
AHLEI

Buyers Report – Accessing Course and Exam Results

Buyer's Report for Purchasers

When purchasing online products on behalf of other learners you will be able to:

- Assign online access keys to each Learner
- Follow key activity (what keys have been assigned or redeemed)
- Follow application, course and exam activity for those learners (approvals, course completions, exam scores) via the Buyer's Report

Once your purchase has been made and you have assigned keys, you can see various activity via the Buyer's Report.

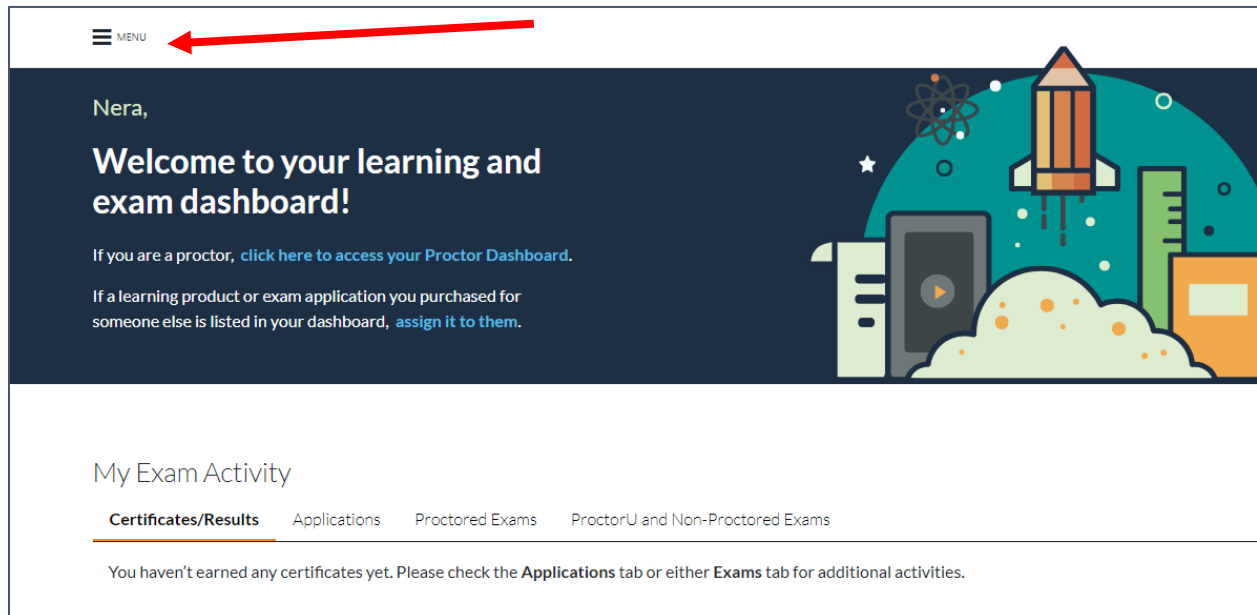
1. To access the Buyer's Report go to your **“My Learning and Exams Dashboard”**.

The screenshot shows the AHLEI user dashboard for Nera Fiorentino. The top navigation bar includes links for Individuals, Lodging, Academic, Workforce, International, and About, along with My Account and Logout options. The main content area is divided into three columns:

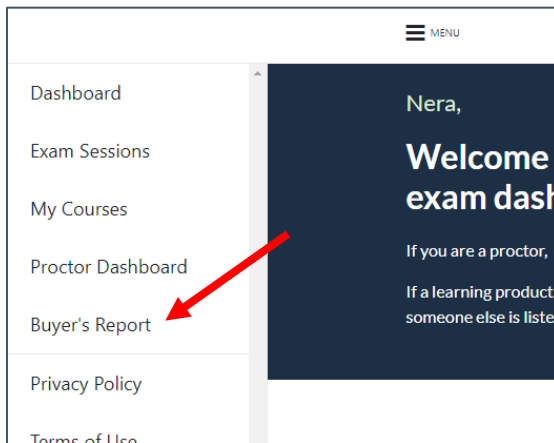
- Account Information:** Includes fields for Email (bestneragirl@gmail.com) and Member status (Not a Member). There are links for EDIT PROFILE and CHANGE PASSWORD.
- Online Store & Order History:** Includes links for Browse Products, Shopping Cart, and Order History.
- Learning Management:** Includes links for My Learning & Exams (highlighted with a red arrow), My Certification Applications, Redeem a Voucher, Manage Products, and Proctor Dashboard.

If you need further assistance, please email the National Restaurant Association's AHLEI Customer Care Team at certification@ahlei.org or Call 800-349-0299 (International callers 407-999-8100)

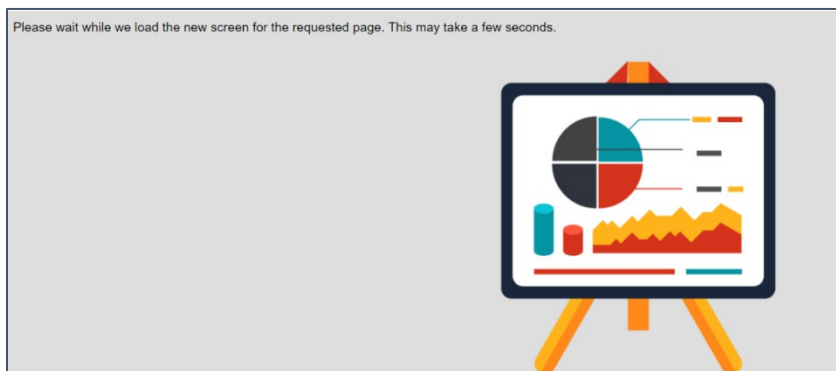
2. Click on “Menu”.



3. Click “Buyer’s Report”.



Note: You may see a brief interim screen before being taken to the Buyer’s Report



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The Buyers Report is split into 2 sections, an overall **Key Report and Product Overview**.

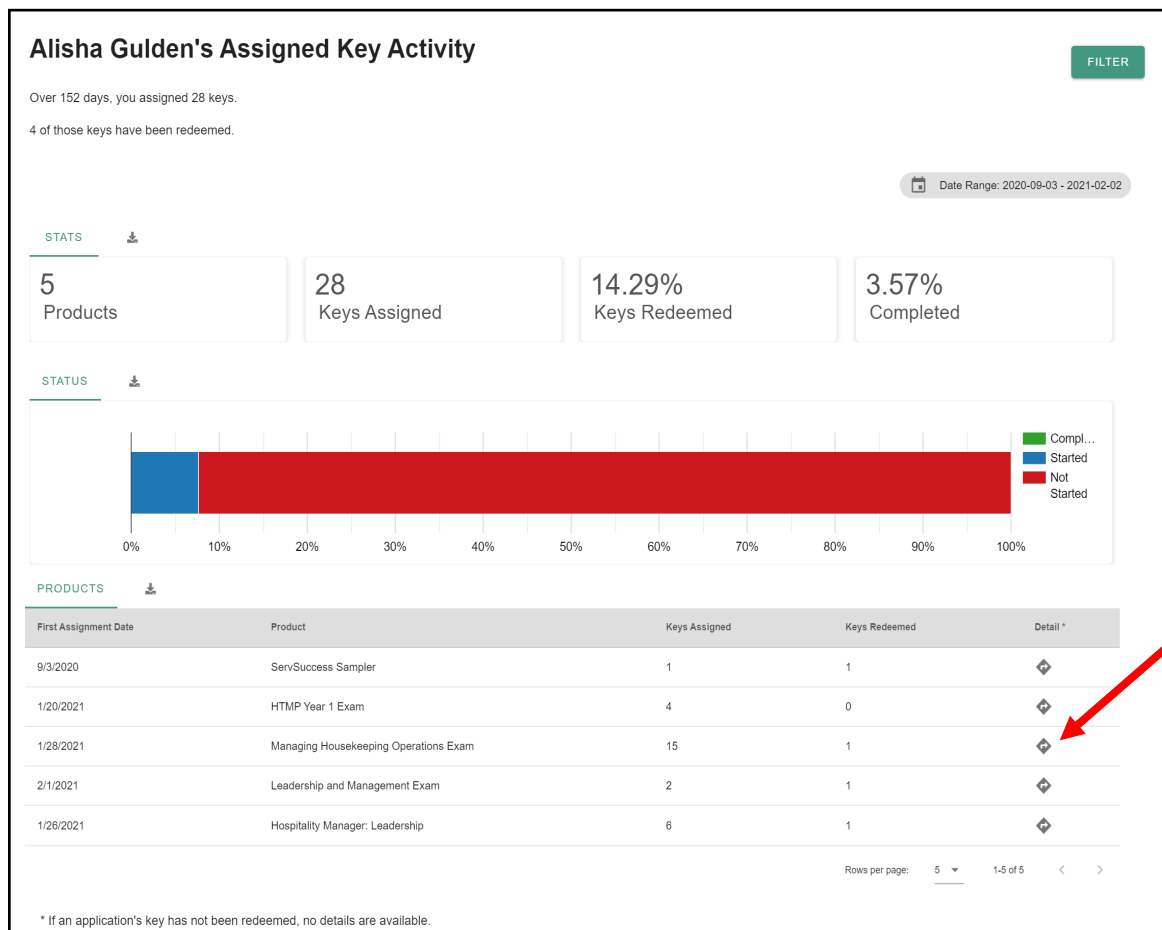
The **Overall Key Report** shows:

- Number of keys assigned
- Number of keys redeemed
- Percent of products not started, started, and completed

The **Product Overview Report** shows an overview of all products that have been purchased including:

- First assignment date
- Product name
- Keys assigned
- Keys redeemed
- Details

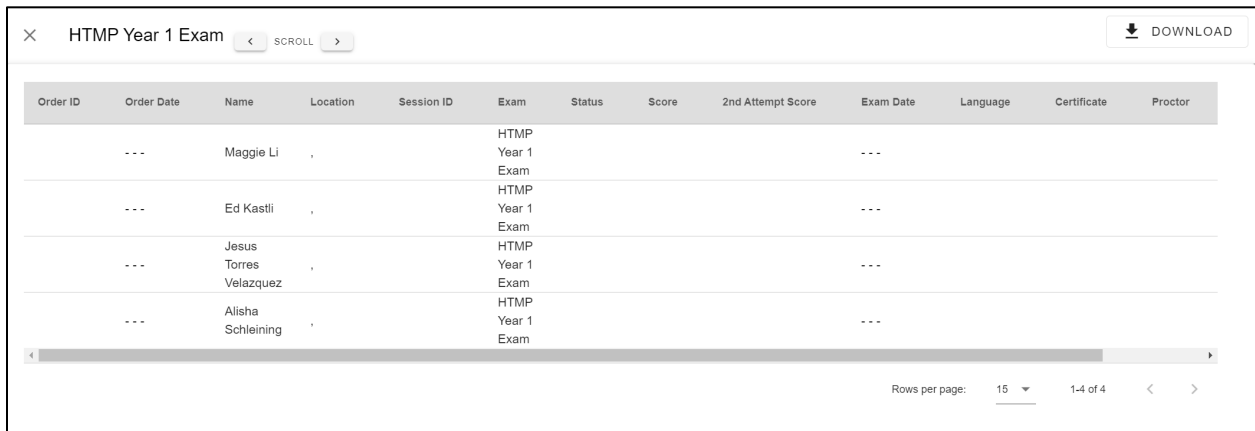
4. Click the **“Arrow Sign”** next to the product to see reporting details for that product.



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If the product has an **Exam** associated, the details report includes:

- Order ID
- Order Date
- Name
- Location
- Session ID
- Product Name
- Status and or Score (and 2nd attempt score if applicable)
- Exam date (if applicable)
- Language
- Certificate
- Proctor (if applicable)
- Organization



The screenshot shows a table titled "HTMP Year 1 Exam" with a "DOWNLOAD" button in the top right corner. The table has 13 columns: Order ID, Order Date, Name, Location, Session ID, Exam, Status, Score, 2nd Attempt Score, Exam Date, Language, Certificate, and Proctor. There are four rows of data, each representing a different student. The "Exam" column for all rows is "HTMP Year 1 Exam". The "Exam Date" column for all rows is "---". The "Status" and "Score" columns are empty for all rows. The "2nd Attempt Score" column is empty for all rows. The "Language", "Certificate", and "Proctor" columns are empty for all rows. The "Order ID" column contains "---" for all rows. The "Order Date" column is empty for all rows. The "Name" column contains the names of the students: Maggie Li, Ed Kastli, Jesus Torres Velazquez, and Alisha Schleinig. The "Location" column contains a "." for all rows. The "Session ID" column is empty for all rows.

Order ID	Order Date	Name	Location	Session ID	Exam	Status	Score	2nd Attempt Score	Exam Date	Language	Certificate	Proctor
---		Maggie Li	.		HTMP Year 1 Exam				---			
---		Ed Kastli	.		HTMP Year 1 Exam				---			
---		Jesus Torres Velazquez	.		HTMP Year 1 Exam				---			
---		Alisha Schleinig	.		HTMP Year 1 Exam				---			

If the product is an **online course** only, the details report includes:

- Order ID
- Order Date
- Name
- Course
- Time in Course
- Registration Date
- Expiration Date
- Completion Date
- First Access
- Last Access
- Status

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SCROLL

Hospitality Manager: Leadership

DOWNLOAD

Order ID	Order Date	Name	Course	Time in Course	Registration Date	Expiration Date	Completion Date	First Access	Last Access	Status
---	---	Neeley Carlson	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/29/2022	---	---	---	Active
---	---	Ed Kastli	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Maggie Li	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Ann Mahoney	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/29/2022	---	---	---	Active
10020632	---	Dennie Matthews	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	1/28/2021	1/28/2021	Active
---	---	Shane Richards	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Alisha Schleining	Hospitality Manager: Leadership	00:00:00	1/26/2021	1/21/2022	---	---	---	Active

Rows per page: 15 1-7 of 7

5. Click **“Download”** to download your report.

SCROLL

Hospitality Manager: Leadership

DOWNLOAD

Order ID	Order Date	Name	Course	Time in Course	Registration Date	Expiration Date	Completion Date	First Access	Last Access	Status
---	---	Neeley Carlson	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/29/2022	---	---	---	Active
---	---	Ed Kastli	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Maggie Li	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Ann Mahoney	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/29/2022	---	---	---	Active
10020632	---	Dennie Matthews	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	1/28/2021	1/28/2021	Active
---	---	Shane Richards	Hospitality Manager: Leadership	00:00:00	1/28/2021	1/20/2022	---	---	---	Active
---	---	Alisha Schleining	Hospitality Manager: Leadership	00:00:00	1/26/2021	1/21/2022	---	---	---	Active

Rows per page: 15 1-7 of 7

6. Update the **“Report Name”** and click **“Submit”**.

Report Download Options

Please enter a report name and select a report format to run your report. You will be able to download this report from the “my downloads” tab from the report center.

Report Name
course details_2021-02-02

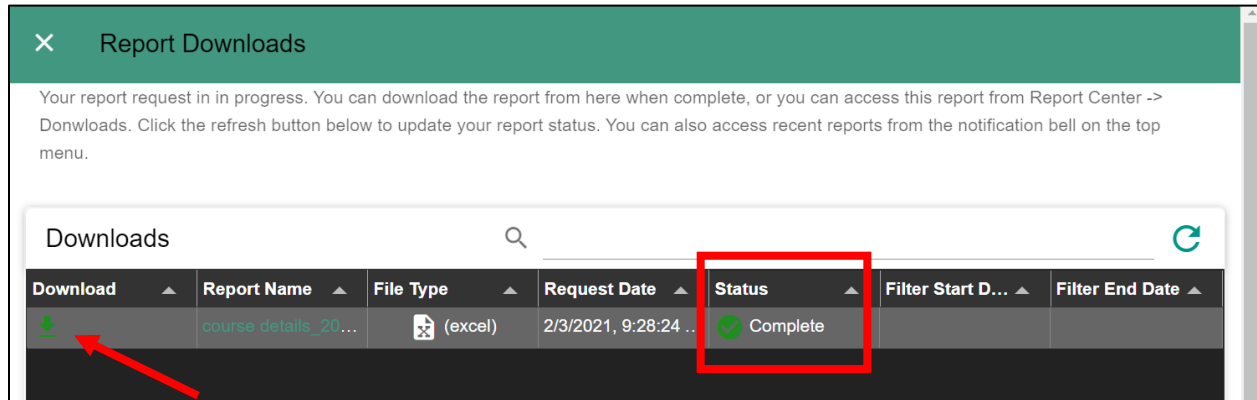
File Type Format
excel

SUBMIT CANCEL

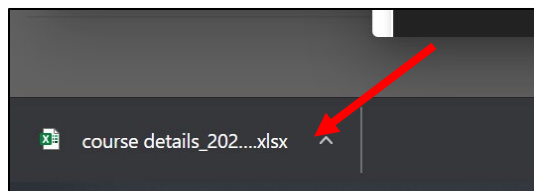
SHOW PREVIOUS DOWNLOADS

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7. Select the **“Download Arrow”** after your report status shows **“Complete”**.



8. Open the report from your browser Tool bar if it does not automatically open.



9. View your Report.

The screenshot shows an Excel spreadsheet with the following data:

keyid	firstname	lastname	email	catalog_entry_display_name	timespent	start_date	end_date	createdon	completedon	last_visited	status	score	first_visit	orderid
213466	Neeley	Carlson	ncarlson@restaurant.org	Hospitality Manager: Leadership	0	1/28/2021	1/29/2022	1/28/2021			Active	0		
182314	Ed	Kastli	ekastli@ahlei.org	Hospitality Manager: Leadership	0	1/28/2021	1/20/2022	1/28/2021			Active	0		
182316	Maggie	Li	mli@ahlei.org	Hospitality Manager: Leadership	0	1/28/2021	1/20/2022	1/28/2021			Active	0		
213467	Ann	Mahoney	amahoney@restaurant.org	Hospitality Manager: Leadership	0	1/28/2021	1/29/2022	1/28/2021			Active	0		
182313	Dennie	Matthews	deneliz.matt@gmail.com	Hospitality Manager: Leadership	0	1/28/2021	1/20/2022	1/28/2021		1/28/2021	Active	0	1/28/2021	10020632
182317	Shane	Richards	srichards@ahlei.org	Hospitality Manager: Leadership	0	1/28/2021	1/20/2022	1/28/2021			Active	0		
182315	Alisha	Schleining	alishagulden@gmail.com	Hospitality Manager: Leadership	0	1/26/2021	1/21/2022	1/26/2021			Active	0		

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