



CoursePack Order Procedure — for Bookstores

1. **If your bookstore provides a CoursePack pickup service.** Collect the CoursePack order form and clean copies of all materials from the instructor. Send the order form and materials to your XanEdu Account Service Manager. You can fax all orders and materials to 888-802-5734 or ship hard copy directly to your Account Service Manager's office location.
2. **Designate a CoursePack Coordinator.** The CoursePack Coordinator will be our primary contact in the event of problems or questions concerning a CoursePack ordered for your bookstore. Contact us at any time regarding the status of CoursePacks we are processing for you. We can accommodate or resolve any special requests or concerns.
3. **Login to XanEdu's Control Center.** You can check on the status of your print orders 24 hours a day, 7 days a week. Log in at www.xanedu.com with your distributor code and password. Contact your Account Service Manager or email bookstorelogin@xanedu.com for your bookstore code and password.
4. **Bar Codes.** If you use a point-of-sale system, send us your bar codes via email attachment or as hard copy through postal mail and we will print them on the CoursePack covers.
5. **Purchase Orders.** If your institution or corporation requires a purchase order to process payment, we require this number prior to production.
6. **Free Shipping and Desk Copies.** We will ship your standard orders free. Shipments will include your CoursePacks and desk copies. The instructor receives one free desk copy and one additional desk copy for every 40 CoursePacks ordered. You will receive an email notification when an order is shipped. Please make sure we have your current email address in our records.
7. **The Instructor's Original Materials.** We return original materials to the bookstore unless the instructor has requested they be returned to another address.
8. **Billing.** You will be billed for the quantity shipped, multiplied by the net price. Terms for payment are net 30 from the date of invoice. A packing slip with pricing information accompanies each shipment. Invoices are usually generated within four business days from the ship date.
9. **Re-Adopt Orders.** If an instructor would like to Re-Adopt a CoursePack used during a previous term, or if a section has been added to a class, just fax us a completed Re-Adopt form. We also have an online form available through our Control Center. You do not have to send the material or the copyright information again. If it is a Re-Adoption with changes, use the Re-Adopt form and indicate the changes that are being made.

Send any additional material for print CoursePacks to your XanEdu Account Service Manager.

10. **Add-On Orders.** To request additional copies of a CoursePack being used in the current term, complete an Add-On order form, and fax it to us at (888)802-5734. We also have an online form available through our Control Center.

If the total number of CoursePacks shipped remains below your initial order for the class, we will ship the additional copies at our expense, by Next Day Air if necessary.

11. **Returns.** XanEdu provides 100% returns privileges for unsold CoursePacks. Contact your Account Service Manager with questions or for a copy of our return policy and Return Merchandise Authorization (RMA) Form.



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