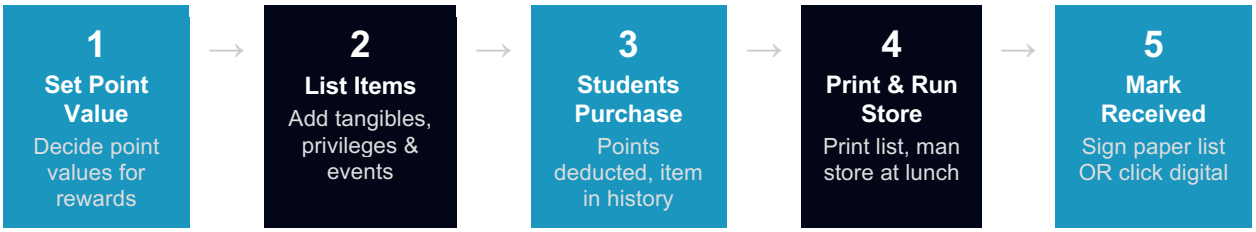
About This Guide

Audience: School Administrators and Deputy Principals
Purpose: Set up and run the AchievoEDU Student Store from initial configuration through to handing items to students and marking them as received.
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Support: support@achievoedu.com.au

The AchievoEDU Student Store is a powerful reward system that lets your school convert student points into real, meaningful rewards. This guide walks you through every step, from deciding how much a point is worth right through to running the store at lunch and marking items as received.

1. How the Store Works — Overview



2. Step 1 — Setting Your Point Value

Before listing any items, you need to decide how many points equal one Australian dollar. This is your school's decision and can reflect how frequently teachers award points and how generous you want rewards to be.

Points per $1	Example item cost	Best for...
100 pts = $1	School hat = 2,500 pts	Schools that award points generously — multiple times per day per student
50 pts = $1	School hat = 1,250 pts	Balanced — points awarded several times per week
10 pts = $1	School hat = 250 pts	Schools where points are awarded selectively and are hard to earn

💡 There is no right answer — the best approach is to work backwards. Pick a reward you want students to work hard for (e.g. a $25 JB Hi-Fi gift card), decide how many weeks of consistent positive behaviour it should take to earn it, then calculate points per $1 from there. You can always adjust the value of items in the store at any time.

⚠ If you are changing the value of items in the store, consider announcing any changes to students before applying the changes

3. Step 2 — Listing Items in the Store

The store supports three categories of reward. You can list as many or as few items as you like in each category. Items can be enabled or disabled at any time without deleting them.

📦 Tangibles

Physical items students collect at the store.

Examples:

- Box of pencils
- Yo-yo
- Books
- School hat
- School jumper
- JB Hi-Fi gift card
- Stationery packs

Requires:

Stock quantity tracking. Set a stock level so the item auto-disables when sold out.

⭐ Privileges

Special access or experience-based rewards.

Examples:

- Elevator pass (1 week)
- Skip canteen queue pass
- $10 off formal ticket
- Free dress day pass
- Sit anywhere at assembly
- Homework pass (1 night)
- Lunch in the classroom

Requires:

A clear start date for the privilege. Set a redemption window (e.g. valid for 2 weeks from purchase).

🎉 Events

Tickets to school-run experiences.

Examples:

- Ticket to pool party
- Movie at lunch
- Breakfast with the principal
- Games afternoon
- Cooking class
- End-of-term celebration
- Trivia competition

Requires:

Set a ticket cap (max attendees). The item auto-disables when the cap is reached.

Adding an Item to the Store

1. Go to Admin Sidebar → Store → Add Item
2. Fill in the item details (see field reference below)
3. Set the item category: Tangible, Privilege, or Event
4. Set the point cost — the system will show students the equivalent dollar value automatically
5. Set stock quantity (Tangibles/Events) or leave unlimited (Privileges)
6. Upload a photo of the item — students are much more likely to purchase items with clear photos
7. Toggle the item to Active and click Save
8. The item is now visible to students in their Store tab

Add New Store Item — Field Reference

Item Name	[e.g. 'School Hat — Navy' or 'Skip Canteen Queue Pass']
Category	Tangible / Privilege / Event
Description	[Brief description students will see — be specific, e.g. 'Valid for 5 school days. Must show pass at canteen entrance.']
Point Cost	[e.g. 500 pts] — system displays equivalent AUD based on your point value
Stock Quantity	[Number available] or -1 (Unlimited stock)
Image URL	[Insert link to image]
Sale discount	Active / Inactive / Sold Out (auto)
Visible in store	[On or Off] Use this to create items that you don't want to list yet, or to hide the listing when out of stock

💡	Pro tip: Start with 5–8 items across all three categories. Too many choices overwhelms students; too few reduces motivation. Review what's selling after the first term and adjust accordingly.

4. Step 3 — How Students Purchase

Once items are listed and active, students can browse and purchase entirely on their own through the AchievoEDU app or web portal. No admin action is required at the purchase stage.

What students see	What happens in the background
Browse the Store tab — items shown with photo, name, point cost, and stock availability	Student's current point balance is checked to confirm they have enough points
Tap/click 'Purchase' on an item they want	Points are deducted immediately. The item appears in their Purchase History with status 'Awaiting Pickup'
View their Purchase History — shows all purchases, dates, and collection status	The item is added to the Admin Fulfilment Queue — ready for you to prepare and hand out

⚠	Students cannot cancel a purchase once confirmed as points are deducted immediately. If a student purchases in error, an admin can manually refund the points via Admin → Store → Fulfilment → [Student Name] → Refund.

5. Step 4 — Preparing for a Store Day

The store runs at pre-determined lunchtimes. Because you cannot print the collection list moments before opening (students may purchase right up until the bell), purchases made before the day of handout are guaranteed to appear on the printed list. Purchases made on the morning of a store day may need to be handled digitally or carry over to the next store day

⚠	IMPORTANT — Cut-off for printed list: The printed fulfilment list captures all purchases made BEFORE the store day. Any student who purchases on the morning of a store day will NOT appear on the printed list. These students should be directed to show their Purchase History on the app — a teacher can then mark them as received digitally using the search function. See Section 6 for the digital method.

Recommended Store Day Schedule

When	Action
Day before	Announce tomorrow's store session to students via school notice or PA. Remind them that purchases made this afternoon and evening will appear on the list.
Morning of store day	Print the Fulfilment List from Admin → Store → Fulfilment → Print List. This captures all pending purchases up to the moment of printing.

When	Action
30 min before store	Gather physical items for all Tangibles on the list. Prepare any Privilege passes or Event tickets that need physical documentation.
At store opening	Open the store at the announced location. Have the printed list, a pen, and a device/tablet open to Admin → Store → Redemption for digital check-ins.
During store	Hand items to students. Mark each as received — either by signing the printed list OR clicking 'Mark Received' in the Redemption panel (see Sections 6 and 7).
After store closes	If using the paper method: update the digital list in the system (Section 7). Review stock levels for any Tangibles that may need ordering

How to Print the Fulfilment List

9. Go to Admin Panel → Store → Fulfilment
10. Click 'Print List' — a print-optimised view opens
11. The list shows: Student Name, Year, Item, Points cost, Date Purchased, and a Date received that you can write in
12. Print and take to the store

6. Step 5 — Running the Store at Lunchtime

Store Setup Checklist

✓	Before Opening the Store	Notes
☐	Printed Fulfilment List ready — one copy (or one copy per staff member manning the store)	
☐	Pen available if you require student signatures	
☐	Physical items gathered and organised — match to list	
☐	Privilege passes or event tickets printed (if applicable)	
☐	Device (tablet or laptop) logged in to Admin → Store → Redemption	*For digital check-ins*
☐	Store location sign or banner visible to students (see Section 9)	
☐	Two staff members rostered where possible — one to manage queue, one to find items	*Recommended*

At the Store — Paper Method

When a student comes to collect their item:

13. Find their name on the printed Fulfilment List
14. Confirm their name and year level — ask for student ID if unsure
15. Hand over the item
16. Ask the student to sign next to their name in the Signature column
17. Write today's date in the Date column

18. After the store closes, input the signed entries into the system (Section 7)

At the Store — Digital Method (Recommended)

The digital method is faster, eliminates the need to enter data after the store, and automatically timestamps each collection. It is the recommended approach.

19. Open Admin Panel → Store → Redemption on a device at the store
20. Use the search bar to find the student by name or year level
21. The student's pending items are listed, confirm the item with the student
22. Hand over the item
23. Click 'Mark as Received' next to the item
24. The system automatically records the date and time and updates the student's Purchase History to 'Received'
25. The student can see the 'Received' status in their app immediately

For students who purchased on the morning of store day and are NOT on the printed list — use the digital method. Search their name in the Redemption panel, confirm the item matches what they're showing on their app, and click Mark as Received. This handles same-day purchases without any paperwork.

Handling No-Shows

- If a student does not collect their item on store day, their item remains as 'Pending Collection'
- Their item will appear again on the next store day's printed list
- After 3 store days of no collection, contact the student directly — check if they still want the item
- If an item is no longer available (e.g. event has passed), process a point refund via Admin → Store → Fulfilment → Refund

7. Step 6 — Entering the Paper List into the System

If you used the paper method during the store, you need to enter the signed list into AchievoEDU after the store closes. This keeps student records accurate and sends students a notification that their item has been collected.

1 **Navigate to Fulfilment**
Admin Panel → Store → Fulfilment
Filter by Status: 'Pending Collection' to see only uncollected items.

2 **Mark as Received**
Click 'Mark Received' next to the student's item.

3 **Repeat for All Signed Students**
Work through your entire signed paper list — mark every item where the student signed.
Do NOT mark items as received if the student did not collect (i.e. their row has no signature).

4 **File the Signed Paper List**

Keep the signed paper list in a physical folder as a backup record.
Recommended retention: one full school year.
This is your audit trail if any disputes arise about whether an item was collected.

💡 The system can send the student a push notification on the store day if they have an item to be picked up.

8. Managing Stock Levels

- Go to Admin Panel → Store to view current stock levels for all Tangibles and Events
- Stock decreases automatically when a student makes a purchase, you do not need to update it manually after each sale
- When stock reaches zero, the item automatically changes to 'Sold Out' but will stay visible to students in the store
- To restock an item: click Edit → update the stock quantity → Save
- To temporarily hide an item without deleting it: toggle the items visibility
- To permanently remove an item: click delete — it no longer appears in the store

Scenario	What to do	Where in system
Item ran out of stock	Update stock quantity when new stock arrives	Store → Manage Items → Edit
Event is full	Item auto-disables — no action needed unless you add more spots	Automatic
Student wants a refund	Process manual point refund. Stock does auto-restore.	Store → Fulfilment → Refund
Item no longer available	Hide the item — history preserved, no new purchases	Store → Item → Visible in store

9. Communicating the Store to Students

Students need to know three things: where the store is, when it runs, and how the process works. Use the templates below to communicate this clearly.

Recommended Communication Channels

- School PA announcement the day before each store session
- AchievoEDU notice — sent via Admin visible to all students
- Physical poster at the store location on store day (template in Section 10)
- Class teacher verbal reminder during roll call on store day morning

PA Announcement Template — Day Before Store

"Attention all students — the AchievoEDU Rewards Store will be open tomorrow/today at lunchtime,
located at [location — e.g. the library foyer / Room B12 / outside the admin office].
The store will be open from [time] to [time].
If you have enough points redeem a reward, and head to the store during lunch.
Remember — purchases you make today and tonight will be on the paper list tomorrow.
If you purchase tomorrow morning, bring a device to show your Purchase History
and a teacher will mark your item as received".

AchievoEDU Platform Notification Template

Title: 🛒 Rewards Store Open Tomorrow!

Message: The AchievoEDU Rewards Store is running tomorrow at lunch.

📍 Location: [Store location]

🕐 Time: [Start time] – [End time]

Check your Store tab now to browse items and spend your points.

Purchases made before tomorrow morning will be on the collection list.

10. Store Location Poster Template

Print and laminate this poster for display at the store location on store days. Fill in your school-specific details.

🛒 **ACHIEVOEDU REWARDS STORE**

Reward Success. Inspire Growth.

📍 **Location**

[e.g. Library Foyer / Room B12 / Outside Admin Office]

🕐 **Store Hours**

[Day of week] at [Time] – [Time]

How it works:

1	2	3
Browse the Store tab in your AchievoEDU app	Purchase an item using your points	Come here at lunchtime to collect it!

⚠️ **Purchased this morning? Bring a device and show your Purchase History.**

Setting the Store Schedule

- Go to Admin Panel → Store → Schedule
- Set recurring store days (e.g. every second Tuesday at lunch) or one-off dates
- Students can see upcoming store dates in their Store tab — this builds anticipation
- Recommended frequency: weekly or fortnightly
- If irregular timing always schedule store days at least 3 days in advance so students have time to plan purchases