated, alpha-numeric codes. Students enter the code during the process of registering for the eCourse.

The registration of the eCourse does not expire. A student may take their eCourse as many times as they want. The certificate of completion, which is tied to the date the eCourse was completed, is valid for 30 days. If coupons are given more than 30 days in advance of the course, the students would be well-advised not to complete the eCourse too soon.

Once a student has registered for the eCourse the code has been “redeemed” regardless of whether the student follows through with taking any part of the eCourse or completing the entire eCourse.

The retail price for taking the MSF Basic eCourse is \$19.99. When a student registers for the eCourse and redeems their coupon, the price defaults to \$0.00. Training Providers are billed at the end of the month for all redeemed coupons at a rate of \$4.99 per coupon. If a training provider through its state or agency program is currently using the MSF Quality Assurance Module the rate per redeemed code is discounted to \$3.99.



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Student Registration

This page is where students register for the eCourse. MSF basic eCourse enrollment link:

<https://training.msf-usa.org/eCourse/Basic>

The screenshot shows the 'RiderCourse™ ENROLLMENT SYSTEM' page. At the top, there's a banner with a group of people on motorcycles. Below the banner, a text box says 'Enter the information of the students you wish to enroll.' The 'Class Information' section includes the MSF logo, course type 'Basic eCourse', age range '13yrs and up.', and fee '\$19.99'. The 'Class Notes' section contains system requirements: 'Internet connection: Broadband connections work best. The MSF eCourses are video intensive.' and 'Browser support: Current versions of Chrome, Safari and Firefox are all supported. For Internet Explorer, version 10 or above is supported.' The 'Student Information' section contains fields for First Name, Middle Name, Last Name, Address, City, State, Zip Code, Country, Home Phone, Work Phone, Mobile Phone, Email Address, Verify Email Address, Gender, DOB, Military Status, and Service Number. At the bottom, there are buttons for 'Previous Step', 'Enroll Student', and 'Complete Registration'.

This page is accessible from the MSF website (msf-usa.org) by clicking on “DIGITAL” at the top of the page, then scrolling down past the woman with the pink top, and clicking on “Enroll Now”.



Students should receive the link to the MSF Basic eCourse registration page and their 12-character Coupon Code in the same communication from their training provider.

Once the student has accessed the Basic eCourse registration page, they enter their Student Information in the required fields and click “Enroll Student” at the bottom of the page.

If all the required information is entered, there will be a message inside a light green box near the bottom of the page that “Temporary enrollee successfully added”.

The student must enter their 12-character Coupon Code in the “Gift card or promotional code” field.

The Total Amount Due remains \$19.99 until the “Apply” button is clicked and then the Total Amount Due will change to \$0.00.

Once the Total Amount Due is \$0.00, the student must click “Complete Registration”.

In order to complete the registration, the student must read and agree to the Student Release by checking the “I Accept” box. To activate that checkbox, the student must first read the release by scrolling to the bottom of the inset document. Once the box is checked, the student must enter their email address in the required confirmation fields (they will enter it twice) and click “Complete Registration”.

On the enrollment confirmation page, the student must scroll down until they see their user login (it will be their email address), their eight character password (it is case sensitive) and the website to log in to their course (that website is elearning.msf-usa.org). A copy of their login credentials will also be emailed to them (check Spam and Trash folders if they do not receive anything in their inbox).

Name	Username	Password	eCourse Website
Ward, Madison	madmotor@maildrop.cc	m7ekdx7e	http://elearning.msf-usa.org/

Please Read Carefully And Completely!
Thank you for registering for a MSF course. A confirmation email will be sent to your email address shortly.

Basic eCourse

MSF Confirmation Number: 1A10594222A

Please have your students reach out to the MSF eCourse Support Desk directly with any issues. The hours of availability are 8:30 am – 5:00 pm PACIFIC TIME, Monday through Friday. Please take note, the Support Desk is not available on the weekends.

MSF Support Desk

msfsupport@msf-usa.org

949-727-3227 x 3158

Hours: 8:30 am – 5:00 pm Pacific Time

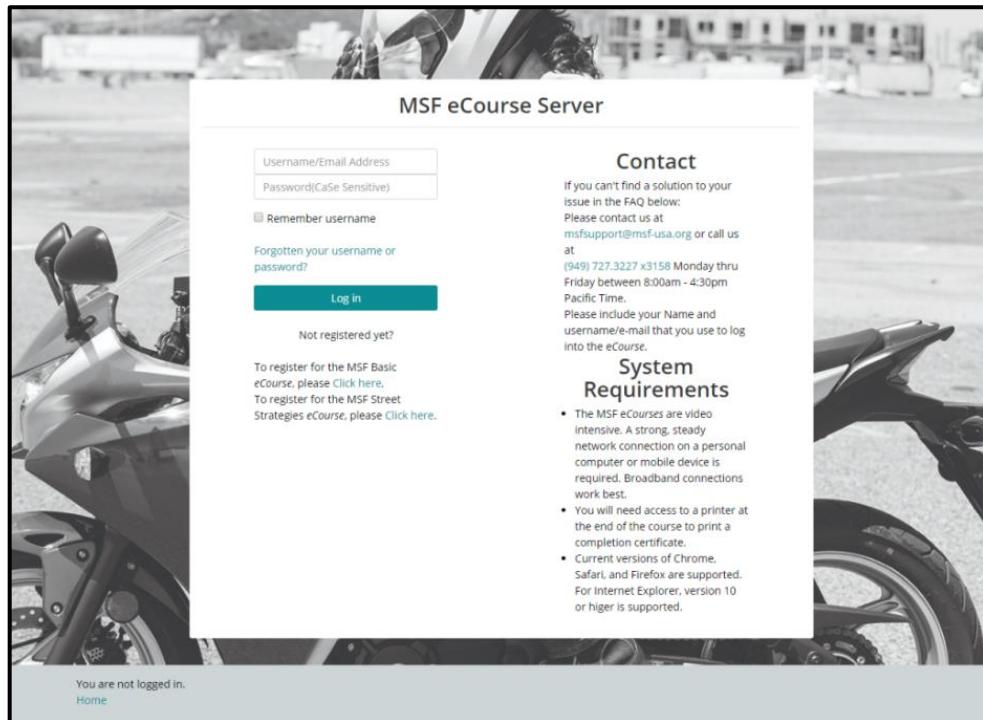
Monday-Friday (closed on the weekends)



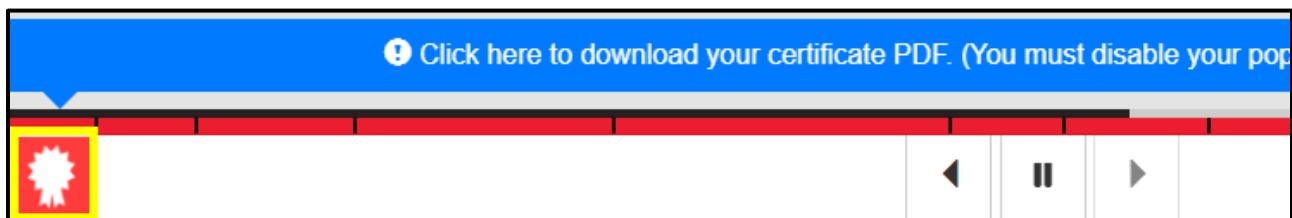
Accessing the eCourse

After registering for the *eCourse* and redeeming their coupon, the student receives a confirmation email that contains their username, a password, and a link to the *eCourse*.

The “User Login” page looks like this:

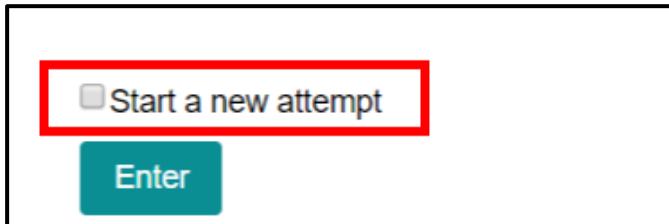


The student can choose how to manage their time for completing the *eCourse*. They can log on and off at their convenience, and complete it in segments. The system brings them back to where they left off. If they wish, they could sit straight through the entire course, which takes approximately 3 hours. There is no time limit to completing the *eCourse*. The final step of completing the *eCourse* includes clicking on the icon in the bottom left corner.





A student has unlimited opportunities/attempts to take the eCourse from start to finish. Once a student completes the eCourse, the completion certificate is valid for 30 days. To obtain a new certificate the student would have to re-take the entire e-course (which they can do for free within their account, making sure to check the “start new attempt” box).



Each completion certificate has a unique identification number.

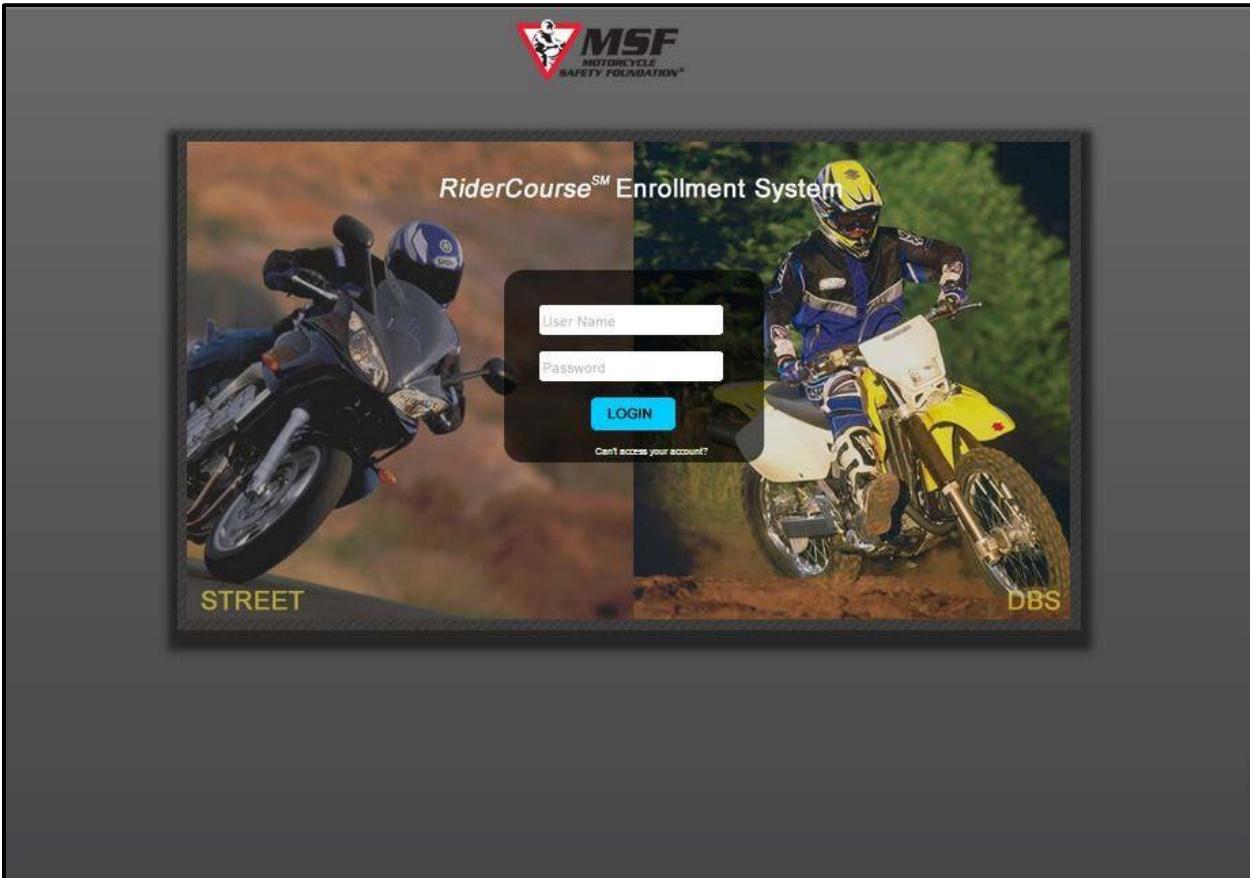
Each state has its own policy in regards to whether or not they will accept a student's eCourse Certificate of Completion after the 30 days. Please check with your State Coordinator for guidance.

If a student does not have a physical printed copy of their certificate, you will need to verify their eCourse Completion using the “Completions” section of your RES account.

Coupon Management

The eCourse Coupon Maintenance Account is accessed in the MSF online *RiderCourseSM* Enrollment System (RES). The link to that system is: <https://training.msf-usa.org/RESAdmin>

The RES log-in screen looks like this:





Log-in with your Coupon Access Account user-name and password, the screen that appears will look like this:

RiderCourse Enrollment System

Notifications

Filters [Select](#) [Mark as Read](#) [Mark as Unread](#)

Inbox (0)

- Unread (0)
- Urgent (0)
- Important (0)

Archived (1)

Headline News

RES Update - Changing A Class Status From Scheduled to Completed (11/11/2016)
You no longer need to complete the "Course Completion Overview" section of a class to change the class from "Scheduled" to "Completed" status. [more...](#)

Motorcycle Safety Foundation RiderCourse Enrollment System Security Update Notice (02/20/2014)
The Motorcycle Safety Foundation has always made data security a prime concern. Throughout the life of our RiderCourse Enrollment System (RES), we have taken measures to insure that RES is a safe and secure tool. We use proven technologies, store sensit [more...](#)

ADA Guidelines Posted in Library (02/05/2009)

Helpful Links

- [MSF Online Store](#)
- [RES Public Enrollment](#)
- [RETSORG](#)
- [RiderCoach Qualification Center](#)

Click "Classes" at the top of the page. This will bring up the coupon maintenance screen.



The Coupon Maintenance Screen looks like this:

The screenshot shows the MSF RiderCourse Enrollment System (RES) interface. The left sidebar has a tree view with 'eCourse' expanded, and 'Coupon Maintain' is highlighted with a red box. The main content area is titled 'eCourse Coupon - Maintenance'. It contains a search form with fields for Program (Street), Coor Grp (California), Sponsor, Status, First Name, Last Name, eCourse (Basic eCourse), Coupon #, Asgmt. Group, Status Date (From and To), and Invoicing Services (Month and Year). Below the search form is a table titled 'Search Results' with columns: Grp, CouponCode, Status, Status Date, Assigned To, and Redeemed By. The table shows 0 records. At the bottom of the page are social media links (YouTube, Twitter, Facebook), the system version (v3.7.6775.28384), copyright information (Copyright 2005-2018, Motorcycle Safety Foundation, Inc. All Rights Reserved), and links to Privacy Policy and Contact Us.



On the left is a heading for the eCourse and two selections: “Coupon Maintain”, and “Completions”.

On the right are options for “Search”, “Clear”, and “Groups”. The “Status” drop down menu looks like this:

The screenshot shows the MSF eCourse Coupon - Maintenance page. On the left, there's a sidebar with 'eCourse' expanded, showing 'Coupon Maintain' and 'Completions'. The main area has a search form with fields for 'Program' (Street), 'Coor Grp' (California), 'Sponsor', 'Status' (dropdown menu), 'First Name', 'Last Name', 'Status Date' (date range), and 'Invoicing Services' (month and year dropdowns). To the right are 'Search', 'Clear', and 'Groups' buttons. Below the search form is a table with columns 'Grp', 'CouponCode', 'Status', 'Status Date', 'Assigned To', and 'Redeemed By'. The table currently shows 'Records: 0'.

“Status”: there are four designations: “Assigned”, “Unassigned”, “Redeemed”, and “Voided”.

The status “Unassigned” is the condition the coupon codes are in when first allocated to a sponsor. This condition is not activated. The codes cannot be redeemed for access to the eCourse at this stage, and are therefore in a “safe” mode. This can be helpful from a security standpoint since you are billed for codes based on redemption. Choosing the status menu item “Unassigned” and clicking “Search” will give you a list of all your allocated codes that have not yet been assigned.

The search for unassigned codes will populate the “Search Results” window at the bottom and looks like this:

eCourse Coupon - Maintenance

Program: Street	Coor Grp: California	By State <input type="radio"/> By Coordinator Group <input type="radio"/>
Sponsor: Discovery Rider Training Center - 200399 - (A)		
Status: Unassigned	First Name: <input type="text"/>	Status Date: <input type="text"/> From: <input type="text"/> To: <input type="text"/>
eCourse: Basic eCourse	Last Name: <input type="text"/>	
Coupon #: <input type="text"/>		
Asgmt. Group: <input type="text"/>		

Search Results

Grp	CouponCode	Status	Status Date	Assigned To	Redeemed By
✓	BBH1LIYUN3Q6	Unassigned			
✓	DW8WHFMMSW7V	Unassigned			
✓	GIBD31EOL7JO	Unassigned			
✓	JUU8GWCKMHBU	Unassigned			
✓	JWRE7BL1OFC	Unassigned			
✓	M1V1FPWSY27U	Unassigned			
✓	N6P82CXPAGBN	Unassigned			

Records: 14

Page 1 of 1

Coupons must be assigned before they can be used or redeemed by a student, and can be assigned to a specific individual, or assigned to a group generically.

To assign a coupon to an individual you would select “Unassigned” in status and click search. Select a coupon code by clicking the coupon edit button, (this is the pencil icon to the left of the coupon code).



< This is the edit coupon button

Clicking the edit coupon button will bring up this screen:

Coupon Assign

Asgnmt.Group:	<input type="text"/>
Coupon #:	BBH1LIYUN3Q6
Status:	Unassigned
Assigned To:	Enter a Name -or- StudentID
StudentID:	<input type="text"/>
Name: First	<input type="text"/>
Date:	<input type="text"/>

Save Cancel

Select the status “Assigned”, and enter the student name, and then click the “Save” button.



Coupon Assign

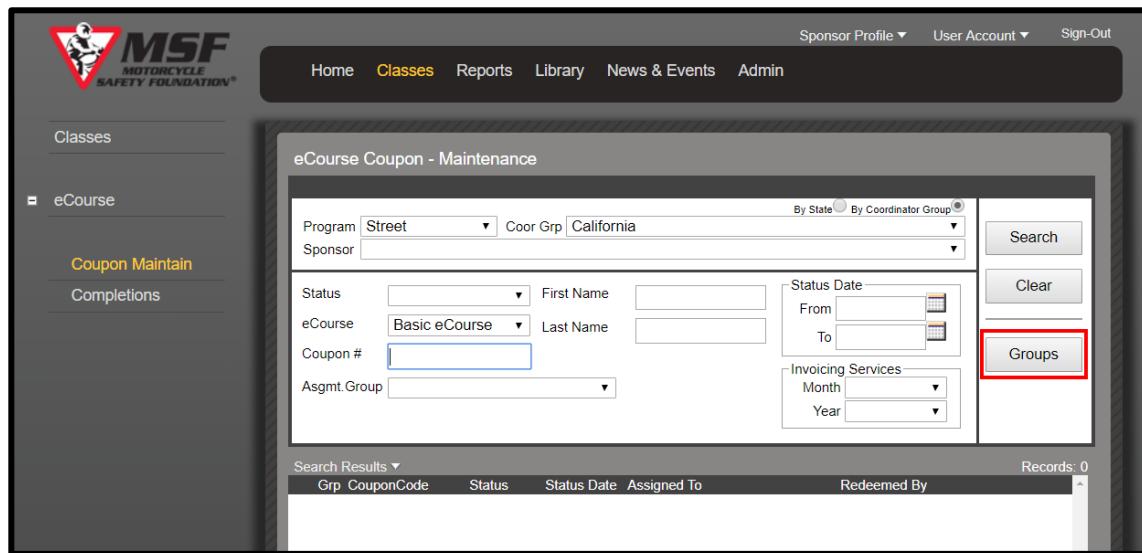
Asgmnt.Group:	<input type="text"/>
Coupon #:	BBH1LIYUN3Q6
Status:	Assigned
Assigned To:	Enter a Name -or- StudentID
StudentID:	<input type="text"/>
Name: First	<input type="text"/> Briana
Last:	<input type="text"/> Schemm
Date:	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Once saved, the coupon code will appear in the result list like this:

Search Results ▾						Records: 14
Grp	CouponCode	Status	Status Date	Assigned To	Redeemed By	
<input checked="" type="checkbox"/>	BBH1LIYUN3Q6	Assigned	03/05/2015	Briana Schemm		<input type="button"/>

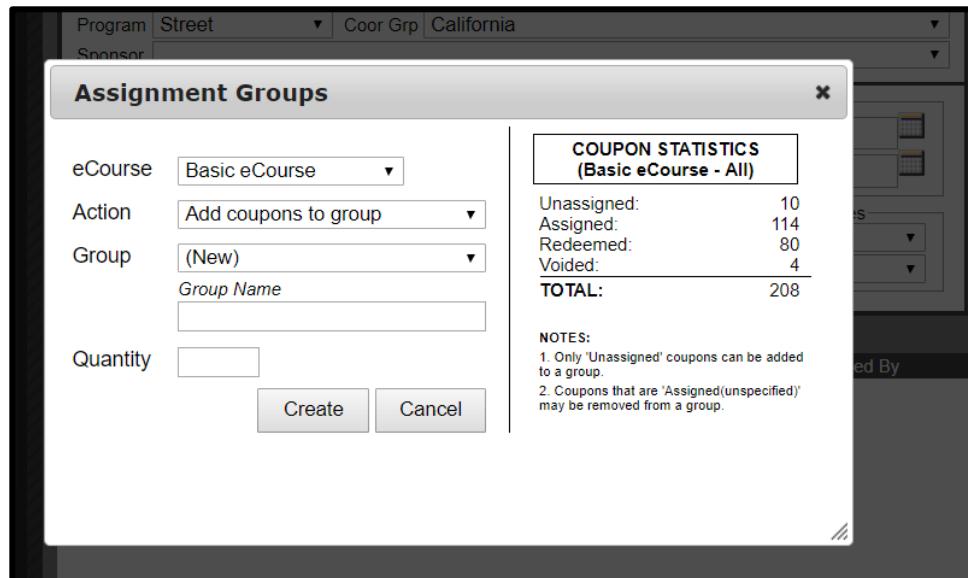
Group Assignments

You can assign codes to a group individually or in bulk. Assigning more than one code at a time to a group results in codes with the Status “Assigned” (meaning they are active and ready for use) but with a generic Assigned To of “unspecified”. To do this, click on “Groups” on the right side of the page.



The screenshot shows the MSF RES Coupon Maintenance User Guide interface. The top navigation bar includes links for Home, Classes, Reports, Library, News & Events, and Admin. The main content area is titled "eCourse Coupon - Maintenance". On the left, there is a sidebar with "Classes" and "eCourse" sections, and a "Coupon Maintain" section which is currently selected. The main form contains fields for Program (Street), Coor Grp (California), Sponsor, Status, eCourse (Basic eCourse), Coupon #, Asgmt. Group, First Name, Last Name, Status Date (From and To), and Invoicing Services (Month and Year). On the right, there are buttons for "Search", "Clear", and "Groups" (which is highlighted with a red box). Below the form is a "Search Results" table with columns for Grp, CouponCode, Status, Status Date, Assigned To, and Redeemed By. The table shows 0 records.

The screen that appears will look like this:



The screenshot shows the "Assignment Groups" dialog box. It has fields for "eCourse" (Basic eCourse), "Action" (Add coupons to group), "Group" (New), "Group Name" (Group Name), and "Quantity" (Quantity). On the right, there is a "COUPON STATISTICS (Basic eCourse - All)" section with the following data:

Unassigned:	10
Assigned:	114
Redeemed:	80
Voided:	4
TOTAL:	208

Below the statistics, there is a "NOTES" section with the following text:

- Only 'Unassigned' coupons can be added to a group.
- Coupons that are 'Assigned(unspecified)' may be removed from a group.

Enter the number of coupons you want to add to the group in the “Quantity” field.

Assign the group a name in the “Group Name” field and then click “Create”.

A message will pop up confirming the creation of the group.

Click “OK”.

From the Groups window, you can add and remove coupons from a group. You can also rename an existing group. Use the “Action” drop down menu to make your changes and click “Update” to save your changes.

Program Street Coor Grp California
Sponsor

Assignment Groups

eCourse Basic eCourse ▾

Action Add coupons to group ▾

Group Add coupons to group
Remove coupons from group
Rename group

Quantity

Create Cancel

COUPON STATISTICS
(Basic eCourse - All)

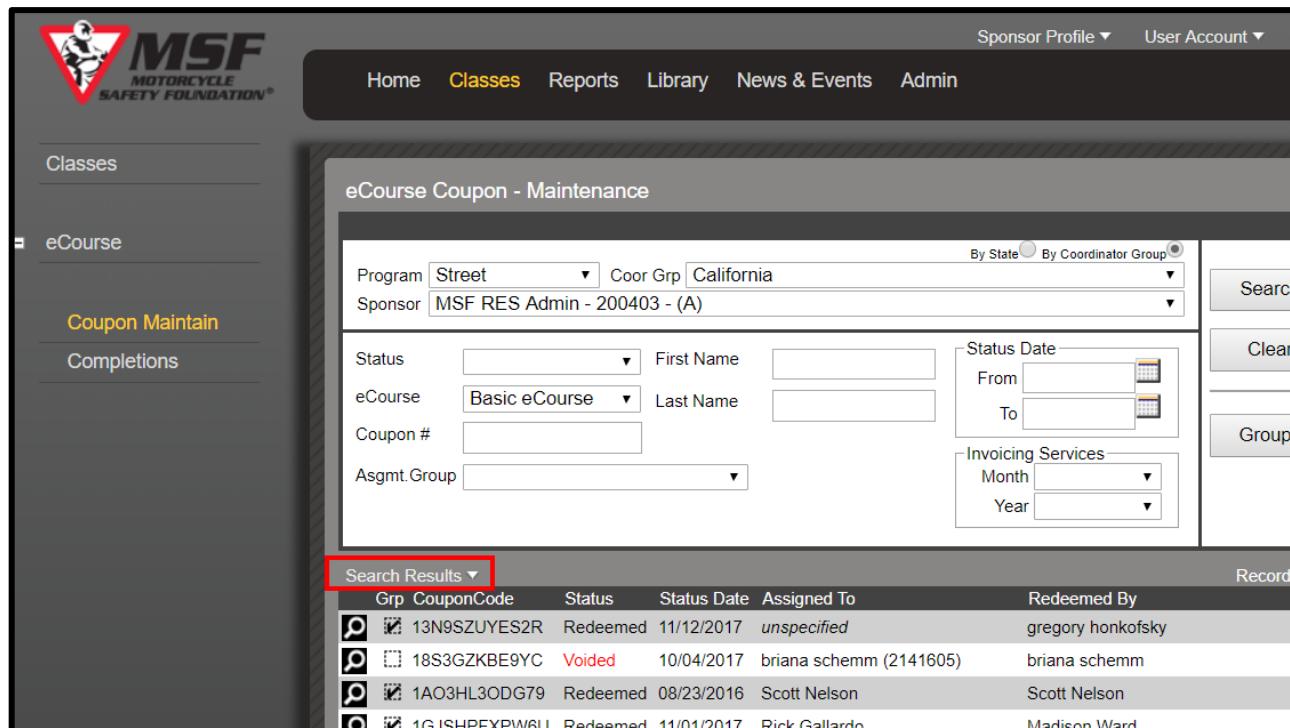
Unassigned:	10
Assigned:	114
Redeemed:	80
Voided:	4
TOTAL:	208

NOTES:

1. Only 'Unassigned' coupons can be added to a group.
2. Coupons that are 'Assigned(unspecified)' may be removed from a group.

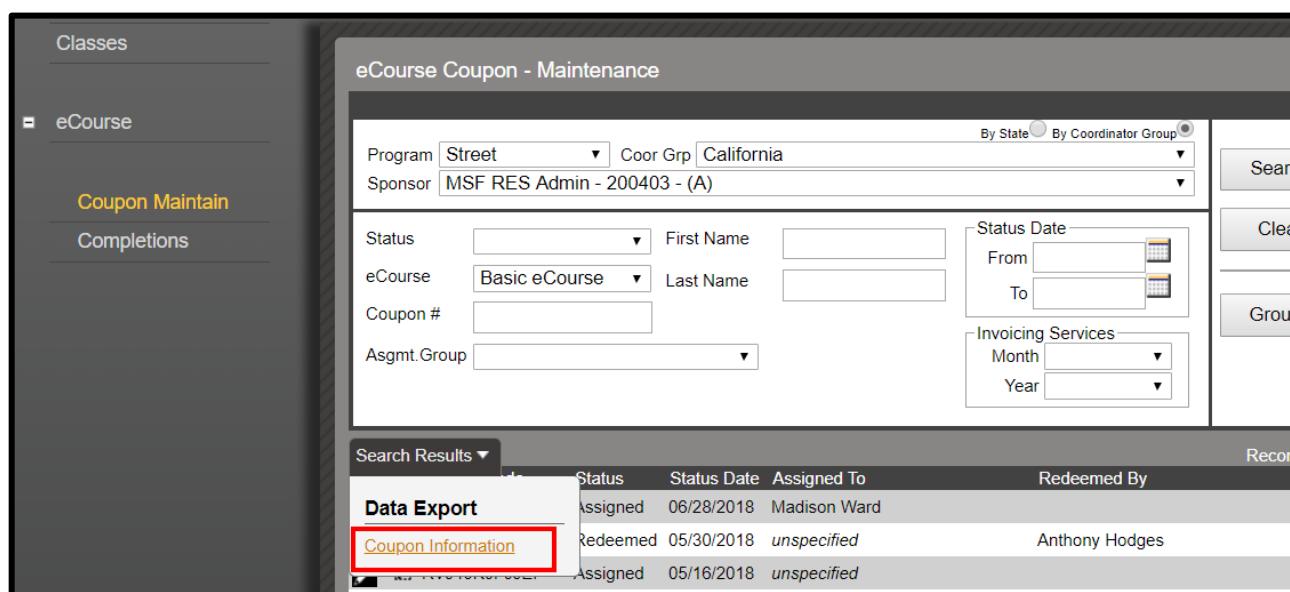
Data Export

All search types in the Coupon Maintenance section have an export feature that downloads the codes into an Excel spreadsheet. This allows the flexibility of doing coupon management from Excel. To export, hover your cursor over the words “Search Results” (located just above the top code in your results), and click on Coupon Information.



eCourse Coupon - Maintenance

Grp	CouponCode	Status	Status Date	Assigned To	Redeemed By
13N9SZUYES2R	Redeemed	11/12/2017	unspecified	gregory honkofsky	
18S3GZKBE9YC	Voided	10/04/2017	briana schemm (2141605)	briana schemm	
1AO3HL3ODG79	Redeemed	08/23/2016	Scott Nelson	Scott Nelson	
1GISHPEXPW6LU	Redeemed	11/01/2017	Rick Gallardo		Madison Ward



eCourse Coupon - Maintenance

Status	Status Date	Assigned To	Redeemed By
Assigned	06/28/2018	Madison Ward	
Redeemed	05/30/2018	unspecified	Anthony Hodges
Assigned	05/16/2018	unspecified	

Redeemed Codes

To determine if a specific Coupon Code has been redeemed, enter the code (you do not need to enter all 12-characters, usually four or five characters is enough) in the “Coupon #” field and click “Search”.

eCourse Coupon - Maintenance

Program	Street	Coor Grp	California	By State <input type="radio"/>	By Coordinator Group <input checked="" type="radio"/>
Sponsor	MSF RES Admin - 200403 - (A)				
Status	First Name	Status Date			
eCourse	Last Name	From	To	Invoicing Services	
Coupon #	34MY				Month
Asgmt. Group	Year				
<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Groups"/>					

The results appear at the bottom of the page. Check the “Status” column, and then the “Redeemed By” column to see who redeemed it:

eCourse Coupon - Maintenance

Program	Street	Coor Grp	California	By State <input type="radio"/>	By Coordinator Group <input checked="" type="radio"/>
Sponsor	MSF RES Admin - 200403 - (A)				
Status	First Name	Status Date			
eCourse	Last Name	From	To	Invoicing Services	
Coupon #	34MY				Month
Asgmt. Group	Year				
<input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Groups"/>					
Search Results <input type="button" value="Records: 1"/>					
Grp	CouponCode	Status	Status Date	Assigned To	Redeemed By
	34MY353MA8B9	Redeemed	03/21/2018	unspecified	Madison Ward



Clicking on the magnifying glass icon  allows you to see further code details:

Program: Street ▼ Coor Grp: California

Co: MSF RES Admin (200403) ▼

Coupon ✖

MSF RES Admin (200403)

Asgnmt. Group: 2018 Testing Codes

Coupon #: 34MY353MA8B9

Status: Redeemed & Invoiced

Assigned To:

StudentID:

Name: First Last

Date: 03/06/2018 01:24 PM

Redeemed By:

Name: Madison Ward

Date: 03/21/2018 03:08 PM

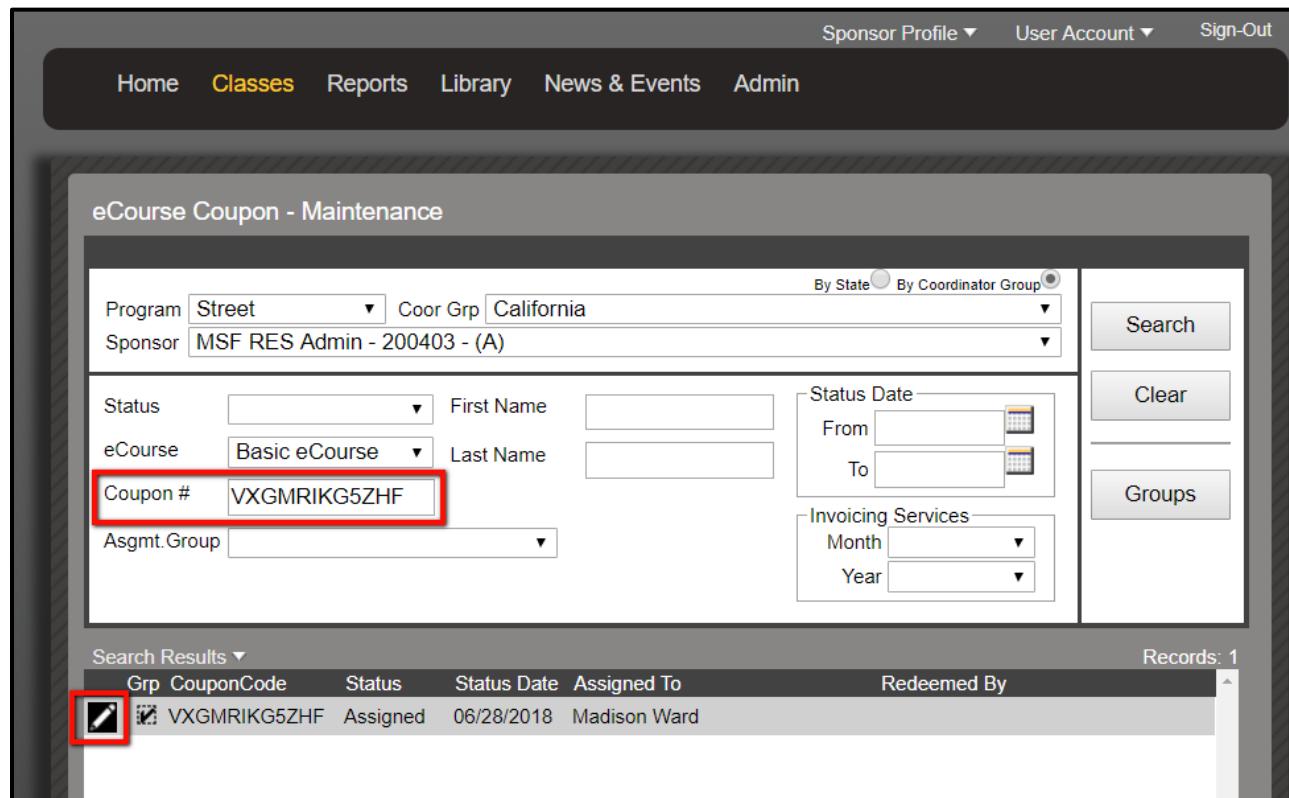
Close

Voiding Coupons

If a student cancels their hands-on training but has already received an eCourse Coupon Code, you may wish to void the coupon to avoid being billed for the cost of the student's eCourse.

This is only possible if the student has not yet redeemed the code.

From the "Coupon Maintain" screen, enter the Coupon Code you wish to void in the field "Coupon #" and click Search.



Sponsor Profile ▾ User Account ▾ Sign-Out

Home Classes Reports Library News & Events Admin

eCourse Coupon - Maintenance

Program	Street	Coor Grp	California	By State <input type="radio"/>	By Coordinator Group <input checked="" type="radio"/>
Sponsor	MSF RES Admin - 200403 - (A)				
Status	First Name	Status Date			
eCourse	Last Name	From	To	Invoicing Services	
Coupon #	VXGMRIKG5ZHF				Month
Asgmt. Group					Year

Search Results ▾

Grp	CouponCode	Status	Status Date	Assigned To	Redeemed By
	VXGMRIKG5ZHF	Assigned	06/28/2018	Madison Ward	

Records: 1

Click on the Pencil Icon  to open the Coupon Edit window.



Click on the “Status” drop down and change the selection from “Assigned” to “Voided”.

Enter a few words in the “Reason for Void” box to explain why you are voiding this code, something like ‘Student Cancelled’.

Coupon Edit

MSF RES Admin (200403)

Asgnmt. Group: Test Codes

Coupon #: VXGMRIKG5ZHF

Status: **Assigned**

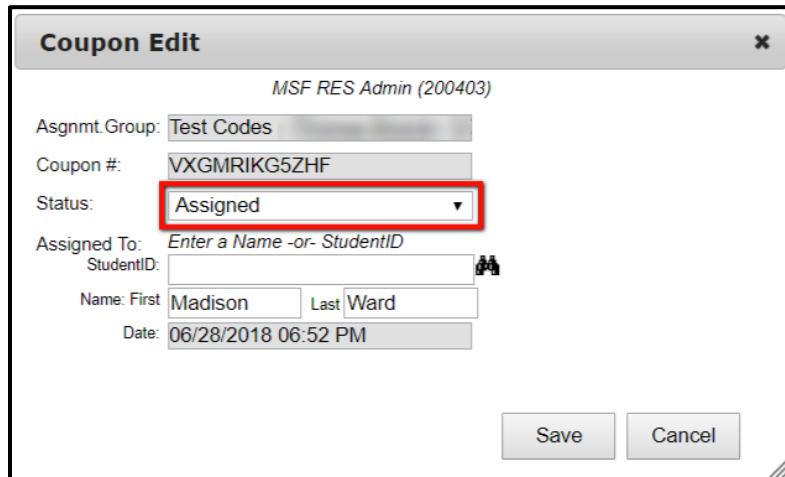
Assigned To: Enter a Name -or- StudentID

StudentID:

Name: First **Madison** Last **Ward**

Date: 06/28/2018 06:52 PM

Save Cancel



Coupon Edit

MSF RES Admin (200403)

Asgnmt. Group: Test Codes

Coupon #: VXGMRIKG5ZHF

Status: **Voided**

Reason for Void: **student cancelled**

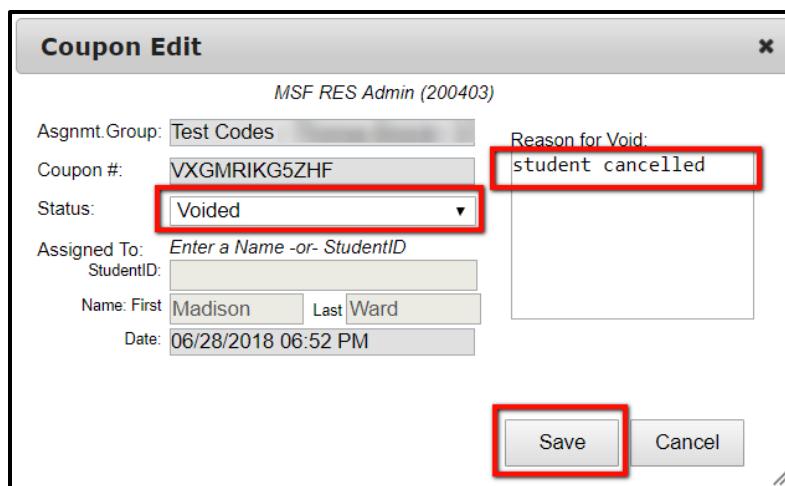
Assigned To: Enter a Name -or- StudentID

StudentID:

Name: First **Madison** Last **Ward**

Date: 06/28/2018 06:52 PM

Save Cancel



*You will not be able to save your change if you have not entered a reason for voiding.

Once a Coupon Code has been voided, it cannot be reactivated.

You can always contact MSF Support at msfsupport@msf-usa.org to request more codes.



Completions

The RES system allows for verification of eCourse completions using the “Completions” menu.

The screenshot shows the 'eCourse Completions' search interface. The 'Completions' button in the sidebar is highlighted with a red box. The search form includes fields for Program (Street, Coor Grp, Sponsor), eCourse (Basic eCourse, CertificateID, Asgmt Group), and personal information (First Name, Last Name, City, Zip Code, Email). The search results table shows columns for CompletionID, Completion Date, First Name, Last Name, Email, Address, City, and Hm Phone. A 'Search' and 'Clear' button are also present.

You can use any of the fields to search for a student's completion information.

We recommend using the email address the student used to register for the course.

If a student has only completed part of their course, they will not appear in the “Completions” search results.

Removing Unredeemed Coupons From A Group

To remove unused (unredeemed) coupons from an existing Group, they cannot be assigned to a specific student name. If they are, you must first remove the student name associated with the coupon.

To remove a student's name from a coupon, click on the pencil icon  to the left of the coupon code. This allows you to view and edit a specific coupon's details.

It will look like this:

Coupon Edit

MSF RES Admin (200403)

Asgmnt. Group: 2018 Testing Codes

Coupon #: RVJ49K9FJJEF

Status: Assigned

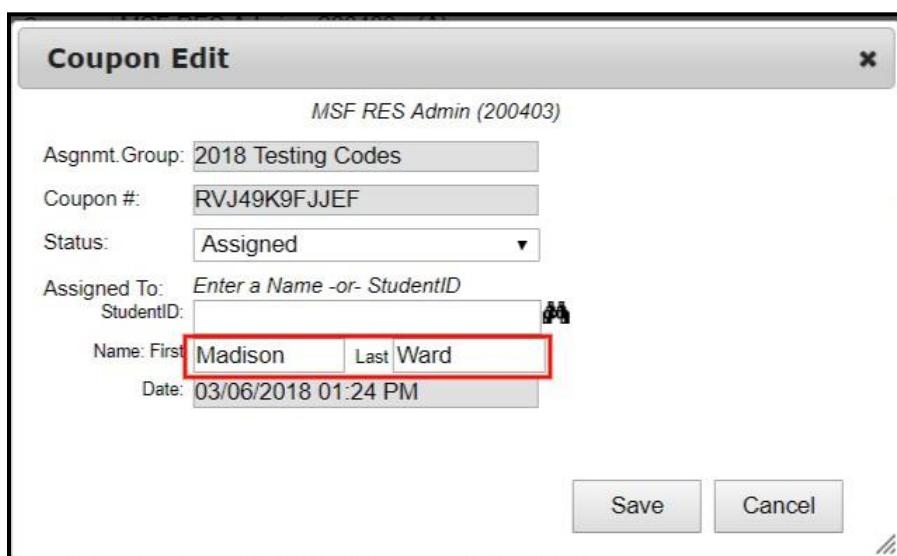
Assigned To: Enter a Name -or- StudentID

StudentID:

Name: First Last

Date: 03/06/2018 01:24 PM

Save Cancel



Delete the student's first and last names from the fields, then click "Save" in the bottom right corner of the box.



Once you have removed the student's name from the coupon, in order to remove it from the group, click on "Groups" on the right side of the Coupon Maintenance screen.

eCourse Coupon - Maintenance

Program	Street	Coor Grp	California	By State	By Coordinator Group
Sponsor	MSF RES Admin - 200403 - (A)				
Status	Assigned	First Name			
eCourse	Basic eCourse	Last Name			
Coupon #					
Asgmt. Group					
			Status Date		
			From		
			To		
			Invoicing Services		
			Month		
			Year		
<input type="button" value="Search"/> <input type="button" value="Clear"/> <input style="border: 2px solid red;" type="button" value="Groups"/>					

In the "Action" field, click the drop-box and change the action to "Remove Coupons From Group"

Assignment Groups

eCourse	Basic eCourse													
Action	Add coupons to group													
Group	(New)													
Group Name														
Quantity														
<input type="button" value="Create"/> <input type="button" value="Cancel"/>		<p>COUPON STATISTICS (Basic eCourse - All)</p> <table border="1"><tr><td>Unassigned:</td><td>9</td></tr><tr><td>Assigned:</td><td>116</td></tr><tr><td>Redeemed:</td><td>79</td></tr><tr><td>Voided:</td><td>4</td></tr><tr><td>TOTAL:</td><td>208</td></tr></table> <p>NOTES:</p> <ul style="list-style-type: none">1. Only 'Unassigned' coupons can be added to a group.2. Coupons that are 'Assigned(unspecified)' may be removed from a group.			Unassigned:	9	Assigned:	116	Redeemed:	79	Voided:	4	TOTAL:	208
Unassigned:	9													
Assigned:	116													
Redeemed:	79													
Voided:	4													
TOTAL:	208													

Assignment Groups

eCourse	Basic eCourse													
Action	Remove coupons from group													
Group	(select a group)													
Quantity														
<input type="button" value="Update"/> <input type="button" value="Cancel"/>		<p>COUPON STATISTICS (Selected Group)</p> <table border="1"><tr><td>Assigned (specified):</td><td>n/a</td></tr><tr><td>Assigned (unspecified):</td><td>n/a</td></tr><tr><td>Redeemed:</td><td>n/a</td></tr><tr><td>Voided:</td><td>n/a</td></tr><tr><td>TOTAL:</td><td>n/a</td></tr></table> <p>NOTES:</p> <ul style="list-style-type: none">1. Only 'Unassigned' coupons can be added to a group.2. Coupons that are 'Assigned(unspecified)' may be removed from a group.			Assigned (specified):	n/a	Assigned (unspecified):	n/a	Redeemed:	n/a	Voided:	n/a	TOTAL:	n/a
Assigned (specified):	n/a													
Assigned (unspecified):	n/a													
Redeemed:	n/a													
Voided:	n/a													
TOTAL:	n/a													

Assignment Groups

eCourse	Basic eCourse
Action	Remove coupons from group
Group	2018 Testing Codes
Quantity	1

**COUPON STATISTICS
(Selected Group)**

Assigned (specified):	0	Assigned (unspecified):	10	Redeemed:	1	Voided:	1
TOTAL:				12			

NOTES:

1. Only 'Unassigned' coupons can be added to a group.
2. Coupons that are 'Assigned(unspecified)' may be removed from a group.

Next, select the group from which you want to remove coupons.

Enter the quantity of codes you wish to remove, and then click on “Update”:

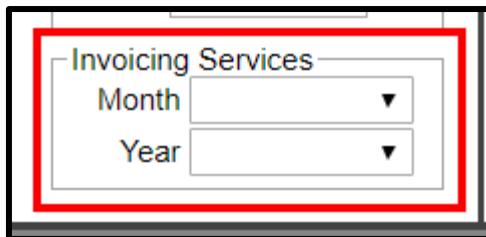
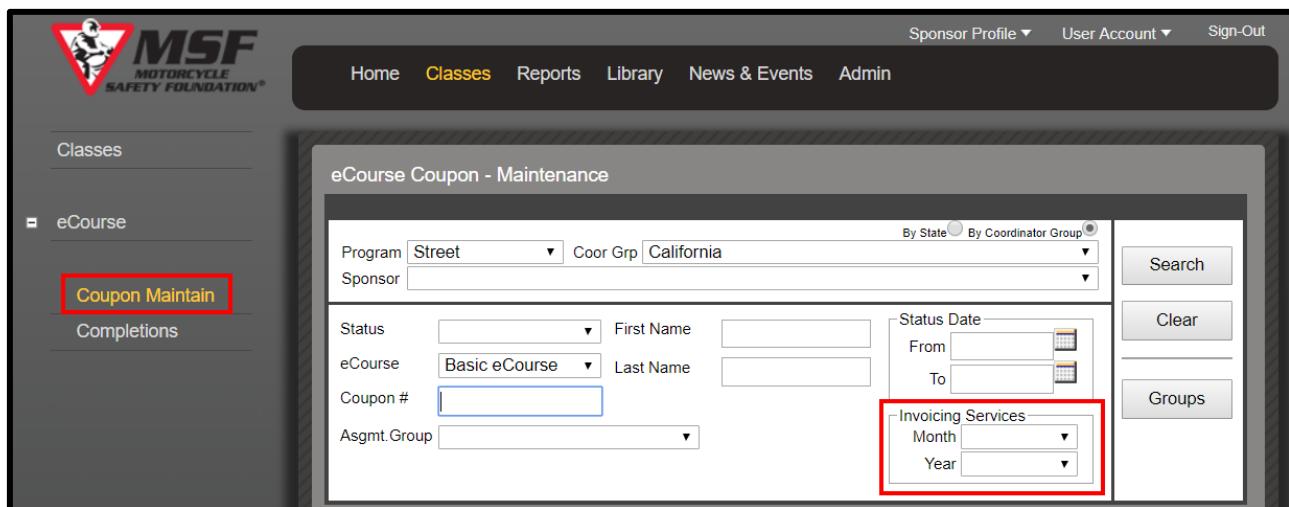
Once you click on “Update”, you will get the following confirmation message. Click on “OK”.



Please note that you can only remove coupons that have not already been redeemed.

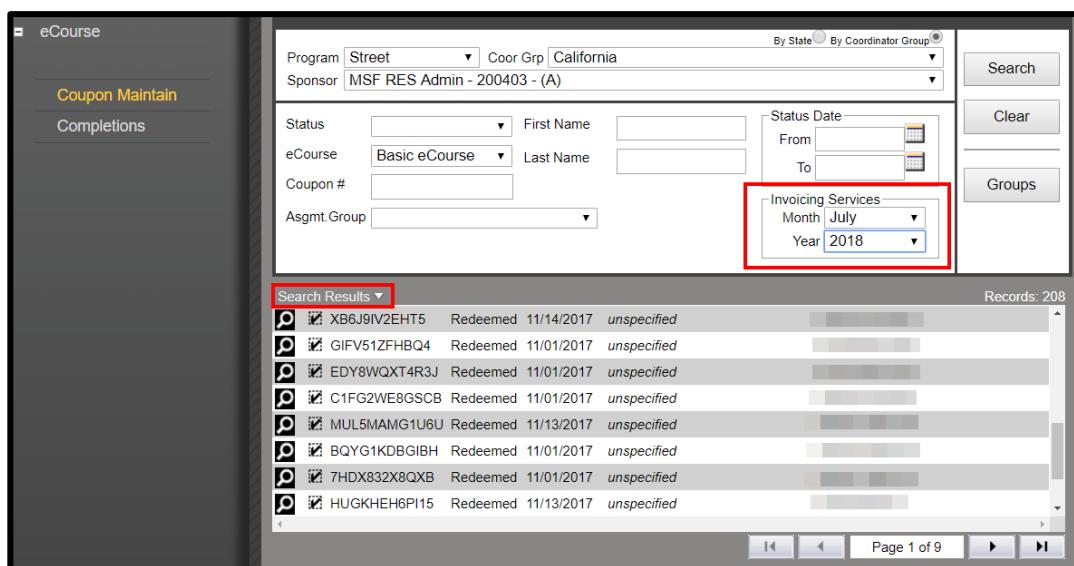
Searching Invoiced Coupon Codes

Sponsors are invoiced monthly based on the Coupon Codes *redeemed* during that month. You can retrieve details for coupons invoiced from the Coupon Maintain menu by selecting the Month and Year and clicking “Search”.

The screenshot shows the MSF eCourse Coupon - Maintenance page. On the left, there's a sidebar with 'eCourse' and 'Coupon Maintain' (which is highlighted with a red box). The main area has search fields for Program (Street), Coor Grp (California), and Sponsor. Below these are fields for Status, eCourse (Basic eCourse), Coupon #, Asgmt. Group, and First/Last Name. To the right of these fields is an 'Invoicing Services' section with 'Month' and 'Year' dropdowns, also highlighted with a red box. On the far right are 'Search', 'Clear', and 'Groups' buttons.

Results can be exported into Excel using the “Search Results” menu.



The screenshot shows the 'Search Results' interface. The 'Invoicing Services' section is highlighted with a red box, showing 'Month: July' and 'Year: 2018'. Below this, the 'Search Results' table displays 208 records of coupon codes, each with a checkbox, coupon number, date redeemed, and status. The table is paginated at the bottom.



Obtaining a Coupon Management Access Account

An RES access account for Coupon Maintenance and Completions is available for anyone who is an authorized contact for the RERP.

To add or edit RERP contacts, please complete the “RERP Information Update Form”, located in the [RETSORG](#) Library under RERP Materials, and submit it to RERP@msf-usa.org with your RERP number and RERP name in the subject line. The RERP department will make the requested changes and provide email confirmation. Please email MSF Support at msfsupport@msf-usa.org to request a Coupon Maintenance account. It typically takes 48 hours for changes to be processed.

For additional questions, please contact:

MSF Support Desk
msfsupport@msf-usa.org
(949) 727-3227 x3158
Monday - Friday, 8:30am – 5:00pm Pacific Time
We are closed on weekends