

Punch-Out Vendor Ordering Guide

Searching / Ordering / Checkout Procedure

For Books:

1. Use the **Search** field to search by title, author or ISBN. If no items match your search criteria, a form will display which will allow you to request that the item be added their catalog.
2. If you know the ISBN or SKU for the book you wish to order, you can click the **Quick Cart** option at the top and enter it directly.
3. From the Item Description page, click . Enter the quantity in the **Quantity** field and click . **Note:** You cannot combine book and subscription orders in the same cart in eSHOP, so it will be necessary to submit them as two separate carts. Go to **Step 4** below.

For Subscriptions:

1. Enter the item title in the **Search** field and choose **Subscriptions** from the drop-down list. If no items match your search criteria, a form will display which will allow you to request that the item be added to their catalog.
2. If multiple delivery options exist, they will be listed. Click on the delivery method you prefer and click on the right. If necessary, change the quantity and click . **Note:** You cannot combine book and subscription orders in the same cart in eSHOP, so it will be necessary to submit them as two separate carts.
3. If this is a renewal subscription, select the appropriate Renewal option. Enter your account code in the **Account Code** box that displays to the right. Click . If necessary, change the quantity and click . **Note:** You cannot combine book and subscription orders in the same cart in eSHOP, so it will be necessary to submit them as two separate carts.
4. Review your cart and make any necessary changes. When you are ready to return your items to your eSHOP cart, click .
5. Your item(s) have been added to the active cart in eSHOP. You can change the quantity and remove the items in your cart within eSHOP, but if you want to add items, you need to click the **Modify Items** link to take your cart back into Complete Book, view your cart and make the necessary additions/changes there.

Retrieving a Quote

1. You cannot create retrieve a quote on the Complete Book punch-out site. If you have a quote, you must fill out a Non-Catalog Order form and attach the quote there.
2. When you are checking your cart out in eSHOP, be sure to enter the quote number in the Quote Number field by following the steps below:
 - Click **Proceed to Checkout**.
 - Click the **Requisition** tab and the **Summary** tab.
 - Click the button in the **General** section.
 - Enter the quote number in the **Quote Number** field and click **Save**.

Creating / Accessing Favorites

1. You cannot create Favorites on the Complete Book punch-out site.

Additional Information Sent

Suppliers vary in their ability to accept certain information that is sent electronically from eSHOP. So, even though you enter the data when you create the Purchase Requisition in eSHOP, it may not always be accepted by the supplier when they receive the order electronically.

1. **External Notes** – Yes
2. **External Attachments** – No
3. **Information in “Ship via” field** – No
4. **Delivery Date** - No

Shipping Charges

1. Free shipping? – **Free with order over \$35**. Additional charges may apply for expedited shipping.

Order / Shipping Confirmation

1. Will I receive a confirmation that my order has been received? **Yes**
2. Will I receive a confirmation that my order has been shipped? **Yes**

Rush Orders

1. You will need to use the external comments to indicate "Rush" and explain what date you will need the item(s). You should also follow up the rush order with a phone call to Complete Books to ensure the item(s) can be included in a rush order.

Check Status of Order

1. To check on the status of your order call Complete Books at 1 (800) 986-1775 or email Desiree Williams at desiree@completebook.com. You can also find up-to-date contact information on Complete Book's punchout site by clicking on the "Contact Us" link at the bottom of any page.

Cancelling an Order

1. You will need to contact Complete Book to cancel your order. Click the **Contact Us** link at the bottom of any page to contact the appropriate person.
2. Fill out and submit a Change Order Request form in eSHOP.

Returns

1. You will need to contact Complete Book to cancel your order. Click the **Contact Us** link at the bottom of any page to contact the appropriate person.